



Lusail Real Estate Development Company

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

STANDARD OPERATION PROCEDURE – CRISIS MANAGEMENT PROCEDURE

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COMPANY PROPRIETARY INFORMATION

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1.0 PURPOSE

This procedure describes the LREDC approach for managing emergency and crisis management 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 and crisis situation, including: Medical; Fires; Operational (site) emergencies; Chemical spills; Severe weather, terrorist activities and Earthquake tremors or natural disasters.

2.0 SCOPE

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

3.0 DEFINITION & ABBREVIATIONS

HSE MS	Health, Safety and Environment Management system
Crisis	A crucial stage or turning point in a course of something in a sequence of events, that can have an unstable period or extreme trouble or danger to people or to an organization.
Disaster	A natural or man-made event that negatively affects life, property, livelihood or industry often resulting in permanent changes to human societies.
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	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
SMT	Lusail Senior Management Team (directors)

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:

Lusail SMT	Know the processes that need to be applied and how to control certain crisis and disaster situations, be able to control and inform as dependant on the severity.
Project/Office Manager	Ensures that the workplace has a viable and up to date and 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.
Project/Office HSE Representative	In the event of a crisis or emergency situation, the HSE representative ensures that the incident response is implemented, the emergency evacuation is carried out when applicable and the whole incident is information gathered and passed on accordingly POST a crisis and disaster.
Emergency Control Coordinator	Ensures that crisis and emergency situations are properly dealt with, with streamlining communication with external entities and ensuring the safety of staff and visitors during emergency events or major incidents
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.
Emergency Response Team	Develop and maintain Site/office Emergency Plans, which will specific to the crisis or 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 CRISIS & DISASTER MANAGEMENT TYPE ACTIVITIES

The following lists are types of Crisis and disaster types that this procedure relates too, it is not exhaustive but includes the main or major and most common that may occur.

- Fire Incidents
- Bomb Threats
- Civil Disturbances/ Protests
- Evacuation Procedures
- Hazardous Materials (HAZMAT)

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- Homeland Security
 - Infrastructure Failures
 - Medical Emergencies
 - Sheltering In Place
 - Suspicious Letters & Packages
 - Weather Emergencies
 - Natural Disasters
 - Workplace Violence/ Criminal Behavior

6.1 EMERGENCY & CRISIS MANAGEMENT PROCEDURES

Should a crisis occur, there may be large numbers of persons on a LREDC site/building or area who need to be informed, kept safe and possibly treated for a physical and/or mental condition.

The safety of the LREDC personnel and its property during an emergency is predicated on advance planning, as well as building awareness about how the plans will be implemented. Employees and visitors will be better prepared in an emergency if they know how to respond, where they can find information, and what they should do.

The Key to that awareness is good communication. This procedure will be an essential tool for sharing plans and providing relevant information in case an emergency arises within the LREDC real estate or in the surrounding area. It provides recommended procedures for responding to certain types of emergencies in a crisis. This procedure should be easily accessible in offices and other workspaces and used as a ready reference to supplement good judgment and most importantly common sense.

6.1.1 FIRE INCIDENTS

Buildings will be immediately and totally evacuated whenever building fire alarms are sounding. If you see or suspect a fire, remain calm and activate fire alarms. Report fires by phone from safe places outside buildings.

Call 44977-666 from mobile phone or 666 from landline Extension to Lusail Control Room who will contact and direct emergency services.

- Give as much specific information as possible when ringing the emergency control room as follows;
 - What is burning – if known, the proper name, floor, and room number or other specific location information?
- Do not hang up unless it is unsafe or calls are released by emergency control room.
 - Report all fires, even if extinguished or found subsequent to being extinguished.
 - Report all fire alarms, even if they are suspected to be false or accidental.
- If safe to do so, shut off all lights, machinery, and equipment in work areas.
- Evacuate. Do not attempt to fight fires.
- Close doors and windows if time permits.
- Leave buildings at once using nearest exits or stairways.
- Do not use elevators.

- Close as many doors and windows as possible between you and the fire (if safe to do so).
- Feel doors before opening them
 - Use the backs of your hands to feel doors and doorknobs.
 - Crawl if there is smoke.
 - Use secondary exits if primary exits are blocked.

If you are trapped, try and do the following:

- Stuff the cracks around doors with towels, coats, throw rugs, etc. to keep out as much heat and smoke as possible.
- Go to windows and if there are no smoke or flames outside, open windows at the top.
- Signal for help by hanging a flag, i.e., sheet, jacket, etc., out of windows.
- Do not attempt to jump from multi-story buildings.
- Do not re-enter buildings for any reason until emergency services (fire/police) say it is safe to do so.
- Render reasonable assistance to disabled persons. (See Evacuation Procedures – Disabled Persons.)
- Gather at pre-designated assembly areas.
- Take names/roll and report missing or unaccounted for individuals to emergency responders/coordinators.

