

# Emergency Preparedness, Response and Management Standard

The scope of this standard applies to all AGL employees, contractors and visitors carrying out work for or attending an AGL controlled site, more specifically this document applies to those involved in the preparation and implementation of emergency procedures.

The reference numbers given to minimum controls provide a direct linkage between this standard and the Risk and Control Matrix. The Emergency Preparedness, Response and Management Methodology AGL-HSE-SDM-010 provides further explanation of how to achieve the minimum controls.

RCM Ref	Minimum Controls
<b>Emergency Preparedness Process</b>	
10.1.1.1	Operational controls must be in place to manage emergency situations and accidents. Preventive measures must be outlined in the relevant specific hazard and environmental management procedures.
10.1.1.2	All AGL controlled sites must have a documented emergency response plan, emergency response procedures and must be covered under an Emergency Management Plan.
10.1.1.3	All AGL controlled sites must provide the necessary resources (people, equipment, procedures, and training) to effectively implement identified response/management procedures.
<b>Identifying Emergency Situations</b>	
10.1.1.4	All AGL controlled sites must identify the types of emergency situations that are reasonably likely to occur.
<b>Emergency Preparedness Risk Assessment</b>	
10.1.1.5	All AGL controlled sites must have an emergency preparedness assessment completed in accordance with the HSE Risk Management Standard (AGL-HSE-STD-004.1).
<b>Emergency Response Plans</b>	
10.1.1.6	Emergency Response Plans must include: <ul style="list-style-type: none"> <li>• Response procedures to an emergency;</li> <li>• Evacuation procedures;</li> <li>• Notification of external agencies and relevant authorities;</li> <li>• Medical treatment and assistance;</li> <li>• Assigned responsibilities;</li> <li>• Means of emergency communications;</li> <li>• Consideration of internal and external communication strategies – taking into account State Arrangements;</li> <li>• In-house emergency response information (e.g. assembly points, site maps, emergency equipment locations, main wind direction, physical environment features and sensitive receptors);</li> </ul>

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	<ul style="list-style-type: none"> <li>• Consideration of hazardous chemicals obligations including storage, placarding and manifest quantities;</li> <li>• Consideration of requirements for confined space and/or work at heights rescue plans;</li> <li>• Measures for restoration of the environment;</li> <li>• Consideration for impacts offsite and establishment of communications with adjacent business and communities; and</li> <li>• Exercising and testing of emergency procedures.</li> </ul>
10.1.1.7	Emergency Response Plans for Major Hazard Facilities must satisfy the specific requirements as detailed within relevant legislation.
10.1.1.8	The Emergency Response Plan is to be communicated to all site personnel and the locations where copies are kept must be outlined during site inductions.
10.1.1.9	The external authority contact lists must be included in the site-specific Emergency Response Plan and displayed in designated locations on site.
10.1.1.10	The Emergency Response Plan must be reviewed annually, as a result of changes to work practices or where there is significant increase in the number of personnel working at site.
10.1.1.11	Assembly points must be clearly signed, identified on site maps, and communicated to all site personnel.
10.1.1.12	Other emergency related plans (e.g. Emergency Management Plan, Pollution Incident Response Management Plan, business continuity plan) must be referenced and/or their requirements taken into consideration when developing the site-specific Emergency Response Plan.
<b>Emergency Management Plans</b>	
10.1.1.13	<p>Emergency Management Plans must include:</p> <ul style="list-style-type: none"> <li>• Description of Crisis and Emergency Management framework;</li> <li>• Linkages between associated teams;</li> <li>• Team activation process;</li> <li>• Notification and escalation process;</li> <li>• Description of the Emergency Management Team including functions, team composition, role descriptions and communication processes;</li> <li>• Defined team process (Assembly, Emergency assessment, Issues identification, Stakeholder identification, Actions, and Briefings);</li> <li>• Business Continuity arrangements;</li> <li>• Recovery arrangements;</li> <li>• Process for standing down and debriefing the Emergency Management Team;</li> <li>• Records Management;</li> <li>• Role Checklists;</li> <li>• Team resources – including locations, forms, support infrastructure and equipment; and</li> <li>• Contacts list.</li> </ul>
<b>Emergency Equipment</b>	
10.1.1.14	<p>Emergency Site Maps must be displayed at key locations across the site which indicate the emergency response information, including (where practicable):</p> <ul style="list-style-type: none"> <li>• Emergency response equipment;</li> </ul>

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	<ul style="list-style-type: none"> <li>• Fire suppression equipment;</li> <li>• Spill kits and other environmental protection equipment;</li> <li>• First aid kits;</li> <li>• Low voltage rescue kits;</li> <li>• Emergency shutdown points;</li> <li>• Emergency Communications;</li> <li>• Defibrillators;</li> <li>• Emergency lighting;</li> <li>• Alarm activation points;</li> <li>• Eye wash stations and showers;</li> <li>• Evacuation routes;</li> <li>• Assembly points; and</li> <li>• Exit locations.</li> </ul>
10.1.1.15	All emergency equipment must be managed in accordance with the manufacturer's guidelines and relevant Australian Standards.
10.1.1.16	<p>Emergency Management Teams must have either a dedicated room or allocated space that must be equipped with:</p> <ul style="list-style-type: none"> <li>• Computer and internet access;</li> <li>• Phones (satellite Phones and satellite data capability);</li> <li>• Video Conferencing capabilities;</li> <li>• Whiteboards;</li> <li>• Contact/Stakeholder Lists (Internal and External);</li> <li>• Copy of the Emergency Management Plan and associated checklists and forms;</li> <li>• Air-conditioning;</li> <li>• Lighting;</li> <li>• External noise cushioning (room must be walled);</li> <li>• Suitable sound and vision security;</li> <li>• Close to amenities (e.g. bathroom and water supply); and</li> <li>• Continuation of power supply and or nominated alternate location.</li> </ul>
<b>Emergency Drills</b>	
10.1.1.17	All AGL controlled sites must develop, implement, and maintain a schedule of emergency drills to validate the effectiveness and efficiency of the emergency response plan.
10.1.1.18	All AGL Emergency Management Teams must develop, implement, and maintain a schedule of Emergency Management exercises to validate the effectiveness and efficiency of the Emergency Management Plan.
10.1.1.19	Emergency drills must be carried out at least annually for known hazards to the specific site.
10.1.1.20	Emergency response drills must be documented and include a formal debrief following completion to identify deficiencies and/or opportunities for improvements.
<b>Competent Emergency Responsible Personnel</b>	
10.1.1.21	AGL controlled sites training needs must identify the requirements for emergency response personnel.

