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CONDUCT EVACUATIONS AND EMERGENCY DRILLS (EVACUATION WARDEN)

E-Learning Workbook

Unit Standard 242825

Level 3 Credits 4

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Module 1 Different types of emergency Situations

Learning outcomes



- Explain key terms and definitions utilized in the emergency situations.
- Identify the nature of the emergency to inform further action.
- Probable types of emergencies that may occur in a specific workplace are listed in order to identify the most likely to occur. Types of emergencies include, but are not limited to, fires, explosions, floods, sink holes, chemical spills and leaks, electrical accidents, natural disasters, mechanical incidents, gas and fume emissions, radiation, bomb threats and possible riots from within and from outside the workplace.
- Effects of these emergencies are described in terms of their impact on personnel health, safety and production.

Introduction

In every workplace health and safety needs to be a priority for all employees, contractors, visitors and the community at large. The same steps have to be followed if there is an emergency. There are different emergency situations that need certain procedures to be followed otherwise people property and the environment will be negatively affected.

Definitions

- **Emergency-** An emergency is any unplanned event that threatens employees, customers, or the public; that shuts down business operations; or that causes physical or environmental damage.
- **Emergency situation:** Exposure to unplanned and uncontrolled contingencies which may threaten or have a negative impact on human life, the environment, security, assets or on the continuous rendering of strategic and essential services
- **Emergency action plan-** A description of the actions or steps to be taken to prepare for the event of an emergency and to facilitate emergency preparedness that contains the names of persons and their assigned duties and includes a response plan and a recovery plan.
- **emergency evacuation plan-** means a written procedure and a set of detailed plans as per specific building design
- **evacuation drills-** mock evacuations done in the workplace when there is no emergency to assess the effectiveness of an emergency plan
- **Contingency Plan:** Proposed strategy and tactics (often documented) to be used when a specific issue arises or event occurs during the course of emergency or disaster operations.
- **Emergency Management Program:** A program that implements and sustains the mission, vision, and strategic emergency management goals and objectives of the organization.
- **Stakeholder:** Key people, groups of people, or institutions that may significantly influence the success of the process, plan, program or project.
- **emergency route-** means that part of an escape route which provides the occupiers of any building with protection from fire and which leads to an escape door
- **escape door-** means any door at the end of an emergency route, and includes any door leading from the inside to the outside of a building;
- **escape route-** means the entire path of travel, measured from an escape door to the furthest point in any room in a building

Types of emergencies

Employees and employers have to act decisively to prevent or minimize the effect of emergencies in the workplace. Type of emergencies include:

- Fires.
- Explosions.
- Medical emergencies.
- Bomb emergencies.
- Hazardous substances and chemical spills.
- Floods.
- Traffic accidents.
- Landslides.
- Strikes and riots.
- Hostages.
- Earthquake.

1. Floods

A flood is an overflow of water that submerges or "drowns" land.

Floods are often deadly, damaging and devastating. They kill lots of people, damage houses and crops, and cause extensive destruction.

When heavy rains occur, it happens that a huge volume of water reaches rivers or lakes, causing flooding. This is natural flooding.

When a dam breaks, it is an unexpected event and it is called a catastrophic flood.

2. Earthquakes

The most common seismic event is an earthquake.

The main effects of earthquakes are-

- Buildings, roads and bridges that collapse and kill or injure people.
- Shock and panic among survivors.
- During an earthquake, gas pipelines and electric cable are destroyed. This leads to a fire.
- Water mains are broken making it difficult to put out the fire, so the fires will spread.
- Earthquakes can also cause landslides in steep river valleys.
- When the water mains break, there are no fresh water supplies and this leads to diseases such as typhoid and cholera.
- People do not have houses to go to or are too scared to go back to their houses, so they have to seek shelter and food in temporary structures such as tents and community buildings.



3. Fires

Fire is a chemical reaction known as combustion that occurs when ***fuel*** and ***oxygen*** are brought together with enough ***heat*** to cause ignition.

Fires can be outdoor, bush or indoor compartment

These elements are required to cause and sustain a fire, should any of the required elements be removed the triangle will collapse therefore combustion will cease.



Effects of fire:

- If you do not evacuate fast enough, you could be burnt.
- The smoke emitted by flames is poisonous, and if you inhale smoke it is dangerous to your health.
- Smoke inhalation is the most common cause of death to people.
- The fire also damages the property.

4. Strikes

A strike can be defined as a lawful or unlawful action by a group of workers who stopped working without the intention to resign.

Strikes can be classified in two main groups.

Peaceful strikes.

This type is also known as "walk-outs" or "wild cat strikes". This is fairly common and occur in workshops when employees are so aggrieved that they stop working. It is generally not planned and lasts for a few hours only.



Riotous actions

This type generally starts off as a peaceful strike. Negotiations are unsuccessful or a faction clash breaks out which results in stone throwing, arson or damage to property.

5. Hostage situations

People are taken hostage or kidnapped for many reasons. In some instances, transgressors could be caught red-handed in committing an armed robbery and then decide to take people hostage on the spur of the moment. In the workplace hostages can also happen caused by an employee or employee because they are aggrieved by a manager or the CEO of the company.

6. Explosions

A release of mechanical, chemical, or nuclear energy in a sudden and often violent manner with the generation of high temperature and usually with the release of gases.

OR

A violent bursting as a result of internal pressure.



- Sometimes explosions take place in nature, for example a volcanic eruption.
- Electricity can also cause an explosion, when a high current electrical fault forms a high energy electrical arc.
- Containers that are under pressure also explode, e.g. a boiler or even a sealed tin can be thrown in the fire or a sealed container can cook in a pressure cooker and left too long.
- Chemical explosives are artificial explosions.

The effects of an explosion include:

- Toxic gases being released into the air. If you inhale these gases it can burn your lungs.
- Explosions give off heat, so people could sustain burns.
- Objects that are close to the explosion is propelled outwards by the force of the blast and can cause injuries to the human body such as fractures and even amputations.
- An explosion causes a change in the pressure of the air and this could lead to internal organs being ruptured, for example the lungs, ear drums or intestines.
- Temporary or permanent loss of hearing because of the noise.
- Feeling disorientated due to shock and trauma.

7. Power failures

A power failure takes place when there is a loss of electrical power to an area.

Power failures could be caused by:

- a short circuit in the electrical system.
- overloading of electricity mains.
- faults at the power stations.
- damage or faults in the power distribution system or the electric lines.



