

Project No: 313306

Accident Management Plan

Prepared for:

2ZLF Ltd

West Meadows Industrial Estate

Derby

DE21 6HA

Contents Amendment Record

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SAFETY
SCHEMES IN
PROCUREMENT



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Section 1.0: Introduction

This Accident Management Plan (AMP) has been produced having regard to the following documents/reports;

- Standard Operating Procedures (SOPs) for the equipment operated in accordance with the manufacturers.
- Environment Agency Guidance on Environmental Risk Assessment first published in February 2016.
- Non-hazardous and inert waste: appropriate measures for permitted facilities¹
- Institute of Air Quality Management (IAQM) document 'Guidance on the Assessment of Mineral Dust Impacts for Planning V1.1'

It is stipulated under this guidance document that the AMP fulfils the following four key requirements:

- Identifies events or failures that could damage the environment
- Assesses how likely they are to happen and the potential environmental consequences
- Actions to minimise the potential causes and consequences of accidents
- The actions that are required to be carried out if an accident happens.

This AMP has been implemented and will be maintained at the site as part of the company's Environmental Management System (EMS) and will ensure the site and all operatives within are fully prepared for such incidents.

If an accident does happen and it may cause an adverse environmental impact, permit holders are expected to:

- Immediately do what it says in the AMP;
- Do whatever else is necessary to minimise the environmental consequences;
- Take all precautions to ensure the health and safety of both employees and visitors is not compromised;
- Find out why the accident happened and stop it happening again; and
- Review the AMP at least every year;

This AMP includes the following aspects:

- A site map that includes building and process layout, location of accident response equipment – fire extinguishers and spill kits
- A drainage plan
- Bulk storage plan
- A list of key contacts and contact numbers

¹ <https://www.gov.uk/guidance/non-hazardous-and-inert-waste-appropriate-measures-for-permitted-facilities>

- Information on preventing accidents which could occur on site and what to do if an accident happens.
- Accident reporting form
- Inventory of tanks and stores
- Series of relevant procedures

A number of the control measures cited within this document refer the operators to an established suite of procedures and new environmental procedures which have been drafted in response to the permitted operations at site.

These documents should be referred to for detailed actions in relation to emergency response and control. The AMP and all associated procedures will be reviewed at least every four years or as soon as practicable after an incident, with changes made accordingly to minimise the risk of occurrence / recurrence.

All of the necessary actions that are required to be taken in the event of an accident will be detailed within the detailed Site Emergency Procedures.

