

Appendix J1: Example of Procedure Upon Receipt of Emergency Response Call

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Procedure: Procedure Upon Receipt of an Emergency Response Call

Reference	Status	Version	Owner
Operations_8.9	Authorised	6	Grace McCormack

Type	Sub-Type
Operations Manual	Emergency Response

1. Purpose

The purpose of this procedure is to provide instructions to be followed in the event that a call is received requiring an emergency response to an incident e.g.chemical spill

2. Definition

3. Responsibilities

It is the responsibility of all Indaver personnel to know what to do in the event of receiving a call in relation to an incident which requires emergency response.

4. References

- Operations 9.5.1 Emergency Telephone Numbers
- Operations 9.5.2 Phone Answering Service Provider - Instructions and Contact Numbers
- Operations 5.8 Assignment & Use of Personal Protective Equipment
- Operations 8.7 General Emergency Response & Spill Clean-up
- Operations 6.4 Environmental Incident Investigation and Reporting
- Operations 13.1 Health & Safety Accident Investigation & Reporting

5. Procedure

Receipt of a call in relation to an Emergency Response:

In the event of a call being received about an incident which requires an emergency response the call should be forwarded to the following persons (in this order):

Contact	Title	Mobile Phone Number	Office Desk Number
(Confidential)	Site Services Manager	(Confidential)	N/A
(Confidential)	Site Services Supervisor	(Confidential)	N/A
(Confidential)	Site Services Co-Ordinator	(Confidential)	(Confidential)

After office hours a call to Indaver's main number is automatically forwarded to the a manned answering service. The answering service will then contact the relevant person as per their contact list **Operations 9.5.2** Phone Answering Service Provider - Instructions and Contact Numbers.

If for some reason the above named persons cannot be contacted then other persons as listed on the Emergency Telephone Numbers List (**Operations 9.5.1**) must be contacted.

All persons on this list must ensure that they have access to the Emergency Telephone Numbers List at all times.

Initial Contact:

Upon initial contact with the company/individual/hauler involved the Indaver member of staff must obtain the following information:

- Exact location of the incident
- Name and mobile number for contact person on site
- Who else has been contacted - Is there an emergency response team on site? Are other emergency services present?
- Name of the chemical spilled, approximate quantity of the chemical spilled, location of spill - inside/outside
- Is there a material safety data sheet available for the chemical or (if incident occurred while material in transit) does haulier have copy of Tremcard for material?
- How long since the spill occurred?
- Is the material still leaking or has it been stopped?
- Do they want Indaver to mobilise or are they looking for advice? (If response is required, ascertain who is paying for Indaver's services and obtain purchase order number (if possible)).
- Is there any spill clean-up materials on site? (absorbents, spill mats, booms, multipurpose oil dry)
- Are there appropriate UN approved empty drums on site?

Response to an incident in Ireland:

In the event of an incident occurring in Ireland, Indaver's site services team and site services contractors (as required) will respond to the incident.

Only the operatives who have received the appropriate training on chemical spill clean up, use of breathing apparatus, confined space entry (where necessary) and are familiar with the work required are allowed to carry out the actual clean up operation. A minimum of two operatives must attend the emergency response.

Emergency Response Equipment:

The following equipment must be brought to deal with the chemical spill. Each member of the emergency response team has access to this equipment.

Operations 5.8

- Appropriate personal protective equipment (**as specified by the technical department as per Operations 5.8 Assignment & Use of Personal Protective Equipment**)
- Absorbents (spill mats, booms, multipurpose oil dry)
- Explosimeter
- Non-sparking equipment e.g. (plastic shovels)
- Chemically resistant pump
- Dip tubes for cross pumping into drums
- Suitable drums and spare labels to remove the waste from the premises as specified by technical department
- Fire extinguishers

Provision of Information to Emergency Response Team:

The Emergency Response Team must be provided with the all information on the chemical involved and the nature of the spill as ascertained from the customer. Any additional information available about the chemical must also be provided to ensure they are taking all necessary safety precautions. Instructions to work must be given to the persons attending the emergency response as per **Operations 5.1 Requesting Completing and Issuing Instructions to Work** PPE for the job will be issued as per **Operations 5.8 Assignment and Use of Personal Protective Equipment**

Spill Clean Up Procedure:

All spills should be dealt with as per the procedure for General Emergency Response & Spill Clean Up **Operations 8.7**.

Response to an incident in the UK or on the Continent:

In the event of an emergency situation in the UK or on the continent Indaver have engaged the services of the following emergency response company's to respond to an incident:

Company	Contact Name	Contact Number	Email
(Confidential)	(Confidential)	(Confidential)	(Confidential)
(Confidential)	(Confidential)	(Confidential)	(Confidential)
(Confidential)		(Confidential)	

Reporting & Recording Emergency Responses:

Any incident requiring an emergency response must be reported to the QESH department. The QESH department is then responsible for ensuring that the details of the incident are recorded and reported (if applicable) as per the procedure for Environmental Incident Investigation and Reporting (**Operations 6.4**) and the procedure for Health & Safety Accident Investigation & Reporting (**Operations 13.1**).