PROTEA RETIREMENT VILLAGE
HEUWELSIG

EMERGENCY PROCEDURE

01/06/2013
Index

Emergency Plan

1 Emergency Response Policy

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   • Assignee’s appointed in terms of the occupational Health & Safety Act, 85 of 1993
   • Emergency Coordinator
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   • First Aid Coordinator
   • Investigation Coordinator
   • Accident Investigator
   • Safety Representatives

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1 Emergency Response Policy

Protea Retirement Village Heuwelsig is committed to operating at the highest standards to protect the health and safety of our workers, our residents, the public, and the environment.

Therefore as part of an emergency preparedness program, the employees of Protea Retirement Village Heuwelsig will develop and maintain an emergency plan in compliance with applicable laws and industry standards to ensure a timely and appropriate response to emergencies.

__________________
Manager

___________
Date
## Health & Safety Representatives

<table>
<thead>
<tr>
<th>NAME</th>
<th>SURNAME</th>
<th>DEPARTMENT</th>
<th>CELL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Johan</td>
<td>Koch</td>
<td>Maintenance</td>
<td>082 415 0884</td>
</tr>
<tr>
<td>Lucia</td>
<td>Kok</td>
<td>Manager</td>
<td>072 418 7234</td>
</tr>
<tr>
<td>Susan</td>
<td>Sparks</td>
<td>Office</td>
<td>083 657 4290</td>
</tr>
<tr>
<td>Margaret</td>
<td>Maluleka</td>
<td>Supervisor</td>
<td>082 079 6803</td>
</tr>
<tr>
<td>Thys</td>
<td>Moolman</td>
<td>Bus Driver</td>
<td>071 725 5466</td>
</tr>
<tr>
<td>Annatjie</td>
<td>Nabal</td>
<td>Dining Hall</td>
<td>078 448 3639</td>
</tr>
<tr>
<td>Dorothy</td>
<td>Rasool</td>
<td>Frail</td>
<td>082 471 3001</td>
</tr>
<tr>
<td>Wendy</td>
<td>Van Onselen</td>
<td>Matron Frail</td>
<td>074 812 3676</td>
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### Village Residents

<table>
<thead>
<tr>
<th>NAME</th>
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<tr>
<td>Alan</td>
<td>Wight</td>
<td>Fire Team</td>
<td>012 664 2993</td>
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<tr>
<td>Piet</td>
<td>Brits</td>
<td>Emergency</td>
<td>012 664 6647</td>
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<tr>
<td>Piet</td>
<td>Botha</td>
<td>Fire Team</td>
<td>012 664 2152</td>
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<tr>
<td>Duncan</td>
<td>Haigh</td>
<td>Emergency</td>
<td>012 664 2997</td>
</tr>
<tr>
<td>Laraine</td>
<td>Haigh</td>
<td>Emergency</td>
<td>012 664 2997</td>
</tr>
<tr>
<td>Allie</td>
<td>Grobler</td>
<td>First Aid</td>
<td>012 664 0659</td>
</tr>
<tr>
<td>Des</td>
<td>Boyes</td>
<td>Emergency</td>
<td>012 664 6415</td>
</tr>
<tr>
<td>Thos</td>
<td>Du Toit</td>
<td>Fire Team</td>
<td>012 644 0611</td>
</tr>
<tr>
<td>Erna</td>
<td>Du Toit</td>
<td>First Aid</td>
<td>012 644 0611</td>
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<tr>
<td>Sakkie</td>
<td>Burger</td>
<td>Fire Team</td>
<td>012 644 0554</td>
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<tr>
<td>Sarie</td>
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<td>Fire Team</td>
<td>012 644 0554</td>
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<tr>
<td>Ria</td>
<td>Bouchan</td>
<td>Fire Team</td>
<td>012 644 0634</td>
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<tr>
<td>Liever</td>
<td>Olearts</td>
<td>First Aid</td>
<td>012 644 2074</td>
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<tr>
<td>Bets</td>
<td>Coetzee</td>
<td>First Aid</td>
<td>012 664 8769</td>
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<tr>
<td>Jan</td>
<td>Van Der Merwe</td>
<td>Emergency</td>
<td>012 664 3089</td>
</tr>
<tr>
<td>Ben</td>
<td>Willemse</td>
<td>Emergency</td>
<td>012 664 2220</td>
</tr>
<tr>
<td>Sannie</td>
<td>Hatting</td>
<td>Fire Team</td>
<td>072 651 9584</td>
</tr>
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### Security

