

Soltec UK Ltd Health and Safety Procedure

| | | | |
|--|----------------------|----------------------|-------------------------------------|
| Title: Emergency Action Procedure | | | |
| Document Number: | Soltec – SP02 | Revision 1 | Date of Issue: 15/03/2007 |

This procedure is written and issued in accordance with Soltec UK Ltd Safety Management System Framework and Protocol. The responsibility for upkeep and amendment of this procedure rests with the Health & Safety Manager. All requests for modification should be made to Soltec UK Ltd Head Office.

CONTENTS

Section 1 Policy

Section 2 Procedure

Appendix A Fire risk assessment guidance

Appendix B Guidance on handling suspicious Mail (Bomb threat and contaminated mail)

Appendix C Chemical spillage and Environmental pollution guidance

1. Policy

It is Soltec UK Ltd policy that suitable arrangements will be established and maintained in order to ensure the health and safety of all employees and visitors in the event of a fire or other emergency at any of its premises. The likelihood of such emergencies shall be reduced by the efficient application of safe working practices, and in particular the prevention of fire by good housekeeping and other appropriate precautions.

2. Procedure

2.1 The Managing Director is responsible for the successful implementation, monitoring and annual review of this procedure. He shall ensure that:

- The Health & Safety Manager will ensure that a fire risk assessment has been conducted in all premises where Soltec UK Ltd personnel work.

The assessment shall take into account the possibility that disabled persons may be present. (The full fire risk assessment system, including guidance notes and recording forms are contained with the SP12 risk assessment procedure).

- The Health & Safety Manager should ensure that emergency plans/procedures are in place at all locations where Soltec UK Ltd staff work.
- In the event of an emergency, sufficient persons have been appointed to implement the emergency plan. See below.

2.2 All employees are required to co-operate fully in the implementation of this procedure and carry out any assigned duties to the best of their ability.

Soltec UK Ltd Health and Safety Procedure

| | | | |
|--|----------------------|----------------------|-------------------------------------|
| Title: Emergency Action Procedure | | | |
| Document Number: | Soltec – SP02 | Revision 1 | Date of Issue: 15/03/2007 |

They are expected to familiarise themselves with:

- This procedure.
- The positions of fire alarm call points.
- The position of fire extinguishers.
- Both the normal and alternative escape routes from their work areas to the assembly point.

2.3 Employees working or visiting other employer's premises are required to familiarise themselves with their procedures and to comply with them in the event of an emergency.

2.4 No person shall re-enter an evacuated building or leave the assembly point until directed that it is safe to do so by the appointed emergency controller. This person will act on the advice of the senior Fire Brigade or as appropriate Police Office attending.

2.5 The following shall be considered when identifying the requirements of the building fire emergency plan:

- Specific workplace activities.
- The activities of neighboring sites or contractors working within the premises.
- Equipment failure.
- Types and amounts of substances stored or used within or adjacent to the workplace.
- Materials of construction.
- The structural integrity of the workplace to reduce spread of fire or the effects of other sources of danger.
- Sources of ignition.
- The number and categories of persons likely to be at risk (i.e. disabled persons).

2.6 All contractors and visitors are required to co-operate fully in the implementation of this procedure. Any manager who brings a contractor into the office shall assess the fire risks associated with the activities of those contractors and ensure that appropriate control actions are implemented. All visitors and contractors who are not under the direct control of their hosts should be informed of the local emergency arrangements.

2.7 It is the responsibility of the Health & Safety Manager to bring the emergency arrangements to the attention of all new employees as part of the induction process (see procedure Soltec-SP01). This shall include:

- Clear guidance on the policy for the use of fire-extinguishing equipment.
- Clear guidance on when they should stop work ensuring familiarity with emergency exit and escape routes and the location of the assembly points.

2.8 Managers will ensure that staff are familiar with the fire and other emergency procedures during quarterly workplace inspections.

2.9 Reminder notices covering the actions required following the discovery of a fire or on hearing the alarm of fire would be posted in appropriate places. These will normally be alongside fire alarm call points.