Section 2.0: Site setting

WEST MEADOWS WASTE RECOVERY FACILITY

Downing Road

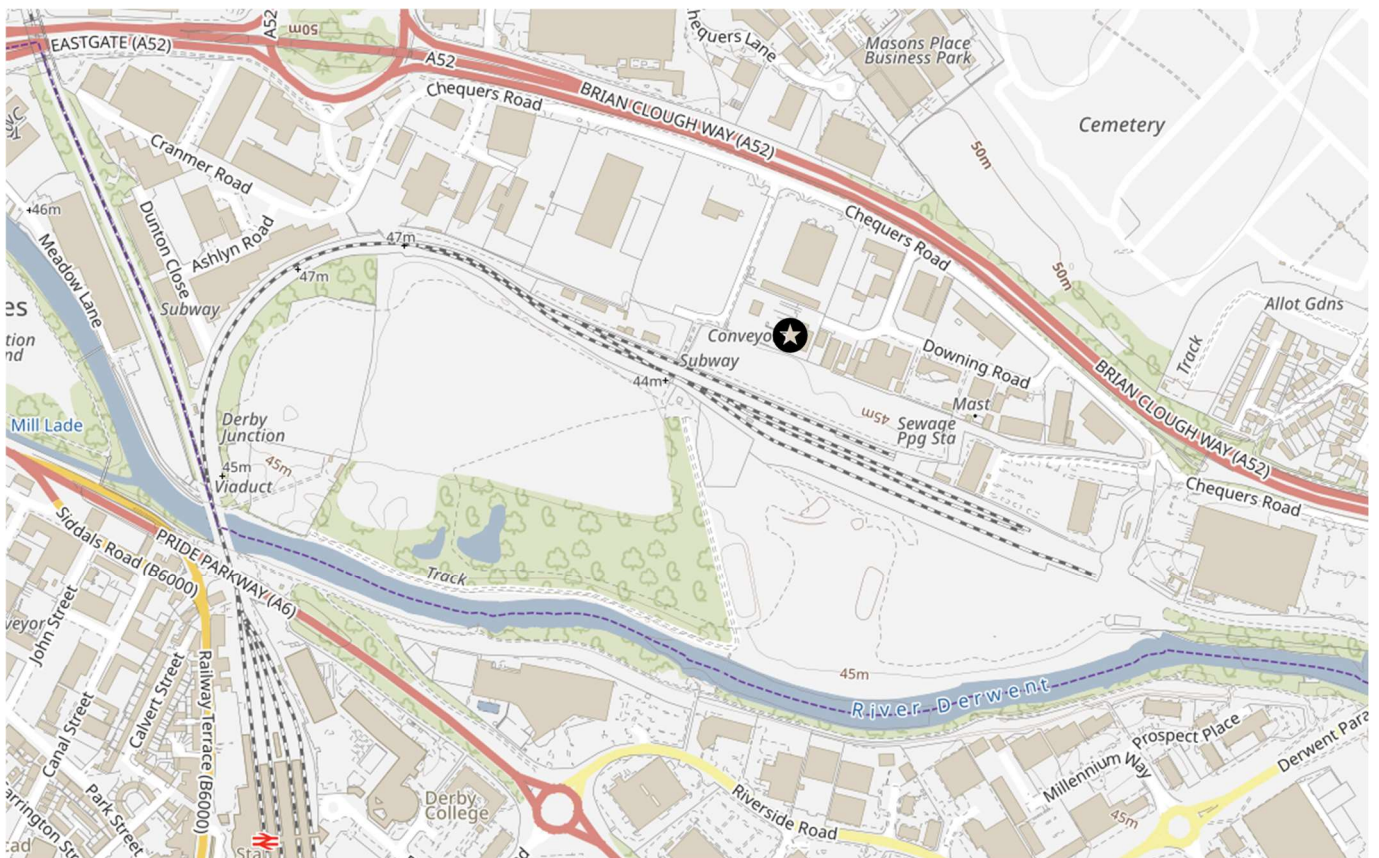
West Meadows Industrial Estate

Derby

DE21 6HA

2.1 Site location

Figure 2-1 Site location



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2.2 Site setting

The site is located at the end of Downing Road on the West Meadows Industrial Estate, to the east of the centre of Derby (SK 36815 36166). The estate itself is accessed via the A52 (Brian Clough Way) dual carriageway. The site is accessed via a security gate, from the public highway and is situated within land owned by the operator. The site area is approximately 0.6 hectares and is surrounded by 2.1m high palisade fencing.

There is a mix of retail, industrial, transport, leisure, recreational and domestic properties within 1 000m of the site.

The Sanctuary LNR (a bird and wildlife reserve, formerly a gas works tip containing contaminated land) is located approximately 1 020m to the south-east of the site.

The site is 360m from the River Derwent, which lies to the South and flows W-E.

There is a SPZ1, 2 and 3 (centred at SK 36117 35788) located approximately 725m SSW of the site.

Section 3.0: Site Operations

The site is a 105m x 60m flat area which incorporates a small car park, weighbridge, steel portal building (31m x 24m x 7m eaves height) with an attached flat roofed office (15m x 6m). The area over the weighbridge consists of designated waste reception and storage areas for the non-hazardous and (limited) hazardous waste activities as well as some of the processing plant. The storage for dry wastes and products is bays formed with concrete A blocks or concrete Lego blocks. The process equipment is partly outside but mostly inside the steel portal building.

The process involves 2 inlets – one for wet waste and one for dry waste.

The wet waste side of the process is the area which has been improved in readiness for treatment of the higher proportion of hazardous waste.

3.1.1 Dry waste

The dry waste is loaded into a hopper feeder using a front loader. The material passes under a magnet (for removal of metal) and then onto a star screen which ejects the oversize material (>100mm). The material then passes up a conveyor belt (under another magnet) and then enters the building.

The material drops into a log-washer where heavy material is augured up through a bath of water depositing on a screen where this stone and sand is graded into different sizes and deposited down a chute (+40mm) or onto a conveyor which takes the aggregate out of the building onto a stockpile. The floating light material (organics and trash) floats off the end of the water bath and is dewatered on a vibrating screen before exiting the building again on a conveyor.