<table>
<thead>
<tr>
<th>CONTRACTOR</th>
<th>CONTACT NAME</th>
<th>TEL NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phillip van Schalkwyk</td>
<td>365 Security</td>
<td>073 858 4320</td>
</tr>
</tbody>
</table>
Emergency Control Centre

- The primary emergency control centre is situated in the Recreation Hall.

- The alternative control centre is at the Main Gate.

- Equipment in the Emergency Box at Frail Care:
  - Site plans (A and B plan).
  - Emergency planning manual.
  - Arial photos (if available).
  - Occurrence book for noting events.
  - Pens, pencils and paper.
  - List of key personnel, residents and frail care patients.
  - Duplicate set of master keys.
  - Six Torches and spare batteries.
  - First Aid Disaster Kit.
  - Camera and video equipment (if available).
  - Four sets Fire Fighter Suites
  - Four sets Breathing Apparatus
  - Two Stretchers
  - Axe, Bolt cutter & Halogen Tool
  - Six two way radios
  - Mega Phone

- The attached list must be used when starting an emergency Control centre and as a regular inspection list. (+- every 6 months)

- Main Siren at Guard House
  - Evacuation – Siren 4 minutes
  - All in order siren – 40 seconds
3  **Fatal & Serious Accidents**

**First person on scene:**

The first person on the scene should notify the first aid team leader.

**The First Aid Team Leader should:**

- Assess the situation and notify the emergency controller, requesting assistance and additional equipment if necessary.
- Render first aid, attending to the injured in order of the seriousness of injuries (triage). (The injured should be moved from dangerous areas irrespective of the seriousness of their injuries.)
- Move the injured that can be moved without aggravating their injuries to the casualty clearing areas as soon as possible.
- Keep the emergency controller informed of progress.

**The Emergency controller (Major emergency) should:**

- Notify the **Ambulance Department** Tel. 012 358 6400/10177
- Assist the first aid team leader to mobilize additional first aid teams and equipment if required.
- Instruct appropriate team leaders to ensure that bystanders are barred from casualty treatment areas and clearing point.
- See that an access passage for Ambulances is cleared and that Ambulance personnel are directed to casualties.

4  **Fire procedures.**

**The person who discovers the fire:**

If you discover a fire:

- Contact **Fire Department (Centurion) 012 310 6400 / 6300**
• Ensure that the fire team leader is notified immediately.

• The fire team leader should:

Assess the fire and report the situation to:
The Manager (Lucia Kok)
The Protea Head Office (Mr Kobus van der Westhuizen)
The Office Personnel (Antoinette Vorster/Susan Sparks)
The Supervisor (Margaret Maluleka)
The Bus Driver (Thys Moolman)
Maintenance Department (Johan Koch)
Security (Phillip van Schalkwyk)

• Mobilize the fire fighting team and equipment.

• Ensure the removal or isolation of fire hazards in the area of the blaze (i.e. gas cylinders, flammable liquids, etc.) and that electrical appliances and gas mains have been switched off.

• Move personnel from the immediate area and take steps to ensure the safety of valuables and/or documents in order of priority.

• Assist the evacuation team with evacuation if required.

• If the fire fighting team is forced to retreat, all doors and windows should be closed. (Starve the fire of oxygen).

• Report any changes in the situation to the emergency controller.

