



Safetykleen UK Limited

**Cardiff Branch
Unit 4 Spring Meadow Industrial Estate
Trowbridge
Cardiff
CF3 2ES**

FIRE PREVENTION PLAN

Date: 12th February 2018

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1. Statement

The purpose of this fire prevention plan is to eliminate and control the causes of fire, prevent loss of life, damage to property, damage to the environment and to comply with applicable laws, regulations and good practices pertaining to fire prevention.

Safetykleen is committed to minimizing the threat of fire to all employees, visitors, contractors, members of the public and property.

Safetykleen management will provide adequate controls to ensure a safe workplace, provide resources and training to its employees to encourage fire prevention and the safest possible response in the event of a fire emergency.

2. Site description

The site consists of a single storey warehouse unit with an integral office and amenity block. The unit is constructed of brick/breezeblock, with aluminium cladding on a steel framework. Safetykleen Vehicle access to the building will be through shutter doors to the rear of the building.

All waste storage areas are located inside the building on a surface of impermeable concrete construction and localised bunds are constructed to contain equipment, such as transfer pumps, tanks and waste segregation areas.

3. Activities on-site

Wastes are delivered to site by Safetykleen UK Ltd leased vehicles, under waste carrier's registration CBDU89939. There are a few national account customers, who deliver a minimal amount of waste streams to site. In these instances Safetykleen will ensure total legal compliance is adhered. Waste collection and clean material deliveries are typically performed by Safetykleen U.K leased vehicles. In the event of a Safetykleen U.K leased vehicle is not available, a suitable registered waste carrier will be used.

The site operates as waste transfer station for hazardous and non-hazardous industrial and commercial wastes.

The following waste management operations will be carried out at this site are:

- The consolidation and bulk storage of kerosene.
- The consolidation and bulk storage of non-hazardous aqueous solutions
- The storage of hazardous and non-hazardous industrial wastes in UN approved containers prior to onward disposal or recovery.

The above operations will lie within the following 'D' and 'R' classifications derived from the Waste Framework Directive 2008 (as amended).

R13 – Storage of wastes pending any of the operations R1 to R12

D15 – Storage pending any of the operations numbered D1 to D14

4. Maximum storage capacity.

The total volume of waste stored on site at any one time will be 49.9 tonnes.

Safetykleen does not pile or bale waste streams, the largest UN approved container stored on site would be a 1,000 litre IBC at 1m³.

5. Storage duration, control and fire containment

All waste streams collected will be removed from site within a 28 day period.

All waste streams will be stored within the confines of the building, no waste streams will be stored externally.

Flamstores will be utilised for the safe storage and segregation of waste streams, as shown in the site plan.

Combustible materials such as waste plastics and wood will be stored in the non-hazardous segregation area. These waste streams will be transported and stored in either 205 litre UN approved containers or open top IBC, which has been stretch wrapped to ensure containment.

6. Fire prevention measures.

The warehouse is constructed of non-combustible materials, which will minimise fire spread through the building.

There will be a significant substance inventory on site in a variety of UN approved containers. The materials include solids and liquids, which typically range from inert to flammable. All waste streams and products are stored in the appropriate segregated area to ensure that no adverse reactions will occur during storage.

The company operates a rigorous standards and procedures that will prevent both damaged of packages or the receipt of unsuitable packages of hazardous materials being returned to site. All spillages are dealt with promptly and the company maintains a large supply of spillage adsorption materials on site. The storage areas will be inspected daily by site management. A formal documented inspection of the whole site, including the office block & welfare facilities will be carried out once a week. Housekeeping standards forms part of the inspection.

The offices are cleaned on a regular basis. Bins are emptied and there will be no significant accumulation of dust.

All office furnishings are new and conform to all relevant fire safety standards.

General waste materials are deposited in commercial waste bins with hinged lids, which are sited inside the warehouse next to the roller shutter door. The lids on commercial waste skips are maintained closed at all times.

Smoking is not permitted inside the building or in the compound. There is a designated smoking area outside of the permitted site.

There are no cooking facilities on site other than a microwave.

Due to the potential for storage of flammable liquids, certain areas of the facility are classified as Zone II areas under the DSEAR regulations. The use of mobile communication devices or any other non-intrinsically safe items are prohibited in these designated areas.

Signs are erected to indicate 'no smoking'.

All portable equipment is subject to PAT testing. A register of electrical equipment and PAT test records are maintained on site.

Zone II areas are highlighted with signage and floor markings. All the special requirements will be communicated to all staff, including new starters during

their site induction. The facility is inspected daily with spillages cleaned up immediately. UN approved containers are used to transport and store wastes.

No non-ATEX fixed electrical or mechanical equipment is sited in Zone II designated areas.

No personnel will be on site overnight and therefore there is no risk to life. It is expected that final inspection of the warehouse prior to closure of the site at the end of each day would identify any problems.

It is essential that regular compliance inspections are conducted at Safetykleen branches to ensure that the implemented systems and controls are being adequately maintained. This procedure details the inspections and checks that must be carried out on a weekly basis to make sure that these standards are being upheld.

Inspection Method

Two forms are to be completed.

The first is the 'Daily inspection of Container Storage Area' form. This is to be completed at the same time each day; it is recommended that this is after all stock has been issued to reps and before stock return in the evening.

The 'Branch Safety and Environmental Inspection and Action' form should be completed on a weekly basis. For each item, inspect the equipment or area and determine whether it is in an acceptable condition. Examples of what to look for are listed on the form (this list is not exhaustive; the experience of the inspector may permit the identification of issues not described). If there are no issues then the 'Y' box should be ticked. If problems are identified the 'N' box should be ticked and details recorded in the relevant box.

Any issues should be brought immediately to the attention of branch management for them to implement any necessary actions.

NOTE: The form contains sections to record the levels of housekeeping in the branch. Where relevant the inspector should record 'Yes' or 'No' depending on whether the housekeeping in each area is satisfactory or not. Issues should be recorded and reported to branch management to be actioned.

NOTE: The form contains a section to record the regular maintenance being conducted on the dumpster, i.e. recording whether the dumpster and filter

units have been cleaned, whether the dock floor and steps have been thoroughly cleaned (using the supplied wire brush) and whether the under-dock has been cleaned and spill matting replaced.