Soltec UK Ltd Health and Safety Procedure

| | | | |
|--|----------------------|----------------------|-------------------------------------|
| Title: Emergency Action Procedure | | | |
| Document Number: | Soltec – SP02 | Revision 1 | Date of Issue: 15/03/2007 |

They should require that:

- Persons discovering a fire are to operate the nearest fire alarm point
- All persons on hearing the alarm of fire must proceed directly, without collecting valuables, via the nearest fire escape route to the assembly point.
- No person is to re-enter an evacuated building or leave the assembly point until directed that it is safe to do so by the appointed emergency controller who will act on the advice of the Senior Fire Brigade Officer present.
- No person is to attempt to fight a fire unless it is safe to do so, and then only if they are trained in the use of fire extinguishers.

2.10 The Health & Safety Manager is responsible for ensuring that a suitable number of persons in the premises act as Fire/Incident Marshals.

He is also responsible for the swift appointment and training of replacements when appointed persons leave the Organisation.

2.11 The Health & Safety Manager is responsible for ensuring that all persons in a fire/emergency role will be provided with sufficient training to enable them to competently carry out their responsibilities. Refresher training will be provided every two years.

2.12 The responsibilities of Fire/Incident Controllers are as follows:

- Ensure that the premises have been cleared and personnel are accounted for.
- Ensure all operational procedures of safety and fire fighting are strictly adhered to.
- Ensure the Fire Brigade is fully apprised of the situation
- Ensuring all communications are in place
- Be aware of the identity of all Fire/Incident Marshals.

2.13 The responsibilities of Fire/Incident Marshals are as follows:

- Fire/Incident Marshals acquaint themselves with all members of the staff on their floor.
- Ensure they are thoroughly familiar with all means of escape from building, as well as the location of fire 'Call Points'.
- Ensure Fire doors are kept closed.
- Ensure fire appliances and instructions in their areas are kept in the positions allocated.
- Ensure all fire appliances and all doorways are maintained free from obstruction.
- Wear a provided fluorescent jacket to enable easy identification during an evacuation.
- In the event of the alarm having been sounded, ensure that all persons in their section have left the building. Any person/s refusing to evacuate the premises should be left.
- Dependant on local procedures carry out a roll call of personnel for whom they are responsible, including visitors in their area, after the premises have been evacuated to the Assembly Point.
- Liaise with reception to ensure that all visitors and contractors have been accounted for.
- Immediately report any missing person/s or persons refusing to evacuate the premises to the Fire Controller.

Soltec UK Ltd Health and Safety Procedure

| | | | |
|--|----------------------|----------------------|-------------------------------------|
| Title: Emergency Action Procedure | | | |
| Document Number: | Soltec – SP02 | Revision 1 | Date of Issue: 15/03/2007 |

2.14 In each building that Soltec UK Ltd staff work shall be equipped with a suitable means of raising the alarm. This shall also include, as appropriate, automatic detection systems. Fire alarms will be tested each week on a set day and time by the activation of a call point. A different call point will be used each time. In addition arrangements will be made for the servicing of the alarm system in accordance with the manufacture's recommendations.

2.15 The suitability of risk control and emergency response measures shall be verified by inspection, test and practice drills held at suitable intervals by the Health & Safety Manager. This shall be held at approximately 6 monthly intervals with least 2 tests in every 12-month period.

2.16 Arrangements will be made to provide emergency lighting equipment within each site to enable the safe evacuation of the building and travel to the assembly point. This equipment will be tested and maintained in accordance with the manufacturer's guidance.

2.17 An appropriate number of fire extinguishers suitable for tackling both carbonaceous and fires involving electricity will be provided and maintained. These will be located close to fire exit doors. The Managing Director and Health & Safety Manager will ensure that a competent contractor examines them at least once every 12 months.

2.18 Records of the fire risk assessment, emergency control plans, inspections, tests and drills are quality records and must be kept for a minimum of three years. See below:

2.19 The following written records shall be established and maintained:

- The identity of persons appointed to act as the Fire/Incident Controller and as Fire Marshals.
- The training received by the nominated persons.
- The training of other employees in their emergency response actions.
- The testing of alarms, communications systems.
- The testing of portable and fixed emergency equipment.
- The maintenance of emergency safety equipment.
- Liaison activities with external emergency services.
- Details and results of fire and emergency plan drills.