The effect of power failures includes:

- Anything that relies on electricity to work will not work, e.g. lifts and communication systems.
- Air conditioning systems will not work and this could lead to extreme heat or cold.
- It may be difficult to enter or exit the building.
- Items that are sensitive to temperatures, such as medicine and vaccine, could be damaged.



8. Sudden release of gases.

Volcanoes release poisonous gases, but sources of harmful gases can also be caused by chemical spills.

Poisonous gases are also used in chemical warfare, for example in World War 1 where mustard gas and chlorine gas were used to immobilize and kill the enemy. Today, tear gas is commonly used to bring unruly crowds under control.

Mines are also susceptible to a sudden release of poisonous gas – in coal mines there is always the danger of methane gas poisoning.

9. Bomb Threat

The main objective of a bomb threat is to cause panic and confusion. The person making the threat can vary from a discontented worker to an individual acting on an organised plan to reach a specific goal.

Whenever a bomb threat is received it must be regarded in a serious manner. In many instances the threat will prove to be false.

10. Chemical spills

Chemicals can be corrosive and/or toxic. When chemicals are spilt and released into the air or water, a chemical reaction will occur. This reaction could even result in an explosion.

When a hazardous chemical is released that could harm people's health, a chemical emergency is taking place. These hazardous chemicals could be gases, liquids or solids and can be released into the air, put in food, or released in water.

Many of these releases are unintentional, for example an industrial incident. In the case of a terrorist attack, the release of the hazardous chemical is intentional.

Different chemicals are harmful in different ways:

- when breathed in.
- swallowed.
- absorbed through the skin.

Effects of chemical spills

- Blindness, corneal scarring.
- Burns, tissue necrosis.
- Cancer.
- Respiratory illnesses.



- Neurological disorders.
- Organ failure.
- Death.

11. Radiation emergencies like nuclear explosion

When radiation particles touch a human body, it becomes a threat to our health and even our lives. Radiation can cause burns, cancer and even death.

Radiation can be found in the natural environment, e.g. the sun or man-made radiation, e.g. X-Rays.

The sun is usually beneficial to the environment, but too much of it is harmful. Ionised radiation such as X-Rays and gamma rays are harmful.

Signs of radiation sickness include:

- Nausea.
- Vomiting.
- Headache.
- Some loss of white blood cells.

12. Equipment failure.

Examples:

- Breakdown of machinery.
- Brakes fail to stop a vehicle, called a brake failure.
- Engine failure - engine does not run.
- Power failure, power outage - equipment failure resulting when the supply of power fails; "the ice storm caused a power outage"
- Fault - (electronics) equipment failure attributable to some defect in a circuit (loose connection or insulation failure or short circuit etc.
- Electrical/Light Failure.
- Elevator Failure.
- Plumbing Failure/Flooding.

Effects of equipment failure:

- Could cause a fire, leading to loss of life or property.
- An accident could take place, leading to injuries or death.
- Work stoppages.
- People being stuck in the elevator (lift).
- Pieces breaking away from machinery, flying through the air and causing injuries.



Key learning points

- Different emergencies have been explained and their effects discussed and how they will affect the people, environment and property.
- An **emergency** is any unplanned event that threatens employees, customers, or the public; or that causes physical or environmental damage

An **emergency situation** is the **exposure** to the emergency or when the emergency is actually taking place

and people, environment and property are affected negatively.

- A fire emergency has different causes and some of these causes includes electricity, smoking and sparks from welding among others.
- It is important for employers and employees to prevent fire emergencies by separating the heat sources from items that can burn easily like paper, plastic, rubber and other combustibles.
- Some emergencies require evacuation and others can be managed within the workplace
- Each emergency requires its own risk analysis before it can be controlled or mitigated
- Most emergencies pose a threat to employees while some pose a threat to environment, property as well as employees and others
- Employees must always follow proper procedures when they are in the workplace to prevent emergencies as these emergencies can cause injuries, illnesses, environmental damage and property damage.

Module 2: Planning for emergency evacuation



Specific outcomes

- Plan for managing different types of emergencies
- Understand the different requirements for each level of the four emergency management phases
 - Understand the purpose of preparedness in terms of human and other resources
- Identify emergency evacuation appointments and the correct tools and equipment necessary during the emergency situation.

2.1. Emergency management sequence prevention.

Emergency management (or disaster management) is the discipline of dealing with and avoiding both natural and manmade disasters. It involves preparedness, response and recovery in order to lessen the impact of disasters.

All aspects of emergency management deal with the processes used to protect populations or organisations from the consequences of incidents, disasters, wars and acts of terrorism. Emergency management doesn't necessarily avert or eliminate the threats themselves; it just prepares us for coping with the emergency.

2.2. Phases of emergency planning and management

There are five phases of emergency planning and management, namely

- ✓ Prevention
- ✓ Mitigation
- ✓ Preparedness
- ✓ Response
- ✓ Recovery



2.3. Prevention

- Focuses on creating concrete plans, training and exercises well ahead of a disaster to prepare your organization.
- Emergency planning activities will allow organizations to reduce loss of life and sustain environmental challenges by developing organizational specific plans, standardized planning tools and emergency management protocols.

2.4 PREPAREDNESS.

Preparedness is the process of determining what to do before an emergency actually occurs. It involves the coordination of efforts between your organisation, Emergency services and the community at large. Actions include the following:

- establishing a crisis response team,
- collaborating with partners,
- and preparing an emergency toolkit and evacuation routes.

The organisation's emergency management plans should always be preventative in nature. This should include addressing proactive solutions to eliminate or mitigate identified safety concerns found as a result of safety and/or risk assessment processes.

The plan should include a detailed emergency response structure, with roles and responsibilities of the emergency team members, and emergency protocols to follow in various crisis situations. The plan must reflect the organisation's unique characteristics and needs, and should take into consideration any areas of concern pertinent to the organisation.

Preparedness checklist

To review the comprehensiveness of the organisation's emergency response plan, consider the items on the checklist below:

- ☐ Determine what crisis plans exist in the organisation.
- ☐ Identify all stakeholders involved in emergency planning.
- ☐ Develop procedures for communicating with staff, families, and media.
- ☐ Establish procedures to account for employees during a crisis.
- ☐ Gather information that exists about the organisation's facilities, such as building plans, servitudes, and the location of DB Boards and water stopcocks.
- ☐ Identify and assemble the necessary equipment that will assist staff in a crisis.

To be prepared for a crisis, your organisation's emergency management plan should address each of the issues listed below. Use this MODULE to develop your emergency plan, or if one is already in place, check to see whether you have covered the essential components of emergency preparedness.