6.1.2 BOMB THREAT

Upon Receiving A Bomb Threat by Phone:

- Remain calm.
- Listen carefully.
- Do not interrupt the caller.
- Try to keep the caller talking.
- Keep the caller on the line as long as possible.
- Do not anger the caller.
- Write down exactly what the caller says to obtain accurate information necessary to warn or report the Bomb Threat to the emergency services, these MAY be as follows;
 - Time device is set to detonate
 - Device location (if known)
 - Description of device
 - Type of explosive utilized
 - If the caller is responsible for placing the device
 - Reason the device was placed
 - Name, address, and phone number of caller

- Organization represented by the caller
- Exact wording of threat
- Time and length of call and number call was made to
- Age, gender, and voice characteristics of caller and

Background noises in the calls.

- Ensure the LREDC control room are notified on 44977-666
 - Do not erase threats if they are left on voice mail/answer phone
 - Notify your manager/supervisor or next level up
 - Meet and cooperate with responding security or emergency services personnel
- Evacuate the building (by setting off the fire alarms) you are in IF it is the building the bomb threat was directed at
 - Move to the building assembly area, if it is **NOT 200m away** and in “Line of sight” from building move to an area where a building is between you and the threatened building.
 - Security should cordon the area and restrict anyone from entering that area (pedestrians and vehicles), they should set aside an area for emergency services to arrive and hand over to them.

6.1.3 CIVIL DISTURBANCE/PROTESTS

Most demonstrations are peaceful; people who are not involved in protests should attempt to carry on business as usual if safe to do so. It is the illegal acts, which may arise during these activities that concern LREDC.

If protests disrupt normal workplace activities, result in damage to LREDC buildings or grounds, or threaten the safety of others then the following is to occur:

- Remain calm
- Notify the security control room on 44977-666
- Avoid obstructing or provoking protestors
- Notify your manager or supervisor
- Alert all persons in the area of the situation
- If prudent, lock doors and windows and close blinds to prevent flying glass
- If necessary to evacuate, follow the directions of emergency exits
- If evacuated, meet at the predetermined evacuation location and wait for additional instructions and information

LREDC security and management will give direction thereafter.

6.1.4 EVACUATION PROCEDURES

When evacuating your building or work area:

- Stay calm; do not rush and do not panic.
- Safely stop your work.

- Gather your personal belongings (only if it is safe to do so)
- Proceed to designated emergency assembly areas as per the latest displayed Emergency Evacuation Plan – Ground Floor LUS-HSE-FM4-446-160 and 1st Floor - LUS-HSE-FM4-446-159

Reminder: Take prescription medications out with you if possible; it may be hours before you are allowed back in the building.

- If safe, close your office doors and windows, but do not lock them.
- Use the nearest safe stairs and proceed to the nearest exit. Do not use the elevator.
- Proceed to your building's designated assembly area unless the evacuation is for a bomb threat. In that case, assemble as directed by emergency coordinators (see 6.1.2).
- Wait for any instructions from emergency coordinators.
- Do not re-enter the building or work area until you have been instructed to do so by emergency services/ coordinators or management.

EVACUATION PROCEDURES – Disabled Individuals

In some cases disabled individuals who are either temporarily or permanently disabled to the extent their mobility is impaired are individually responsible for informing their supervisors and Environmental Health and Safety of their names, building names and room numbers, and nature of disabilities. This information will be placed on a list and given to the occupational health practitioner and will be used during emergencies.

The rescue of disabled persons who are unable to evacuate themselves will be an initial priority for emergency services. The following applies to assisting disabled individuals;

Co-workers may assist evacuating disabled persons **only** if this places them in no personal danger.

Never use elevators.

Always ask someone with a disability how you can help before attempting any rescue technique or giving assistance. Ask the individual how to best assist and whether there are any special considerations or items that need to come with the person.

Mobility impaired persons in wheelchairs on non-ground level floors should proceed to nearest enclosed stairwells and wait for the emergency services to arrive. Someone should stay with the disabled person, if it does not place them in additional danger and someone should meet emergency services to report the location of disabled persons. Follow the instructions for being trapped if you cannot get to an enclosed stairwell.

Visually impaired persons should have a sighted assistant to guide them to safety.

Individually inform hearing-impaired persons of the emergency. Do not assume they know what is happening by watching others around them.