Emergency Controller

The emergency controller should:

• Call the fire brigade, Tel. No. 012 310 6400 / 10177
• Mobilize the emergency Action Committee and activate the emergency control centre where necessary.
• Place evacuation teams on standby if necessary.
• Assess the situation and order full or partial evacuation if necessary (all the floors above the fire and at least one below).
• Ensure that the lights are brought to ground level to prevent their use.
• Assemble building plans and any other information that could be of value to the fire department (Location of hydrants etc.).
• If possible, order areas near hydrants and access routes to be affected area to be cleared.

5 Strike Procedures

Strike handling team

• The strike handling team will consist of the following persons, who will call in other people if needed:
  The Manager (Lucia Kok)
  The Supervisor (Margaret Maleluka)
  Security (Philip van Schalkwyk)
  Protea Head Office (Mr Kobus van der Westhuizen)
  Bus Driver (Thys Moolman)
  The Office (Antoinette Vorster/Susan Sparks)
  The Trustee’s
  The Health & Safety Representatives

• A strike diary must be kept, listing events / actions, times etc. (This is necessary for possible further legal action.)

• All possible facts must be obtained, i.e. number of workers involved, the potential for violence, estimated duration possible reasons etc.

• Inform Security, if peaceful, to carry on with their normal duties
- If possible, restrict outgoing telephone calls.

- If an unofficial strike, then inform the union, but advice that they must not come to the Retirement Village unless called for by the Manager.

  If an official strike the Union will already be aware of the situation.

- Stop all suppliers from delivering their goods.

- Brief all other staff to keep them informed of the situation and ensure their safety – send home all non-essential personnel should the Manager feel it advisable.

- Approach the striking employees that are prepared to talk to you. If not, ask if they are prepared to nominate approximately 5 people to discuss the matter. Never try to address strikers en masse, but request their Spokesman to go to the Manager's office to discuss the matter. Do not, however, try to force this.

- Talk to the spokesman and ask them to request the strikers to return to work whilst negotiations are continued but do not force this.

- If no one wants to talk, ask whether they will talk to union Officials, and arrange this.

- Security must be advised of the situation.
6 Go slow action

The procedures as outlined above will also apply, however a time limit of 24 hours to come back to normal working must be set and communicated to the employees involved in the action.

NOTE:
The time limit is not considered rigid, but must be set at the Manager’s discretion.

General

The following general procedures would also apply:

- The S.A. Police would only be called at the sole discretion of the Manager as well as the Trustee’s, after they have personally assessed the mood of the strikers.

- The union would only be notified at the discretion of the Manager.

7 Bomb Threats

Person receiving a telephonic bomb threat:

- Remain calm.

- Refer to the bomb threat checklist of the emergency plan, and endeavour to get as much relevant information as possible.

- Notify the emergency controller immediately after the call is terminated **DO NOT TELL ANYONE ELSE.**
If notified of a bomb threat, check your workstation for any foreign article and report anything that cannot be accounted for to the emergency controller.

**Person receiving a suspected letter bomb:**

If you receive a suspected letter bomb:

- Remain calm.
- Do not handle the letter unnecessarily.
- Notify security.
- Security to notify the emergency controller.

**Emergency Controller:**

The emergency controller should act as follows:

- Time permitting, assemble the Emergency Action Committee and place a security guard on standby.
- Notify the South-African Police.
- Evaluate the credibility of the bomb threat on the basis of all the available information (i.e. completed bomb threat checklist, or police warnings etc.).
- In the event of an explosion activate fire and casualty situation plans.

**8 Evacuation Procedures**

**ONLY THE EMERGENCY CONTROLLER AND THE HEALTH AND SAFETY REPRESENTATIVES MAY AUTHORISE OVERALL EVACUATION.**

**EVACUATION TEAM LEADER:**

The evacuation team leader should:
• Advice personnel on the floor that evacuation is imminent and that personal belongings should be collected. (Calm must be maintained).

• Ensure that essential records and cash are secured.

• Ensure that orderly shut down procedures are effected.

• Ensure that elderly, frail, or handicapped persons are provided for.

• Ensure that women remove high-heeled shoes (in high-rise buildings).

