


Document Number: JFT-HSEMS-019	OPERATING PROCEDURES	 HSE MANAGEMENT SYSTEM
	EMERGENCY RESPONSE GUIDE	
	OWNER: Jerome Femi Ogunjobi	

**Emergency: Any Kind - Any Time: Call 08037245906;
080608822134; 07039240127**

INFORM DISPATCHER:

- The nature of the emergency
- Your name
- Phone number from which you are calling
- Your location

SITE EMERGENCY RESOURCES:

- **Health, Safety and Environment**
08068822134/07039240127
8 a.m. - 5 p.m. Monday - Friday
112- 24 Hours Emergency On-Call
- **Security**
08185724159 - Non-Emergency Assistance
112 - 24 Hours Emergency Dispatch
- **Facilities Management**
112- 24 Hours Service Centre

Do not hang up until you are sure no further information is required, unless there is an immediate threat to your safety. After notifying emergency personnel, notify building occupants. Wait for the arrival of emergency personnel in a safe location.

How To Prepare

HOW TO PREPARE

This guide is intended to help you respond to emergency situations that may occur at any time and without warning. In times of emergency, the Company will provide the appropriate response to assure life safety and minimize losses. However, emergency preparedness is everyone's responsibility. You should take the time now to read this guide and familiarize yourself with your work area before an emergency occurs.

WHAT CAN I DO TO BE BETTER PREPARED?

- Read this guide and keep it handy.
- Be familiar with your building's floor plan, exit routes, and evacuation assembly point.
- Know where emergency equipment is located including:
 - Fire Extinguishers
 - Safety Showers
 - Eyewashes
 - First Aid Kits
- Participate in evacuation drills and training programs such as First Aid and CPR training
- Prepare yourself and your family at home so family members know:
 - What to do
 - Where to go
 - How to cope in your absence
 - What out-of-state emergency contact to call


Emergency Phone Numbers and Locations

Field Services Manager	- +234 (0)703 924 0127
Safety Officer	- +234 (0)8068822134/09092828329
Evacuation MUSTERPOINT	- By the Security House

Fire / Evacuation

FIRE

In the event of a fire on campus, building occupants should remain calm. In the case of a small fire trained personnel may use a fire extinguisher to extinguish the fire. In any event evacuation routes should be maintained to allow for immediate exit of all building occupants. Once in a safe location, Security should be notified, **Call 112**. Following evacuation occupants are not to re-enter the building until instructed to do so by emergency response personnel.

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MAJOR FIRE	<p>Remain calm.</p> <p>Alert people in the area and activate the nearest alarm pull box</p> <p>Close doors to confine fire.</p> <p>Evacuate to a safe area. Use stairs, do not use elevators</p>
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FIRE EXTINGUISHER USE	<p>Pull the pin</p> <p>Aim the nozzle at the base of the fire</p> <p>Squeeze the handle to release the extinguishing media</p> <p>Sweep extinguisher from side to side to smother the fire</p>
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EVACUATION	<ul style="list-style-type: none"> Know your two nearest exits from your regular work area Evacuate the building when: <ul style="list-style-type: none"> The alarms are sounding Instructed to do so by emergency response personnel There is imminent danger to life Close all doors behind you Leave quickly by the nearest safe exit, walk don't run
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OUTSIDE THE BUILDING	<ul style="list-style-type: none"> Proceed to the Evacuation Assembly Point Provide pertinent information to Floor Wardens and/or the Building Coordinator Remain with the evacuation group and await further instructions Do not talk to the media. Media should be referred to Business Development Officer 08068822134/07039240127 Do not re-enter the building until instructed to do so by emergency response personnel
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Personal Injury

EMERGENCY RESPONSE PROCEDURES: CALL **08068822134/07039240127**

For all injuries, CALL **08068822134/07039240127** to obtain medical attention as necessary. Report incident to your Supervisor or Principal Investigator immediately. Obtain First Aid and CPR training to be better prepared for an emergency medical situation.