6.1.5 HAZARDOUS MATERIALS - HAZMAT

- HAZMAT incidents may be broken down into the following incidents:
- Indoor and outdoor fuel spills;
- Solvent or other chemical spills;
- Chemical or biological spills in buildings and workplaces;

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- Chemical odours in buildings;
 - Natural gas smells and leaks or
 - Fires in other facility involving highly toxic chemicals, infectious substances or radioactive materials.

If you witness a hazardous material spill, evacuate the spill site and warn others to stay away. If you are the HAZMAT user:

- Leave the area of the spill and go to a safe location nearby.
- Determine if you have the proper training and protective gear to clean up the spill.
- If you are able to clean up the spill, follow proper cleanup procedures and use proper personal protection.
- Manage the generated waste appropriately.
- Consult your supervisor as necessary.
- Isolate the spill area to keep everyone away and post signs as necessary.

Individuals recognizing HAZMAT spills that require additional notifications and resources will:

- Alert all individuals who might be harmed to evacuate the immediate area and to go to a location that will not impede emergency personnel.
- If safe and appropriate to do so, limit the spread of the material by applying absorbent and shutting doors.

Notify the LREDC Emergency Control room on **44977-666** who will contact emergency services and coordinate their attendance, the LREDC Environmental Manager and SMT need to be contacted by a telephone located at a safe distance from the hazard to report:

- The nature of the incident, and name of the HAZMAT, if known.
- The exact location
- Whether or not there are any injuries.
- What symptoms are being exhibited by exposed individuals.
- Any other details that would assist officials in preparing their response.

If you suspect or witness a release of a hazardous material to environment (air, water, ground) call Emergency Control room on 44977-666

6.1.6 INFRASTRUCTURE FAILURES

In the event of an Infrastructure failure call the Operation Supervisor (EMS) electrical engineer on: Ext 144 (44977-144) or emergency duty mobile 33201810. The following can be classified as Infrastructure Failures;

- Loss of Utilities(lights, electrical, water, gas etc);
- Elevators inoperable;
- Fire detection and suppression systems;

- Heating, ventilation and air conditioning or;
- Steam lines.

ELECTRICAL FAILURES

- Turn off equipment to reduce the potential for damage caused by power surges.
- Evacuate place of work if deemed not safe or no power back up system.
- Only enter when power is restored and safe to do so (informed by superior).

PLUMBING FAILURES / PIPE RUPTURES

- Buildings will need to be evacuated if water or sewage systems cannot be restored within a reasonable time.
- Turn off electrical equipment to minimize the potential for electrocutions and equipment damage.

NATURAL GAS LEAKS

- Open windows, if possible, to increase ventilation and let gas escape.
- Turn off all possible ignition sources.
- Do not turn on lights or any electrical equipment.
- Call LREDC Emergency Control Room from phones in areas away from the gas leak.
- Do not use the phone for any other reason.
- Activate building alarms if you believe there is potential danger to building occupants.
- Do not start vehicles within areas of gas leaks.

ELEVATOR FAILURES

- Persons trapped in elevators should use emergency telephones in elevators to call the Emergency Control Room.
- Do not attempt to crawl through escape hatches or force elevator doors open. Only trained mechanics, elevator technicians, and fire/rescue personnel are permitted to conduct elevator rescues.
- Do not panic, stay calm assistance is only a phone call away.
- Sit down, relax and if other persons present use normal conversation to stay calm.

FIRE DETECTION & SUPPRESSION SYSTEM IMPAIRMENTS

- Report all impairments or faults with fire detection and suppression systems to the Emergency Control Room if they are/have been activated (alarm sounding).
- Even if a technical fault has occurred the building must be evacuated and personnel must go to the assembly area until the correct technical or emergency services have cleared the alarm (suspected fault).
- On hearing the alarm (technical fault or real time alarm), you MUST always assume real time emergency and make your way to the assembly area.

HEATING, VENTILATION, & AIR CONDITION (HVAC) SYSTEM PROBLEMS

- Strange odours or minor smoke odours coming from HVAC systems should be reported to Operation Supervisor (EMS) electrical engineer on: Ext 144 (44977-144) or emergency duty mobile 33201810 for initial investigations.
- Report large amounts of smoke coming from HVAC systems immediately to the above number.

6.1.7 MEDICAL EMERGENCIES

BASIC MEDICAL EMERGENCY INFORMATION – BASIC LIFE SUPPORT SKILLS

In the event of a medical emergency, keep calm, act immediately.