The sand and water mix is pumped to the sand plant where it is pumped through a hydrocyclone with the underflow containing the sand deposited on a dewatering screen then a conveyor which takes the sand out of the building into a stockpile. The water and fines pass on to the thickener. Flocculant is added to the water to bring the fine solids together allowing settlement in the thickener before the sludge is removed via pump to the centrifuge system (also indoors).

3.1.2 Wet waste

Outside of the building the wet waste from the wet waste discharge bay is loaded into the plant using a material handler into a screw conveyor. This is to be improved in future by the installation of a submersible pump that will feed the hopper directly from the storage tank. Due to the nature of the submersible pump, there will be a reduction in noise associated with this activity as the loader will not be needed to perform this operation.

The screw conveyor moves the material onto a primary screen where the material is washed with larger material removed for disposal. The underflow is pumped to the sand scrubber skid. On this skid the sand

is scrubbed with pressured water and then separated using a hydrocyclone and an up-flow classifier. The sand is removed via a screw. The water and fines pass to a lamella settlement unit where sludge is removed. A scraper also removes any scum/oil residue from the surface into an IBC. The sludge is currently held until the centrifuge is available.

As part of the permitted activity all water from the wet waste bay side of the plant is hard piped such that it has to go through the water treatment plant in the building consisting of Dissolved Air Flotation (DAF) and electrocoagulation. This removes suspended solids, oil and heavy metals. When the wet feed of the process is not being used the water treatment plant can clean the process water from the dry feed recycling.

3.1.3 New equipment

The new equipment for the expansion of the hazardous treatment operation is:

- Sand scrubber skid replacing old screw classifier, up-flow classifier and vibrating screen.
- New pressure pump and scrubber (on original permit but not installed)
- Larger, new lamella (separator) replacing old rental Siltbuster lamella with flocculator and settlement chemicals.
- 30m³ Storage Tank

The system uses the same centrifuge and water treatment plant in the building as the rest of the plant. This new equipment is located along the southern wall of the wet waste bay which was where the previous dewatering plant was located.

The restrictions on the plant which currently stops the plant from processing more than 10 t/day are:

- Up-flow Classifier in place but not commissioned (no motors or noise will be associated with this equipment)
- Storage tank not connected (has 2 mixer motors which were running for the noise test.

Figure 3-1 Wet waste unloading bay



Section 4.0: Accident Management Plan

Accident scenario	Probability	Magnitude of impact	Risk before mitigation	Risk management	Residual risk rating
1 - Spills and Leaks / Loss of Containment / Transfer of Substances / Overfilling of Vessels	Medium	<p>Moderate to Severe</p> <p>Spillage and leakage could occur during fuel deliveries, vehicle refuelling, vehicle breakdowns/accidents and or damage to tanks or bunds;</p> <p>Loss of containment could result in potentially polluting liquids (including oils) being discharged in surface water drainage systems and to controlled waters;</p>	Low	<p>The site processing areas are located entirely on a pad with a sealed surface with fully contained and sealed drainage and therefore considered to have a low potential for impacts to ground water.</p> <p>A sealed drainage and containment system for tanks containing potentially polluting liquids has been constructed so that any leaks / spills are contained.</p> <p>All storage vessels and bunds have been constructed to the appropriate British Standard.</p> <p>Tanks are inspected visually on a regular basis to ensure continued integrity of tanks and identify any necessary remedial action.</p> <p>Minor spills to be cleaned up immediately, using proprietary absorbents. Resultant materials to be placed in container for off-site disposal to appropriate facility.</p>	Near zero

				<p>Immediate action to be taken in event of major spill which is likely to cause polluting emissions to the environment to prevent liquid from entering surface water drains or any unsurfaced ground. Spillage to be cleared immediately and placed in containers for offsite disposal.</p> <p>The company has established accident and emergency procedures.</p>	
2 - Vandalism	Medium	<p style="text-align: center;">Moderate</p> <p>The site could be subject to intentional vandalism and damage by intruders/trespassers who could cause damage or harm to the plant and equipment, causing spills and tanks to leak.</p>	Medium	<p>On-site security measures:</p> <ul style="list-style-type: none"> • Security lighting 24 hours a day; • Security cameras are installed at the site; • Security fencing extends around the site perimeter; • 2m palisade, or equivalent, as a minimum; • Lockable gates are located at the site entrance; • Gates will be locked whenever the site is closed; • Gates and fencing are inspected daily by operations staff to identify deterioration and damage and the need for repair; • Fencing and gates are maintained and repaired to ensure their continued integrity. 	Low