- ☑ Establishing an Incident Command System (ICS) & Emergency Response Team.
- ☑ Introducing and maintaining Emergency Response Activities.
- ☑ Identifying Hazards on the premises.
- ☑ Identifying Evacuation Routes.
- ☑ Identifying Emergency Codes.
- ☑ Developing an Emergency Toolkit.
- ☑ Identifying local Partners and Resources.
- ☑ Creating plans for people (staff and visitors) with special needs.
- ☑ Communicating before, during and after an emergency.
- ☑ Developing an Accountability system.
- ☑ Developing a roll call plan.

2.5 RESPONSE.

Response is the process of implementing appropriate actions while an emergency situation is unfolding.

The Response phase requires the organisation to do what it had planned and trained to do, and involves the mobilisation of resources needed to handle the emergency at hand.

When you respond to an emergency, it means “doing what you planned to do.” In this phase, the organisation, through the emergency control room, mobilises resources needed to handle a particular emergency situation.

A broad range of emergency situations have been identified in the emergency management response plan. For each event, there are specific actions to be taken to handle the given situation appropriately.

Response checklist

- Don't panic — take a deep breath and remember your training.
- Determine if a crisis is occurring — verify all information.
- Identify the type of crisis taking place and determine the appropriate response action to take.
- Decide whether to call the Police, or other Emergency Responders.
- Decide whether to activate the Emergency Response Team.
- Decide whether an evacuation; reverse evacuation; lockdown; or shelter-in-place needs to be implemented.
- Maintain communications with relevant staff at officially designated locations.
- Establish what information needs to be communicated to staff, families, media and the community.
- Prepare formal statements or announcements to staff, families, media and the community.
- Monitor how emergency first aid is being administered to the injured.
- Decide if more equipment and supplies are needed.
- Establish contact with family members of affected staff.
- Review and implement — Recovery activities.
- Document actions taken, and secure all records.

2.6 MITIGATION

Mitigation includes actions taken to reduce the adverse effect of an emergency. It involves activities that can be implemented before, during, or whilst in recovery from an emergency.

While organisations will have little control over some hazards that could impact them (e.g. plane crash, industrial accident, weather related events, etc.) there are actions which can be taken to reduce the impact of such events. Other events such as bomb threats, fights, intruders, and vandalism are more likely to occur and actions can be taken to minimise the likelihood of their occurrence.

The first rule of thumb in this process is to not to work alone. In order to effectively develop a viable plan of action you will need the input from a variety of individuals (local emergency response agencies, hospital/medical staff, social welfare, mental health and local government representatives).

Start with a health and safety risk assessment conducted in the organisation to identify possible hazards and risks, such as fire, chemical, radiation and other hazards that can be a threat to the organisation. Then take steps to minimise these risks, e.g. placing fire extinguishers in appropriate places or not allowing smoking in the office. By taking these steps, you have minimised the risk.

The main thing to remember is that mitigation activities refer to any sustained action implemented to reduce or eliminate long-term risk to life and property related to events that cannot be prevented.

Mitigation / prevention checklist

- Connect with local and national emergency responders to specifically identify local hazards (within the past year).
- Review the last risk assessment to examine behaviour and financial concerns.
- Encourage staff to provide input and feedback for emergency planning.
- Review the organisation incident data.
- Determine the major problems in the organisation with regard to crime and violence.
- Share concerns with the organisation emergency response team.
- Review insurance claims against the organisation to determine types, locations and severity.

2.7 RECOVERY

Recovery is the process of assisting people with the physical, psychological and emotional trauma that is associated with experiencing tragic events.

Recovery involves the implementation of a plan to return the work environment to a normal environment as soon as possible.

It is essential to understand recovery at two distinct levels, immediate and ongoing.

☐ Immediate support is needed from the first moments of a traumatic event through the first few days following it. Recent victims of major trauma are frequently in a state of shock, and at this time basic human needs of food, shelter and clothing are often a primary focus. Long-term recovery needs may not be readily apparent, and for many, ongoing support will be needed.

☐ Ongoing recovery refers to support provided to some individuals for weeks, months or years following a tragic event.

Recovery checklist

- Strive to return to a normal working environment as quickly as possible.
 - Repair damages to the building as quickly as possible.
 - Identify what follow up interventions are available to employee.
 - Conduct debriefings with staff.
 - Assess activities that address the crisis.
 - Allocate appropriate time for recovery.
 - Plan how anniversaries of events will be commemorated.
 - Capture —lessons learned and incorporate them into revisions of the emergency plan, and training sessions.

2.8 EMERGENCY ACTION PLAN.

- The best way is to prepare to respond to an emergency before it happens.
- Few people can think clearly and logically in a crisis, so it is important to do so in advance, when you have time to be thorough.
- Brainstorm the worst-case scenarios.
- Ask yourself what you would do if the worst happened.
- What if a fire broke out in your boiler room?
- Or a hurricane hit your building head-on?
- Once you have identified potential emergencies, consider how they would affect you and your workers and how you would respond.
- An emergency action plan covers designated actions employers and employees must take to ensure employee safety from fire and other emergencies.
- Not all employers are required to establish an emergency action plan.
- Even if you are not specifically required to do so, compiling an emergency action plan is a good way to protect yourself, your employees, and your business during an emergency.
- Putting together a comprehensive emergency action plan that deals with all types of issues specific to your worksite is not difficult.
- An emergency plan contains the methods of acting in an organised manner and to utilise available resources, manpower and facilities, in a co-ordinated manner during an emergency. It must provide for the following: -
 - Co-operation with external organisations.
 - Assistance that can possibly be rendered by neighbouring installations.
 - Integration with the civil defence units of a specific area in order that obstacles that could arise during an emergency can be identified in advance.
 - Guidelines regarding certain actions during an emergency.

Elements of an emergency action plan

At a minimum, your emergency action plan must include the following:

- 1) A preferred method for reporting fires and other emergencies;

- 2) An evacuation policy and procedure;
- 3) Emergency escape procedures and route assignments, such as floor plans, workplace maps, and safe or refuge areas;
- 4) What should your emergency action plan include?
- 5) Names, titles, departments, and telephone numbers of individuals both within and outside your company to contact for additional information or explanation of duties and responsibilities under the emergency plan;
- 6) Procedures for employees who remain to perform or shut down critical plant operations, operate fire extinguishers, or perform other essential services that cannot be shut down for every emergency alarm before evacuating; and
- 7) Rescue and medical duties for any workers designated to perform them.
- 8) You also may want to consider designating an assembly location and procedures to account for all employees after an evacuation.

Practical Requirements of an Emergency Plan.

