

# THENJIWE SUPPLIES & REPAIRS

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## EMERGENCY PREPAREDNESS & RESPONSE PLAN



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## 1. PURPOSE

This plan provides for the preparation and implementation of emergency response to address unplanned situations.

## 2. SCOPE

This emergency plan applies to all employees, contract employees, guests, and visitors to the Company during normal office hours, unless noted below:

- a) Employees working outside of normal office hours will be responsible for carrying out all appropriate activities in the plan.
- b) Employees travelling outside the office facilities are addressed in Section IIIF.

## 3. RESPONSIBILITIES & IMPLEMENTATION

### Management

Management shall ensure that all possible life threatening situations are evaluated and emergency response and evacuation procedures are in place to prevent fatalities from occurring.

### Supervisors

Supervisors shall make all their employees aware of this procedure and partake in evacuation drills

### Employees

Employees will partake in evacuation drills to ensure they recognize and understand the importance of evacuations and their part played during evacuations.

### Evacuation/Emergency Coordinator

Evacuation coordinator shall take charge of any emergency evacuation and shall lead the evacuation.

## 4. ABBREVIATIONS

Not applicable.

## 5. DEFINITIONS

### THENJIWE SUPPLIES & REPAIRS Personnel

This includes individuals directly employed by THENJIWE SUPPLIES & REPAIRS and individual independent contracted by THENJIWE SUPPLIES & REPAIRS.

### Emergency

Any event that arises internally or from external sources, which may adversely affect persons or the community generally, and which requires an immediate response.

### Emergency Evacuation Controller

A designated person to initiate an appropriate response to emergency situations.

### Emergency Evacuation Coordinator

Deputy to the Emergency Evacuation Controller. They will assist the Controller in the management of the emergency situation and perform the responsibilities as outlined below.

### Emergency Team

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A committee responsible for establishing an Emergency Evacuation Plan, Emergency Response Procedures and the appointment of Emergency Evacuation Personnel.

### Persons with Disabilities

Persons having physical, intellectual, visual or auditory disabilities or impairments, either temporary or permanent.

### Stair Chair

Stair chairs are chairs designed to assist disabled persons during evacuation from upper levels down a flight of stairs.

### Relevant Manager

Relevant Manager refers to either the section Manager for THENJIWE SUPPLIES & REPAIRS, or the Manager HR for each office location.

## 6. GENERAL

Not applicable.

## 7. PLAN

### 7.1 Emergency Team

In order to formulate and execute the Emergency Procedure and Plan, responsibility must be allocated to specific personnel.

The relevant Manager shall establish an Emergency Team consisting of appropriate personnel such as:

- Section Managers,
- SHE Coordinator,
- Fire fighters
- Health and Safety Representatives.

The Emergency Team shall nominate an Emergency Evacuation Controller and Emergency Evacuation Coordinator. A number of Emergency Evacuation Wardens appropriate to the size of the area of responsibility must also be appointed.

All the appointments shall be communicated to all within the building to ensure they know how the responsible employees are. Records thereof shall be kept in the SHE file.

### 7.2 First Aid Personnel and Security Staff

Personnel who hold these positions shall be trained on first aid procedures and appointed. They shall ensure to take their first aid boxes with them in the event of an emergency. They will assist and treat all injured employees at the assembly point in the unlikely event of an emergency.

### 7.3 Documentation and Signage.

Emergency exits, escape routes and communication equipment shall be clearly signed all over the building and indicated on the layout plan.

### 7.4 Preparedness

#### 7.4.1 Training

The Emergency Team shall identify and provide training in accordance with the needs of personnel involved with emergency evacuation activities. They shall determine the depth of training required for

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themselves and all other personnel, given the assessment of risk for each potential emergency scenario and the proximity and skills of the local emergency services.

Consideration shall also be given to the number of First Aid personnel and any associated training requirements.

Training must be given to all staff in the building in how to raise the alarm, the evacuation route and the location of muster/assembly areas. Other opportunities for emergency procedure training include:

- Meetings
- Refresher Inductions
- Specific Group Training
- Specific Individual Training

### 7.4.2 Emergency Team Training

Specific training for the Emergency Team shall include:

- The operation of all safety equipment including, fire extinguishers, fire hose reels, fire blankets and fire detection and suppression systems;
- The layout of their area of responsibility;
- The number, location and additional needs of people with disabilities in their area;
- Evacuation routes and safe places;
- Where evacuation procedures need to be modified and how to do this;
- How to identify themselves as emergency staff.

### 7.4.3 Equipment

The Emergency Evacuation Controller shall ensure that the emergency equipment specified in the Emergency Procedure is available in the building.