INSPECTION LOG SHEET FOR:

Weekly Branch Safety and Environmental Inspection and Action

Inspectors Name: _____ Signature: _____ Date: _____ Week: _____

1. TRANSFER PUMPS AND PIPEWORK			
ITEM - Acceptable	Y	N	IDENTIFY ITEM AND FAULT
Pumps & Seals			Leaks, noise, temperature
Motors			Noise, temperature, damage to cables, fittings & switches
Fixed pipework & Fittings			Security, leaks, temperature, other
Other observations			

2. TIP AND FILL STATION												
ITEM - Acceptable	Y	N	Housekeeping OK Yes/No		IDENTIFY ITEM/AREA AND ISSUE							
Filling Guns (inc. drum dispensers)					Damage, drips, other							
Hoses, connections & Fittings (inc. drum dispensers)												
Dumpster & Drum washer					Sediment build up, leaks, rust, split seams, distortion, deterioration, excess debris, solvent/dirt residue build up, tray condition, other							
Secondary containment					Sediment build up, leaks, rust, split seams, distortion, deterioration, excess debris, saturated spill matting, solvent puddles, other							
Dock floor					Cracks, ponding, wet spots, solvent/dirt residue build up, deterioration, lifting plates, other							
Dock Steps					Deformed, missing treads, excess residues, missing handrails, other							
Other observations												
Maintenance during week	Solvent Dumpster cleaned		Y	N	Drum-wash Filter Unit Cleaned		Y	N	Aqueous dumpster cleaned		Y	N
									Under dock cleaned & spill matting replaced		Y	N
		Pos'n	L	Ctr	R	Pos'n	L	Ctr	R	Dock floor/steps deep cleaned		Y

3. BULK STORAGE TANK AND BUND

ITEM - Acceptable	Y	N	Housekeeping OK Yes/No	IDENTIFY ITEM/AREA AND ISSUE
Tank Exterior				Excess rust, loose anchorage, leaks, distortion, other
High Level Alarms (Perform Test)				'power on' light, test switch activates siren & alarm, other
Volume Gauges				Operational, reflect approximate volumes
Integrity of bund walls & floors				Cracks, stains, failing sealant, deterioration, items stored in bund, other.
Other observations				

4. WASTE STORAGE AREAS

ITEM - Acceptable	Y	N	Housekeeping OK Yes/No	IDENTIFY ITEM/AREA AND ISSUE
Storage of containers				Leaking drums, unlabelled, unsealed, wrong storage zone, other
Flamstores				Lifting floor panels, damaged walls, security, solvent/dirt residue built up, rubbish/litter, evidence of residues under floor plates, other
Dry Waste skips & bins				Rust, corrosion, split seams, distortion, deterioration, overfilled, contains liquid or wrong type of waste (e.g. oily rags in general waste skip), other
Other observations				

5. SECURITY DEVICES

ITEM - Acceptable	Y	N	Housekeeping OK Yes/No	IDENTIFY ITEM/AREA AND ISSUE
Gates and locks				Sticking, corrosion, lack of signs, fit, trapped rubbish, other
Fence				Broken, holes, lack of signs, fit, trapped rubbish, other
Other observations				

6. GENERAL ITEMS				
ITEM - Acceptable	Y	N	Housekeeping OK Yes/No	IDENTIFY ITEM/AREA AND ISSUE
Warehouse and yard conditions				Slippery, uneven, spills, damaged kerbing, tarmac/concrete breaking up, damaged drains, rubbish, untidy, other
Lighting				Failed bulbs, damaged housings, inadequate provision, other
Materials handling equipment				FLT, Pallet trucks, drum trolleys – damage, leaks, inadequate provision
Other Observations				

7. SAFETY AND EMERGENCY EQUIPMENT				
ITEM - Acceptable	Y	N	Housekeeping OK Yes/No	IDENTIFY ITEM/AREA AND ISSUE
Emergency Escape Routes & Walkways				Restricted, blocked, escape door damaged or locked/stuck
Fire Extinguishers, call points etc.				Overdue inspections, discharged, inaccessible
Eye wash & Showers				Disconnected, malfunctioning, inadequate pressure, inaccessible, leaking, bottles out of date
First Aid Kits				Inadequate inventory, out of date items, unsanitary
Spill cleanup equipment				Inadequate inventory
Communication devices				Malfunctioning telephones/faxes, alarm phone lines not functional
Other observations				

Issues reported to (Print) _____ on Date/time: _____

7. Site plan and maps

- Site access & perimeter
- Drainage, control and fire water containment
- Storage areas and quarantine area
- Location of site
- Hydrant location

8. Managing common causes of fire

Arson – The building is fitted with a remotely monitored fire/intruder alarm system during/outside of operating hours. No combustible materials will be stored in the compound outside out of operational hours.

Plant & equipment – The site is predominately utilised for storage. Any items of plant equipment e.g. a fork truck, compressor and vehicles will undergo both daily and weekly checks to ensure they are in a satisfactory state. All Safetykleen vehicles are fitted with fire extinguishers compliant with ADR standards.

Electrical faults - All portable equipment is subject to PAT testing. A register of electrical equipment and PAT test records are maintained on site. Allianz Cornhill conduct fixed wiring inspections, in line with our insurance provider's insistence. Electrical items are included in our routine weekly site inspections.

Smoking materials - Smoking is not permitted inside the building or in the compound. There is a designated smoking area outside of the permitted site.

Hot works – Safetykleen operate a permit to work system, this would include hot work permits. All hot works will be conducted during the morning period to ensure site is safe outside operating hours. During the hot work, all combustible materials are removed from the area and sufficient firefighting equipment will be readily available along with a fire warden.

Industrial heaters – Not applicable

Hot exhausts – After a Safetykleen reps daily duties are complete, they will return back to the branch where they will offload all wastes within the confines of the building.

Once offloading is completed and all waste stored securely within the appropriate locations, the rep will then remove the vehicle from inside the building and park

outside in a specified location. This allows other Safetykleen reps further space to offload on their return and permits exhaust systems to cool sufficiently.

Safetykleen vehicles are on the road from approximately 08.00 – 17.00 daily, where there is minimal risk of ignition. Site based staff are in attendance at site until approximately 19.00 – 20.00 in the evening, this will allow vehicle exhausts sufficient time to cool before the premises are vacated.

Ignition sources – Please see site plan for confirmation of fork truck and vehicle parking areas.

Batteries in ELVs – Not applicable.

Leaks and spillages of oils and fuels - All waste storage areas are within the building in bunded areas. The capacity of the bunded area will be 110% or greater than the largest container stored within the bund. Concrete joints are sealed using a suitable resin.

The mineral spirit products are contained within a concrete bund of 110% capacity of the largest storage tank. The storage tanks have a level control with high level alarm with a shut off valve for the delivery pump to prevent the possibility of overfilling. The maintenance of the tanks and allied equipment is included in the branch planned preventative maintenance programme.

The integrity of containment, bunds and tanks are inspected and documented twice yearly. Any minimal repairs are undertaken immediately. Any major deterioration of any joints would necessitate the appointment of a third party specialist company to carry out the repairs in the shortest possible timescale.

All spills will be cleaned up immediately and reported. Emergency spill kits containing universal absorbents are kept on site and restocked immediately after use. Spills will be cleaned up in accordance with the spill response procedure.

Any containers that are, in the opinion of the Technically Competent Person, in an unsuitable condition for storage, will be placed in over drums at the earliest convenience. Damaged drums will be moved to an appropriate contained area prior to re-drumming or placing in an over drum. This will be completed before the site is left unattended.

Build-up of loose combustible waste, dust and fluff - Suitable litter collection vessels are located on site to ensure that the collection of litter generated on the site remains in control of the site staff. Lightweight domestic type waste would not be routinely stored at the site.

Waste materials are deposited in commercial waste bins with hinged lids, which are sited at the far side of the warehouse. The lids on commercial waste skips are maintained closed at all times.