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<b>Assigned Responsibilities</b>	
10.1.1.22	All positions outlined within the Emergency Plans must have a designated person, delegate or authority assigned to carry out the responsibilities of the role (individuals may carry out multiple responsibilities within the Emergency Plans).
10.1.1.23	A register of all designated persons and delegates must be maintained and updated quarterly or when a person leaves that role.
<b>Emergency Warning Devices</b>	
10.1.1.24	Emergency warning devices must be maintained and tested in accordance with the manufacturer's guidelines and relevant Australian Standards.
<b>First Aid</b>	
10.1.1.25	AGL controlled sites must demonstrate they have determined the first aid needs, including: <ul style="list-style-type: none"> <li>• First aid equipment requirements;</li> <li>• First aid training requirements;</li> <li>• Availability of external services (e.g. remoteness of site);</li> <li>• Availability of first aid trained personnel; and</li> <li>• Specific legislative requirements.</li> </ul>
10.1.1.26	AGL controlled sites must have signage installed indicating locations of first aid equipment and sufficient first aid trained personnel.
10.1.1.27	All AGL controlled sites must have appropriate facilities, competent personnel, and procedures for first aid treatment specific to the site.
10.1.1.28	First Aid kit supplies and spill kits must be maintained and inspected to ensure expiration dates have not been exceeded and that adequate stocks are available for foreseeable injuries.
<b>Immediate Actions</b>	
10.1.1.29	Business Unit Emergency Response Procedures must provide instructions to personnel following an incident on the action to be taken at the scene of the incident (e.g. evacuation, first aid, firefighting, spill containment) only if safe and practicable to do so.
10.1.1.30	Business Unit Emergency Response Procedures must provide instructions to personnel following an incident in relation to: <ul style="list-style-type: none"> <li>• Personal safety;</li> <li>• Making plant safe (e.g. shutdowns and isolations required);</li> <li>• Notification processes;</li> <li>• Emergency Service contact requirements;</li> <li>• First aid requirements (only to be applied by suitable trained and competent personnel where possible); and</li> <li>• Preserving the scene (if possible).</li> </ul>
<b>Emergency Evacuation Arrangements</b>	

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10.1.1.31	Emergency evacuation arrangements must be displayed at designated locations at all AGL controlled sites.
10.1.1.32	Personnel on-board processes must be in place at all AGL controlled sites to enable an account of all personnel on site in emergency situations and an attendance list provided to emergency services.
<b>Emergency Communication Arrangements</b>	
10.1.1.33	A person or authority must be identified within the site-specific Emergency Response Plan as being responsible for management of internal and external communications during emergencies.
10.1.1.34	<p>The Emergency Management Team must have an understanding of the activation and implementation of emergency response communication processes.</p> <p>The following is to be implemented by the Leader (or delegate) of the Emergency Response at the affected location:</p> <ul style="list-style-type: none"> <li>• Attempt to inform all relevant site personnel about the emergency and pass on instructions as required;</li> <li>• Contact the Emergency Services;</li> <li>• Contact the AGL Head of Function; and</li> <li>• Assist in arranging the supply of necessary equipment.</li> </ul>
10.1.1.35	Each AGL controlled site must determine the emergency response communication equipment required specific to the operations.
10.1.1.36	All employees must be trained in the use of communications equipment they are likely to use in the event of an emergency.
<b>Handling of Emergency Situations</b>	
10.1.1.37	<p>All AGL controlled sites must have procedures for emergency response which include steps for:</p> <ul style="list-style-type: none"> <li>• Reporting an Emergency;</li> <li>• Handling an Emergency Call;</li> <li>• Notifying the Head of Function;</li> <li>• Business Continuity Arrangements;</li> <li>• Emergency Situation Recovery;</li> <li>• Investigating the Emergency Event; and</li> <li>• Debrief and Review.</li> </ul>
<b>Notifying the Head of Function</b>	
10.1.1.38	The Leader of the Emergency Response must notify as soon as reasonably practicable to the Business Unit Head of Function.
10.1.1.39	The Leader of the Emergency Management Team must notify by telephone immediately to the Executive Team member representative.
<b>Investigating the Emergency Event</b>	
10.1.1.40	The investigation requirements detailed within the HSE Incident, Near Miss and Hazard Management Procedure (AGL-HSE-PRO-0012.1) must be adhered to when investigating an emergency event.

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<b>Debrief and Review</b>	
10.1.1.41	All emergency response documentation must be maintained and records kept in accordance with the Business Unit Document Management Procedure.

Version	Date	Reviewed by	Approved by	Date approved	Next Review	Comments
3.0	09/05/2018	HSE Systems Manager	Head of Safety/Head of Environment, Health, Audit and Training	09/05/2018	09/11/2020	Version 3.0