Equipment is:

- First Aid / emergency rescue equipment;
- Hi-Viz clothing and identification of equipment;
- Fire fighting equipment (e.g. fire hoses, extinguishers).

The Emergency Evacuation Coordinator shall maintain a list of the equipment held in the store and verify that the equipment is suitable for the hazards identified, accessible, serviced (if applicable) and in good working order.

In addition to the emergency equipment, it will also be the responsibility of the Emergency Coordinator to inspect, test and maintain the exit signs and alarm systems.

### 7.4.4 Emergency Contacts

The Emergency Evacuation Coordinator must ensure that the Emergency Evacuation layout plan contains telephone contacts details such for:

- THENJIWE SUPPLIES & REPAIRS Representative;
- Ambulance;
- Fire Station
- Hospital;
- Police;
- Security Company

The Emergency Evacuation Coordinator shall review the telephone contacts list on a monthly basis. Where changes are required, the Emergency Evacuation Coordinator shall ensure that the list is revised and the Emergency Evacuation Plan is reissued.

### 7.4.5 Communication

A reliable form of communication shall be used in the event of an emergency. An alarm system is used in the building but in the unlikely fail of the alarm a hand held alarm shall sound a long continuous sound. Regular testing of the communication system shall occur on a monthly basis.

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### 7.5 Types of Emergency Situations Identified

#### 7.5.1 Natural Disasters (heavy thunderstorm or flood threat)

##### Notification

Anyone hearing of a natural disaster warning or situation should advise the senior supervisor in the building.

##### Response

If appropriate, the senior supervisor should have the warning relayed through the receptionist over the public address system.

During flood tornado warnings and when outside conditions continue to deteriorate, the receptionist will broadcast the following:

“A FLOOD WARNING IS IN EFFECT FOR OUR AREA. ALL PERSONNEL PLEASE ASSEMBLE IN THE ADMINISTRATIVE AREA ON THE FIRST FLOOR”

- Upon hearing the flood warning, all personnel will move quickly to the administrative area in the centre of the eastern side of the first floor. Close the doors of any rooms as you pass by.
- The senior supervisor will take charge of the assembled personnel. Consider positioning a volunteer at a window of the building to watch for an approaching flood.
- If thunderstorms or potential flooding pose a hazard, the senior supervisor will consider:
  - a) shutting off all computers, utilities or other equipment
  - b) early dismissal of all personnel
  - c) All Clear

The senior supervisor will be responsible for determining when the threat has passed and advising everyone to return to work or depart for the day.

#### 7.5.2 Illegal Civil Activities (theft, bomb threat or civil disturbance)

##### Notification

Anyone having any knowledge of an illegal activity affecting the Company should advise the senior supervisor in the building.

##### Response

- a) If appropriate, the senior supervisor should relay the information on the situation over the public address system.

- b) If a bomb or other threat is received, the receptionist will broadcast the following:

“THERE IS A POSSIBLE BOMB IN THE BUILDING. PLEASE EVACUATE THROUGH THE FRONT (OR REAR) DOOR.”

Repeat three times.

- c) The receptionist will notify the police and/or emergency services, as appropriate.

#### 7.5.3 Travel Emergencies

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**ABOVE ALL, NO BUSINESS ACTIVITY IS MORE IMPORTANT THAN AN EMPLOYEE'S HEALTH. TAKE WHATEVER MEANS NECESSARY TO ENSURE THAT YOUR PERSONAL SAFETY AND WELL-BEING ARE PROTECTED.**

### Notification

For any emergency that occurs outside of the office notify a supervisor in the local area of your situation and needs as soon as practical.

The primary means of notification during non-office hours is through the answering service operator. Tell the operator that you are on the staff, your emergency situation, a phone number where you can be reached, and to pass this on to the appropriate supervisor.

RCC will provide the answering service with a list of supervisors and home telephone numbers to be contacted in the event of an emergency involving an employee.

### Injury/ Illness

The most important aspect of the control of injuries or illness while travelling is PREPARATION. The traveller should anticipate the following when en route or at his/her destination:

- a) Weather conditions
- b) Health conditions
- c) Taking along an emergency kit with appropriate medicines and supplies
- d) Knowing the local emergency response procedures
- e) Taking care of injuries or health problems as soon as they occur
- f) Asking for assistance when needed

### Robbery/Theft/Lost Equipment

- a) As with injuries or illness, anticipation and preparation are essential to preventing physical losses.
- b) Reports of robbery, theft or lost equipment should be made first to the appropriate local authorities, then to the proper supervisor.
- c) Reimbursement for personal losses will be at the discretion of the individual's supervisor, based on the facts surrounding the loss.

### Kidnapping

Should an employee become involved in a situation involving kidnapping or duress, the local authorities will be responsible for handling the response.