				<p>If damage is sustained, repair will be made within the same working day. If this is not possible, suitable measures will be taken to prevent unauthorised access to the site and permanent repairs will be affected as soon as is practicable;</p> <ul style="list-style-type: none"> • All visitors to the site are required to register in the visitor's book and sign out again on exit, thereby minimising the risk of unauthorised visitors on the site; and • Operational procedures have been implemented including regular inspections, ensuring continual monitoring of security provision at the site. 	
3 - Flooding	Low	<p style="text-align: center;">Low</p> <p>The site lies within a Flood Zone – Medium risk.</p> <p>The site could be inundated with floodwater that would damage electrical equipment.</p> <p>All materials are stored in bunded areas.</p>	Low	<p>The site is equipped with a sealed drainage and bunding systems which will prevent the inflow of offsite flood water into critical areas (bunds, tanks, storage etc.).</p> <p>The site accepts a range of waste streams. Should the site be flooded these will only add to the sediment load of the floodwater rather than the risk.</p>	Low

<p>4 - Fire in processing plant:</p> <p>Plant malfunction;</p> <p>Electrical equipment that could provide an ignition source;</p> <p>Waste products / raw materials that may support combustion.</p>	<p>Medium</p>	<p style="text-align: center;">Low</p> <p>As there is no storage of combustible materials on site, there is the limited potential for fires to break out if procedures are not followed.</p>	<p>Low</p>	<p>All machinery is subject to a planned preventative maintenance schedule.</p> <p>The machinery is flitted with fire suppression to combat fires.</p> <p>Operators trained and aware of measures to be taken to deal with fires until Fire & Rescue Services are called.</p> <p>Containment system: all tanks and vessels containing flammable and potentially polluting liquids are constructed so that any leaks/spillages are contained and responded to in accordance with established emergency procedures.</p> <p>In the event of a fire, the following actions will be taken:</p> <ul style="list-style-type: none"> • The fire brigade will be notified immediately and the EA as soon as practicable. • All containment valves and systems will be closed. • The site will be immediately evacuated. <p>Records of fire incidences will be kept on site together with a summary of remedial action taken.</p>	<p>Near zero</p>
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				Smoking will not be permitted in the operations areas of the site.	
5 – Failure of Mains Services: Failure in the mains services, water or electricity.	Medium	Low Depending on the time of year that a failure occurs, this will either not affect operations or have a limited impact.	Low	In the event that mains services of electricity supplied to the site are unavailable, this would affect operations. The plant would be shut down. Water is stored on site, so interruption would not prevent operation.	Near zero
6 – Operator Error / Failure of equipment: The unexpected breakdown of any part of the plant could result in short term build-up of material in the reception area or the incomplete processing of material.	Medium	Low All plant operatives are highly trained and experienced in the roles. On site technicians available to repair and return machinery to operation without delay. A range of spares is kept at the site.	Low	The process capacity is carefully managed via the acceptance process to ensure that there is always sufficient processing capacity. Production flows are carefully monitored to ensure there is always sufficient capacity. All equipment is subject to a Planned and Preventative Maintenance Programme (PPM), to minimise unplanned failures. The plant also has in place a number of Emergency Shutdown Controls to ensure safe shut down in emergency.	Near zero
7 – Incompatible material storage	Low	Low	Low	Should any unpermitted waste materials be discovered they are segregated immediately and removed from site.	Near zero

		Accepted wastes are restricted to those listed in the permit and are not expected to react with each other. Storage duration is kept to a minimum.			
8 – Unexpected reactions	Low	Low The recycling process is not an intensive process and the treatment of inert wastes follows a well understood methodology.	Low	The operating team has a long-standing experience of recycling and the treatment and transfer of hazardous, non-hazardous and inert wastes. Precise control over all processes is maintained at all times.	Near zero

Section 5.0: Accident Management Plan Procedures

The following possible impacts and mitigation measures were considered when preparing this AMP.

