

# **Emergency Preparedness and Response Procedure**

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# Emergency Preparedness and Response Procedure

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## **1 PURPOSE AND OBJECTIVES**

This is the Emergency Preparedness and Response Procedure for Telkom SA SOC Limited (hereinafter referred to as “Telkom”). The purpose of this procedure is to ensure the efficient and safe evacuation of all Telkom employees/visitors in case of emergencies, and to comply with the applicable by-laws.

## **2 APPLICABILITY AND SCOPE**

To provide, planned, coordinated, organised and disciplined joint action in order to prevent and/or minimise losses, injuries, and disruption as far as possible in case of emergencies. The emergency evacuation drill will be conducted annually or as per the local by-laws.

## **3 CLASSIFICATION OF TELKOM OCCUPIED BUILDINGS**

Telkom’s buildings have been classified and the categories of buildings will have an impact on the business if preparedness and response is not adhered to. Categories include: High Rise Buildings (Leased, Owned or Business Focused), Multi – Tenant Buildings, KPA – Key Point Area Buildings (Network critical sites), Single Story Buildings.

## **4 TYPES OF EMERGENCY SITUATIONS**

The types of emergency situations, whether it be natural or man-made, for which plans must be formulated are: Floods, explosions, fires, earthquakes, Bomb threats, armed attacks, Strikes, riots, civilian and industrial uproar, Biological agents being planted on a site/building and any other threat which may result in an emergency.

## **5 RESPONSIBILITIES**

- I. It is the responsibility of each site manager to formulate emergency plans for buildings under his/her jurisdiction in conformity with the emergency plan guidelines.
- II. The chairman of the Health and Safety Committee is automatically also the Emergency Preparedness and Response Committee (EPRC) Chairman and is the responsible person in the event of an emergency in the building or on the site. This person would be charged with the responsibility of ensuring that building /site issues/problems are taken up with the correct persons/agencies.
- III. The yard or site manager have the responsibility to notify the Regional Management and the Safety Health and Environmental (SHE) specialist on all emergencies requiring evacuation. This is to ensure that crisis management and business continuity processes are triggered timeously where required.

## **6 EMPLOYEE SAFETY**

Under no circumstances must employees be exposed to hazards or dangers and should any situation be a direct threat to the lives of employees, the emphasis must be personal safety first and foremost. It is expected of employees not to follow dangerous preventative measures

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in the event of an emergency. The most important issue in the event of an impending emergency must be to establish as to whether, the incident can be reasonably managed or not and whether it can be prevented or minimised through careful planning and coordinated timeous action rather than to expose employees to dangers over and above those that they will be subjected to in the course of their normal duty.

## **7 EMERGENCY PERSONNEL**

The site management must see to it that employees are appointed in writing and that their respective duties are defined in the letters of appointment as stipulated in the relevant emergency plan document. Appointees must be appointed for a period not exceeding 3 years.

## **8 TRAINING**

Employees appointed in the emergency planning committee should undergo training including on their committee role, on fire fighting and First Aid (Level 1).

## **9 RECORDING AND REPORTING**

A detailed report must be kept in a register regarding any potential and/or genuine emergency, which may occur, including all incidents, times, decisions and any other relevant information prior to, during and after such an emergency. Only Telkom Group Communications is authorised to make media statements or press release on any emergencies arising. at any Telkom site. SHE Consultant will provide guidance.

## **10 DUTIES AND RESPONSIBILITIES OF EMERGENCY PERSONNEL**

### **10.1 Emergency Co-Ordinator/EPRC Chairman/Site Manager**

The Emergency Co-ordinator is the chairman of the Emergency Preparedness and Response Committee and he/she must accept overall control and accountability during emergencies until such time that the emergency services arrive and take over control. He/she should alert Regional Management and the SHE Specialist on any emergencies requiring evacuation.

