

Emergency Organisation

Understanding the Risk

Proper response to an emergency in the first few minutes can mean the difference between a minor incident and a major disaster.

Emergencies can occur at any time and good management practices include appropriate response plans. A response plan cannot concern itself only with attempting to avert the emergency, it must consider that the emergency will occur and that measures to reduce threats to life and property will have to be implemented under the conditions prevailing during the emergency.

Controlling the Hazard

Emergency Plan

Whatever the size or nature of the location, a written plan should be available to everyone at the location and that considers at least:

- Means of reporting fires and other emergencies, including notification to the fire department (even if there is remote signaling from a fire alarm system to an off-site central monitoring station).
- Emergency evacuation routes and procedures.
- Procedures for safe shutdown of critical operations or machinery.
- Procedures to account for all employees and visitors after evacuation.
- Rescue and medical duties, if necessary.
- The need for accurate, up-to-date information to be available to all those affected by the emergency, site senior management, outside authorities and perhaps the media.
- Some level of organised emergency response activity or damage limiting measures.
- Organised actions following the emergency in order to resume normal operations with the minimum delay.

Emergency Organisation

The emergency plan should designate an emergency coordinator, who will assume overall responsibility for the direction, coordination and control of all the activities required of the emergency organisation during and following the emergency. A deputy must be designated in case the emergency occurs while the primary emergency coordinator is not on the site.



Lone Workers/Security Guards

Careful consideration must be given to how incidents are responded to when there is reduced occupancy level at a site i.e. during the night or during holiday periods.

Lone workers, including security guards, should ensure that the emergency services are notified at the earliest point and await their arrival on site. Incidents should not be investigated in case there is a possibility the person could become overcome by smoke or entrapped by the event.

Natural Catastrophes

If your site is located in an area that could be affected by a natural catastrophe (earthquake, hurricane, flood etc) then the emergency plan should also address how such incidents should be responded to.

For further information, please contact your local AIG risk engineer.

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