- Check the scene for your safety as well as the casualty.
- Check the victim for consciousness, breathing, pulse, and or sever bleeding
- Check the scene for your safety as well as the casualty.
- Check the victim for consciousness, breathing, pulse, and or severe bleeding (look and feel for areas you cannot see). Assist casualty and remove them from hazards if injuries are minor. Do not move seriously injured victims unless they are in danger of further injury as you may worsen their condition.
- Place into recovery position.
- Call for medical assistance through LREDC Emergency Control Room (44977-666).
- Notify persons in adjacent areas of potential hazards.
- Care for life – threatening conditions if you have the proper training. If there is no life threatening condition, provide first aid if you have the proper training; and
- Watch for changes in breathing and consciousness;
- Help the victim rest comfortably;
- Keep the victim from getting chilled or overheated; and
- Reassure the victim
- Summon medical help. If possible, do not leave victims alone.

Let the Emergency Control Room know if the victim:

- Is unconscious
- Has trouble breathing
- Has chest pain or pressure
- Is bleeding severely
- Has pressure or pain in the abdomen that does not go away
- Is vomiting or passing blood
- Has a seizure
- Has a severe headache or slurred speech

- Appears to have been poisoned
- Has injuries to the head, neck, or back; or
- Has possible broken bones

Be prepared to give the following information:

- what happened,
- number of victims,
- kind of injury, exact location of the emergency, what help is being given, and your name and phone number.

Do not transport seriously injured persons to the hospital and do not hang up until the dispatcher hangs up.

SPECIFIC EMERGENCY PROCEDURES

INHALATION EXPOSURE

Call the Emergency Control Room **44977-666**.

- Check the scene to make sure it is safe to enter.
- Remove the victim as quickly as possible to fresh air if it can be done safely.
- Never enter a confined space to attempt a rescue.
- Keep the victim at rest and warm.
- If the patient is unconscious, keep the airway clear.
- Start rescue breathing if breathing has stopped.

Do not leave unconscious victims unattended.

SKIN EXPOSURE

Call the Emergency Control Room 44977-666

- Act quickly; corrosive chemicals can damage the skin very rapidly.
- If only a small area of the skin is exposed, flood promptly with water and wash gently with soap.
- Go to the nearest emergency shower and flood with large amounts of water for 15 minutes if large areas of the skin are involved.
- Remove clothing while standing in the shower.
- If chemicals are splashed on the head, eye protective equipment should be left on until the chemical has been washed away.
- Do not use chemical neutralizers on the skin.

EYE EXPOSURE

Call the Emergency Control Room **44977-666**.

- If a chemical is splashed into the eye, go immediately to the nearest eyewash fountain.
- Spread the eyelid open with the fingers and wash the eye for at least 15 minutes.
- Flood all surfaces of the eye and the underside of the eyelids with water.
- If no eye wash station is available, lay the victim on his/her back, turn the head, and pour water into the eye, directing the stream to the side of the head (stops contamination into other eye)
- Do not attempt to remove foreign objects from the eye, cover the eye with a sterile pad and seek medical care immediately.

POISONING

Call the Emergency Control Room **44977-666**.

- Care for shock and monitor breathing while waiting for emergency help.
- Do not give anything by mouth unless instructed to do so by medical professionals.

External Bleeding Call the Emergency Control Room 44977-666.

Put on a pair of latex gloves (in first aid boxes).

Cover wound with dressing and press firmly against the wound with your hand (apply firm pressure).

Elevate the wound above the level of the victim's heart if the bleeding does not stop and the wound does not involve a broken bone.

Apply a pressure bandage snugly over the wound.

If bleeding doesn't stop, apply additional dressings; do not remove blood soaked bandages.

Use pressure points and squeeze the artery.

Remove foreign materials from small cuts and carefully wash with soap and water, apply an antiseptic and bandage.

For minor wounds, patients may be transported to the LREDC first aid point or the Occupational Health Advisor situated in the Old Technical building.

SHOCK

Call the Emergency Control Room 44977-666.

Victims may go into shock following severe injuries. Shock is a loss of bodily fluids due to a trauma and is life threatening.

Signs of shock include extreme paleness, cold and clammy skin, perspiration on the forehead or hands, weakness, nausea, vomiting, shallow breathing and a weak rapid pulse.

Have the victim lie down, keep them calm, relaxed and control any anxiety.

Control any external bleeding

Maintain normal body temperature.

If there are no head or neck injuries elevate the legs about 12 inches.

Do not give the victim anything to eat or drink.

FEATURES

Call the Emergency Control Room 44977-666.

Do not move the patient unless it is necessary to prevent further injury.

Splint the body part if the patient must be moved and you can do it without causing more pain.

Check for proper circulation before and after splinting.

Treat for bleeding as well as shock.

STRAINS & SPRAINS

Have the victim sit or lie down and elevate the extremity.

Apply ice to the injured area (15-20 minutes every 1 1/2 to 2 hours).

Transport to local health care facilities if patients are unable to bear weight or move injured extremities.