The Site Manager (SM) is responsible for reviewing information regarding potential environmental, or health and safety, aspects or impacts and prepare the Accident Management Plan (AMP) giving:

- a) Emergency response personnel and their roles and responsibilities;
- b) The location of response equipment, personal protective equipment, and firefighting equipment, as appropriate;
- c) Maps and details depicting the locations of activities, products, or services associated with the identified aspects of concern;
- d) Evacuation routes and response procedures;
- e) Appropriate descriptive and background information to adequately describe the nature and setting of the potential emergency situation.
- f) Notification procedures;
- g) Procedures to mitigate the situation;
- h) The need for a process(es) for post-accident evaluation to establish and implement corrective and preventative actions;
- i) Periodic testing of emergency response personnel;
- j) A list of key personnel and aid agencies; including contact details (e.g. fire & rescue services, spillage clean up services);
- k) Evacuation routes and assembly points.

This AMP includes consideration of the following:

- a) The nature of on-site hazards, e.g. flammable liquids, storage tanks and compressed gases, and measures to be taken in the event of spillages or accidental releases;
- b) The most likely type and scale of an emergency situation or accident;
- c) The most appropriate method(s) for responding to an accident or emergency situation;
- d) Internal and external communication plans;
- e) The action(s) required to minimise environmental damage;
- f) Mitigation and response action(s) to be taken for different types of accident or emergency situation

The AMP is periodically reviewed by the Senior Management Team and, where necessary, revised specifically in the event of accidents or emergency situations.

A response review meeting is convened after an emergency event to assess the manner in which the emergency was dealt with, if a pollution incident occurred and what precautions or actions need to be taken to prevent such an emergency occurring again.

Tests of the emergency preparedness and response procedures are conducted according to a schedule established by the SM.

The AMP is held on-site at appropriate locations and accessible and available to all appropriate on-site personnel.

The effectiveness of the AMP depends on staff awareness training. All staff receive training that covers prevention of accidental releases and action to be taken should an accident occur; and awareness of the AMP with specific reference to those areas relevant to their particular duties.

All staff and contractors working on the site are made aware of the plan(s) and know their role if an incident occurs.

Section 6.0: Incident Control and Clean Up Procedure

Incident control will be coordinated by the Site Manager (SM). In the event of an incident, it is important to determine the following;

- a) The severity of the incident, i.e. if there is an immediate danger to employees and/or the general public and make a decision on the need to evacuate;
- b) If it is possible to use the materials in the spill kits to control the situation, i.e. stop the flow of spilled material by spill kits, placing absorbent material on the affected area or position control booms around the scene of the spill. This should be undertaken as quickly as possible in order to prevent the spread of any spillage to clean water drains or surrounding environmentally sensitive areas. The level of this response to a spillage will depend on Health and Safety issues, staff training, the level of personal protective equipment available, the nature of any spilled materials and the types of pollution control equipment available on the site;
- c) If emergency services need to be contacted or any other personnel on the emergency contacts list;
- d) That once employees have done all they can to ensure staff and public safety, control of the spillage or securing of the accident scene the relevant senior person must complete the Spillage Reporting Form and if required await the arrival of the response staff and/or emergency services.
- e) All incidents will be recorded on the appropriate documentation and a thorough investigation will be carried out into the cause and remedial actions of the incident;
- f) That once contained the incident team or their designates will clean up the area or instruct the appropriate contractor. After the clean-up has been completed, if required depending on the type and severity of spillage, instructions may need to be requested from the appropriate Agency as to the requirements to restore the affected areas to its pre-spill condition.
- g) If the spill response equipment has been used that the spill kit inventory has been replenished.

6.1 Categories of Spillage

Spillages have been divided into the following six categories:

Spillage category	Description
Bulk solid material	Solid material which would not be washed away, or degrade, by heavy rainfall, e.g. lumps of stone, brick etc.
Loose solid material	Solid material which would likely be washed away by rainfall, e.g. fines, plastic particles, sand/soil.
Degradable solids	Solid material which would be likely to dilute, degrade, react or dissolve if exposed to water or rainfall, e.g. sand/soil, green waste.
Oils/fuels	Liquid materials that are likely to flow and spread over or be absorbed into the surfaces on which they are spilled e.g. diesel oil, engine oil, paint.
Explosive/highly combustible material/combustion accelerators	Materials that are likely to ignite or give off flammable vapours, e.g. certain types of solvent, liquid petroleum gas (LPG).
Corrosive/Hazardous Materials	Materials that are likely to cause hazard or damage, e.g. acids, cleaning liquids/powders, chemical solids, radioactive material, pesticides.