- It must be simple in order that everybody involved can understand it.
- It must be practical.
- It must be possible to activate efficiently and effectively.
- It must be activated in such a way that no confusion or panic is caused.
- It must be co-ordinated with the Local Security and Civil Defence Services.
- It must be realistic and economically viable.
- Existing means and facilities must be utilised.
- All involved must know exactly what their responsibilities and tasks are.
- It must be exercised periodically.
- It must be controlled from a central point in the building known as a "joint operational centre" (JOC)

2.9 Co-ORDINATION

- The emergency plan must be controlled from a central point.
- A chief co-ordinator must be appointed.
- It is of the utmost importance that when an emergency situation arises every member of security knows exactly where to report to and who to report to.
- Instructions from the chief co-ordinator must be strictly adhered to.

Co-ordinating actions

The following actions must be co-ordinated during an emergency:

- First aid and medical services.
- Firefighting.
- Evacuation of personnel.
- Rescue of personnel.
- Isolation of electricity, gas and other fuel supplies.
- Engineering requirements.

3.0 TESTING THE PLAN

Practical exercises must be held to test the practicability and effectiveness of the emergency plan and to make necessary changes. It must be done discretely so as not to cause panic. The objective is that the execution of the plan must become second nature to those involved.

Emergency Telephone Numbers.



- Communication during an emergency is key to save lives and property
- It is important to have the emergency numbers known by all and clearly displayed for easy access
- Some companies have their own internal emergency numbers while others simply use the following national numbers
- Fire and ambulance Department (EMS)----- 10177/112
- SAPS___:08600 10111
- National institute of Communicable diseases: 0800029999
- Traffic Department (Cities have their own emergency numbers for the traffic departments)
- Ambulance services (10177)
- Bomb Squad___----0115596455

Emergency evacuation equipment.

- Managing emergency situations require use of appropriate emergency equipment
- The equipment must be secured on the basis of the emergency risk assessment and the company risk profile
- Some equipment is mandatory in terms of the regulations and law
- Others are a consequence of the risk assessment
- Your employees may need personal protective equipment to evacuate during an emergency.
- Personal protective equipment must be based on the potential hazards in the workplace.
- Assess your workplace to determine potential hazards and the appropriate controls and protective equipment for those hazards.
- Personal protective equipment may include items such as the following:
 - Fire Alarm.
 - Emergency alarm (robbery).
 - First-aid equipment.
 - Fire-fighting equipment.
 - First aid kit.
 - Spill kit.
 - Evacuation chair.
 - Fire hose.
 - Fire beaters.
 - Fire blanket.
 - Personal protective equipment.



Appointments.

There are certain appointments that are crucial in the effective management of the emergency situation. It is the duty of the employer to make these appointments so that the work environment is healthy and safe. The following are some of the appointments that can be made:

- Evacuation warden.
- Head of emergency preparedness.
- First coordinator/first aider.
- Fire fighter/fire marshal.
- Security co-ordinator.
- Health and safety representative.
- Emergency preparedness co-ordinator.
- Contracted external specialist e.g. Hazchem.

The role of the evacuation warden

Awareness and preparedness:

- Be familiar with the Fire Safety & Evacuation Plan (FSEP) for your area and all relevant emergency procedures.
- Familiarize yourself with building exits and locations that are likely to have visitors or persons with disabilities who may need assistance during a building emergency.
- Be familiar with your building alarm system and building safety features so that you may accurately interpret alarms.
- Become familiar with operations in your area that may require additional time to shut down requiring occupant actions which would delay their exiting.
- Participate in evacuation drills as requested by the evacuation director.
- Inform persons with acknowledged mobility disabilities about the guidelines for evacuation

Action during an evacuation

- In the event of an emergency requiring building evacuation, the primary role of the warden is to encourage all employees and visitors to move towards exits quickly.
- The other role of a warden is to communicate with the emergency coordinator at the evacuation assembly point.
- Check that all employees who are present on the day have been accounted for through the daily attendance register
- Help in coordinating any rescue operation for persons still in the building
- Lead in the coordination of other emergency activities after the emergency such as first aid treatment for injured employees
- Account for all employees, contractors and visitors. Confusion in the assembly areas can lead to delays in rescuing anyone trapped in the building, or unnecessary and dangerous search-and-rescue operations.
- Designate assembly areas where employees should gather after evacuating.
- Take a head count after the evacuation. Identify the names and last known locations of anyone not accounted for and pass them to the official in charge.
- Establish a method for accounting for non-employees such as suppliers and customers.
- Evacuation wardens should be appointed to supervise the evacuations and conduct the roll call after the evacuation.
- Status reporting to the facility emergency controller.
- Compilation of a list of persons on-site immediately prior to the emergency.

- Compilation of lists of persons at normal workstations, assembly or sheltering points, and those who have left the facility.
- Actions to be taken for those people not accounted for.

Arrangements to respond to inquiries about all persons who may have been on-site.

Key learning points

- Emergency management prevention sequence is a useful tool that assist the employer in the steps that need to be taken to deal with emergencies.
- There are five steps or phases, namely Prevention, Preparedness, Response mitigation and Recovery
 - Prevention measures involve protection of employees from emergencies, unfortunately not all emergency situations can be prevented.
 - Preparedness is a continuous cycle of activities such as emergency planning, staff training, exercising, assessment and remedial actions. Preparedness and readiness go hand in hand as organizations and communities prepare for disaster.
 - Response is when all the procedures will be implemented during the actual emergency, where employees proceeds to the assembly point according to the procedures.
 - Mitigation involve reviewing risk assessments, incident data and communication between the employer and employees to reduce the negative effect of the emergency situation.
 - Recovery is the last phase where things needs to back to normal, employees who needs counselling will be attended to in this phase. Counselling could be offered immediately after the event have happened or ongoing which might be offered for a months or years after an unfortunate incident.
- Every workplace needs to have an emergency evacuation plan to help the employees to act in an organised manner during the emergency. The plan must be simple for everyone to understand and implement. The plan must include the equipment needed and procedures for the employees on how they must proceed during the emergency.
- Fire extinguishers, firehoses and fire detection equipment are some of the equipment needed and essential for dealing with emergency situations.
- There are crucial appointments that the employer needs to make, such appointments as the evacuation warden, fire fighter and first aider will make a difference during an emergency.
- As an evacuation warden your key role is to make sur that all employees in you building have been safety evacuated and accounted for

Module 3: Emergency evacuation drills



Specific outcomes

Understand the purpose of evacuation drills

- Apply knowledge of emergency evacuation procedures during the drill
- Conduct an evacuation drill successfully
- Apply the knowledge of conducting a drill to save lives and protect equipment and the environment.
- Understand the benefits of conducting a drill therefore ensure procedure are followed during the evacuation drill.
- Apply the role and responsibilities of the evacuation warden to bring minimal negative effect brought by the emergency situation.