ELECTRICAL

Call the Emergency Control Room 44977-666.

Do not touch victims until the electrical source has been isolated and safe.

Victim have been removed from electrical circuits.

Disconnect the power and cautiously remove the current source with an insulator such as a dry stick or board.

Do not use metal or anything that is wet.

Check for breathing and pulse, give appropriate supportive care until Emergency Services arrives and assumes care of victim.

CLOTHING FIRE

Proceed to a safety shower if immediately available.

If not, fall to the floor and roll to smother the flames.

Fire blankets should only be used as a last resort, because they may hold heat in and in-crease the severity of burns.

Fire extinguishers should not be used on the skin because they can freeze the skin or in-crease the likelihood of infections.

Do not remove clothing that adheres to burnt skin.

Call the Emergency Control Room 44977-666.

SUDDEN ILLNESS

Call the Emergency Control Room 44977-666.

Care for life threatening conditions first.

Help the victim rest comfortably.

Keep the victim from getting chilled or overheated.

Reassure the victim.

Watch for changes in consciousness and breathing.

Do not give anything to eat or drink unless the victim is fully conscious.

Place on left side if the victim vomits, is nauseated or is not fully conscious.

Position victim on back and elevate legs if no head or spine injury is suspected and the victim has fainted or feels light headed.

SEIZURE

Call the Emergency Control Room 44977-666.

Do not hold or restrain the victim or place anything between the teeth.

Remove any objects that may cause injury.

Cushion the victims head.

Place victims on their left side after seizures stop to prevent aspiration in case of vomiting.

DIABETIC EMERGENCY

Diabetics frequently recognize signs of sugar level emergencies and will ask for assistance obtaining sugar. They may appear shaky and clammy. Give them some kind of real sugar, preferably in a liquid form.

If the victim doesn't get better in about five minutes, Call the Emergency Control Room 44977-666.

Patients may be transported to the Local Health Center at their request.

HEAT & COLD RELATED ILLNESS & INJURIES

Heat Exhaustion is caused by a loss of body fluids and overheating of the body

A victim will have symptoms of normal to high body temperature, cool, moist skin, nausea, headache, dizziness, and weakness.

TO TREAT HEAT EXHAUSTION:

Move the victim to a cool area;

Remove excessive clothing;

Give the victim a cool drink if not feeling nauseous and if fully conscious; and If the victim refuses water, vomits, or starts to lose consciousness,

Call the Emergency Control Room 44977-666.

Heat Stroke is a more serious result of heat exposure is caused by a high body temperature. Heat stroke can be FATAL.

A victim will have symptoms of high body temperature, NO SWEATING, and poor circulation.

TO TREAT HEAT STROKE:

Call the Emergency Control Room 44977-666.

Get the victim out of the heat;

Remove the victim's outer clothing; and

Apply cool, wet cloths to the skin and/or ice packs to areas such as wrists, armpits, back of neck, back of knees, and abdomen.

HYPOTHERMIA

In mild cases:

Remove any wet clothing from the victim;

Wrap the victim in a warm blanket or dry clothing;

Give the victim warm non-alcoholic drinks if fully conscious; and

If unconscious, Call the Emergency Control Room 44977-666.

In moderate and severe cases:

Hypothermia: Shivering, numbness, lack of coordination, and lowered body temperature; or

Frostbite: Lack of feeling in the affected area, skin appears waxy, and skin is cold to the touch; then

Call the Emergency Control Room 44977-666.

Provide care to the victim:

Handle the victim gently;

Remove any wet clothing;

Wrap the victim in warm blankets or dry clothing;

If the victim is fully conscious and not nauseated warm drinks may be given;

DO NOT apply a hot water bottle or hot pack; and

DO NOT massage the extremities.

6.1.8 SUSPICIOUS LETTERS & PACKAGES

Due to the publicity and media attention of Lusail City and its future Worldwide host of the 2022 World Cup there may be certain groups who want to seek attention or disrupt it. Anyone receiving mail and packages should regularly, reasonably, and prudently examine those materials before opening them. Characteristics that may cause letters and packages to be treated as suspect are:

- Letters and packages delivered by someone other than regular carriers;
- Packages wrapped in string because modern packaging materials have eliminated the need for twine and string;
- Excess use of securing material, i.e., tape;
- Packages that are lopsided, heavy sided, or have lumps, bulges, or protrusions;
- No postage, non-cancelled postage, or excessive postage;
- Handwritten notes such as: “To Be Opened in the Privacy Of ...”, “Confidential”, “This is Your Lucky Day”;
- Packages or letters that have no return addresses or nonsensical return addresses;
- Letters or packages arriving before or after phone calls asking if the items were received;
- Improper spelling of common names, places, or titles; or
- Leaks, stains, or protruding wires, foil, string, tape, etc.