2.20 Clearly these requirements relate to buildings solely owned and occupied by Soltec UK Ltd staff where carrying out the above functions will fall on Soltec UK Ltd Managers. In buildings where there is a building manager and Soltec UK Ltd staff is minor occupiers, the Health & Safety Manager must ensure that The Managing Agent has all the above systems and control measures in place.

2.21 Dealing with the media during the incident is no different as to responding to them any other time with the golden rule being to respond via the Managing Director or through the staff trained to deal with the media. The following actions should be taken by Soltec UK Ltd staff and visitors if received enquires from the media:

- Buy time, contact Managing Director (01702 301080) in advance if possible.
- If contacted directly by the media take details and contact Managing Director before responding.
- Should media "doorstep" seat them away from the incident and contact Managing Director.
- Do not panic and do not act alone. Work as part of Soltec UK Ltd team at all times.

Soltec UK Ltd Health and Safety Procedure

| | | | |
|--|----------------------|----------------------|-------------------------------------|
| Title: Emergency Action Procedure | | | |
| Document Number: | Soltec – SP02 | Revision 1 | Date of Issue: 15/03/2007 |

Appendix A - Fire risk Assessment

The following is intended as guidance for those persons in control of Soltec UK Ltd premises. Fire risk assessments should consider:

- ▶ The nature of the work activities carried out if they introduce any sources of ignition.
- ▶ The presence and amounts of combustible and highly flammable materials used and or stored in the premises.
- ▶ The combustibility of furnishings.
- ▶ The combustibility of the fabric and internal linings of the building.
- ▶ The size and layout of the building including the presence of features designed to reduce the spread of fire and smoke.
- ▶ The number of persons likely to be present and the adequacy of the means of escape to the place of safety (assembly point).
- ▶ The need for and adequacy of provisions for emergency lighting.
- ▶ The adequacy of assembly points in providing a place of safety from which persons can disperse if required.
- ▶ The existence and adequacy of arrangements for the safe evacuation of persons with special needs (e.g. wheelchair users.)
- ▶ The adequacy for the means of raising the alarm.
- ▶ The adequacy of the provision of fixed and portable fire extinguishing equipment.
- ▶ The adequacy of the appointments of persons to manage the fire evacuation process.
- ▶ The adequacy of the provision, and up dating of fire awareness/management training.

Further guidance for conducting fire risk assessments is contained within Safety Procedure SP12 and accompanying appendices

Soltec UK Ltd Health and Safety Procedure

| | | | |
|--|----------------------|----------------------|-------------------------------------|
| Title: Emergency Action Procedure | | | |
| Document Number: | Soltec – SP02 | Revision 1 | Date of Issue: 15/03/2007 |

Appendix B – Guidance on Handling Suspicious Mail (Bomb threat and contaminated mail)

The following is intended as guidance when offices are developing their own local procedure for the control of threats from bomb and contamination. The guidance should be viewed as best practice and communicated to appropriate members of staff.

Employees receiving or discovering a bomb threat or emergency should immediately contact their line manager and police on 999. They should:

- ▶ Remain calm.
- ▶ Use a checklist to record information concerning the bomb threat.
- ▶ Have the list ready for authorities when they arrive.

If a bomb threat is received by telephone use the following checklist and ask:

- ▶ When is the bomb going to explode?
- ▶ Do you have a code word?
- ▶ Where is the bomb right now?
- ▶ What kind of bomb is it?
- ▶ What does it look like?

Keep the caller on the phone as long as possible!

Record following information for Safety and Security:

- ▶ Time of call.
- ▶ Date of call.
- ▶ Exact words of the person.
- ▶ Judge the voice: male, female, child, approximate age, do they sound coherent/incoherent, etc.
- ▶ Speech pattern, accent.
- ▶ Background noises and description (music, people talking, cars or trucks, airplanes, children or babies, machine noise, typing, etc.)