If negotiations require any action on the part of the Company, only the Company CEO or his/her superiors are authorised to respond on behalf of the organisation.

Employees shall take whatever actions will prevent exposure to danger, including terminating travel, departing, or taking refuge in a safer location.

### Vehicle Accidents

Vehicle accidents, whether as a driver or passenger, should be reported first to the appropriate local authorities, then to the proper supervisor. All vehicles shall be parked in reverse for easy escape.

Employees travelling regularly on company business will be provided with a card containing rental car insurance information. This information shall be exchanged with any other individual involved in a vehicle accident.

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### 7.6 Emergency Evacuation Normal Hours

In the event of an emergency occurring, the following steps shall apply:

- Ensure the immediate safety of anyone within the vicinity of the emergency;
- Alert the emergency response personnel and call the emergency services. There shall be no criticism of any person who uses initiative in this respect nor shall such action need another person's permission;
- Evacuation can take place with either the Emergency Evacuation Controller, Emergency Evacuation Coordinator or Managers direction;
- Set off the alarm or suitable arrangement to advise occupants of an emergency;
- Emergency control personnel follow instructions from Emergency Evacuation Controller;
- Use planned evacuation routes to leave area safely and go to the Muster Point;
- Assist disabled persons within the building. (Stair chairs are available for the upper level.)
- Address the emergency if it is safe to do so (e.g. fight the fire);
- All area managers shall take a head count at the assembly point to ensure that all employees are out the building.
- Advise the Emergency Evacuation Controller of any missing persons;
- All personnel must remain in the evacuated area until advised of a return to the building;
- All Personnel - When asked to evacuate the building do not stop to pack equipment, etc. and do not go to the bathrooms or collect personal belongings. Go directly to designate Assemble Point.

In addition, the Emergency Evacuation Controller shall ensure that:

- The personnel involved in the event are safe and accounted for;
- All operations causing, or those directly affected by, the event have ceased;
- Notify the emergency services of missing persons;
- The relevant THENJIWE SUPPLIES & REPAIRS operations staff is contacted.

The Emergency Evacuation Controller in conjunction with the relevant Supervisor shall assess the situation and organize staff to take whatever action necessary to mitigate the environmental or safety impacts.

#### Outside Normal hours

- a) When planning for work activities outside the normal hours, the Manager shall ensure that there is a staff member trained in the use of any rescue or emergency equipment present.
- b) In the event that an emergency situation arises out of hours, the staff member supervising the works shall perform the role of the Emergency Evacuation Controller and ensure that the procedure is followed.

### 7.7 Testing of the Emergency Evacuation Procedure

The relevant Manager shall arrange for an emergency evacuation exercise where practicable to test the effectiveness of the procedure and the readiness of staff. A practice evacuation shall be conducted at least once a year.

The relevant Manager shall encourage participation from external parties at the exercise, such as the Emergency Services.

The relevant Manager in conjunction with appointed wardens and staff shall plan the exercise taking into consideration:

- Timing and sequence of the exercise;
- Location of the "incident";
- Roles of the respective staff;
- Availability of materials/equipment.

#### 7.7.1 Testing of Equipment

In addition to testing the adequacy of the Emergency Evacuation Procedure in place, the practice shall

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also address the following:

- Emergency Equipment
- Exit signage
- Alarm Systems

### Appointment of an Observer

The relevant Manager shall appoint an observer for the evacuation testing exercise. This person shall not have any other duties associated with the exercise.

### 7.7.2 Briefing & Debriefing

#### Exercise Briefing

The relevant Manager shall communicate the details of the exercise with all Emergency Evacuation Personnel. It shall be the responsibility of the designated wardens to brief the occupants on site; this shall enable occupants to identify their warden.

#### Exercise Debrief

Upon completion of the exercise the relevant Manager in conjunction with the Emergency Evacuation Controller and Emergency Evacuation Coordinator shall review the responsiveness of staff. This review shall take place within seven (7) days from the date of the exercise. The Observer's Checklist shall form the basis of the review. Any learning from the exercise shall be documented for future reference. A full exercise debrief for all personnel involved shall take place within two (2) weeks of the exercise. Where it is identified that the procedures have deficiencies or inaccuracies they shall be referred to the Emergency Team who shall make appropriate amendments.

## 8. RECORDS

Appointments  
Emergency Drill Reports  
Fire Extinguisher Checklists  
First Aid Checklist

## 9. REFERENCE

Occupational Safety and Health Act and Regulations 85 of 1995  
Environmental Regulations for Workplaces, 1987  
General Health and Safety Regulations, 1986  
National Building Regulations and Building Standards Act No. 103 Of 1977

## 10. SUPPORTING DOCUMENTS

Not applicable.

## 11. APPENDICES

Not applicable.