If you discover a suspicious letter or package:

- Stop immediately. Do not open items any further. Do not move items or put them in water or confined spaces such as desk drawers or filing cabinets;
- Do not shake or empty the contents of any suspicious envelope or package
- Place the envelope or package in a plastic bag or some type of container to prevent leakage of contents;
- If you do not have any container, then cover the envelope or package with something, i.e., clothing, paper, etc;
- Call the Emergency Control Room 44977-666 and ask for emergency services.
- Isolate the mailing and get people out of the immediate area;
- Wash your hands with soap and water;
- Notify your supervisor;
- If possible, list all people who were in the room or area, especially those who had actual contact with the powder or substance. Give this list to the responding emergency personnel.
- Meet and cooperate with responding emergency services.
- If the letter or package has been opened, call the Emergency Control Room 44977-666.
- Do not try to clean up any powder or substance, but rather cover the spilled contents immediately with anything;
- Leave the room and close the door, or section off the area to prevent others from entering;
- Wash your hands with soap and water to prevent spreading any powder or other substance to your face;

6.1.9 WEATHER EMERGENCIES

SAND STORMS

When do sandstorms happen?

This wind is usually caused by convection currents is usually strong enough to move entire sand dunes. Air is unstable when heated, and this instability in the air will cause the mixture of higher winds in the troposphere with winds in the lower atmosphere, producing strong surface winds. Sandstorms can interfere with travel, and sometimes obliterates entire roads, and dry, flat regions.

TIPS TO HELP:

TIP 1 - HEED DUST STORM WARNINGS. Dust storms are most likely to occur on hot summer days under certain atmospheric conditions, so meteorologists can frequently predict the possibility of these storms. Tune in to local TV or radio broadcasts before traveling in hot, dry conditions, and consider rerouting or delaying your trip if dust storms are predicted. Roadside signs may also be available to warn you of dust storm danger.

TIP 2 – BE PREPARED. If you are in a storm-prone area, carry a mask designed to filter out small particulates, and bring airtight goggles to protect your eyes. It's also wise to carry a supply of water in case you are stuck in a storm. Dust storms are usually accompanied by high temperatures, and you can quickly become dehydrated in the dry heat and high winds. Wear or carry clothing that covers your body to

protect you from the sandblasting, and to keep you warm in case of the frigid winds of a winter dust storm, which can quickly lead to hypothermia.

TIP 3 – OUTFRAN THE STORM. If you see a dust storm from some distance, and you are in a vehicle or have access to one, you may be able to outrun it or detour around it. Some dust storms can travel at more than 75 miles per hour, but they frequently travel much slower. Trying to outrun a storm, however, is not advisable if you have to put yourself at risk by traveling at high speeds. If the storm is catching up with you, it's best to stop and prepare for it. Once consumed by the storm, your visibility can potentially be reduced to zero in a matter of seconds.

TIP 4 – PULL OVER. If you're in transit and visibility drops to less than 300 feet, pull off the road (exit the freeway if possible), set your parking brake, turn off your headlights, and make sure brake lights and turn signals are also off. In many cases, if your exterior lights are on, other drivers will use the taillights of the person in front of them as a guide to help navigate the road ahead of them. If you are pulled off the road and are sitting there with your lights on, unbelievably, someone might think they can follow you and run right off the road or even collide with you! Turning your headlights off while stationed off the road, will reduce the possibility of a rear-end collision. If you are unable to safely pull off the road, keep your headlights on, turn on your hazard lights, slow down, and proceed with caution, sounding your horn periodically. Use the highway's centerline to guide you if you can't see in front of you. Pull over at the nearest safe spot.

TIP 5 - TAKE COVER & STAY PUT. Do not attempt to move about in a blinding storm, as you will not be able to see potential hazards in your path.

- If you're in a house or sturdy structure, stay inside. If you can quickly reach such shelter before a dust storm reaches you, get there as quickly as possible. Close all windows and doors, and wait out the storm.
- If you're in a vehicle, roll up the windows and turn off vents that bring outside air in.
- If you are stuck outside, seek out a large rock or other landform to protect you at least partially.
 - Get to high ground, since the densest concentration of sand is bouncing close to the ground, but only if (1) you can find a safe, solid, high point, (2) the storm is not accompanied by lightning and (3) there is no danger of being struck by heavier flying debris.
 - Do not lie in a ditch, as flash flooding may occur even if no rain is falling where you are. In the actual dust cloud, rain generally dries up before it reaches the ground, but it may be raining nearby, and ditches, arroyos, and other low-lying areas can quickly flood.
 - If you have a camel, have it sit down and press yourself against its leeward side. Camels are well adapted to surviving in dust storms.
 - If you're in sand dunes, do not seek shelter right on the leeward side of the dune. The high winds can pick up huge amounts of sand very quickly, and you could find yourself being buried in sand.