### **10.2 Fire Co-Ordinator/Marshall**

The Fire Co-Ordinator/Marshall has the following responsibilities in the Emergency Preparedness and Response Committee:

- I. The Fire Co-Ordinator/Marshall on premises must receive the relevant training.  
Determine the safest, most efficient fire exit and evacuation routes and ensure that all fire exits are practical and that these cannot be locked in such a manner that their use is prevented and ensure that evacuation routes remain open.
- II. Should ensure that fire hazards are eliminated or restricted to the minimum and that fire-fighting equipment is kept safe but accessible, is well distributed, maintained and effective.
- III. Assist the Emergency Co-Ordinator with emergency planning and the handling of actual emergencies and conduct inspections on firefighting equipment.

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## 10.3 Evacuation Leader/Officer

The Evacuation Leader/Officer's duties include:

- I. To determine the safest evacuation routes, in collaboration with the Fire Co-Ordinator and ensuring that evacuation routes are clearly marked on floor plans.
- II. To keep a record of all handicapped staff members and the special arrangements to be made to assist them during evacuation (in collaboration with the First Aid Officer).
- III. To ensure that doors and windows are closed when evacuation due to a fire, and that they are open when evacuation due to a bomb threat or the discovery of a bomb.
- IV. To ensure that panic is minimised during evacuation, that order is maintained and to ensure that regular progress reports are received during evacuation.

## 10.4 First Aid Officer

The First Aid Officer is responsible:

- I. To ensure that the first aid equipment is readily available and that evacuation points identified for injured are accessible for ambulances and medical personnel.
- II. To ensure that storage facilities for first aid equipment are clearly identified by means of a white cross on a green background and that this is also indicated on the floor plan.
- III. To ensure that first aid officers can be identified (White hard hats and vests) and that they are sufficiently equipped for the execution of their duties, and to conduct monthly inspections on the First Aid kits.

## 10.5 Security Officer

The minimum preparedness requirements include:

- I. To call the emergency services and the emergency coordinators on discovering an emergency situation on site and to maintain order during an emergency situation and when the evacuation drills are conducted.
- II. To assist with access control and give access and directions to the emergency services on arrival.
- III. To assist the Emergency Committee members with sweeping the floor during the evacuation drill, including the compilation of bomb threat and search procedures as well as access loss and call control.

## 11 FIRE RESPONSE AND PREPAREDNESS

The local fire department will be prompted when an emergency situation presents itself on the site. Their success in responding is dependent on the preparedness of the information given to them such as the classes of fire and the type of material and equipment involved.

## 12 FIRE EVACUATION DRILLS

It is advisable to consult with the local SHE Consultant and local Fire Department as the first priority is to not endanger any person's life but to evacuate the staff efficiently and effectively, with no casualties. A fire-drill should be conducted at least once a year.

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## 13 GENERAL REMARKS

The duties and responsibilities of emergency personnel may vary, and this document is only meant to provide a guideline. The duties of officers that are not specified (i.e. traffic control, emergency closure, etc.) are particular to each company. The omission thereof in this document is however not meant to diminish its importance.

- I. Notice: should it be decided to evacuate the premises, the emergency co-ordinator must inform the Chief Executive Officer, heads of sections, security services and emergency personnel and remind all concerned of the evacuation/escape routes which have to be followed.
- II. Records Keeping: emergency situations must be investigated, an investigation records kept and emergency evacuation drills must be Minuted and records kept.
- III. Facility Manager & Security Manager: these employees must be incorporated into the EPRC as a co-opted member.
- IV. SHE Consultant: can be approached to assist with the establishment of a new EPRC.
- V. Emergency alarm system: personnel must only react under command and supervision of the Emergency Personnel. Should orders be given to Emergency Personnel over the intercom system/or any applicable public announcement system, this must be done in code in order to prevent panic.