6.2 Assessing Hazards and Environmental Consequences

The SM who is co-ordinating the response to a reported spillage will need to exercise a degree of judgment in deciding on the appropriate response and when addressing risk should consider:

- What has been spilled?
- What quantities have been spilled?
- What are the immediate hazards/environmental effects of the spillage?
- Are we competent and equipped to clear the spillage and are we confident that we can do it?
- What is the likely long term or after effects of the spillage?
- Do we need to advise external agencies?

Section 7.0: Spillage Clearance Procedures

7.1 Clearance of spillages

The approach to clearance of a spillage will be;

- To isolate the area affected by spillage;
- To contain the spillage in as small an area as possible;
- To clear the spillage as quickly as possible;
-

7.2 Clearance of spillages of bulk solid materials

- Assess the full extent of the spillage and define the area which it has affected;
- Cordon off and isolate the area affected by erecting physical barriers, display signs at strategic points to ensure that unauthorised persons or vehicles do not enter the area.
- Load the spilled material into suitable containers or vehicles and transport it to an appropriate location for treatment on site;
- Repair, make safe or cordon off any damaged or unsafe areas resulting from the spillage until repairs can be undertaken;
- Clear the area affected of all clearance equipment and return it to safe use.

7.3 Clearance of spillages of loose solid material and degradable solids

- Assess the full extent of the spillage and define the area that it has affected.
- Cordon off and isolate the area affected by erecting physical barriers, display signs at strategic points to ensure that unauthorised persons or vehicles do not enter the area;
- If rainfall occurs or is expected, take appropriate measures to prevent the spilled material from being washed into drains or ducts or from being dispensed by rainwater until clearance can be undertaken, e.g. cover the spillage with waterproof sheeting, install temporary sandbag bunds or spill kit bunding;
- Load the spilled material into suitable containers or vehicles and transport it to an appropriate location for treatment on site;
- Repair, make safe or cordon off any damaged or unsafe areas resulting from the spillage until repairs can be undertaken;
- Clear the area affected of all clearance equipment and return it to safe use.

7.4 Clearance of spillages in the oils and fuels category

- Assess the full extent of the spillage and define the area which it has affected;
- Cordon off and isolate the area affected by erecting physical barriers, display signs at strategic points to ensure that unauthorised persons or vehicles do not enter the area.
- Implement appropriate measures to contain the spilled liquids in as small an area as possible and to prevent it from flowing from drains;

- Where liquid has already entered drains, reference should be made to the site drainage plan and the extent of spread of the spilled liquid checked by inspecting drainage access points;
- If drainage inspection points require to be blocked to prevent proliferation of the spillage, this should be done and the situation monitored to ensure drains do not back up and overflow;
- Once the spillage has been contained, clearance work should be undertaken. The exact method of clearance will depend on the nature of the surface affected, i.e. hard or soft landscape, the extent to which the spillage has spread. Small spillages can be cleared using absorbent material, cloths or granules.
- Road and pedestrian traffic should not be allowed to use areas affected by oil and fuel spillage until the surfaces affected are made non-slippery. Surfaces affected by oil can become particularly slippery in wet weather conditions. Light sprinklings of sand may be appropriate in these circumstances to restore some traction.
- Load the spilled material into suitable containers or vehicles and transport it to an appropriate location for treatment on site;
- Repair, make safe or cordon off any damaged or unsafe areas resulting from the spillage until repairs can be undertaken.
- Clear the area affected of all clearance equipment and return it to safe use.

7.5 Clearance of spillages in the explosive/highly flammable and corrosive/hazardous categories

- Assess the full extent of the spillage and define the area which it has affected;
- Cordon off and isolate the area affected by erecting physical barriers, display signs at strategic points to ensure that unauthorised persons or vehicles do not enter the area;
- Engage the services of an appropriate external agency or specialist to assume responsibility for clearing the spillage.
- Provide the external agency or specialist with logistical and practical support whenever necessary, until the affected area has been cleared and made safe.

Section 8.0: Fire Emergency Procedure at Site

8.1 Introduction

It is imperative that employees understand and follow the correct procedure in the event of an outbreak of fire.

The potential for fire and smoke to cause loss of life is high. Once a fire has broken out the evacuation of persons from the vicinity of the fire is crucial. It is important to note that when employees are not on site any alarm would be relayed to the security office who would then contact the Fire & Rescue Services (FRS).

The procedures are to be displayed on all Staff/ General Notice Boards and included in the Induction Training Courses.