3.1. Introduction

The emergency evacuation drill is important because it protect and safeguard the assets of the organisation. These assets include the property of the organisation, the employees, clients of the organisation as well as the general public.

- A drill is an evacuation conducted in the absence of any risk for purposes of testing the emergency evacuation plan
- Any weaknesses in the plan and procedures identified during an evacuation drill must then be corrected making the plan more ready for actual emergencies

Whatever you respond is to an emergency signal, you have to make sure that your actions are aimed at protecting the assets of the organisation.

3.2. Purpose of a drill

The primary purpose of a drill is to prevent incidents or minimize their negative effects, but there are other reasons that require a drill to be conducted. Below are some of the reasons:

- To see the effectiveness of the emergency preparedness plan.
- To establish the site-specific emergency response for potential emergencies such as medical emergencies, fires, bomb, threats, severe weather, hostage situations and other emergencies.
- To design an emergency management team and assign personnel to fill primary and alternate roles.
- To establish communication procedures, equipment and emergency operating centres.
- To establish mitigation procedures and protective actions to safeguard the health and safety of communities, visitors, customers and the environment.
- To identify the resources necessary to ensure the availability of responders and equipment.
- To ensure compliance with all the applicable legislative requirements.
- To integrate best practices and lesson learned from past training and drills and actual emergencies.

3.3. Conducting an evacuation drill

- Most evacuation drills are for fire emergencies
- Ensure everyone is on board
- Once you have your fire evacuation plan in place, you know the routes then it's possible to do a dry run
- But it's not as easy as simply pulling the alarm lever.



- Everyone needs to be on board when you conduct a fire drill at work.
- First of all, you must ensure the entire fire team (from the warden on down) is trained, informed, and ready to make the drill a success.
- You need executive buy-in, since the drill will take people away from the factory line, their desks, and the warehouse.
- And perhaps most importantly, all employees need to understand the importance of the fire drill, otherwise they won't take it (or you) seriously.

3.4 Communicate your plan

- The key to a successful fire drill at work is communication.
- Announce the first fire drill in every place employee will see it, including platforms such as an employee portal, intranet, or website; Slack channel; newsletter; and text message or WhatsApp
- Employee communication software that covers the most common communication channels will make this a lot easier.
- Schedule the fire drill on the company Outlook or Google calendar. Include the fire team and their roles, evacuation maps, and expectations.

3.5. Set goals for your fire drill

- Your fire team will want to set goals and standards for the drill.
- If you include these in your first drill, you can try to improve them in subsequent drills.
- For instance, if your first drill takes 15 minutes to get everyone safely outside, because you discover people are visiting the restroom or wrapping up calls, you have work to do some metrics to measure:
 - 1) Time to evacuate
 - 2) Time to report completion of the drill
 - 3) Successful shutdown of equipment (where appropriate)

3.6 Rehearse the fire drill

- Conduct rehearsals of increasing complexity.
For example, your fire team leaders could first rehearse "on paper" where they describe the plan to the fire warden.
- Then, the team should describe their actions during a fire drill and analyse any perceived weaknesses or confusion.
- After the fire team leaders understand their roles, they should physically walk through the fire drill.
- Next, you should conduct a full rehearsal with as many of your employees as possible. Large companies may favour doing this by building or by section to prevent business disruptions.
- Once your employees have mastered a basic fire drill, your fire team should design more intricate scenarios.
- Change up variables within the drill to train employees on how to react when disaster strikes.
- By adding obstacles such as closed stairwells, broken elevators, and blocked exits, you can simulate a more realistic environment.

3.7 The assembly points

- Fire drills are not successful unless every employee is accounted for outside of the building.
- This crucial step of the drill occurs at the assembly point.
- The assembly point should be a pre-designated location that is strategically placed outside the building.
- For large companies, multiple assembly points should be created for maximum efficiency with a separate fire team leader at every point.
- If someone is missing, fire team leader or the evacuation warden should follow the predetermined reporting protocol and immediately alert the authorities as well as the entire fire team.

3.8 Appoint Observers

- When you conduct a fire drill at work, you should choose a few people who are not on the fire evacuation team to act as neutral observers.
- They should be tasked with looking for the following:
 1. Large groups moving slowly or talking with each other
 2. People on cell phones or using other mobile devices
 3. Unhelpful behaviour such as grabbing coats, purses, and bags
 4. Difficulties for people with disabilities such as hard-to-open doors or slippery stairs
 5. Employees who choose a different exit rather than the one closest to their work station
- At the conclusion of the fire drill, the observers should conduct a debriefing going over their observations.
- The meeting location is a convenient place to conduct this debrief, since memories of the drill will be fresh.
- Gather the fire team together to go over what happened and what can be improved for next time.
- Assess all of the steps above and compile notes on what worked flawlessly and what was sub-par or below standard as per the plan
- Key questions that must be answered after a drill include the following:
 - 1) Did employees close the doors upon exiting rooms?
 - 2) Were employees calm and confident?
 - 3) Did everyone meet at their assigned meeting spot?
 - 4) Was the fire alarm reset and the alarm company notified of the drill? (if applicable)
 - 5) Did all employees get the alert from your emergency notification system?
 - 6) Did the building facilities (doors, alarms, automated voice commands) work correctly?

3.9 Other considerations

Work in various realistic scenarios for future drills such as “this evacuation route is on fire” or “this door won’t open.”

- As new employees are onboarded, a simple walk-through of their evacuation route could be handled by their new manager.

- Conduct drills at random times to simulate a real-world scenario.
- Companies with extensive chemicals and equipment should ideally conduct fire drills every three months. For most everyone else, twice per year is adequate.
- If a key fire team leader leaves the company, make sure to replace them immediately and then do a leaders-only fire drill walkthrough.
- Fire drills are no joke, and your employees will appreciate the thought and planning that went into making your drills efficient and professional.
- Everyone should be confident that in the event of a fire, all colleagues will have the best chance to safely exit the building.