## 14 IMMEDIATE EMERGENCY ACTIONS

### 14.1 Person Discovering the Emergency Situation

- I. Notify the Emergency Co-ordinator immediately terminate all activities, telephone calls, await instructions from the floor officer and strictly follow his/her instruction.
- II. Evacuate the building, but do not use the lifts and gather at a pre-determined assembly point. Ensure your own safety and a safe evacuation route.
- III. Notify the Fire Brigade via telephone and provide the following information: your name and surname, address where fire or emergency situation has been discovered, the nearest cross road, the suburb, what is on fire and if there are any injuries.
- IV. Attempt to extinguish the fire with available equipment, but if the fire is out of control, do not risk your own life.
- V. Close windows and doors (do not lock), terminate all activities, telephone calls and evacuate the building. Await instructions from the floor officer.

## 15 EMERGENCY EVACUATION ACTIONS

The Emergency Co-Ordinator or his/her assistant only can give the command for a complete evacuation to take place. This must be conveyed to the floor evacuation officer/s in code in order to prevent panic (if an intercom system is used). The Floor Evacuation officers must:

- I. Inform personnel that the building must be evacuated, personal belongings to be collected, to remain calm and to use the stairs, not the lifts so as to evacuate along the safest pre-determined routes.
- II. Ensure that essential records and cash are taken care of and follow an efficient shut down procedure to ensure that weak or handicapped persons are taken care of.

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- III. Ensure that evacuation personnel accompany the evacuation groups (front and back) and ensure that weak or handicapped persons are taken care of.
- IV. Close doors and windows if evacuation is the result of a fire, but open doors and windows if the evacuation is the result of a bomb or the discovery of a bomb (in order to reduce the damage caused by the explosion, by ventilating the explosion).
- V. Ensure that all rooms, offices, toilets, tearooms, storage areas, etc., are searched to ensure that everybody has been evacuated before that last officer leaves.
- VI. Update the Emergency Co-ordinator of all progress at regular intervals. (Done by the evacuation officer).

## 16 CASUALTIES

The first person at the scene must notify the first aid officer. The first aid officer must:

- I. Order the first aid team to take first aid equipment and go to the scene, evaluate the situation and notify the Emergency Co-ordinator, and if necessary call the ambulance and Fire Brigade.
- II. Apply first aid, take care of injured in order of priority of injuries (triage). Injured must be moved out of the danger areas irrespective of the degree of their injuries by moving the injured to predetermined first aid posts, without aggravating their injuries.
- III. Keep the Emergency Co-ordinator informed of progress to mobilise additional first aid teams and equipment, if necessary and to ensure that spectators are kept away from treatment areas.

## 17 FLOOR-PLAN

Floor plans must be simplified and where possible, be displayed at conspicuous areas throughout the building indicating on floor plans: evacuation routes and alternatives,) emergency exits, assembly points and evacuation points for injured and disabled people, location of firefighting and first aid equipment, number of staff members as well as names of emergency personnel and their office numbers.

## 18 CONTROL CENTRE/ROOM (WHERE APPLICABLE)

The control centre must contain the following:

- I. Detailed floor plan
- II. Copy of the emergency procedure
- III. List of contact persons and telephone number
- IV. Central alarm system and the PA system
- V. Suitable facilities/emergency equipment to accommodate the Emergency Preparedness Committee
- VI. Two-way radios
- VII. Loud speakers.

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## 19 APPENDIX A: DEFINITIONS, ACRONYMS, LAWS & REGULATIONS

### 19.1 Definitions

Definitions	Description
Emergency	It is an urgent, sudden, and serious event or an unforeseen change in circumstances that necessitates immediate action to remedy harm or avert imminent danger to life, health, or property

### 19.2 Acronyms

Acronyms and Abbreviations	Description
EPRC	Emergency Preparedness and Response Committee
KPA	Key Point Area Buildings (Network critical sites)
SAPS	South African Police Services

### 19.3 Laws and Regulations

- I. Occupational Health and Safety Act 85 of 1993
- II. National Environmental Management Act 107 of 1998