Branch Management make frequent site inspections to ensure that housekeeping is adequate. Any shortcomings are verbally highlighted to the relevant Supervisor, Operator or Rep who will ensure that they are rectified.

Any observations or actions that cannot be immediately rectified are recorded in the Site Diary or logbook. Such observations and actions are reported to the relevant department so that they can be rectified as soon as possible.

The offices are cleaned on a regular basis. Bins are emptied and there will be no significant accumulation of dust.

Reactions between wastes – All containers utilised by Safetykleen are UN approved and are labelled in accordance with the requirements of ADR and CLP legislation, ensuring appropriate segregation where required. Those wastes that originated as Safetykleen product before becoming waste are labelled in accordance with the Safety Data Sheet (copies of which are kept on file at the facility).

With respect to wastes collected for use in cement kiln fuel, each individual waste stream has had a pre-qualification desktop analysis carried out. The results of the analysis dictate which U.N. number label is allocated. A copy of the analytical report, which details U.N. labelling instructions, is kept at the branch and the pre-qualification identification number marked on the drum. Additionally a drum log is kept that outlines drum receipts and collections.

With respect to other waste materials an inventory is kept that specifies storage levels. Prior to any of these wastes being brought to the facility the customer completes, with the guidance of trained Safetykleen personnel, a Customer Survey.

This survey obtains technical information relating to the chemical composition and make-up of the waste. Following assessment of the Customer Survey Form by Safetykleen Technical Services, suitable U.N. labelling instructions are

provided, classification information and any special handling/storage requirements where applicable.

All wastes received at the site will be accompanied by the relevant documentation as required by the “Environmental Protection (Duty of Care) Regulations 1991” (as amended) and the “Hazardous Waste Regulations 2005” (as amended). A competent member of branch staff signs off all load paperwork on inspection of load.

The drum labelling procedure adopted by Safetykleen (U.K) Ltd includes a unique reference number to be shown on the labels of all drummed wastes received at the facility. This unique reference allows drums to be tracked through the waste handling process from the customer through the facility and the onward disposal point. This provides a full audit trail of all waste through the facility.

If wastes are accepted on the site that are not permitted on the licence, both the customer and Natural Resources Wales will be informed immediately.

A suitable disposal route will be used for the ultimate disposal of the waste that will be arranged by the Company’s Technical Service Co-ordinators.

Any unacceptable wastes will be stored in a designated quarantine area. The quarantine area is located in the clean product storage area and will take the form of an integral bunded pallet with a capacity of 1000 litres. Any unacceptable wastes will be fully documented in the site diary along with all appropriate actions undertaken.

Following discussion with the customer they will be given the choice of either receiving the waste back at their premises once Safetykleen has rejected the waste, or allowing Safetykleen Ltd to arrange for its safe transfer to a suitably licensed 3rd Party disposal/treatment facility.

Deposited hot loads – Not applicable.

9. Prevent combustion

Manage storage time

The inventory of waste/product held on the site is monitored on a daily basis. The facility drum log is maintained as part of the daily facility inspection procedure. Waste will be stored for a maximum 28 consecutive days from date of receipt into branch storage. Both branch waste inputs and outputs will be recorded in Microsoft AX program, which will highlight and track waste stored at the Cardiff site. The program will also highlight waste that are nearing to exceed the

maximum storage duration of 28 consecutive days. This program will be complemented by a daily manual warehouse drum logging record sheet. This record will be completed and submitted daily.

Safetykleen will ensure that no waste will remain on site for no longer than 28 consecutive days.

Monitor and control temperature

All wastes/products stored at the site are within the confines of the building and stored at ambient room temperature.

All drummed hazardous waste will be stored within the confines of the flamstores. All drummed product chemistry and solutions will be stored within the confines of the internal warehouse area. This will also include both 36000 litre dirty and clean kerosene storage tanks located within the bunded tank farm in the yard area.

All wastes and products containers are UN approved and no processing or sorting occurs on-site.

Waste bale storage

Safetykleen does not pile/bale loose waste streams, all waste streams are accepted, stored and transported from site in UN approved containers.

10. Managing waste piles

All combustible materials that we collect from our customer network will be transported and stored in 205 litre UN approved steel drums or 1,000 litre IBCs. Items such as waste plastics and wood will be stored in the above mentioned containers in the non-hazardous storage area of the warehouse.

Safetykleen does not pile, compact or bale any waste streams. All waste will be suitably contained within appropriate UN approved containers.

The maximum storage capacity for waste plastic containers shall be 15 cubic metres and 10 cubic metres for waste wood contaminated with hazardous substances, the maximum height will be no more than 2.5 metres.

11. Prevent fire spreading

Dirty Kerosene is stored in a 36, 000 litre storage tank. All packaged wastes will be stored in the appropriate segregated areas.

Flamstores will be utilised for the safe storage and segregation of waste streams, as shown in the site plan.

All waste streams collected will only remain on site for a maximum of 28 consecutive days and this is monitored and controlled daily by the branch live drum logs.

Safetykleen does not pile or bale wastes, this removes the requirement to utilise temperature probes to ascertain core temperatures of piles.

All waste streams are stored in UN approved sealed containers. These containers remain closed throughout the time period that they are present on site except for Safetykleen machine generated kerosene machine waste, which is extracted from the drum using a pump system and stored in 36,000 litre storage tanks.

Safetykleen would not utilise the quarantine area for the removal of waste streams during a fire in a segregation area. The quarantine area is predominately used for the storage of non-conforming waste streams or leaking containers that are in the process of being over drummed.

Due to the infrastructure of the site, the containers utilised and the nature of the waste stored in the flamstores/segregated areas, Safetykleen feel that it would be safer to tackle any fire in situ if safe to do so. The removal of waste from surrounding bay areas would only be conducted if safe to do so. This waste would be removed to the yard area outside the building. This area is serviced by an interceptor with penstock valves, thus mitigating any possible fugitive emissions.

12. Quarantine area

Any unacceptable or leaking packaged wastes will be stored in a designated quarantine area on the site plan. This area would not be utilised for the storage of waste streams in the event of a fire. The quarantine area is located in the clean product storage area and will take the form of an integral bunded pallet the capacity of the bunded pallet will be 1000 litres. The largest containers that would be stored on site is a 1,000 litre IBC.

13. Detecting fires

Automatic fire detection is provided by smoke detection system within the warehouse area and smoke detectors within office accommodation. Suitable firefighting equipment is installed as recommended by the Fire Risk assessment and the Dangerous substances and Explosive Atmospheres Regulations risk assessment. The fire detection system and firefighting equipment is inspected annually by an external UKAS accredited contractor and marked with the relevant inspection/service dates.

14. Suppressing fires

There is no fire suppression system in place at the Cardiff site. Small fires occurring within the confines of the office area, would initially be suppressed utilising the appropriate fire extinguisher.

Fires within the chemical storage area would be suppressed by the local fire authority, who would be contacted to attend the site.

15. Fire Fighting Techniques

The warehouse is fitted with permanent extinguishers stations (dry powder / foam / carbon dioxide).

Extinguishers are serviced annually by an approved external UKAS accredited contractor. Service records are filed in the fire precautions log.

