



# **DNZ**

## HS11-01 Emergency Management

Relating to Standard: HS11 Emergency Management

December 2018

# Contents

<b>1</b>	<b>Background and Purpose</b> .....	<b>3</b>
<b>2</b>	<b>Scope</b> .....	<b>3</b>
<b>3</b>	<b>Procedure</b> .....	<b>3</b>
	3.1 Emergency Management Planning .....	3
	3.2 Location Emergency Response Plan .....	3
	3.3 Emergency Planning Committee .....	4
	3.4 Fire Alarms and Emergency Systems .....	5
	3.5 Emergency Drills.....	5
	3.6 Accessibility of emergency services: .....	5
	3.7 External compliance .....	5
	3.8 Location specific emergency requirements .....	5
	3.9 Training Requirements .....	5
<b>4</b>	<b>Responsibilities</b> .....	<b>6</b>
	Chief Executive .....	6
	Divisional Managers .....	6
	Group Manager - Health and Safety.....	6
	Workers.....	6
<b>5</b>	<b>Other information</b> .....	<b>6</b>
<b>6</b>	<b>Document Control</b> .....	<b>6</b>

# 1 Background and Purpose

The process set out in this procedure has been developed to ensure DNZ locations and assets have undertaken emergency planning and have an effective and active emergency management plan in place. DNZ locations and assets need to ensure that in an emergency situation the risk of harm to all people, contractors, customers and visitors is minimised through thorough planning and testing of processes.

## 2 Scope

This procedure applies to all DNZ locations or locations where significant work is undertaken DNZ including within modes of transport.

## 3 Procedure

### 3.1 Emergency Management Planning

Emergency management planning must be undertaken for each location or asset and be appropriate to the activities undertaken at that location.

In undertaking emergency management planning each location or asset must consider the following:

- Hazard evaluation and risk assessment for that location and their potential to cause or contribute to an emergency situation.
- Likelihood of natural disaster and its effect on the location or asset.
- Processes for contacting emergency services, including availability of fixed line phones and cell phone coverage.
- Location or asset layout to determine possible entrapment areas and to ensure clearance.
- Emergency drill plans, timing and scope.
- Accessibility of emergency services for the location.
- Location specific plant and equipment emergency requirements e.g. chemical or fuel storage.
- Specialist assistance that maybe required for mobile impairment.
- Location of assembly areas and means of clearing the location.
- Dangerous goods manifest and plan.
- Likely number of users in the location at maximum/minimum periods and staffing required to clear locations in these periods.
- Emergency services tactical plans.
- Consultation with tenants.

It is recommended that for large public buildings or spaces specialist advisors are used to support the development of the emergency management plan.

### 3.2 Location Emergency Response Plan

Once the emergency management planning is completed each location will develop its emergency response plan. These include the specific actions to be taken should an emergency occur. These plans will consider all the different scenarios that may cause an emergency event (including natural disaster. While often similar, each scenario should have a documented response.

At a minimum the scenarios to be considered and that should have detailed procedures in place are as follows:

- Natural Disasters;

- Civil Disorder/Demonstrations;
- Environmental Disasters (Chemical/Fuel Spill);
- Fire; and
- Bomb Threats.

Evacuation will often be a common response but may often not be the first response. Evacuation plans will be well documented, understood and tested. Emergency evacuation plans are designed to provide:

- Means to manage an evacuation procedure to meet the different operating modes of DNZ facilities.
- Cover for both building and total evacuation procedures.
- Action plans for foreseeable emergency event types.
- Assurance that all of our people are fully aware of their duties and responsibilities at their respective levels.
- Liaison with arriving emergency services.
- Assurance that arrangements are in place for ongoing monitoring and maintenance of the plans.

All locations must ensure through the development of their location emergency response plan that all of the required stakeholders are consulted and have the ability to provide feedback into the development of the emergency evacuation Plan.

### 3.3 Emergency Planning Committee

At our locations, an Emergency Planning Committee (EPC) or similar should be established and maintained. The EPC may include wardens representing each department, floor or tenant within the location. The EPC will meet to review the emergency response plans for the location as well as to conduct drills and to discuss possible changes and improvements as a result of reviews, drills or actual events that occur.