TIP 6 - WEAR A MASK. If you have a respirator or mask designed to filter out small particulates, put it on immediately. If you don't have a mask, wrap a bandanna or some other piece of cloth around your nose and mouth. Moisten it a bit if you have enough water. Apply a small amount of petroleum jelly to the inside of your nostrils to prevent drying of your mucous membranes.

TIP 7 - PROTECT YOUR EYES. Eyeglasses offer minimal protection from blowing dust or sand, but airtight goggles are better. If you don't have goggles, wrap a piece of cloth tightly around your head to protect your eyes and ears.

TIP 8 - SHIELD YOURSELF FROM FLYING OBJECTS. Cover as much of your body as possible to protect yourself from flying sand. In addition, while wind-propelled sand can hurt, as dust storm's high winds can also carry heavier (and hence more dangerous) objects. If you find yourself without shelter, try to stay low to the ground and protect your head with your arms, a backpack, or a pillow.

6.1.10 NATURAL DISASTERS

Procedures in the Event of an Earthquake

A little knowledge and a few precautionary measures can enormously increase your chances of surviving earthquake/Tremors - or any other type of hazard. The keys are education and preparing in advance. The earthquake safety tips below will not make you an expert. However, they could make a life-saving difference if you find yourself in an earthquake situation. Invest in your personal safety by studying below.

Before the Earthquake:

Learn how to survive during the ground motion. This is described in the "During the Earthquake" section below. The earthquake safety tips there will prepare you for the fast action needed - most earthquakes are over in seconds so knowing what to do instinctively is very important.

All members of the workforce need to be aware about earthquake safety.

This includes:

1. The actions you should take when an earthquake occurs;
2. The safe places in a room such as under a strong desk, along interior walls, and
3. Places to avoid such as near windows, large mirrors, hanging objects, heavy furniture and fireplaces.
4. Stock up on emergency supplies. These include: battery operated radio (and extra batteries), flashlights (and extra batteries), first aid kit, bottled water, two weeks food and medical supplies, blankets, cooking fuel, tools needed to turn off your gas, water and electric utilities.
5. Arrange your workplace/office for safety:
 - Store heavy objects on lower shelves.
 - Store breakable objects in cabinets with latched doors.
 - Don't hang heavy pictures above where people frequently sit.
 - Anchor heavy appliances and furniture such as water heaters, refrigerators and bookcases.
 - Store flammable liquids away from potential ignition sources such as water heaters, stoves and furnaces.
6. Learn where the main "turn-offs" are for your water, gas and electricity. Know how to turn them off and the location of any needed tools.

DURING THE EARTHQUAKE:

- If you are indoors, stay there!!!
- Quickly move to a safe location in the room such as under a strong desk, a strong table, or along an interior wall.

- The goal is to protect yourself from falling objects and be located near the structural strong points of the room.
- Avoid taking cover near windows, large mirrors, hanging objects, heavy furniture, heavy appliances or fireplaces.
- If you are cooking, turn off the stove and take cover.
- If you are outdoors, move to an open area where falling objects are unlikely to strike you.
- Move away from buildings, power lines and trees.
- If you are driving, slow down smoothly and stop on the side of the road. Avoid stopping on or under bridges and overpasses, or under power lines, trees and large signs. **Stay in your vehicle!!!**

AFTER THE EARTHQUAKE:

- Check for injuries, attend to injuries to others if required and ensure the safety of people around you.
- Check for damage.
- If your building is badly damaged you should leave it until it has been inspected by a safety professional.
- If you smell or hear a gas leak, get everyone outside and open windows and doors.
- If you can do it safely, turn off the gas at the meter.
- Report the leak to the gas company and Civil Defence Force via the LREDC Emergency Control Room.
- Do not use any electrical appliances because a tiny spark could ignite the gas.
- If the power is out, unplug major appliances to prevent possible damage when the power is turned back on.
- If you see sparks, frayed wires, or smell hot insulation turn off electricity at the main fuse box or breaker.
- When an earthquake strikes, keep calm, ride it out, help others. Your chances of survival are excellent if you know how to act.
- For evacuation, follow your building's fire/emergency evacuation plan.
- Contact GS/EMS to shut-off of all utilities. If leaks (odour) occur, report them to Lusail Emergency Control Room . Stay out of buildings until officials/fire emergency team leader indicate it is safe to return.
- Inform immediately your director or managers of present status. Wait for instructions.
- Stay out of damaged buildings until they have been surveyed and checked to ensure that they are safe to re-enter.
- Be wary of aftershocks.
- Children shall remain at the QD Nursery until released to parents.