During times when vehicles are on site there will be additional dry powder extinguishers available. (2 per vehicle).

2.5 tonne fork trucks are available on site to move waste streams in the event of a fire, is safe to do so.

All staff on site are trained bi-annually on emergency response procedures and trained fire wardens are present on site.

16. Water Supplies.

The site is served by a water hydrant approximately 10 yards from the site rear entrance on the boundary of the unit. This hydrant will supply a minimum of 1500 litres per minute. The largest container on site is a 36 metre cubed storage tank, should a worst case scenario happen, we have calculated that the hydrant supply would provide sufficient water.

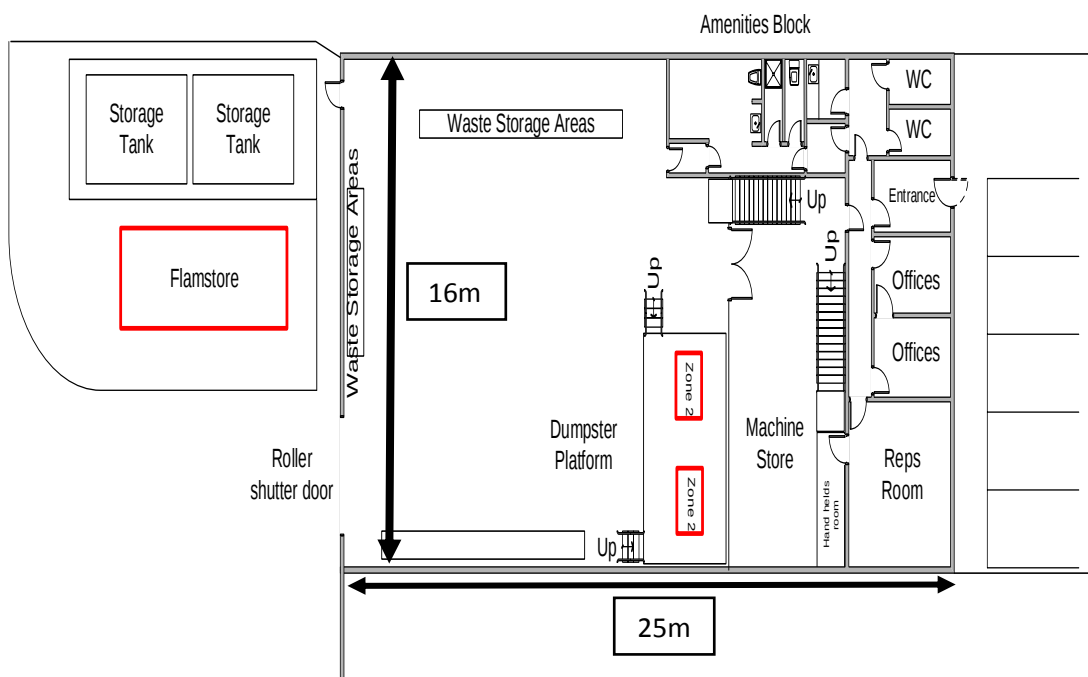
17. Containments.

The operating area within the building are bunded. Any water within these areas are controlled.

The surface water from the site drains will eventually release to local water body.

The internal area of the building, which is fully bunded will be used to contain fire water, should the need arise. The amount of water to extinguish any potential fire is 30000 litres.

The capacity of this area is detailed below:



Fire Water Volume within bund area is given as:-

Fire water volume = 25m long x 16m wide x 0.075m deep

Fire water volume = 30m³ or 30000 litres

Managing Fire water

Safetykleen Cardiff site has not been granted a Trade Effluent Discharge Consent. Should there be a requirement to remove waste fire water from the site, then the process below will be followed.

Safetykleen will employ an approved 3rd party waste disposal contractor who will pump out and decontaminate the area and dispose of all the aqueous waste removed.

17. Contingency Planning.

During and after an incident Safetykleen has numerous branches within the network that incoming waste collections can be re-routed to facilitate in an emergency situation.

After an incident Safetykleen would remove any undamaged containers and consign them to an approved 3rd party disposal/treatment facility. For a full site decontamination, Safetykleen would engage the services of one of our approved 3rd party contractors e.g. Braemar Howells.

After the events of an incident, the site would only become fully operational with the agreement of all governing bodies.

Appendix 1

Safetykleen UK Ltd.



Emergency Incident Management Manual

(Contains both branch and vehicle contingency plans)

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1.1 The Purpose of the Manual

To provide notes and procedures to assist you in dealing with any kind of incident taking place.

To enable you to quickly enlist the support of the company Incident Management team in dealing with more major incidents.

Incident Management

- Safetykleen has established a team of key people who have the resources and training to ensure that any incident is properly managed to a satisfactory conclusion.
- In addition to ensuring that proper procedures are followed and that business continuity is maintained, the Team also exists to ensure that both the company and the incident is properly represented to all interested parties including the press and TV.
- It is necessary to have arrangements in place to ensure that all key personnel have the required training to fulfil their designated role and that refresher training is conducted to a specified schedule. This includes incident management training, First Aid etc.

The System

- The Incident Management Plan establishes a chain of command and support to best manage the situation.
- When the alarm is raised, either by activating site alarms, by calling Carechem 24 (01865 407 333) (for Republic of Ireland contact Gavin Scully. Tel 086 381 3763), or by third parties eg the Police, members of the public etc, the initial crisis team appointment will be the 'Incident Controller', usually a member of Management. This person assumes overall control of the management of the crisis. A 'Scene Controller'

will be appointed who will be response for control of the incident scene. The Scene Controller may request further support from the Incident Controller as needed.

- Depending on the circumstances the Incident Controller may be located at the scene of the incident or at a remote site (eg Head Office). The Incident Controller must always be able to contact the Scene Controller.

1.2 Situations requiring the initiation of the Incident Plan

Fire and/or Explosion

- Any fire alarm/incident, or if a nearby fire or potential explosion is likely to threaten Safetykleen property or assets, in particularly when there is potential for the release of material into the environment.

Spill or Material Release

- Any spill or release of material where there is the potential for air/land/water contamination extending beyond the boundaries of Safetykleen property, including the uncontrolled release of contaminated floodwater.

Person(s) Injured

- Any situation that requires the assistance of the emergency services to assist an injured or trapped person(s).

Missing Person(s) *(Following Headcount)*

- If a headcount has been conducted after an evacuation and there are/appears to be a person(s) missing or unaccounted for.

Vehicular Incident

- Any incident involving a Safetykleen vehicle that has caused, or may cause a spillage of product or waste, injury to person(s) or any other perceived danger to the shipment or the public.

Risk to Persons, Property or Reputation

- Any situation where staff, members of the public or Safetykleen or adjoining properties are placed at serious risk for any reason, or the good name of Safetykleen may be compromised in any way.

1.3 Key Duties – Incident Controller

- The Incident Controller is in overall control of the incident. This role is activated when:
- The Controller is on-site when the incident occurs,
- They are contacted by a member of site staff,
- They are contacted by Carechem 24 with details of the incident.