8.2 Emergency procedure

The Site Manager will ensure that:

- The procedures are communicated effectively to all staff.
- Suitable and sufficient numbers of suitably trained staff are appointed to cover all shift patterns and eventualities.
- Persons are nominated to call the Fire and Rescue Service/ Emergency Services.

Managerial and supervisory staff will ensure that:

- They ensure that staff under their control is fully conversant with their role and the action to be taken during an emergency.
- As far as is reasonably practicable, without exposing themselves additional risk, they check their department is clear on evacuation.
- They call the 'Roll Call' at the Assembly Point.

Site personnel will be made aware of their role and the action to be taken. In addition, they will be made aware of the following:

- Location of fire exits.
- Location of fire alarm break glass call points.
- Type of fire alarm sounder. (Audible)
- Location and type of firefighting equipment
- Their designated Fire Assembly Points.

These safety points will be covered at Induction Training. If any employee is in doubt, they **must** clarify the situation with their immediate Manager/Supervisor.

8.3 Management of the evacuation and responsibilities

8.3.1 Incident Controller

The designated Incident Controller (IC) is the appointed person on site who, in addition to all other responsibilities, have the following tasks to undertake:

In the event of the fire alarm being activated:

- Designate a member of staff to proceed to the site entrance and ensure that FRS and/or other emergency services have been called (after it has been determined that it is not a false alarm) and are aware of how to access the site.
- Ensure that the emergency fire evacuation is in progress and assume overall control.

8.3.2 Roll call

- The Roll Caller (RC) will advise the IC (this may be the same person) of any employee unaccounted for.
- Ensure roll calls are completed and all personnel are accounted for.
- Ensure any casualties are receiving adequate first – aid attention.

8.3.3 Further action

- Liaise with FRS on their arrival, advise on the situation and provide specialist on-site assistance.
- In consultation with the relevant staff members and FRS and ensure all services are shut down appropriately.
- Ensure that other key personnel have been called, if necessary.
- Once FRS arrives on site the Senior Fire Officer (SFO) becomes the absolute authority on the site during the fire/ emergency incident.
- Ensure, in consultation with the SFO, that a safe condition exists before permitting employees to re-enter buildings
- Ensure that the vehicle traffic to and from the site is restricted as per the Traffic Management Procedure.

In an emergency situation, the most senior manager on site will assume the role of the Incident Controller.

Section 9.0: Bomb Threat Procedure

In times of heightened security issues, there is the possibility of bomb threats being mounted against the site.

ALL BOMB THREATS SHOULD BE TREATED SERIOUSLY.

9.1 Telephone warnings (instructions for the person receiving the threat)

On receipt of a telephone bomb threat, you should engage the caller in an inquisitive, non-threatening way.

9.2 Details you should endeavour to obtain

- Where the bomb is, ask for specific locations, ask the caller to identify objects near the bomb location.
- When the bomb is going to go off?
- What does it look like?
- How many devices there are?
- Why they are doing it?

9.3 Also try to find out,

- The sex of the caller.
- The age of the caller.
- Any background noise.
- The type of speech/tone, i.e. rambling, rushed, irrational or laughing for example.

9.4 Once the call is finished, you should

- Inform the senior person on site.
- Make notes of the information received.
- STOP and assess the situation with the information you have gained.

9.5 Options available (decision to be made by the most senior person present)

A decision then has to be made regarding the evacuation of the site, consider the level of the threat. If uncertain the Police will be happy to advise. The options are:

1. Do nothing, and report the call to the police and record the call in the security report, or;
2. Contact the Police, search the site, then if a suspicious object is found, evacuate, or;
3. Contact the Police by dialling **999**, evacuate then search the site, or;
4. Evacuate the site and contact the Police.

9.5.1 Option 1: (Do nothing) No risk.

If it is considered by the tone and nature of the call that it is a hoax, the police should be notified and a note should be made in the security report of the call.

9.5.2 Option 2 (Police, Search, Evacuate) Low risk

- Contact the Police, passing on as much information as possible
- A search of the site should be started, as detailed in the section on searching detailed in section 9.6.
- Only if a suspicious package is found, the site should be evacuated by activating the fire alarm and if the Police are not already present, the Police should be contacted urgently.
- After the evacuation, if no senior managers are on site, a senior manager should be called.
- If nothing is found, contact the Police, and make a note in the security report.