3.10 What evacuation team members must know

Members of the emergency team must know the following:

- The warning signal that will be broadcasted to indicate that an evacuation will take place i.e. siren, hooter, vocal instructions or combination.
- The location of emergency exits and secondary exits or special exits for handicapped persons.
- The location of lifts.
- The location of assembly points.
- The location of emergency equipment e.g. fire extinguishers and first aid kits.
- The means of by-passing electronic access control i.e. locks, gates, doors, turnstiles.
- The elderly, weak or handicapped be allowed out first.
- All other persons, preferably women and children first with males second and staff third.
- Obviously, the nature of the emergency will dictate in what order, if any, people leave the workplace.
- It is vital that the evacuation warden prevent panic at all cost. Panic is an absolute killer. Evacuation warden must not allow people to run, shout, scream, or otherwise lose control.



When the evacuation signal is heard, everyone should follow the emergency evacuation procedure

3.11. Benefits of an evacuation drill

In the event of a fire every one panics and therefore people do not always know what to do and they tend to take things for granted. If you ask employee what they will do during a fire, normally they will try to remember what was covered in their orientation or induction which does not give a guarantee that they will remember during an emergency situation. Therefore it is important to conduct the emergency drill. Below are some of the benefits of conducting a drill:

- As an employer you will know for sure that employees know what to do during an emergency.
- It's vital that everyone in the building knows and understands the evacuation plan, so in the event of a real emergency, they know which staircase to take, where the fire exits are located, where the assembly point is and most importantly – that there is no need to panic.

- You will see if there is a need for employee to undergo awareness training to prepare them for an emergency and ensure they have all the information they need to respond appropriately to a real situation.
- No matter how thoroughly you organise your escape from a burning building, it will never go according to plan. There might be a corridor blocked with a stationary delivery that hasn't been unloaded yet or a door that has been inadvertently locked for security, that you never realised could present a fire hazard until it's hindering your escape route.
- A fire drill presents the perfect opportunity to tighten up on rules and amend your risk assessment to ensure nothing like this happens in the event of a real fire outbreak or any other emergency.
- It also helps you to test you alarms and ensure that they function properly and they are audible to everyone in the workplace. You also know that everyone in every corner of the workplace will be accounted for including people with disabilities.
- As an employer you will also know that you comply with the requirements of the law. It is a legal requirement that as an employer, you are required to fit your premises with an appropriate emergency warning system and use it to carry out at least one fire drill every year, during working hours and it must include all staff. Every time you hire new staff, you should inform them of the fire drill procedure and ensure they are aware of all risks and the formal evacuation plan.
- Every evacuation drill will assist you to see if your emergency plan is sufficient or not and if not then you should carry out another risk assessment and update your evacuation plan to resolve any potential problems.
- Since your last fire drill, your work environment may have changed, you may have hired more staff, or even staff with mobility problems or changed the layout of your premises. Although any changes in your environment should instigate a new risk assessment and result in an updated plan, testing the new plan with a fire drill is the perfect way to check you have got it right.
- It may become apparent that you need to install more emergency lighting or a new fire escape sign, or even invest in a new alarm with flashing beacons to warn deaf people or the hard of hearing. Whatever your fire drill uncovers, it allows you the chance to correct it quickly in case of a real emergency.

The following is an example of a checklists that could be used by evacuation wardens:

Emergency evacuation checklist			
Description	yes	no	Remarks
1. Exits are clearly marked			
2. Exit doors operating properly			
3. Assembly point unobstructed			
4. Evacuation performed according to plan			
5. Alarm was clearly heard in all areas			
6. All employees participated and were safely evacuated			
7. Evacuation was orderly			
8. Visitors accounted for			
9. Special needs person assisted and accounted for			
10. Rest rooms and other remote work areas checked			

11. All employees accounted for through the roll call			
12. Details of missing person if any provided			
13. Emergency response team in the right place at the right time			
14. External EMS notified			
15. Security personnel played their role			
16. No injuries or stampede experienced			

Key learning points

- The Emergency evacuation drill is an important exercise because it gives the employer the indication whether the emergency preparedness plan is effective.
- It does not help to have a great plan on paper but in practice it does not work.
- An evacuation drill can be done in consultation with the employees and sometimes without their knowledge
- The evacuation team must be aware so that all logistics and operational factors are in order
- A checklist will enable the warden to effectively assess the effectiveness of the drill
- It can be better and more effective to deploy observers to note deviations or challenges
- Some of the benefits of the evacuation drill are that the employer will check if the emergency preparedness plan works, the employees know what to do in the event of the emergency and that there is enough equipment to deal with the emergency.

Module 4: Conduct an Emergency evacuation



Specific outcomes

Conduct threat and risk assessment in the workplace.

- Know and implement measure that will reduce that impact of emergency situations in the workplace.
- Prioritize and grade different emergencies in order to apply appropriate action.
- Apply measure to assist in the recovery of the workplace after the emergency situation.
- Conduct an emergency evacuation successfully whenever it occurs

There are different types of emergency situations in the workplace, some of these emergencies require evacuations and some don't. Either way it is important for everyone who might be exposed to these emergency situations to know exactly what they must do when such emergency occurs. Below are some actions that can be taken during an emergency situation:

4.1. Conducting a fire Emergency evacuation

- Most workplace fire emergencies involve building or compartment fires
- The fire emergency evacuation plan is unique to each building but the general principles of fire emergency evacuation apply
- The nature of fire is that it spreads so fast and can result in serious consequences for both property and human life
- Below is a suggested procedure for use during a fire evacuation

4.2. If a Fire Occurs.

- Sound the alarm and leave the building immediately, closing all doors behind you.
- If you have been trained as a fire fighter, you must try to extinguish the fire but if it is too big then exit the building and join the other fire fighters.
- If smoke blocks your primary exit, use another one.
- If you must exit through the smoke, stay low by crawling on your hands and knees. Help the injured and lead others to the exits.
- Check doors before opening them.
- Kneel or crouch at the door, reach up and touch the door knob and frame.
- If you feel warmth on or around the door, use another escape route. If the door feels cool, open it slowly and carefully with your shoulder against it.
- Slam the door shut if you see flames or smoke on the other side.
- Call the local emergency number, no matter how small the fire appears to be.
- Follow directions from fire and security personnel. Once
- outside, move away from the building to the designated assembly point , out of the way of fire fighters.
- Here roll call will be held to determine if anybody is missing.
- Those missing will be sort after by a rescue team

- Remain outside until the operations manager or the fire department says you may go back in.