If the Incident Controller for the DC is not on-site when informed of the incident they should attend as soon as possible. If the incident is at a branch, a customer site or on-the-road the Incident Controller may remain at a central location but must remain contactable at all times.

If the Incident Controller is not on site they should contact the person raising the alarm by telephone to:

- Ascertain the nature of the incident
- Inform them that the incident plan has been activated
- Remind them not to speak to the media
- Tell them to cooperate fully with the Emergency Services

The Incident controller should agree the location of the Crisis Centre, if one is not already assigned (as in the DC).

The Incident controller is responsible for ensuring all required Crisis Team members are contacted and dispatched to the correction location, in particular, the scene controller should be designated and sent to the scene of the incident (if at the DC then the scene controller will already be on site.)

1.4 Key Duties – Scene Controller

- The Scene Controller is responsible for the scene of the incident. If the scene controller is not already on site then they should contact the person raising the alarm to:
 - Ascertain the status of the incident,
 - Advise them of the estimated time of arrival,
 - Confirm the status of any casualties (confirm/action that next of kin have been informed,)
 - Provide the person raising the alarm with a contact number,
 - Deal with any further issues arising since the alarm was raised
- and then depart for the scene with this incident manual and incident logbook.

The scene controller should contact the Incident Controller to confirm arrival on scene.

The scene controller should then:

- Establish the suitability of the Crisis Centre and relocate if necessary.
- Establish what initial actions have been undertaken and whether the Emergency Services/Authorities have been contacted.
- Liaise with the Emergency Services on arrival and hand over control of the incident.

Control of the Crisis Team may be undertaken by the incident controller or the scene controller depending on circumstances and the location of crisis team personnel. It should be ensured that sufficient resources are available to deal with all aspects of the incident, eg media handling. See Section 3.2 for required facilities.

2.1 Initial Response – Distribution Centre – Office Hours

- The person discovering the fire should raise the alarm immediately by setting off the fire sirens at the nearest 'break glass' call point. All staff must make their way to the assembly point as quickly as possible, by the shortest route. Staff should not re-enter any building when proceeding to the assembly point but should walk around via the shortest suitable route.
- The person raising the alarm should inform the Scene Controller of the nature and location of the incident.
- The Scene Controller will nominate a person to conduct a head count and then proceed to the location of the incident and assess whether the incident can be controlled. (If the location of the incident is not known then inspect the main fire panel in reception to identify.) Enter any building by the nearest entrance to the incident.
- The nominated person will conduct the head count. The nominated person must report any missing persons to the Scene Controller by radio. The scene controller should locate and assess the condition of any missing persons if it is safe to do so. If necessary the emergency services should be contacted on '9999'. This action will automatically require the Incident Plan to be implemented as detailed below.
- The Scene Controller should start filling in the Incident Management Logbook and update the document as the incident progresses. This will form the basis of the incident report.
- The Scene Controller should contact a member of management and appraise them of the situation. A decision should be made as to whether a full Incident Plan should be implemented.

See Section 2.4 for Incident Plan First, Second, and Third Actions Procedures.

See Section 2.6 for Stand Down Procedure (Incident Plan not Implemented).

2.1b Initial Response – Distribution Centre – Out of Hours

- When no persons are present at the Distribution Centre and the alarm is activated, the scene controller should attend the site asap should check the Fire Panel (in DC reception area) to determine the location of the alarm.
- Start, filling in the Incident Management Logbook and update as the incident progresses. This will form the basis of the incident report.
- If the fire system pumps have been activated this indicates that the sprinkler system is operational. If this is the case then implement the Incident Plan.
- NOTE. When the emergency services arrive, enter the DC by the front door and deactivate the burglar alarm (point 3). The emergency services will then assume control of the incident.
- If the alarm panel indicates that the smoke detectors have been activated but the sprinklers have not then proceed to the DC, enter by the front door and deactivate the alarm. The fire panel in DC reception will indicate the location of the alarm. Proceed to this location by the nearest door to avoid travelling through the building unnecessarily.
- If the incident warrants, the Scene Controller should contact a member of management and appraise them of the situation. A decision should be made as to whether the full Incident Plan should be implemented.

See Section 2.4 for Incident Plan First, Second, and Third Actions Procedures.

See Section 2.6 for Stand Down Procedure (Incident Plan not Implemented)

2.2 Initial Response – Emergency Contingency Plan for Branches (See also section 2.4)

- The person discovering the incident should raise the alarm immediately. All staff must make their way to the assembly point as quickly as possible, by the shortest route. Staff should not re-enter any building when proceeding to the assembly point but should walk around via the shortest suitable route.
- The person raising the alarm should inform the Scene Controller (Branch Manager), if available, of the nature and location of the incident.
- Start filling in the Incident Management Logbook and update as the incident progresses. This will form the basis of the incident report.
- If the incident warrants, a decision should be made either by the scene controller if on site, or by the person raising the alarm, whether the full Incident Plan should be implemented.

See Section 2.4 for Incident Plan First, Second, and Third Actions Procedures.

See Section 2.6 for Stand Down Procedure (Incident Plan not Implemented)

2.3 Initial Response – Emergency Contingency Plan for Head Office (see also section 2.4)

- The person discovering the incident should raise the alarm immediately. All staff must make their way to the assembly point as quickly as possible, by the shortest route. Staff should not re-enter any building when proceeding to the assembly point but should walk around via the shortest suitable route.
- The person raising the alarm should inform the Scene Controller of the nature and location of the incident.
- Start filling in the Incident Management Logbook and update as the incident progresses. This will form the basis of the incident report.
- The Scene Controller will assess the nature of the incident and, if the incident warrants a decision should be made as to whether the full Incident Plan should be implemented.

See Section 2.4 for Incident Plan First, Second, and Third Actions Procedures.

See Section 2.6 for Stand Down Procedure (Incident Plan not Implemented)

2.4.1 Incident Plan – First Actions

- Contact necessary Emergency Services, (9) 999
- Contact Carechem 24 (See Section 7) (01865 407 333) and;
- Identify yourself as a Safetykleen Employee.
- Give your Full Name.
- Provide your Contact Telephone Number.
- Give your location as accurately as possible.
- Describe the Nature of the Incident (Fire, Spill, Accident etc).
- Give details/quantities of chemicals involved in the incident.
- Describe the number and nature of any casualties.
- Confirm which Emergency Services have been notified.
- Contact Key Management Representative – See Section 5.1.
- Trained Emergency personnel eg First Aiders are to make themselves available.

THE FOLLOWING INCIDENT CONTROL MEASURES SHOULD ONLY BE UNDERTAKEN:

BY TRAINED PERSONNEL –

WEARING THE CORRECT PPE –

ONLY IF SAFE TO DO SO –

- Close down all solvent valves; shut down processes in a safe manner if possible.
- If a fire is present, attempt to control with deluge system or the correct fire extinguisher, only if it is safe to do so.
- Contain any spills as far as possible using spill kits provided. In particular try to prevent any leakage to the public drainage system.
- Conduct personnel rescue.
- Perform any required first aid.
- Evacuate all non-essential personnel to a safe place.
- Ensure access for Emergency Services is adequate and access to unauthorised personnel is prevented.
- Establish Crisis Centre and Team – See Section 3

2.4.1a Incident Plan – Branch Emergency Spill Kits

All branches have been supplied with a branch emergency spill kit in order to effectively deal with roadside emergencies for which the vehicle spill kit does not suffice.