9.5.3 Option 3: (Police, Evacuate, Search) Medium risk.

- Contact the Police, passing on as much information as possible.
- Evacuate the site by activating the fire alarm. On evacuation, if no senior managers are on site, a senior manager should be called.
- A search of the site should be started.
- If a suspicious package is found, evacuate the area immediately and the Police should be contacted urgently.
- If nothing is found, contact the Police, and make a note in the Security Report.

9.5.4 Option 4: (Evacuate, Police) High risk.

- Evacuate the site by activating the fire alarm and move people to safety.
- Contact the Police, relaying all the information about the call.
- If no senior managers are on site, a senior manager should be called.
- Once the Police arrive assist them as required.

9.6 Search Procedure

9.6.1 Police Policy

Normally, the police will not themselves search a site following the receipt of a bomb threat. This is for two reasons. Firstly, the police do not know the layout of the site, and secondly the police do not know what should and should not be there.

9.6.2 Security Staff

Should not search alone or when the site is closed.

9.6.3 Search teams

The search teams should include at least two individuals with a working knowledge of the area they are to search.

9.6.4 Search sectors

The site should be split into manageable sizes.

9.6.5 Search priorities

- Areas where evacuated people will assemble.
- Areas where there is easy access, i.e. the front of the buildings or the car parking area.

9.6.6 How to search

It should be logical and methodical, so no part of the site is missed out. A search should begin at the entrance to a room.

9.6.7 Searchers should

- *Stop, look* for anything unusual, such as flashing lights
- *Listen* for strange noises.

Work round the edges of the area and back to the entrance point, then the middle of the area and back to the entrance point and finally the roof.

Searching should continue, until the entire site has been checked. In particular if an object is found, the search should resume once the Police have dealt with the primary object, because second devices are common.

Section 10.0: Suspicious Packages

10.1 What is a suspicious package?

- Something that should not be there.
- Something that cannot be accounted for.
- Something that is out of place.

10.2 What to do if a suspicious package is found.

1. DO NOT TOUCH OR MOVE THE OBJECT
2. If the site has not been evacuated, initiate the evacuation plan.
3. Mark the location of the package with an easy to identify object. Keeping a reasonable distance and using something with NO electrical parts.
4. Contact the Police, if not already on site, relaying all the information regarding the package.
5. If no senior managers are on site, a senior manager should be called.
6. Once a package has been found, the Police should take control of the situation. It is then the Police's responsibility to ensure the site is safe.

10.3 Postal bombs

10.3.1 Tell tale signs

- Grease marks on the envelope or wrapping.
- An unusual odour such as marzipan or machine oil.
- Visible wiring or tin foil, especially if the package is damaged.
- The envelope or package may feel very heavy for its size.
- The weight distribution may be uneven; the contents may be rigid in a flexible envelope.
- It may have been hand delivered, left for collection by a door, or sent from an unusual place.
- If it is a package, it may have excessive wrapping.
- There may be poor hand writing, spelling or typing.
- There may be too many stamps for the weight of the package.
- Not addressed to an individual.

10.3.2 If a suspicious parcel arrives at either reception or security

- Do not touch or move the package.
- Keep everyone away from the package
- Inform a senior manager.

Section 11.0: Glossary

Abnormal conditions - planned deviation from normal operating procedures.

Corrective action - action to eliminate the cause of a detected nonconformity.

Emergency - an escape off site of materials potentially hazardous to the environment. This is combined with the potential of the material to impact on an identified sensitive receptor. Additionally, where the escape of material on site is potentially hazardous to human health, this will constitute an emergency regardless of whether it has escaped off site or not.

Environmental aspect - element of an organisation's activities or products or services that can have a significant environmental impact

Environmental impact - any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organisation's environmental aspects.

Incident - where materials potentially hazardous to the environment are contained on site; this will be classed as an incident.

Near miss - any occurrence or potential occurrence identified that could lead to an emergency or incident occurring.

Nonconformity - non-fulfilment of a requirement.

Normal conditions - routine activity on site.

Preventative action - action to eliminate the cause of a potential nonconformity.

Prevention of pollution - use of processes, practices, techniques, materials, products, services or energy to avoid, reduce or control (separately or in combination) the creation, emission or discharge of any type of pollutant or waste, in order to reduce adverse environmental impacts. Prevention of pollution can include source reduction or elimination, process or product or changes, efficient use of resources, material and energy substitution, reuse, recovery, recycling and treatment.

Procedure - specified way to carry out an activity or a process. Procedures can be documented or not.

Record- document stating results achieved or providing evidence of activities performed.