4.3. The role of the evacuation warden and other members of the emergency team Assist in evacuating the premises by: -

- Preventing panic and keep the evacuees' calm
- Communicate with EMS
- Directing people to emergency exits.
- Providing basic life support
- Fire fighters to size up and attack the fire as soon as all are out
- Clearing and checking all rooms in each area, including cloakrooms, and toilets, closing windows and doors to restrict the fire.
- Manning external doorways to prevent anyone other than authorized people, like the fire brigade and the police, entering during evacuation and firefighting; and
- Switch off the power if possible.
- Prevent use of escalators/elevators
- Ensure person with all forms of impairments are assisted
- Ensure everyone has been evacuated
- Taking of the roll call
- Accounting for missing persons and visitors

4.4. If trapped by fire or smoke:

- Stay calm.
- Cover your mouth and nose with a handkerchief or cloth, preferably moistened. This will help you to breathe cleaner, and cooler air.
- Leave a smoke-filled room in a crouching position, where the air is freshest, keeping as close to the floor as possible.
- Move forward by shuffling the feet, instead of lifting them as usual. This will prevent you from falling down an unseen hole. Circumstances may even require you to crawl.
- Move along the walls, so that you will not lose your way. In this position, the ceiling is most unlikely to fall on top of you should it collapse.
- Always feel with the back of your hand, to prevent yourself from grasping any electric wiring which may be live.



- If you are unable to get down the stairs from upper floors, do not jump from a window.
- An ordinary wooden door will keep out fire for a while - so go into a room, shut the door, put a blanket or carpet at the bottom of the door to keep out smoke and call for help from the windows by waving a handkerchief, torch or another visible object.

4.5. If a person's clothing catches fire:

- Wrap a blanket or rug around the person to smother the flames and lay him / her on the floor.
- Alternatively - roll the person on the floor, using a coat or similar article to smother the flames.
- Prevent the flames from reaching the face by not allowing the victim to stand until all flames have been put out.
-

If your own clothes catch fire - call for help, put your hand over your mouth, lie down and roll in a blanket or coat if possible.

4.6. Hostage emergency situation

- This requires a careful adherence to the procedures and protocols as indicated in the plan
- Hostage situations are always volatile and
- Do not argue with the people who have taken you hostage.
- Do exactly as the hostage takers say.
- Stay calm, as difficult as it may be.
- Try to convince the hostage takers to allow hostages to move away from windows, entrances and exits. Do this to keep the group of hostages together.
- Ask permission for hostages to sit down.
- Hostage takers may be very nervous, do not ask too many favours at one time.
- The spokesman for the hostages must try to make friends with the hostage takers. This could ease the tension and also lower their guard.
- If the hostages must talk to each other, inform the hostage takers of the reasons for the conversation. Do not speak too often.
- Don't try to be a hero, it could be at the expense of the lives of other hostages.

If a shooting breaks out, stay down and look for cover. DON'T jump up or try to escape

4.7. Strike action.

- Not all strike actions are an emergency
- Some strike action however can turn nasty and would require management
- Report to control or supervisor immediately when a strike starts.
- In case of a peaceful strike, security officials must maintain a low profile but remain alert.
- Security officials must exercise caution and not appear on the scene, heavily armed, as this may cause violent action.
- An evacuation warden must always be on alert for any eventuality
- Security officials must not meddle with the negotiations between management and the strikers.
- If the strike develops into riots and the Police are called in, security officials must follow the orders of the Police.

4.8. Bomb Threat

Bomb threats are usually through a call

Sometimes it can also be through and mail or the social media

The person receiving a telephonic bomb threat must follow these steps carefully

- Keep the caller talking for as long as possible.
- Ask the caller to repeat the message.
- Listen carefully to the caller's voice.
- Which language does he speak?
- Is it the voice of a male or a female?
- Does it sound like the voice of an adult or child?
- Is the voice shrill or hoarse?
- Does the person speak with an accent?
- Can you derive anything from the accent?
- Does the person speak clearly, coherently and rationally or the opposite?
- Are known phrases and popular slogans being spoken?
- Is there a definite defect of speech?
- How serious does the person sound?
- Does the person sound fearful and nervous?



If at all possible, the exact words of the caller must be taken down or at least as soon as possible thereafter.

Try to establish where the call is made from. Listen and record background noises such as music, public address announcements, telephones, radios, aircraft, trains, traffic, voices, children's voices, machinery, typewriter, etc.

Ask the person the following questions;

- Where was the bomb placed?
- What does the container look like?
- When is it set to explode?
- What kind of bomb is it?
- Why is he/she doing this?
- Who is he/she?
- Where is he/she calling from?
- Where does he/she live?
- Where does he/she work?
- Is he/she married?
- Has he/she got children?
- How old is he/she?

Record the date and exact time the call is made.

Record the duration of the call.

4.9. Reaction to telephonic bomb threat.

DON'T PANIC

- If the area was not indicated by the caller follow the evacuation procedures according to the emergency plan.
- Employees must take their personal belongings with them and report any suspicious objects.

Note **don't touch any suspicious objects. Mark the location for later identification to bomb disposal expert.**

Cordon off the area and don't allow any unauthorised persons entry. When an object is found.

DON'T TOUCH THE OBJECT.

- Report the finding to control.

Note **do not use a radio within 50 m of the identified object!**

- Evacuate the immediate area according to existing emergency drills.
- Clearly mark the location of the object.
- Cordon off the area and don't allow anyone in.

4.10. Suspicious objects.

- Assist in the evacuation of the premises according to your organisation's emergency procedures.
- Notify the SAPS and official in charge of security.
- Open emergency exits and direct and assist staff and clients towards these exits.
- If possible, close entry doors and exercise crowd control.
- When SAPS / Superiors arrive, hand the situation over to them.

4.11. Power Failures.

During power failures, you will not have lighting facilities.

It is advisable to have candles in the workplace or home and battery torches ready for use.

Make use of the emergency lighting and always ensure that they are fully charged.

4.12. Hurricanes/tornados

Stay indoors during a hurricane.

Take cover under a table or bed. If the roof should be ripped off, these places are the safest.

4.13. Earthquakes

During the earthquake

- Keep calm
- Stay indoors where practical
- Keep away from windows and heavy furniture
- Take cover – use a doorway or get under a strong table or other sturdy structure

After the earthquake, if the building is damaged

- Turn off water, electricity and gas at mains
- Conserve your water
- Treat injuries

- Get in touch with neighbours –they may need help
- When help is needed go to your nearest civil defence post
- Advise emergency team and manager of damage sustained

4.14. Floods

- Disconnect electrical appliances.
- Turn off electricity and gas supplies at mains.
- Move any valuables, chemicals, documents, equipment etc to higher ground.
- Move personnel to nearest high ground, if advised to do so.
- Use sandbags to prevent flood waters from entering critical areas.
- Keep calm.
- Keep as warm and dry as possible.
- Remain in existing location (highest safe position) unless instructed otherwise by evacuation team
- If in immediate danger, move to a place of safety.
- Move any chemicals to a safe place to avoid contamination or spillage.
- Switch off any electrical equipment likely to be affected by flooding.
- Ensure any dangerous goods sensitive to water contact are stored at higher levels to keep them dry.
- Locate back-up generators and/or any vital emergency equipment, and make sure they are stored above likely water levels.

