Lusail Real Estate Development Company

Health, Safety, Security, Environment, Logistics & Quality Department

STANDARD OPERATION PROCEDURE – EMERGENCY RESPONSE PROCEDURE

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COMPANY PROPRIETARY INFORMATION

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Amendment Record

This document is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Rev .No	Description / Comments	Prepared By	Checked By	Approved By	Issue Date
1	(Pg. 1) Company Propriety Information – Not controlled if printed has been added.	HSE Working Group	Michael Ford	Uwe Krueger	1st April 15
1	(Pg. 2) Revised Amendment Table	HSE Working Group	Michael Ford *Michael Ford*	Uwe Krueger	1st April 15
2	(Pg. 8) Latest Emergency Evacuation Plan Displayed	HSE Working Group	Michael Ford	Uwe Krueger	16th May 16
2	(Pg.8) Contact with Emergency Services	HSE Working Group	Michael Ford	Uwe Krueger	16th May 16

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1.0   PURPOSE

This procedure describes the LREDC approach for managing emergency situations, which might occur at LREDC projects/offices, including guidelines to develop emergency site alert, evacuation, and response procedures to be used in an emergency, including: Medical; Fires; Operational (site) emergencies; Chemical spills; Severe weather, terrorist activities and Earthquakes.

2.0   SCOPE

This procedure applies to all LREDC ' projects in the State of Qatar, including joint ventures and similar partnerships managed by LREDC .

3.0   DEFINITION & ABBREBIATION

- HSE MS – Health, Safety and Environment Management system.

- Emergency – An incident that can cause death, significant injuries to employees/surrounding community or significant impacts to the environment.

- Emergency Management Program – All the arrangements undertaken in support of emergency management, including the organisational structure, budget, resources, procedures and documentation.

- Emergency Response Plan – Document identifying all the activities to be undertaken from notification of an emergency incident, through incident stabilisation up to recovery from the negative impact of the incident.

- HESP Training Matrix - Health, Safety and Environmental Plan - document outlining occupational health, safety and environment policy, responsibilities, and program requirements consistent with the requirements set forth in LREDC HSE Policy.

- Intranet - LREDC internal website.

- HSE - Health, Safety and Environmental.

4.0   REFERENCES

- Qatar Construction Specifications

- LREDC Management Framework – Section 4.4.7 Emergency Preparedness and Response

- Lusail HSE General Requirements – Section 2.5 Emergency Measures

5.0   RESPONSIBILITIES

The following personnel have responsibilities mentioned in this procedure:

5.1.   PROJECT/OFFICE MANAGER

- Ensures that the workplace has a viable and up to date in place Emergency Response Plan. This plan needs to be clear, well understood by all parties and mock-drills practiced at regular intervals, as determined by workplace Risk Assessments.

5.2   PROJECT/OFFICE HSE REPRESENTATIVE

- In the event of a Minor or Medium incident, the HSE Representative ensures that the incident responses are implemented, the regulatory authorities are informed, and Corrective Action Plan prepared, approved and implemented

5.3   EMERGENCY CONTROL COORDINATOR

- Ensures that emergency situations are properly deal with, with streamlining communication with external entities and ensuring the safety of staff and visitors during emergency events or major incidents.

5.4   EVACUATION/FIRE WARDEN

- Assist in the evacuation process after the evacuation signal has been given. Sweep the area for any potential missing persons. Account for all personnel in the warden's designated area with headcount.

5.5   EMEREGENCY RESPONSE TEAM

- Develop and maintain Site/office Emergency Plans, which will specific to the emergency situation encountered; these Emergency Plans will be communicated to all staff during the Induction Awareness Programme, and discussed at least on a quarterly basis during one of the Tool Box Talks.

6.0 PROCEDURE

6.1   EMERGENCY PREPARENESS

Despite best efforts, the possibility of incidents and other emergency situations still exists. Effective preparation and response can reduce injuries, prevent or minimise environmental impacts, protect employees and neighbours, reduce asset losses and minimise lost time.