Soltec UK Ltd Health and Safety Procedure

| | | | |
|--|----------------------|----------------------|-------------------------------------|
| Title: Emergency Action Procedure | | | |
| Document Number: | Soltec – SP02 | Revision 1 | Date of Issue: 15/03/2007 |

Letter, parcel bomb and other emergencies

It is important that offices have emergency arrangements in place to cover the threat from Letter Bombs / Suspicious Packages. Here is guidance that could be given to staff as part of a local procedure

How to Recognise Suspect Letters and Packages

Postal devices can come in a variety of shapes and sizes. Weight does not determine whether a package should be treated as suspect, though devices the size of a paperback book are amongst the most common.

Pointers for determining whether mail is suspect include:

- (a) type of envelope - a 'Jiffy' bag or similar type of envelope;
- (b) method of addressing - if dry transfer instant lettering has been used to print the address especially if this has been applied unevenly;
- (c) weight - if there seems to be excessive weight for size. A typical device weighs approximately twice as much as an ordinary letter, requiring more than the usual value of postage stamps for its size; its thickness would be approximately one quarter inch. If there is stiffness indicating card or the feel of metal, the package should be treated as suspect;
- (d) excessive postage - a device was not weighed prior to being sent, so more than sufficient value of postage stamps has been affixed to the envelope to ensure it reaches its destination. A usual letter weighs up to about 1 oz (About 28g). Effective letter bombs will weigh more than 2oz and therefore need more than the usual postage stamps.
- (e) a small pinhole in the envelope flap - this may indicate the withdrawal of an arming wire;
- (f) protruding wires;
- (g) grease marks on the package wrapping or envelope OR a smell like that of almond or marzipan;
- (h) if when opening an envelope, there is an additional inner envelope tightly taped or tied with string, the packages should be scrutinised for the above pointers.
- (i) Look for poor spelling, handwriting or typing or a foreign style of writing.
- (j) Check the postmark or name of sender, if given. If from an unusual point of origin or sender, treat as suspect.
- (k) If the appearance suggests a book (Unless its receipt is expected) treat as suspect. Feel the package to try to decide if it contains folded paper (which probably will not be dangerous). If it feels stiff (Hard card or metal) treat as suspect. **DO NOT PRESS OR FLEX THE PACKAGE.**
- (l) Usually there is an un-gummed gap of about 3-5mm on envelopes. If the flap is stuck down completely treat as suspect.

Suggested actions to be taken on receipt of a suspicious package

1. Order staff to leave the room and tell them to alert other staff in the immediate area.
2. Notify the police on 999.
3. Place package on the nearest horizontal surface. If it can be shielded behind a substantial object such as a metal cupboard, so much the better.
4. Leave the room quickly, closing the door behind you. Prevent other persons going into the room. Lock the door if possible.

Soltec UK Ltd Health and Safety Procedure

| | | | |
|--|----------------------|----------------------|-------------------------------------|
| Title: Emergency Action Procedure | | | |
| Document Number: | Soltec – SP02 | Revision 1 | Date of Issue: 15/03/2007 |

5. If an explosive device is suspected, evacuate the building. **NEVER** take a suspicious package out of the room. It should NOT be placed outside in the street, immersed in a bucket of water or covered with sand.
6. Following an incident of this nature ensure that an internal incident report is completed and that a review takes place regarding the adequacy and effectiveness of your local procedures.

Contaminated mail

GENERAL ADVICE:

Look out for suspicious packages; they may exhibit the following signs:

- granular or powder-like residue
- strange/strong smell
- bottles containing liquid
- stains/dampness on the packaging

Look out for unexplained or unexpected onset of illness or physical irritation, particularly when in more than one person.

