1. Purpose

1.1. This guidance note defines the arrangements made within the organisation to ensure that suitable emergency preparedness arrangements are established for all work areas including head office and site locations.

2. Responsibilities

2.1. The **Senior management team** holds the main responsibility for the establishment and communication of the site emergency preparedness protocols for all office, manufacturing, and warehouse locations.

2.2. The **Field engineering manager** is responsible for coordinating with customers to ensure that all the required emergency preparedness protocols have been established and communicated to members of the field service team. Field engineering staff are obliged to follow the rules communicated to them during the customers' site inductions.

2.3. Department managers are also responsible for providing the necessary level of inductions to employees, visitors and contractors and are also responsible for ensuring all established emergency preparedness protocols are tested and monitored.

3. Process - Office, Manufacturing, and Warehouse Locations

3.1. The senior management team shall ensure that suitable emergency response arrangements are in place to help protect all employees and personnel under its control. The arrangements will consider the findings from the organisations risk and aspect assessments and all applicable legal and other requirements detailed in the CPF006 Legal and Other Register.

3.2. Employees and visitors will be informed of the site's emergency response arrangements on arrival and during their initial site induction. The induction will include the contact details of key persons i.e. First Aiders, Fire Marshals etc.

3.3. All established emergency response arrangements will be subject to regular testing with drills carried out as specified in buildings specific documentation i.e., fire logbooks. The organisation will keep records of all drills and tests.

4. Process – Off Site Locations

4.1. Project specific arrangements shall be established as part of the CPP05 - Operations procedure and will consider the findings from the organisations risk and aspect assessments and any customer specific requirements.

4.2. Prior to commencement of sitework all operatives will be provided with a suitable level of site induction. This induction will generally be provided by the customer, however on occasions emergency preparedness arrangements will be recorded in the site-specific documentation. It is the field engineering manager's responsibility to ensure that these arrangements are communicated and understood by the site operatives.

5. Emergency Response Planning

5.1. **Appendix A** of this procedure defines the escalation and emergency response arrangements used for both onsite and offsite work. It defines who is responsible for dealing with emergency incidents, the steps to be taken by key stakeholders along with the required communication requirements.

5.2. In addition to the provision of the emergency response plan the organisation has created a series of QR codes which link to the emergency response plan itself and a separate list of emergency contact numbers.

5.3. **Appendix B** Provides a contact list of 'Emergency Numbers' whereby a scenario occurs, and escalation is required.

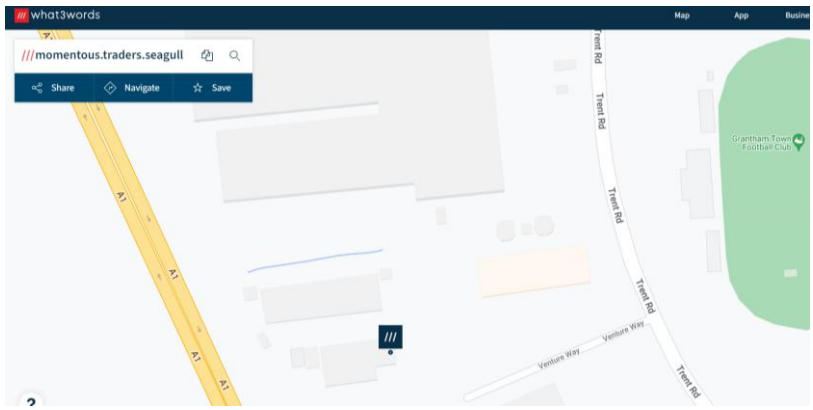
6. Process – Lessons Learnt

6.1. Where emergency response arrangements are instigated either as part of a test, drill or for an actual incident, the senior management team will ensure that all personnel involved are de-briefed and a review of the arrangements takes place to ensure they remain robust and appropriate to the circumstances. **Appendix C** contains a template to be used to document a 'Critical Incident Timeline'.

7. Working Remote or Alone?

We strongly recommend downloading the 'What3words' app available on both IOS & Android. Every 3-metre square of the world has been given a unique combination of three words. This could be useful for navigation & emergencies.

https://what3words.com/



8. Example Emergency Contact Card

Each employee will be provided with a workplace emergency contact card, the purpose of this card is to provide the employee with quick access to our procedures and policies whilst also providing contact details of your line manager in case you are involved in an accident. This will allow the line manager to escalate appropriately as per Appendix A. An example of the card is shown below.





Appendix A: Emergency Process – Escalate?

Incident Type	Employees Responsibilities	Managers Responsibilities	Directors Responsibilities