6.1.11 WORKPLACE VIOLENCE/CRIMINAL BEHAVIOR

This element is intended to raise awareness of workplace violence and bullying as well as criminal behaviour and outlines LREDC's expectations.

Workplace Violence

LRDEC has a policy of zero tolerance for violence. Employees who engage in any violence in the workplace, or threaten violence in the workplace, will be terminated immediately for cause. No talk of violence or joking about violence will be tolerated. Appropriate disciplinary action, up to and including termination, will be taken against any employee who violates this policy.

- a) "Violence" includes physically harming another, shoving, pushing, harassing, intimidating, coercing, stalking, brandishing weapons, and threatening or talking of engaging in those activities. It is the intent of this policy to ensure that everyone associated with Qatari Diar, Lusail including employees, contractors and visitors do not feel threatened by any actions or conduct.
- b) In an effort to fulfil this commitment to a safe work environment for employees, contractors and visitors, security measures include:
- c) All employees and contractors working on LRDEC property must display company identification;
- d) Access to LRDEC property is limited to those with a legitimate business interest; and
- e) All visitors must register and display identification.
- f) LRDEC specifically prohibits the possession of weapons by any employee while on company property. Employees are also prohibited from carrying a weapon while conducting company business.
- g) Weapons include guns, knives, explosives, and other items with the potential to inflict harm. Appropriate disciplinary action, up to and including termination, will be taken against any employee who violates this.
- h) It is a shared responsibility to prevent violence in the workplace. All employees, including managers and supervisors, are responsible for using safe work practices, for following all directives, policies and procedures, and for assisting in maintaining a safe and secure work environment. All managers and supervisors are responsible for implementing and maintaining a Workplace Prevention Violence Program that promotes zero tolerance at work. Employees are encouraged to report any indicators or incidents promptly to supervisory personnel or corporate security. All reports will be investigated and information will be kept confidential and only divulged on a need-to-know basis. LRDEC will not discriminate against victims of workplace violence.
- i) Management at each project location is responsible for ensuring that all safety policies and procedures involving workplace security are clearly communicated and understood by all employees. Managers and supervisors are expected to implement the rules fairly, uniformly and without discrimination against the victims of workplace violence.

WORKPLACE BULLYING

- j) LRDEC defines bullying as direct or indirect verbal comments, actions, behaviour, or tactics such as verbal abuse or psychological manipulations that are used to harm an individual or attempt to harm an individual. Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant, and will not be given consideration when administering discipline. LREDC considers the following types of behaviour bullying:

- k) **VERVAL BULLYING:** slandering, ridiculing or maligning a person or his/her family; persistent name calling which is hurtful, insulting or humiliating; using a person as butt of jokes; abusive and offensive remarks.
- l) **PHYSICAL BULLYING:** pushing, shoving; kicking; poking; tripping; assault, or threat of physical assault; damage to a person's work area or property
- m) **GESTURE BULLYING:** non-verbal threatening gestures, glances which can convey threatening messages
- n) **EXCULSION:** socially or physically excluding or disregarding a person in work-related activities
- o) In addition, the following examples may constitute or contribute to evidence of bullying in the workplace:
- p) Persistent singling out of one person;
- q) Shouting, raising voice at an individual in public and/or in private;
- r) Using verbal or obscene gestures;
- s) Personal insults and use of offensive nicknames;
- t) Public humiliation in any form; and
- u) Spreading rumours and gossip regarding individuals
- v) LRDEC will not in any instance tolerate bullying behaviour. Employees found in violation of this policy may be disciplined, up to and including the possibility of termination.

On- the- Spot Managing of Violence

- Remain calm.
- To the extent that you can, try to continue to communicate with the individual calmly and confidently.
- Call the Emergency Control Room on 44977 - 666. If you cannot call, instruct others to call. Report your name and location and information on "who, what, where and when."
- Do not physically attempt to get the suspects to leave. Do not touch them.
- If violent behaviour is occurring, escape, hide if not already seen, or cover up if injury is likely.
- Make every possible effort to get others out of the immediate area.
- Never attempt to disarm or accept weapons from suspects.
- If weapons are involved, calmly ask suspects to put weapons in neutral locations.
- Don't argue, threaten, or block suspects' exit.

CRIMINAL BEHAVIOR

Immediately call the Emergency Control Room on 44977 – 666 from any phone and be prepared to report information that may include:

Your name and present location;

Nature of incidents;

Locations of incidents;

Descriptions of persons involved;

Description of property involved; and
Where suspects were last seen and their direction of travel.