• Ensure that evacuation takes place via fire escapes in an orderly fashion, (e.g. for the handicapped and injured).

• **Close** doors and windows if evacuation is the result of fire.

• **Open** doors and windows if evacuation is a result of a bomb threat or the discovery of a bomb (to vent blast).

• Evacuate along the safest possible predetermined routes.

• See that offices, toilets tearooms, storage areas etc. are physically checked to ensure that everyone has left before the last Evacuation Team member leaves.

• Keep the Emergency controller informed of all progress at regular intervals.

• Ensure that all staff is accounted for at assembly point.
9 **Armed Robbery**

**Cash Office**

**Procedures Office Cashier**

- Remain calm.
- Keep safety doors locked at all times.
- Co-operate with armed robbers if they have a hostage or if you feel that your life is in danger.
- Once the robbers have left, contact the Manager or the Emergency Controller.
- Report as much as possible information on the suspects to the Manager or Emergency Controller (Fill in the armed robbery report attached.)

**Emergency Controller Actions**

- Check and assist the office cashier with the armed robbery report.
- Gather as much information as possible before reporting to the SAPS.
  **Contact No 10111 or 012 644 8600**
- Report the incident to the Manager and await further instructions.
- The Manager will need the following information:
  * Date and time of incident.
  * Copy of police statement.
  * A statement of the office cashier.
  * Armed robbery report.
10 Mains Failure Electrically, Water Or Gas

**Electrical**

- In the event of a total power failure on the site, ask the Manager to contact the local authorities.

- Establish the cause of the power failure and take the necessary action to lock out procedures.

- Despatch a person to security/office or switchboard, to man the standby telephone line and take incoming calls.

- Make sure that all personnel in the Kitchen and Dining Hall area are assembled in a safe place to prevent accidents.

- Contact head office if during working hours to report the incident.

- Diarise the time that the power failed and resumed for the records (downtime).

- Once power is restored, give signal to staff to resume duties if working area is safe.

**Water**

- In the event of a total water failure on the site contact the local authorities.

- Establish the cause of the water failure and take the necessary action to lock out procedures.

- Diarise the time that the water failed and resumed for the records (downtime).

- Once the water is restored, give signal to staff to resume duties.
Gas

Hydrogen rich gas leak without ignition:

- Evacuate area up to radius of at least 100 m.
- Estimate area involved based upon size of leak, contours of ground, wind direction.
- Assemble all fire equipment
- Inform the local fire department (012 310 6400)

Flooding

- In case of a flood notify the Emergency Services.
- Identify the source and where possible isolate.
- Notify the Emergency Controller and the Manager.
- Divert the water.
- Decide on evacuation.

11 Hazardous Chemical Spill

- Identify the chemical or the substance spilled or released.
- Determine the procedures for chemical spill or release, from a hazardous chemical data sheet.
- Contain, isolate or neutralise spillage or the release source.
- Inform the Local Authorities.
- Warn the neighbouring areas of any potential danger.
- Evaluate and implement evacuation procedures.
- Supply hospital with hazardous data sheets if requested.
- Remove contaminated materials and equipment to a safe place and place under quarantine.
- Resume operation if danger to personnel has passed.
Contamination Of Product

- Inform the Emergency Controller and the Manager.
- Assess the magnitude of the situation.
- Inform the customers, residents and keep them up to date on all developments.
- Stop and recall all deliveries of the affected product.
- Liaise with alternate suppliers of product.
- Conduct product analysis and record the results.
- Broadcast on Regional radio and National TV if the situation could endanger the health of the public.
- Shutdown and quarantine the affected production area and inform the State Health Department.

Salvage And Recovery

- Prioritise the area, equipment and stock in order of criticality to production and replacement value.
- List the type and location of available salvage equipment.
- The type of equipment suitable for salvage operations can normally be found on most industrial premises and very little specialised equipment is necessary.
- Identify and list backup engineering and production personnel resources.
- Enforce strict access control measures to the affected or damaged areas.