REMEMBER! THIS SPILL KIT IS ESSENTIAL HEALTH & SAFETY EQUIPMENT!

This is a definitive list of items to be contained in the branch emergency spill kit. These items should be shrink wrapped to a pallet and used only for this purpose and under no circumstances should items in this spill kit be removed and sold to customers.

1 x Overpack in a 205ltr drum containing

- Plastic Bags
- Spill Matting
- Pig Socks

1 x Overpack in a 205ltr drum containing

- x bags of spill granules
- x bags of rags
- 1 x pack pink (acid) absorbents matting
- 3 x respirators
- 6 x Tyvek suits (yellow chemical)
- 3 x Safety specs
- 1 x pack (roll) of overshoes
- 1 x torch (working)
- 6 x pairs multiplus gauntlets
- 1 x box latex gloves

Additional items on pallet

- Plastic shovel
- Broom
- Squeegee

Post Incident

The branch emergency spill kit must be replenished to bring stock levels back to mirror the list above.

If a spill occurs, it is essential that its use be reported to the Compliance Department within 24 hours.

2.4.2 Incident Plan – Second Actions

Liaise with Emergency Services on arrival and hand over control to the Senior Fire Officer. Have the following information available:

- Description of the incident
- Location of the incident
- Persons missing and likely location
- Initial Actions Taken

The Incident Controller should be informed of any spill hazards and should decide whether the service on-site can deal with the situation, whether a team should be dispatched from a local branch with spill clean-up equipment (Ref. 2.4.1a), or whether the external clean-up contractor (Braemar Howells, tel 08700 73776673) should be contacted and asked to attend the scene.

Contact Neighbours if any risk is evident. See Incident Management Logbook.

Contact Regulatory or Utility organisations where advised to do so by the Emergency Services eg Water Authority, Environment Agency etc, See logbook for numbers.

Prepare an initial media response – See Section 4.2 and 4.3.

2.4.3 Incident Plan – Third Actions

- Assess the need for external expertise eg
 - Clean-up companies (Braemar Howells – 08700 73776673)
 - Environmental Consultants
 - PR Consultants
 - SK Insurance Brokers
 - (NABARRO Lukas Rootman – (0044) 114 2794022)

See Section 5.2

- The Scene controller should remain available to provide the 'Senior Fire Officer' with any required information and to assist as necessary.

2.4.4 Incident Plan – Post Incident Actions

- Depending on the severity of the incident the first requirement is to determine what actions are necessary to ensure business continuity. This is not covered in depth in this manual – see the 'Disaster Recovery Plan.' (Not yet issued). Issues to address include:
 - Pollution clean-up
 - Provision of alternative facilities and transfer of operations
 - Provision of product
 - Salvage of records
 - Repairs required to resume operations
- Senior Management should be informed of the incident and an initial report supplied within 48 hours. A complete report should be supplied within 7 days of the incident. See Section 2.7.

2.5 Incident Response – Contingency Plan for Vehicles

- The response for a vehicular incident differs as the incident is usually remote from Safetykleen premises and the driver of the vehicle is responsible for undertaking the initial actions described in this procedure.
- The procedure applies when:
 - There has been, or is a potential for spillage of product
 - There has been, or is a potential for spillage of waste
 - There is a serious danger to the shipment (eg fire)
- All vehicles are provided with the basic tools for the control of an incident (Spill kit, Fire Extinguisher, Required PPE, First Aid Kit and Eye Wash bottles,) and these must be checked daily along with a check of the general roadworthiness of the vehicle, prior to it being driven on a public highway.
- In the event of an incident the first actions should be to:
 - Ensure the appropriate emergency services are contacted. Ensure the document “Instructions in Writing” is available in the cab.
 - **Call Carechem (01865 407 333)** – See 2.4.1 for the information required.
 - Contact your Manager, the Operations Manager and the DGSA.
 - Check for injuries to self/others, ensure nobody is in immediate danger and apply any necessary first aid only if qualified to do so.
 - Wearing the appropriate PPE attempt to contain any spills (in particular attempt to prevent any leakage into public drains,)
 - If safe to do so tackle any vehicle fire with the extinguisher. NOTE: this is only provided to tackle fires involving the vehicle (eg brakes,) not the load (see the relevant Instructions in Writing for further information,)
 - Secure the site using warning triangles, hazard warning lights etc and collect all relevant information ie Instructions in Writing, MSDS sheets and Consignment Notes where available and await the arrival of the emergency services.

2.6 Incident Plan – Incident Plan NOT Implemented

- If it is considered that the incident does not warrant the implementation of the Incident Plan then all staff should remain at the assembly point while the incident is dealt with.
- Once the incident has been brought under control then the incident can be 'stood down' and staff may return to their posts.
- A report of the incident and any investigations into the cause of the incident should be passed to the Operations Manager within 7 days. See Section 2.7.

2.7 Incident Reporting – Incident Summary Report

2.7.a When an incident has concluded a PRELIMINARY REPORT is created:

Page 2 of the Incident Management Logbook should be completed and the front sheet signed and dated.

A short investigation should be conducted regarding the raising of the alarm and the implementation of the Initial Emergency Response, and any issues addressed and suggestions raised. This should be entered in the notes section of the logbook, or attached to the logbook. Any witness statements should also be entered in the logbook. A copy of the logbook should then be submitted to the Operations Manager within 48 hours. (File the original for reference.)

Any injuries should be reported on a Safetykleen accident form and passed to the relevant manager.

Any spillage of product should be reported on a spillage report form and reported to the DGSA.

2.7.b If an incident occurred and the full Incident Plan was implemented then the preliminary report (2.8.a) should be submitted within 48 Hours, followed by a FULL REPORT of all aspects of the incident. This should be submitted to the Operations Manager within 7 days. It should contain:

- Details of the incident, including injuries, damage and spillages,
- Details of investigation into the cause of the incident,
- Remedial actions already undertaken,
- Business continuity details,
- Remedial actions required,

- Details of the implementation of the Incident Plan and Incident Handling, including opportunities for improvement of the system.

This full report should be supplied by an investigating group consisting of at least:

- All involved Managers (eg Site/Regional/Operations etc).
- H & S Manager
- Compliance Manager
- Environment Manager
- DGSA Officer
- Any other personnel directly involved, eg Facilities Manager.

3.1 Crisis Centre Development – Location

The purpose of a crisis centre is to:

- Provide a centralised location, close to the incident, through which all communications are routed, relevant personnel are contacted and at which the crisis team may assemble.
- Allow confidential discussion and planning and a controlled dissemination of information to media, customers, public and all interested parties.
- Provide a focus for all enquiries from emergency services, relatives, staff and the media.

Note: The centre is not only desirable as a convenient facility. Its use prevents uncontrolled responses, discourages further media probing and ensures the appropriate people make the correct decisions when in possession of all the facts.