FIRST AID PROCEDURES	<ul style="list-style-type: none"> Clothing on Fire <ul style="list-style-type: none"> Roll the person on the floor to smother the flame
	<ul style="list-style-type: none"> Hazardous Material Exposure (Biological, Chemical or Radiation) <ul style="list-style-type: none"> Remove contaminated clothing Flush contaminated area with running water for at least 15 minutes Call 08068822134/07039240127 to obtain immediate medical attention
	<ul style="list-style-type: none"> Minor Cuts and Puncture Wounds <ul style="list-style-type: none"> Take precautions to prevent disease transmission Apply direct pressure to control bleeding Apply bandages as necessary

MEDICAL ATTENTION

For serious injuries, call **08033104352, 08039382717** to request paramedics.

For minor injuries go to:

Monday through Friday 7:30 a.m. to 5:00 p.m.	<p style="text-align: center;">KRYSTAL CLINICS AND WELLNESS CENTRE 10 Total Gospel Road, Off Peter Odili Road, Abuloma, P.O. Box 2927, Port Harcourt.</p>
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- Report all injuries as soon as possible to your Supervisor or Principal Investigator
- Report Work-related injuries to the QHSE Officer within 24 hours of the incident.

Radiation Incident

Radiation-producing Machines	<ul style="list-style-type: none"> • TURN OFF MACHINE. If possible, de-energize circuit breaker. • Notify the Safety Office at 08068822134/07039240127. If after office hours, call 112 and ask for HSE assistance. • Notify the QHSE Officer. • Record all pertinent information about the incident including: <ul style="list-style-type: none"> ▪ Operating voltage and current ▪ Exposure time ▪ Distance from the radiation source.
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Utility Failure

POWER OUTAGE	<ul style="list-style-type: none"> • Secure any critical operations • Close fume-hood sashes • Close all doors • Follow the evacuation procedure
GAS LEAK	<ul style="list-style-type: none"> • Report all natural gas odours to the HSE Department at 08068822134/07039240127. • Turn off all potential sources of ignition • Provide pertinent information to emergency response personnel
FLOODING	<ul style="list-style-type: none"> • Report any flooding to HSE Department 08068822134/07039240127 • Avoid contact with electrical equipment • Provide pertinent information to emergency response personnel
TELEPHONE SYSTEM FAILURE	<ul style="list-style-type: none"> • If no dial tone on Company's phone, try mobile phone lines. If mobile phone lines work, restrict use to essential calls only Report all telephone system failures to Telecommunications at 0702 8000 123
Violent Person or Threat of Violence Security 08068822134/07039240127	

EMERGENCY PROCEDURE

IF		THEN
Threatening Behaviour	A person exhibits high level of irritability, including unruly, aggressive or violent behaviour, OR There is a threat to harm another person or property	<ul style="list-style-type: none"> • Remain calm. • Explain clearly what behaviour is acceptable and set limits • Get necessary help. • Call 08068822134/07039240127
Non-threatening Behaviour	A person makes overtly suicidal comments (e.g. referring to suicide as a current option). OR A person is experiencing impaired or garbled speech, disjointed thought, bizarre or strange behaviour that is obviously inappropriate to the situation (e.g. talking to "invisible" people). AND The person does not appear to be a threat.	<ul style="list-style-type: none"> • Take the person away from distractions and speak with him/her in private • Have a plan in place before speaking with the person in a calm voice • Listen with warmth, concern, and a desire to understand the person's point of view • Respond with understanding and reason • Be firm and clear in your communications • Share your concern and belief that he or she needs help • Tell the person you would like assistance in helping them by calling 08068822134/07039240127
What to avoid	<ul style="list-style-type: none"> • Threatening, Daring, Taunting, Pushing, or Touching the person • Arguing or Challenging the rationality of the person's thinking • Colluding with his or her fantasy, delusion, or hallucination • Dominating, Pressuring, or making demands of the person 	

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