Emergency Preparedness and response programs should include provisions for:

        A.   Assessing the potential for accidents and emergencies;

        B.   Preventing incidents and their associated environmental impacts;

        C.   Plans / procedures for responding to incidents;

        D.   Periodic testing of emergency plans / procedures; and

        E.   Mitigating impacts associated with these incidents.

6.1.1.   EMERGENCY RESPONSE PLAN

The Project/office manager shall ensure that they have in place a viable and up to date Emergency Response Plan (ERP), as discussed in 6.1.2. These plans needs to be clear, well understood by all parties and practiced at regular intervals as determined by the Risk Assessment. The ERP are action execute documents that are produced and maintained to safeguard people, property business or environment from foreseeable emergency scenarios.

An initial risk assessment during start up will consider all likely hazards from fuel spills to snake bites to office fires, as detailed in LREDC SOP01 - LUS-HSE-SP2-431-003- Risk Management. The risk assessment process then forms the basis for a specific Emergency Response Plan(s).

To facilitate linkage of the different Emergency Response Plans, each shall evaluate the emergency scenario into levels as follows:

a.)   Level 1 (Minor) – Events are typically of localised significance and can be handled using resources immediately available. (e.g. contained chemical spillage; excessive noise generation);

b.) Level 2 (Medium) – events are typically of regional significance and may require involvement of specialised emergency services (e.g. large diesel/chemical spill; disturbance to habitats; archaeological finds; and sandstorms); and

c.) Level 3 (Major) – events are typically of international significance and may require national or International resources and emergency response services. (e.g. explosion; fire; tsunami; earthquakes and/or bomb threats or explosions).

6.1.2. EMERGENCY REPSONSE PLAN CONTENT

Emergency Response Plans shall be developed separately for each of the foreseeable emergency scenarios. The Emergency Response Plan shall include the following information as a minimum:

a.) Name of the HSE Representative responsible for the plan who may be contacted by employees needing more plan information or an explanation of their duties under the plan.

b.) Emergency response organizational structure, responsibilities, and contact information, including Local Authorities and off-site senior management;

c.) Emergency Response actions;

d.) Procedures for reporting an emergency;

e.) Designated evacuation wardens;

f.) Procedures for emergency evacuation, including type of evacuation, assembly points, and exit route assignments;

g.) Map/plan showing exit routes and assembly point(s);

h.) Procedures to account for all employees after evacuation; and

i.) Procedures to be followed by employees performing rescue or medical duties.

6.1.3. COMMUNICATION

As a minimum, Managers shall ensure that the Emergency Telephone Numbers are complete, kept up to date and circulated on HSE Notice Boards. Other directives or notices may also be posted as applicable.

Managers shall take all necessary steps to ensure that this information is communicated and understood by all employees and sub-contractors working on the site.

Managers shall take all necessary steps to ensure that the workplace has adequate reliable means of communication internally and to the outside community.

6.1.4. EMERGENCY EQUIPMENT & ACCESS

All personnel must familiarize themselves with the location of the first aid equipment, fire-fighting equipment, exits, muster points and rescue equipment such as stretchers.

Any deficiencies discovered in the suitability, location or accessibility of emergency equipment must be immediately reported to Managers or the HSE Representative. Spill kits, stretchers, First Aid Boxes and fire extinguishers must be fully accessible at all times, with no materials stacked in front of these items or obstruction of access to them.

All emergency equipment, exit signs, paths of travel and alarm systems are inspected, tested and maintained at regular intervals, per SOP-05 **-** LUS-HSE-SP2-451-001-**Performance Monitoring and Reporting**.

Managers shall ensure that the workplace meets all local regulatory, insurance safety and environmental requirements with regards to emergency preparedness.

6.1.5. EMERGENCY PERSONNEL

LREDC shall provide appropriate emergency personnel based on the results of emergency planning and risk assessment, which can include the following:

a.)   Emergency Co-ordinator;

b.)   Emergency Response Team member(s);

c.)   Fire warden(s); and

d.)   Trained First Aid personnel

All emergency personnel shall be clearly identifiable in an emergency situation with colour coded vests and identification of the person's emergency role/title.

6.1.6. EMERGENCY TRAINING

Upon initial assignment to a project or office, employees shall be informed (as part of the orientation and induction process) of the hazards and associated risks to which they may be exposed. They will also be informed of those aspects of the emergency management procedures necessary for self preservation and assistance in the event of an emergency, including:

a)   Emergency procedures for fires, explosions, chemical and vapour releases, personnel injuries, and suspected overexposure as they apply to the site;

b)   Location of onsite emergency equipment and supplies of clean water;

c)   Local emergency contacts, hospital routes, evacuation routes, and assembly points;

d)   Site communication and location of phone nearest to the office or site;

e)   Names of onsite personnel trained in first-aid and Cardiopulmonary resuscitation (CPR); and;

f)   Procedures for contacting LREDC ' Emergency Control Room, medical consultant and occupational physician(s).

