

# ORM INCIDENT RESPONSE PROCEDURES

## DEFINITIONS

**An incident** is any event which is not part of the standard operation of the ING and causes, or has the potential to cause, harm to individuals or damage to equipment.

**The 'ING contact person'** is the Observing Support Assistant (OSA) at night or the person assigned to supervise a contractor or a visiting group.

**Lone workers** must inform the ING contact person and Residencia reception or the night porter if an emergency arises.

## EVACUATION

(Normal evacuation)

Make equipment safe and proceed to the area in front of the main entry of the building.

(Special evacuation)

Earthquake:

Leave the building quickly and calmly by the nearest available escape route, if necessary, assist in evacuating visitors. Stay away from buildings and structures.

The operations leader or the ING contact person will check upon staff possibly working in annex installations or outside (e.g. LN2 delivery) and direct the evacuation as required. The operations leader or the ING contact person needs to inform IAC reception, ING management and the ING safety adviser immediately.

Once the incident has been resolved the operations leader or the ING contact person, after agreeing with ING management or the ING safety adviser, will inform staff and visitors how to proceed.

## FIRE EMERGENCY PROCEDURE

If you discover a fire:

- 1) Raise the alarm at once by operating the nearest break glass fire alarm.
- 2) Call the operations leader or your ING contact person or get someone to do so, providing your exact location.
- 3) If trained in the use of fire extinguishers and you feel you can easily extinguish the fire, attempt to do so with the equipment provided. **Never take personal risks.**
- 4) If you cannot tackle the fire, should the fire get out of control or your escape route is threatened leave the building quickly and calmly by the nearest available escape route, whenever possible, assisting in evacuating visitors and leaving windows and doors closed.
- 5) **Do not stop** to collect personal belongings and **do not use the lifts.**

On hearing the evacuation signal:

- 1) Leave the building quickly and calmly by the nearest available escape route, whenever possible, assisting in evacuating visitors and leaving windows and doors closed.
- 2) **Do not stop** to collect personal belongings and **do not use the lifts.**

Fire assembly point:

- 1) The normal point of assembly is the car park; however you may be directed to another area by the operations leader or your ING contact person.
- 2) Do not re-enter the building until informed it is safe to do so by the operations leader or your ING contact person.
- 3) If you believe someone is missing, inform the operation leader, your ING contact person or the fire brigade officer.

The operations leader or the ING contact person will call **(0)112** if a fire has been discovered that cannot be tackled. If a fire is discovered the operations leader or the ING contact person must inform the IAC reception, ING management and the ING safety adviser immediately.

Once a fire incident has been resolved the operations leader or the ING contact person, after agreeing with ING management or the ING safety adviser, will inform staff and visitors how to proceed.

## INCIDENCES REQUIRING MEDICAL TREATMENT

There is a first aid room in the INT building. First aid kits are available in the WHT and JKT kitchens.

The general emergency number in Spain is **(0)112**.

If you have a medical condition, which may be significant in the event of an accident or emergency, please inform the ING safety adviser or your ING contact person. With your permission, they will ensure essential personnel are aware of the condition. Be assured that all medical matters are treated in the strictest confidence.

If you feel unwell, notify the operations leader or your ING contact person or get someone to do so. If someone else tells you they feel unwell, make sure the operation leader or your contact person are informed.

(Serious injuries or incapacitation)

- 1) Cope with the immediate emergency to make the casualty and yourself safe.
- 2) Call the operations leader or your ING contact person or get someone to do so. Provide exact location, number of injured persons and kind of injury.
- 3) Determine condition of the injured. 1º: Response, Conscious?  
2º: Breathing and 3º: Circulation.

(Minor injuries)

- 1) Call the operations leader or your ING contact person or get someone to do so. Provide exact location and kind of injury.

If required the operations leader or the ING contact person will call **(0)112** and inform IAC reception. In all cases ING management and ING safety adviser need to be informed immediately.

## ELECTRICAL INCIDENT

- 1) Isolate the electrical supply (without endangering yourself).
- 2) Follow the procedure for injuries or incapacitation listed above.

## INCIDENT INVOLVING MACHINERY

- 1) Immediately stop machine (without endangering yourself).
- 2) Follow the procedure for injuries or incapacitation listed above.

## Revision History

Version number	Revision date	Previous revision date	Summary of changes	Author
1.0	25/09/09	N/A		JR
1.1	26/11/09	25/09/09	Reference to 'operations leader' (normal working hours) and 'ING contact person' unified. Definition of 'who to inform' clarified.	JR
1.2	29/04/10	26/11/09	Reference made to the Observing Support Assistant (OSA) and lone workers.	JR
1.3	15/06/10	29/04/10	Emphasis made to inform <b>immediately</b> ING management and safety adviser.	JR