Each of the people sitting on the EPC will have roles and responsibilities as part of the emergency response plan including, but not limited to:

- Chief Warden
- Deputy Warden
- Floor/Department/Tenant Wardens
- Location Health and Safety co-ordinator
- Location Manager (if not the Chief Warden)
- Location Assistant Manager

The EPC role is to ensure that the following is undertaken:

- A detailed emergency management plan is developed and it is formally reviewed annually.
- The location conducts emergency drills every 6 months at a minimum, and ensures that different emergency situations are considered.
- Any emergency evacuations (including drills) are reviewed and results are communicated to the Location and any procedural changes are made if required.
- The location has enough floor and/or area wardens to cover all operating times across the location.
- There is a suitable and working communication process between wardens in the event of an emergency.
- That training occurs to support these requirements.
- The location has the required emergency equipment and that it is kept serviceable.
- Interaction with compliance organisation to ensure that any relevant certification is up to date.

## 3.4 Fire Alarms and Emergency Systems

There may be several different types of alarm systems on facilities, including automatic sprinkler systems, automatic smoke detection, manual systems etc. Wardens and others expected to act in an emergency situation need to understand these systems and how they operate. An overview of these systems, including alarm operations and locations, must also be included in worker inductions.

## 3.5 Emergency Drills

As a minimum, emergency drills, procedures and capabilities must be regularly tested and practiced every 6 months. The emergency response plan must provide details of this testing including a schedule, evacuation tests, records of evacuations, details of debrief and any actions completed from them.

Due to the nature of its operations DNZ may not be able to practice evacuations during operations hours and needs to plan how testing can be undertaken to provide assurance the evacuation can occur, even in peak times.

It is very important that after every drill a debrief and action plan is created to address any deficiencies. The monitoring of this action plan falls to the review of the location EPC.

## 3.6 Accessibility of emergency services:

Consideration must be given to engaging all potential emergency services (fire, ambulance and Police) at our larger and more strategic locations. This is necessary to ensure the services themselves assess the location and understand the layout, equipment and capability of that location in the event of an emergency.

## 3.7 External compliance

All inspection, testing, maintenance and surveying of fire protection systems and equipment will be consistent with legislative requirements and certified correctly.

## 3.8 Location specific emergency requirements

All facilities must develop location specific emergency response plans for known or identified risks i.e. fuel storage, hazardous substances etc.

## 3.9 Training Requirements

Formal training must be provided to all Wardens at each location and anyone expected to have a role in an emergency situation. At the completion of the training, the participant must:

- Have a thorough understanding of the emergency evacuation plan and the role they play in the event of an emergency, including:
- Directing people to the nearest safe exit;
- Notifying the Warden or Chief Warden of any issues;
- Notifying the Warden or Chief Warden when their area is clear;
- Preventing re-entry of our people until the emergency services have given the “all-clear”;
- When instructed to evacuate, guiding building occupants to the evacuation assembly point and ensuring evacuees remain in their work group until instructed otherwise.
- Have a thorough knowledge of all areas in which they are responsible, especially exit routes and all fire exits.

## 4 Responsibilities

### Chief Executive

- Accountable for reporting and providing assurance to the Board on Emergency Planning.
- Ensures allocation of competent resources and accountabilities across the organisation to meet the requirements set out in this procedure.

### Divisional Managers

- Accountable for implementing and maintaining the Emergency Planning procedure requirements within their Divisions.
- Ensures there are sufficient competent resources within their area of responsibility to undertake Emergency Planning as per the requirements in this procedure.

### Group Manager - Health and Safety

- Ensures that DNZ's Health and Safety Management System provides effective processes and procedures with tools to support management in meeting their H&S responsibilities.
- Supports management with establishing a monitoring and review process to ensure this procedure is continually improved.
- Supports management in establishing governance systems to assess compliance with H&S legislation, policies and procedures.
- Ensures training processes exist in the area of Emergency Management for the roles set out in this procedure.

### Workers

Comply with the H&S Emergency Management procedure and associated evacuation plans

## 5 Other Information

H&S Definitions (HS01-01-01).

Full table of Procedures (HS01-01-02).

Emergency Management Standard (HS11).

## 6 Document Control

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