All employees will receive initial and annual refresher training in evacuation and assembly. Additional training outside of the initial site induction will also be provided when the employee's responsibilities under the emergency plan change; and when the emergency plan is changed.

Employees identified and appointed to carry out specific roles and responsibilities in emergency management shall be trained to a level appropriate to carry out these tasks in a safe manner. Task specific training may include:

a.)   Medical/First Aid Response - LREDC designated first aid providers trained per SOP-09 Training Procedure.

b.)   Fire Response - Designated personnel receive initial and refresher training in fire extinguisher selection and use, and the scope of fire response for incident fires. Designated employees are trained and educated to recognize not only the type of fire that is being fought and how to fight it, but also when it is time to get away from it and leave fire suppression to more experienced fire fighters, per **SOP-13 Fire Prevention.**

c.)   Chemical Spill Response - All employees on sites with hazardous materials must be trained in accordance with SOP-01 Section 6.2 Hazard Identification, including: the risks associated with hazardous materials, and spill response procedures

6.1.7   EMERGENCY DRILLS

Emergency drills and exercises will be performed periodically, but at least annually, to ensure that all employees can execute their roles and responsibilities.

Upon completion of each drill, an evaluation shall be made of the Emergency Response Plan to determine its effectiveness. Any problem or concerns identified during evaluation will be corrected.

6.2.   EMERGENCY RESPONSE PLANS

As discussed in Section 6.1 above, procedures need to be in place to deal with on site operational emergencies (such as a fire, explosion), with specific emergency response plans developed to deal with them. At a minimum, each Project site or office shall develop a Fire Prevention Plan (see **SOP 13 - Fire Protection)** and an Emergency Evacuation Plan but others may include:

a)   Medical emergencies;

b)   Chemical spillage/release;

c)   Natural disaster (e.g. earthquake, flood, hurricane, etc);

d)   Bomb threat /terrorism;

e)   Transport incidents (e.g. marine, rail, road, air); and

f)   Operational/site emergencies (e.g. crane falling across a roadway)

6.2.1.   EMERGENCY EVACUATION PLAN

LREDC project management establishes the procedures for an orderly shutdown of work at the sounding of the emergency warning signal. Equipment is secured; burning, heating, gas systems and other potentially hazardous devices are turned off. Personnel then proceed to designated emergency assembly areas as per the latest displayed Emergency Evacuation Plan – Ground Floor LUS-HSE-FM4-446-160 and First Floor LUS-HSE-FM4-446-159. This is discussed in further detail within SOP14 – Crisis and Disaster Management Procedures.   At ALL times LREDC Emergency Control Room shall be contacted in the first instance on; 44977 666. At no point are emergency services to be called directly, (unless communication with LCCC cannot be made) the control room can assess the situation as well as direct/escort emergency services to a pre-designated point to avoid confusion and to save delays.

6.2.2.   FIRE PREVENTION PLAN

Provisions for response to a small, contained fire are limited to use of fire extinguishers or small fire hoses with no entry into burning structures or use of fire-fighting protective equipment. Incipient fire response is addressed in **SOP-13 -** LUS-HSE-SP2-446-005 **Fire Prevention** and is appropriate if: large quantities of flammables are not involved; and local fire response capabilities are adequate and nearby.

6.2.3   MEDICAL EMERGENCY

First aid care may be provided on site for a minor injury. (First aid is defined in **SOP-08** LUS-HSE-SP2-446-004-**Occupational Health Plan** & **Minimum Requirements** More serious injuries requiring professional care are treated at a professional medical care facility. This is discussed in further detail within **SOP-04 –** LUS-HSE-SP2-447-001- **Emergency Response Procedure.**

At ALL times LREDC Emergency Control Room shall be contacted in the first instance on **44977 666**. At no point are emergency services to be called directly, the control room can assess the situation as well as direct/escort emergency services to a pre-designated point to avoid confusion and to save delays.