If a suspect package is unopened:

1. Remain calm
2. Do not open it. Do not pass it around and make sure others in the vicinity to keep away from it.
3. Immediately place the suspect package in a clear, sealable plastic bag or for larger objects use a clear sealable plastic container. (Bags and containers should be provided for this purpose in offices where post is regularly opened).
4. Switch off air-conditioning system, heating, fans and computers.
5. Ensure windows are shut (this should be standard practice when handling mail).
6. Evacuate room where the package is, closing the door.
7. If possible, move potentially affected staff to a room or rooms away from the immediate vicinity of the package. Washing hands, arms and face with soap then rinsing with running water (ideally hot) may help. Affected staff should remain separated from other staff in a comfortable room and await instructions from the emergency services. If they are evacuated, this must be conducted separately from other staff.
9. Contact the emergency services via the 999 system, arrange for the evacuation of the floor where the package is, as well as the floors immediately above and below it (The police will give clear instructions)
10. Decide if any further action is required in conjunction with the Police.

Soltec UK Ltd Health and Safety Procedure

| Title: Emergency Action Procedure | | | |
|--|----------------------|----------------------|-------------------------------------|
| Document Number: | Soltec – SP02 | Revision 1 | Date of Issue: 15/03/2007 |

If the suspect package has been opened or a device has been set off:

1. Leave the package where it is. Do not touch it or try to clear up any spillage. Ensure others in the vicinity keep away from it.
2. Contact the emergency services via the 999 system, who will help to decide on an appropriate evacuation strategy and any further action necessary.
3. Switch off the air conditioning system, heating, fans and computers.
4. Ensure windows are shut (this should be a standard practice when handling mail).
5. Evacuate the room where the package/device is, closing the door. If an explosive device is suspected, evacuate the building.
6. If possible, move potentially affected staff to a room or rooms away from the immediate vicinity of the package/device. Washing hands, arms and face with soap then rinsing with running water (ideally hot) may help. Affected staff should remain separated from other staff in a comfortable room and await instructions from the emergency services. If they are evacuated, this must be conducted separately from other staff.
7. Following an incident of this nature ensure that an internal incident report is completed and that a review takes place regarding the adequacy and effectiveness of your local procedures.

Soltec UK Ltd Health and Safety Procedure

| | | | |
|--|----------------------|----------------------|-------------------------------------|
| Title: Emergency Action Procedure | | | |
| Document Number: | Soltec – SP02 | Revision 1 | Date of Issue: 15/03/2007 |

Appendix C – Chemical Spillage and Environmental Pollution Guidance

This Plan has been compiled to be used in the unlikely event of a spillage of oil or other substances that may damage the environment occurring on the Soltec UK Ltd property. This Plan does not cover mercury or other spills that occur within a laboratory. How to deal with these may be found on the Health and Safety Division's website.

1.0 Introduction

1.1 Spillages have the potential to cause significant environmental harm, threaten water supplies and public health. The most obvious threats are spillages of oils and chemicals, but consideration should also be given to apparently innocuous materials such as milk and orange squash, which will strip the oxygen from freshwater sources.

1.2 In many cases, major pollution incidents can be prevented, if appropriate pollution prevention measures are in place or immediately available. It is the duty of all Soltec UK Ltd staff to ensure that where possible, they do not knowingly contribute to such an incident.

1.3 A spillage may possibly breach environmental legislation and in doing so, it could lead to possible court costs or fines if prosecuted by the Environment Agency (EA). Spillages may remain undetected or untreated for some time, with the effects being substantial, but not immediately evident. A spillage that occurs and spreads beyond Soltec UK Ltd property onto private or public land may attract unwanted adverse publicity to the company, especially as the cost of remediating any contaminated land or water is extremely high.

1.4 Land may be rendered useless if contaminated, and the effects of polluting groundwater, ponds streams, rivers are well documented.

2.0 Common Causes of Spillage

2.1 Pollution incidents tend to result from a combination of causes, which include:

Lack of means of containment and appropriately intercepted drainage systems where products and vehicles are stored and handled, and where vehicles are washed down.

Inadequate storage tanks, bunds, valves and pipework.

Unforeseen equipment or installation failures.

Inadequate procedures and non-compliance with procedures, including overfilling of tanks and other containers and accidental spillage during delivery/transfer and transport of products.

Leaks due to vandalism, sabotage and fire.

Soltec UK Ltd Health and Safety Procedure

| | | | |
|--|----------------------|----------------------|-------------------------------------|
| Title: Emergency Action Procedure | | | |
| Document Number: | Soltec – SP02 | Revision 1 | Date of Issue: 15/03/2007 |

Lack of awareness or deliberate illegal disposal leading to misuse of surface waters for disposal of chemicals.