It therefore follows that the chosen venue for the crisis centre should afford as many of the facilities listed in 3.2 as possible. In most cases, a hired hotel room is appropriate and can offer the necessary facilities. In the case of a branch (or Dinnington) incident where no further danger exists, then a suitable site office may be used.

DC CRISIS CENTRE would be set up in the Distribution Centre Training Room or other appropriate base at which communications can take place at a safe distance from the incident.

IF AT A CUSTOMER FACILITY, it will be wise to locate off-site as soon as is practicable, in order to be in full control of communications and privacy.

The customer may recommend a suitable hotel or other meeting facility nearby. If, however, a member of the customer's staff is central to helping manage the incident and is not hostile to working with SK personnel, then that person should be included in the early stages of Crisis Planning. In particular, their cooperation may be needed with regard to press statements.

REMOTE INCIDENTS: The most difficult situation is likely to be presented at a transport or major spillage incident that could be "in the middle of nowhere".

It is essential to have all the necessary incident information (notes, times, photos taken etc) before leaving the scene and will usually be wise to leave at least one SK representative at the site until all activity and press interest has ceased.

Once again, the nearest hotel or public house with a private room should be identified (possibly with help from the emergency services) or the nearest branch if it is not too far away. Private houses or businesses should be avoided except as a temporary measure.

3.2 Crisis Centre Development – Facilities

The DC emergency control centre is equipped with the following:

- Adequate Phone Links,
- Adequate fully-charged radio handsets,
- Plans of the site with hydrants,
- A list of employees, visitors and contractors on-site,
- First Aid Equipment,
- Site Gate Access Control,
- Controllers Tabards.

Where possible all crisis centres should be equipped with the following:

- Room with table, chairs and a closable door,
- Landline telephone with 24hr access,
- Fax machine or access to same,
- Copy of crisis manual,
- Supply of blank pressure paper,
- Incident Management Logbook,
- Pads and Pencils

Also desirable are:

- Access to Word Processor/Typewriter,
- Access to Photocopier,
- Camera,
- Mobile telephones,
- Flip chart,
- Laptop computer with printer.

The Company Crisis Management Team will be in attendance as soon as possible, and will undertake responsibilities as required by the Incident Controller. Their particular function will be to control any media activity and maintain communication with related authorities and advisors who may become involved. They will also assist in forward planning.

3.3 Crisis Centre Development – Personnel

Required Personnel (dependent upon availability) are:

- **Incident Controller**

This role is filled by a Senior Manager and may be on site, (esp at DC) or at a remote location eg Head Office for an incident at a branch or involving a vehicle on the road or a customer site and is responsible for the overall control of the incident.

- **Scene Controller**

This role is filled by a Senior Person at the DC and usually the relevant Branch Manager for an incident involving a Branch or Vehicle. This person is responsible for control of the incident site.

- **Assistant to Scene Controller**

The role of this person, where available, is to assist the Scene Controller in assessing the nature of the incident and in carrying out any potential initial remedial actions.

- **Facility Maintenance and Development Manager**

This person, when available, will assist with any engineering activity required to minimise the effects of the incident. After the incident is brought under control this person is responsible for the remedial actions required to repair any damage and return the location to operational status.

- **Compliance Manager or DGSA**

This person is responsible for advice relating to chemicals and products that may be involved in the incident.

- **First Aiders**

All trained first aiders should make themselves available in case the need for medical assistance arises.

- **Secretary to operate switchboard**

This person should assist by maintaining the incident log, answering telephone calls, typing press releases and maintaining the media log.

4.1 Media Liaison – Logging Enquiries

All enquiries from the press, radio or television must be logged accurately. The Media enquiry log in the Incident Management Logbook should be used for this.

Most journalists will want to speak to a responsible employee, but generally this must be avoided until the person in question feels fully briefed. Therefore the procedure for answering the telephone to journalists/broadcast crews should be:

- Answer in the company name, adding “Incident Handling” if not on company premises.
- Advise enquirers that no one is available to speak to them at the moment, but that a Senior Executive will be issuing further information at (give the agreed time). Confirm that enquirer will be phoned back as soon as possible.
- Advise that you cannot help with information, but offer to read out or fax the Holding Statement and/or the Corporate Statement.

- Take down details as per the Media enquiry log. Include any specific questions. Thank them for their call.
- It is essential that all callers have their calls returned, even if it is to advise them that no further information is yet available. In the case of a major incident, it is likely that a press conference will be called and enquirers should be advised of the time and place in good time to reach the venue.

4.2 Media Liaison – Holding Statements

If the media are showing interest and you are not able/willing to answer questions as yet, then a Holding Statement should be issued.

This is a simple confirmation of the facts as known to date which serves to establish good relations with the media, state the Company's current viewpoint, and confirm that further details will be forthcoming. It also serves to "buy time" while the way forward is established.

It should be written down and photocopied onto the company pressure paper.

It may then be read over the telephone to all enquirers and also handed out when requested.

Examples of suitable styles are shown overleaf. As a guide all statements should include:

- Approximate time of the incident, or time at which the company was first notified.
- Basis details as known – Facts only; no speculation or guesswork.
- The resources in place (emergency services and company resources) to address the situation.

- Confirmation of any danger to the general public.
- Time at which next news release will be issued.

The media may also find it helpful to have a copy of the Prepared Corporate Statement (background information) a copy of which is contained in Section 4.3.

Examples of Holding Statements

Safetykleen UK Ltd confirms that an incident took place at approximately 2.30pm today involving equipment failure at the Company's permitted waste transfer station in Bedford.

A quantity of flammable liquid was discharged within the perimeter area and steps are currently being taken both by the company and the emergency services to ensure that the spillage is contained.

No injuries were sustained by any party during the incident, but the continued presence of flammable liquid requires that the site is temporarily secured from the public for safety reasons.

Further information will be given at 6.30pm.

Or:

At 2.30pm today a Safetykleen road tanker carrying waste fluids was involved in a collision with another goods vehicle at the junction of the M6 and M42 near Birmingham.

We regret to inform that the driver of the Safetykleen vehicle was seriously injured. His family have been informed.

At this stage it is not possible to identify the cause of the collision, and the emergency services are currently investigating the matter. We are, however, able to confirm that there has been no spillage from the overturned vehicle and therefore, there is no immediate danger to local residents.

Further information will be provided as soon as it is available.

4.3 Media Liaison – Corporate Statement

Safetykleen UK Ltd

A Brief Media Profile

Safetykleen UK Ltd is a wholly owned subsidiary of Safetykleen Europe Ltd.

The Company provides parts cleaning and spray gun cleaning service to customers throughout the UK and Ireland. All these services are based upon the process of recycling and re-use of the cleaning solvents involved.

The Company structure consists of Head Offices in Brentford, Middlesex and a central Manufacturing and Machine Refurbishment Facility in Dinnington, South Yorkshire and 19 Regional Branches throughout the UK and Ireland.

The Company uses its own facilities throughout the operations, which includes waste transfer stations permitted by the Environment Agency and purpose built waste transfer vehicles. The system is known as “closed loop” as the products and services remain within the operating control of the company at all times.

