

Organisation

Site Emergency Response



Site Emergency Response: Facility managers and employees do everything they can to prevent emergency situations such as injuries, fires or leaks, nevertheless emergencies are still possible on any kind of facility. Managers and site teams should recognise the importance of being prepared and have the necessary emergency plans and resources in place to manage the potential emergencies so as to reduce harm to people, damage to facilities and the environment. People may react very differently in unexpected situations and when faced with severe injuries. Physical exercises are important so that in real emergencies people can automatically fall back on practised actions and behaviours.

NOTE Refer to EIGA Doc 223, *Emergency Response Planning*, for detailed guidance on developing emergency plans.

Learning more about human factors in emergency response.

If the answer to any of the questions below is 'no', then you need to take action

1. Emergency situations:

Do employees, contractors and visitors understand the relevant site emergency scenarios and what to do in an emergency? ☐

Is enough time and management attention given to emergency planning? ☐

2. Roles and responsibilities:

Do people understand their role in the emergency plan, for example emergency controller, intervention team leader and intervention team? ☐

Are the intervention team aware of the limits of their scope (i.e. tasks not documented, assessed and trained are forbidden)? ☐

Is there provision made for handling an emergency situation out of hours operation and personnel absence? ☐

Is there a designated, recognised and well understood chain of command (hierarchy) to deal with emergency situations? ☐

Is the emergency organisation clearly communicated for example posters, organisation charts? ☐

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	Does everyone know how to activate the alarms for different types of emergencies?	☐
	Does everyone know the limits of what they are allowed to do in emergency situations, especially when there are only a few people on site?	☐
	Is it clear who is responsible for liaising with outside bodies (for example, fire and emergency services, local authorities) during and outside normal hours?	☐
3.	Emergency plan	
	Is the emergency plan well-structured and easy to understand, for example using maps, charts and flowcharts?	☐
	Do the emergency teams consider the emergency plan as documented practical?	☐
	Are risk assessments, previous incidents / accidents considered as inputs to the emergency planning process?	☐
	Are people performing key roles engaged in the creation and review of the emergency plan content?	☐
	Does the emergency plan help with decisions (as well as actions) to be made during an emergency?	☐
	Do checklists or aide memoires assist in dealing with an emergency?	☐
	Is the important information needed during an emergency accessible and easy to use?	☐
	Is the emergency plan amended as a result of feedback and observation of human behaviour after exercises or actual emergencies?	☐
	Does the MOC procedure consider the need for amendments to the emergency plan?	☐
4.	Training and competence:	
	Is there a process for defining, training and assessing the competence (skills, knowledge and any external qualifications) required for all roles in the emergency plan?	☐
	Does the site induction process adequately inform contractors and visitors of their expected actions in the event of an emergency? For example, by providing:	☐
	• videos	☐
	• a leaflet / poster	☐
	• information and instructions on signing in cards	☐
	Does the review of regular practice sessions (for example field drills, tabletop, simulation exercises, what-if, etc):	
	• recognise and reward safe and confident performance?	☐
	• identify and address potential omissions and improvements (mistake proofing)?	☐
	Do ALL people take emergency exercises seriously, follow requirements of the emergency plan and evacuate promptly?	☐

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