Inappropriate use of soakaways.

Road traffic accidents where fuel or oil tanks are ruptured.

Lack of briefing and supervision of contractors working on site.

3.0 Types of Spillage

3.1 Some minor spillages will be within the capability of Soltec UK Ltd to deal with and clear up. Those major spills that are outside the capabilities of Soltec UK Ltd to clean up will require the assistance of a specialist contractor or the local Fire Brigade.

4.0 Prevention

4.1 Good management practices and common sense will reduce the risk of spillages. To enhance this, the Health and Safety Manager will inspect and complete risk assessments. The following should be implemented in areas that are designated as high risk:

- Ensure that the integrity of any storage medium and its associated delivery point are inspected on a regular basis.
- The personnel designated to receive deliveries should receive practical training.
- The designated personnel should also be aware of any potential areas in their vicinity that are at risk of contamination, such as surface water drains.

5.0 Actions to be Taken Following a Spill

5.1 Any person discovering a spill should take the following immediate actions:

- Stop the flow if possible. Any pumps should be stopped and switched off.
- Take measures to protect life, including your own. If you have first aid skills, then render them to any injured person, and if possible, remove them from danger.
- Prevent the spread of chemicals and its escape into the surface drains by using the spill kits.
- If the spillage is discovered in the course of a normal working day, the person discovering it should attempt to prevent the situation from becoming worse by any reasonable practical means.
- Immediately report the incident to the Head Office (tel 01702 301080) giving your name, location of spill, substance and amount spilled and number of any injured personnel.
- Stay at the scene until Health and Safety Manager arrives, who will decide on the further course of action.
- If the spillage is discovered out of hours, the Managing Director should be alerted prior to contacting a specialist contractor or the local Fire Brigade.

Soltec UK Ltd Health and Safety Procedure

| | | | |
|--|----------------------|----------------------|-------------------------------------|
| Title: Emergency Action Procedure | | | |
| Document Number: | Soltec – SP02 | Revision 1 | Date of Issue: 15/03/2007 |

6.0 General Health and Safety Precautions

6.1 The main risks to health and safety of personnel involved in the spillage/pollution operation are:

- Fire/explosion
- Inhalation of toxic fumes
- Contamination of skin/body surfaces
- Asphyxiation due to oxygen starvation

6.2 All Soltec UK Ltd staff should be aware of the risks, and should consider the following guidelines when dealing with a spillage:

- Approach the spillage from an upwind direction
- Wear the appropriate protective clothing
- Remove the contaminated clothing as soon as possible
- Seek medical advice if ill effects are experienced
- Do not smoke
- Do not operate electrical or battery powered equipment, unless told its safe to do so.
- Do not eat or drink with contaminated hands or whilst wearing contaminated clothing

7.0 Removal of Contamination and Disposal

7.1 Used absorbents are classified as special waste, and are therefore covered by the Special Waste Regulations 1996 (as amended) (SWR). These regulations implement the European Hazardous Waste Directive 91/689/EEC, and their purpose is to provide an effective system of control for wastes that are difficult to handle. They ensure that dangerous wastes are soundly managed from their production to their final destination for disposal or recovery.

7.2 Personnel involved in a spillage that required the utilisation of an absorbent have a Duty of Care to:

- Ensure that all used absorbent is placed into sealed double black bags prior to disposal.
- Contact the Health and Safety Manager to arrange for the disposal of the waste using the chemical waste system.
- Ensure that the contractor who removes the waste is in possession of the correct legally required paperwork i.e. a consignment note. The Soltec UK Ltd copy should be passed onto the Health and Safety Manager, who will then retain it for three years.

7.3 Oils and other contaminated materials recovered from a spillage are also to be disposed of as Special Waste, including contaminated soil.

8.0 Useful Contact Numbers

Environment Agency Gen. enquiries: 0845 9333111 Incident hotline: 0800 807060
Health & Safety Executive HSE Infoline: 08701 545500