None Work Related Death – a death of an individual that has occurred due to a none work related incident often an illness during work time.	Immediately report the incident to your Manager.	Contact the police and ambulance services and report the incident to the director. Complete the CPF013 Incident Report Form.	Contact the individuals next of kin and complete the CPF014 Incident Investigation Form
Work Related Death – a death to an individual that has occurred due to a work-related incident.	Immediately report the incident to your manager.	Contact the police and ambulance services and report the incident to a director. Complete the CPF013 Incident Report Form.	Contact the individuals next of kin, Insurance Company, HSE and complete the CPF014 Incident Investigation Form.
Workplace Injury, Illness, or disease (Non-RIDDOR). Including incidents 'whilst on company business' such as illness at a hotel when attending a conference	Immediately report the incident your Manager and the First Aider (if possible).	Ensure Emergency services are contacted if required or if this hasn't been done already. Complete the CPF013 Incident Report Form.	Contact the individuals next of kin, Insurance Company, HSE and complete the CPF014 Incident Investigation Form.
RIDDOR Specified Injury or disease – an injury or disease as defined under RIDDOR Reportable incidents - RIDDOR – HSE	Immediately report the incident your Manager and the First Aider (if possible).	Arrange First Aid and report the incident to a director. Complete the CPF013 Incident Report Form.	Contact the individuals next of kin (where appropriate), Insurance Company, HSE and complete the CPF014 Incident Investigation Form.
None RIDDOR Specified Injury – an incident that has resulted in an individual injuring themselves often referred to as a minor accident.	Immediately report the incident to your Manager and the First Aider (if possible).	Arrange First Aid and report the incident to a director. Complete the CPF013 Incident Report Form.	Arrange for the CPF014 Incident Investigation Form to be completed (could be delegated to a manager).
RIDDOR Specified Dangerous Occurrence - an incident as defined under RIDDOR Reportable incidents - RIDDOR – HSE	Immediately report the incident to your manager.	Contact the director. Complete the CPF013 Incident Report Form.	Contact the HSE and complete the CPF014 Incident Investigation Form.
Near Miss – an incident that could have resulted in possible harm to an individual often referred to as a near miss.	Immediately report the incident to your manager.	Contact the director. Complete the CPF013 Incident Report Form.	Arrange for the CPF014 Incident Investigation Form to be completed (could be delegated to a manager).
Reportable Pollution Incident – an incident that has resulted in damage to the environment, often occurs when substances escape from site.	Immediately report the incident to your manager. If trained to do so deal with the incident.	Arrange for the spillage to be contained. Contact the director. Complete the CPF013 Incident Report Form.	Contact the Environmental Agency and complete the CPF014 Incident Investigation Form.
Non-Reportable Pollution Incident – an incident that has resulted in a spillage which has not escaped from site (spillages).	Immediately report the incident to your manager. If trained to do so deal with the incident.	Arrange for the spillage to be contained. And cleared away. Contact the director. Complete the CPF013 Incident Report Form.	Arrange for the CPF014 Incident Investigation Form to be completed (could be delegated to a manager).

Appendix B: Emergency Contact List

Internal

Job Title	Name	Mobile Number
Managing Director	Chris Martin	07530 433719
Technical Director	Dan Marshall	07977 285021
Sales & Marking Director	Stuart Martin	07530 433720
General Manager	Adam Weatherill	07572 875802
Field Operations Manager	Chris Pimm	07530 433769
Technical Support Manager	Marcus Hardy	07976 892915
Sales Manager	Ed Sparks	07977 285030
Finance & People Manager	Nikki Leeton	07795 069815
QA/QC Manager	Phil Davy	07943 324701

External
Vehicle Note:

Our policy is held with AXA through a broker Clear Insurance Management. In the event of an accident and assuming you are capable please contact the following during working hours.

Clear Insurance Management - 01302 346836 - AXA Ref LS FLE 7130889

If you of hours please call

AXA direct on 0800269661 reference the same policy number.

Please follow up with clear insurance management during the next business hours opportunity.

Category	Company		Other Detail
Vehicles - Recovery	LeasePlan Cars & Vans	0800 212562	Open 24/7 Driveline 0344 493 7644
	Arval Tesla only	0370 6004499 0162 845 0660	
	Lime square	Office Hours 01476 562767 (08:00-17:30 Mon-Fri, 08:00-12:00 Sat) Out of hours 0871 200 3313	
Glass	LeasePlan Cars & Vans	0344 4937644 option 1	Open 24/7 DriverLine 0344 493 7644
	Arval	0370 6004499	
	Limesquare	Office Hours 01476 562767 (08:00-17:30 Mon-Fri, 08:00-12:00 Sat) Out of hours 0871 200 3313	
	AXA	0800 269 661	Cert No LS FLE 7130889
Tyres	Lease Plan	01202 628 747	Open 24/7 DriverLine 0344 493 7644
	Arval Tesla only	https://www.arval.co.uk/customer-support/looking-after-your-vehicle 0162 845 0660 https://www.tesla.com/en_gb/support/vehicle-warranty	
	Limesquare	Office Hours 01476 562767 (08:00-17:30 Mon-Fri, 08:00-12:00 Sat) Out of hours 0871 200 3313	
Accident Claims	Leaseplan Cars & Vans	0344 493 7644	Open 24/7) DriverLine 0344 493 7644
	Arval Tesla	https://www.arval.co.uk/customer-support/looking-after-your-vehicle 0162 845 0660 https://www.tesla.com/en_gb/support/vehicle-warranty	
	Limesquare	Office Hours 01476 562767 (08:00-17:30 Mon-Fri, 08:00-12:00 Sat) Out of hours 0871 200 3313	
Insurance - Travel Vehicle	Chubb	+44 (0)20 7173 7796	UKBBBO57145 Policy Code BCUK1022-12 Business Class Bespoke
	AXA	0800 269 661	Cert No LS FLE 7130889
Emergency Services		999	Emergency
		112	Emergency across the EU
		111	NHS Non-Emergency
		101	Police Non-Emergency

Appendix C: Critical Incident Timeline – Template

Date/time	Communication Type	Communication Source	Decision / action taken