6.2.4. HAZARDOUS MATERIAL/CHEMICALS

Assessment of high hazard chemicals that present a risk from an airborne release that may be life threatening and that could extend beyond a localized area. If a site has no high-hazard chemicals, then chemical response planning will likely be limited to training of operators and/or maintenance employees for incidental releases of chemicals. This is discussed in further detail within **SOP-11 –** LUS-HSE-SP2-441-002 **Environmental Oil Spill Procedure and SOP 19** LUS-HSE-SP2-431-002- **COSHH Assessment Procedure.**

6.2.5. NATURAL DISASTER

The natural hazards presented by the operating locale are varied, but could include: earthquakes, flooding, tsunamis, thunderstorms, hurricanes or severe sandstorms. This is discussed in further detail within **SOP14 –** LUS-HSE-SP2-431-001 **Crisis Management Procedure.**

6.2.6. BOMB THREATS / TERRORISM

LREDC occasionally operates in locations where the threat of bombs or terrorism needs to be assessed on a regular basis (e.g. government facilities/embassies). In such situations, all bomb threats must be considered real until proven otherwise. Lusail City in the future will become highlighted and commercial with the upcoming 2022 FIFA World cup and the impeding World media coverage, possible bomb threats and/or terrorism activities could raise their profile due to the publicity it could bring to certain terrorist groups.

6.2.7. TRANSPORT INCIDENTS

LREDC and subcontractors will rely on a variety of transport solutions for both workers and materials to arrive on site or be distributed within that site, with associated emergency scenarios needed to be assessed. Additionally, surrounding activities (such as an adjacent railway track/excavations) need to be considered when producing an ERP.

6.2.8. OPERATIONAL SITE EMERGENCY

Operational emergencies within a site or building could cover a variety of incidents such as a fire in the canteen or a scaffold/structure collapsing. Most of the emergency response procedures for such operational emergencies are already covered within the corresponding standard operating. procedure (SOP) within this HSE MS (**SOP14 –** LUS-HSE-SP2-431-001- **Crisis Management Procedure.**) with the main response process following that described in Section 6.2.1 and 6.2.3 of this procedure.

6.2.9. CONTROL OF MAJOR ACCIDENT HAZARD (COMAH)

The COMAH approach is a systematic procedure for the identification and documentation of major accident hazards and the risk levels of new projects and existing facilities and operations. It facilitates a preventative approach to risk management, as appropriate risk control and mitigation measures can then be incorporated at an early stage in the design process. Refer to **SOP14 –** LUS-HSE-SP2-431-001 **Crisis Management Procedure.**

6.2.10. EMERGENCY CO-ORDINATION

To enhance co-ordination and communication during emergencies, and area shall be assigned to link between the emergency response team, business line managers and local emergency services, where required. The following actions will be undertaken:

a) An Incident Log Book should be opened and used to record all incoming and outgoing telephone calls from the incident;

b)   A second telephone should be used as an outgoing instrument only so leaving the original telephone as the incoming Emergency Service contact number;

c)   Personnel names and addresses for all public and staff personnel removed from the cordon area should be obtained and controlled so enabling the Emergency Services an accurate list of personnel removed from the area; and

d)   The Project Manager and HSE Department are to obtain statements from all staff with respect to the discovery, identification and all procedures undertaken prior to the Emergency services taking over responsibility for the incident

6.2.11. EMERGENCY REPORT

Once an emergency occurrence has been managed, the HSE Representative will prepare a written report of the occurrence to be submitted to the Project Manager and or Client.

Along with a summary of the occurrence, the report will review of the emergency situation to ensure that emergency response procedures are effective. If changes need to be made to the emergency response procedure, then the appropriate updates, communication and training will be provided to all affected employees.

Emergency incidents involving employees, members of the community or affecting the environment shall be recorded, notified and investigated and reported within the time frame and procedures outlined in **SOP-15–**LUS-HSE-SP2-453-001#**Incident Investigation and Reporting.**

6.2.12. EMERGENCY REVIEW

A process will be instigated to ensure ongoing assistance is provided to workers who are exposed to critical incidents following an emergency situation. This process includes:

a.)   Processes to rehabilitate injured workers by providing for appropriate rehabilitation as soon as practicable after the injury occurs so that recovery from the incident is expedited. Refer to **SOP-08-**LUS-HSE-SP2-446-004# **Occupational Health Plan & Minimum Requirements .**

b.)   Workers witnessing or involved in critical incidents are considered in the recovery process (e.g. trauma counselling, incident debrief and employee assistance programs).