4.15. Medical emergencies

Medical emergencies can include heart attack, kidney failure asthmatic attack and others

Most of these require urgent attention from the first aiders and also from the EMS

Any medical emergency must be reported to your supervisor.

If you are qualified as a first aider assist the casualty.

4.16. Threat to Property

To limit damage to property, take the following steps

- Identify the specific emergency, e.g. fire, explosion or chemical spill
- Determine the level of response needed: total evacuation, put out the fire
- Isolate the hazard: e.g. close the door in case of a fire, switch off electricity
- Decide who must be notified: supervisor, emergency services, etc.
- What must be shut down to minimise the impact of the emergency: electricity, water supply, machinery, etc.
- What procedures must be followed
- What procedures are there or need to be developed?

4.17. Environment

What environmental issues do you have to consider when containing the emergency, for example:

- Will waterways be contaminated by oil or toxic materials getting into storm water drains
- Will toxic gases be released into the air?

4.18. Chemical spills

The following are signs of a chemical emergency:

- Watery eyes
- Shortness of breath or choking
- Problems with movement or walking
- Confused thoughts
- Twitching movements
- Burning skin

Contain the chemical spill

- Raise the alarm
- Evacuate people if necessary
- Call emergency services
- Close valve, plug leak or upright container, if safe to do so
- Utilise safety equipment to contain the spill
- Call on specialist advice
- Clean up spill
- Recover product or dispose of waste safely

Precautions

- Do not endanger yourself
- Wear personal protective equipment (PPE) appropriate for the spilled substance
- Do not leave the area unattended if there is a risk of a further spill
- If spill is likely to enter a waterway notify the local council
- Advise emergency team of the incident

If you see a chemical release and are not able to contain it:

- Leave the area right away.
- Cover your nose and mouth with fabric to filter the air but still allow breathing.
- Find shelter.
- If the chemical is in a building, leave the building without passing through the chemical.
- If you cannot leave the building, move as far away as you can from the chemical.
- If you are outside, find the fastest way to get away from the chemical.
- If you can tell which way the wind is blowing, move in the opposite direction or upwind. If you cannot stay upwind or get away from the chemical, go inside a building.
- Call the police if they are not aware of the chemical emergency.

If you have gotten some chemical on you or you think you may have gotten some chemical on you:

- Take off your clothes and put them in a plastic bag. Seal the bag tightly.
- Take a shower or wash your skin and hair well with soap and water. Do not scrub the chemical into your skin

- If outside, look for a hose or any source of water.
- Put on clean clothes.
- Seek medical care if you have signs of a chemical emergency.

4.19 Hazardous or radioactive material accident.

Anyone who may have been contaminated by a spill should avoid contact with others as much as possible, and remain in the vicinity.

- Specialised personnel will provide required first aid and clean-up such as removing contaminated clothing, and flushing with water.
- Small spills are best handled by the person(s) using the material because he/she is probably familiar with the hazardous material.
- The key person on site should vacate the affected area at once, if necessary, and seal it off to prevent further contamination of other areas until the arrival of public safety personnel.

If an emergency exists:

- Do not attempt to clean up a spill yourself.
- Alert others and quickly exit the building, if appropriate.
- The nearest exit may be blocked in the event of a hazardous material accident. The building marshal will assist with evacuation;
- however, building occupants should try to familiarize themselves with all building exits.
- Assist persons with disabilities in exiting the building. Do not use elevators and do not panic.
- Once outside, move to a clear area away from the affected building(s).
- Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
- Do not return to an evacuated building unless you have permission to do so by public safety.

4.20 Equipment failure.

Utility Failure

- If a major utility failure occurs, immediately notify the key person
- If an emergency exists, activate the building alarm.
- Assist the disabled in getting to the marked areas of refuge so they can safely wait to be evacuated.
- Once outside, move to a clear area some distance away from the affected building.
- Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.

Plumbing Failure/Flooding.

- Cease all operations.
- Do not turn on any lights or any electrical equipment. Wet areas can present the danger of electrocution if someone comes in contact with the wet area and electricity at the same time.
- Leaking natural gas can be ignited/exploded by lighting or electrical equipment.

Ventilation Problem.

If smoke odours come from the ventilation system, notify the key person immediately. If necessary, cease all operations and vacate the area

4.19. Recovery/ Review.

- Recovery is the process of assisting people with the physical, psychological and emotional trauma that is associated with experiencing tragic events.
- Recovery involves the implementation of a plan to return the work environment to a normal learning environment as soon as possible.
- It is essential to understand recovery at two distinct levels, immediate and ongoing.
- Immediate support is needed from the first moments of a traumatic event through the first few days following it. Recent victims of major trauma are frequently in a state of shock, and at this time basic human needs of food, shelter and clothing are often a primary focus. Long-term recovery needs may not be readily apparent, and for many, ongoing support will be needed.
- Ongoing recovery refers to support provided to some individuals for weeks, months or years following a tragic event.
- Strive to return to a normal working environment as quickly as possible.
- Repair damages to the building as quickly as possible
- Identify what follow up interventions are available to learners and staff
- Conduct debriefings with staff
- Assess curricular activities that address the crisis.
- Allocate appropriate time for recovery.
- Plan how anniversaries of events will be commemorated.
- Capture lessons learned and incorporate them into revisions of the emergency plan, and training sessions.

Key learning points.

- In every working environment there must be measures that are put in place to ensure that proper steps are taken and followed during the emergency.
- Different emergencies require different approaches to manage them
- Some emergencies require total evacuation of the workplace while others require partial or no evacuation at all
- When there is a fire the employee must stay calm, activate the alarm, if the fire is small, extinguish the fire (if they are trained to do so) and proceed to the assembly point.
- If the emergency is a bomb threat the employees must report the emergency to employer, follow the instructions by the caller, stay calm and not to open any suspicious parcel.
- In the case of a hostage situation the employees must again report to the employer, follow instructions by the hostage taker, not to be a hero by trying to save the hostages and not to do any sudden movements as that can put the hostages and him/herself in danger.
- Other emergencies such as release of chemical, emissions, radiation floods and earthquake, the employee must familiarize and follow all the prescribed procedure according to that specific emergency situation.