Safetykleen also collects hazardous waste from a variety of manufacturing operations and always considers the waste hierarchy when making decisions on the best possible disposal options.

Safetykleen's proven commitment to environmental conservation and safe working practices has won the company a number of major awards. The Company's Environmental Management System is certified to the international standard ISO 14001 and the Health and Safety Management System is certified to OHSAS 18001.

4.4 Media Liaison – Interview Techniques

It is strongly advised that only those who have undergone media training are presented for media interview.

Preparations

Fixed interviews (at an allocated time) allow more accurate assessment of what the interview will entail. This is particularly the case for radio and television. In these cases, it is helpful to first identify:

- Whether it is live or recorded,
- The likely amount of time you will have to speak,
- The key aspects the interviewer wishes to cover,
- Whether any other part will be interviewed on the same subject and if so who.

Press interviews will have no restrictions as above.

A likely scenario for Crisis media coverage is either down-the-line telephone interviews, a press conference or possibly “door stepping” (several members of the press asking questions outside or near your premises). The latter is to be avoided as it allows less control over events.

Personal Preparation

- For TV interviews, check tidiness, straightened tie, and all buttons fastened (including suit jacket). If tie is inappropriate – change with colleague.
- Undertake breathing exercises for relaxation and control.
- Repeat several times.

Content Preparation

- Establish the key points you want to make.
- Try out a few phrases – out loud – that clarify these points.
- Check you have memorised any important statistics.

At the Interview (TV, Radio or Press)

- Sit (or stand) straight but comfortably with both feet balanced.
- Place your arms comfortably on chair arms, hands in lap.
- Keep your chin up rather than down.
- Start speaking with a firm, well-projected voice – not too fast.
- Get your points across early on (see below)
- If appropriate – smile!

Getting Your Point Across

This is most simply done by answering the first question with:

- “Well, firstly let me clarify the situation . . . “ or
- “To put it into perspective . . . “ or
- “Well, to answer that question you need to understand . . . etc.” or
- “Before I answer that question, could I explain . . . etc.”

For example:

Interviewer: “Mr Bloggs, you’re the Safety Officer at Safetykleen. How on earth did this accident happen at a facility that claims the highest safety standards?”

Mr Bloggs: “Well to clarify the situation we do, as you may know, have the best safety record of any UK waste collection company and indeed review our extensive safety protocols on a weekly basis. This incident underlines the fact that no-one in industry should ever take 100% safety for granted and we have already launched a full investigation . . . etc.”

Or:

Press Reporter: “The indications are that the driver of the tanker was drunk. Can you confirm or deny this?”

Managing Director: “Well first let me clarify the overall position, which is that our most recent medical checks show that the driver was in excellent health and met our stringent criteria for all tanker drivers. There have been no occasions where he was disciplined for any misdemeanour and indeed was one of our most responsible operatives. As regards to any suspicion of drunkenness, I’m sure you wouldn’t expect me to speculate on that remote possibility at this stage.

However I can confirm that a full investigation into all aspects of this tragedy is already underway and our thoughts for now are with his family . . . “

Key Points to Remember

- Prepare your points and get them across early.
- Use the notes above to control the interview.
- If a question is repeated, politely repeat the answer.
- Stay calm, relaxed and natural – but stay alert.
- Don't lie, and don't use brochure-speak or jargon.
- If a question really throws you, try looking up while thinking to gain time.

5.1 Contact Lists – Key Safetykleen Personnel

Name	Position	Office	Mobile	Home
David Cribb	Head of Compliance		07791 068 319	
Keith Grubb	Environment Manager/ DGSA		07957 341 502	
Paul Astbury	Transport Manager	01909 519 360	07967 678 932	

Key Support Personnel – DC Incident

Phil Wicks	Manufacturing Manager	01909 519 346	07967 678 996
Andrew Austick	Continuous Improvement Team Leader	01909 519 375	

Key Support Managers

Colin Cassel	Regional Director (Area 1)	07824 101 792
Kevin Potter	Regional Director (Area 2)	07967 678 963
Richard Blythin	Regional Director (Area 3)	07957 341 566
Mark Cawley	Collectable Services Director	07967 678 923

5.2 Contact Lists – External Advisors

Role	Daytime	Out of Hours
Carechem 24	01865 407 333	01865 407 333
Safetykleen Environmental Consultants		
Safetykleen PR Consultants		
Safetykleen Insurance Brokers		
Safetykleen Solicitors		

5.3 Contact Lists – Clean-up Companies

Braemar Howells Ltd

08700 737 766 73

6. Terms and Definitions

- | | | |
|----------------|---|--|
| Incident | - | Any occurrence which requires the alarm to be raised. |
| Incident Plan | - | The documented Procedure to follow if the alarm is raised. |
| Emergency | - | Any incident which cannot be quickly controlled and requires the implementation of the 'Incident Plan' |
| Incident M'ngt | - | A pro-forma logbook containing details of the information to record Logbook during an incident. |
| Carechem 24 | - | A company that provides an emergency response service to Safetykleen – See Section 7 |
| Incident Cont. | - | The person responsible for the overall management of an incident or emergency, they may be on-site or located at a remote Crisis Centre. |
| Scene/Site | - | Location of the incident/emergency, either SK sites, customer site or vehicle. |

Scene Controller	-	The person responsible for management of the incident scene
Crisis Team	-	The selected team of personnel who have the required knowledge, training and experience to manage an incident
Crisis Centre	-	A location set up in the event of an emergency with adequate facilities to manage the emergency.
Regulatory/ Utility Organisations	-	An organisation that may need to be informed of the effects of the incident for regularity or remedial purposes, eg the Environment Agency or the local water authority.
DGSA	-	Dangerous Goods Safety Advisor
Disaster Recovery	-	Safetykleen systems designed to ensure that the company can continue to operate and provide an acceptable level of service to customers after a major incident.
Stood Down	-	When an incident has been fully controlled, all immediate actions have been completed and no Health and Safety issues remain then the incident can be 'stood down'.
Assembly Point	-	The pre-agreed place to which all staff and visitors must proceed when the alarm is raised.
Preliminary Report	-	An interim report of the incident giving details of events and actions.
Full Report	-	The final complete report of the incident, see 2.8.b.

7. Carechem 24 Service (01865 407 333)

What does the Carechem 24 service provide?

- Carechem is contracted by Safetykleen to provide an incident coordination service. Carechem are qualified to provide advice (for example, the correct procedure and PPE to conduct a minor spill clean-up, dealing with minor First Aid issues eg product spilt on the skin) and to provide the initial point of contact in the event of a more serious incident.
- A 24-hour telephone number where EVERY call to the number is answered 24 hours a day, 7 days, 52 weeks a year.
- Access to a team of trained National Chemical Emergency Centre (NCEC) personnel.
- Incident Responders with over 75 years of combined experience of dealing with chemical incidents. They know and understand the needs of people dealing with wide range of incidents involving chemicals.
- The flexibility to integrate the service into the company's crisis and emergency procedures.

How does Carechem 24 respond to a call?

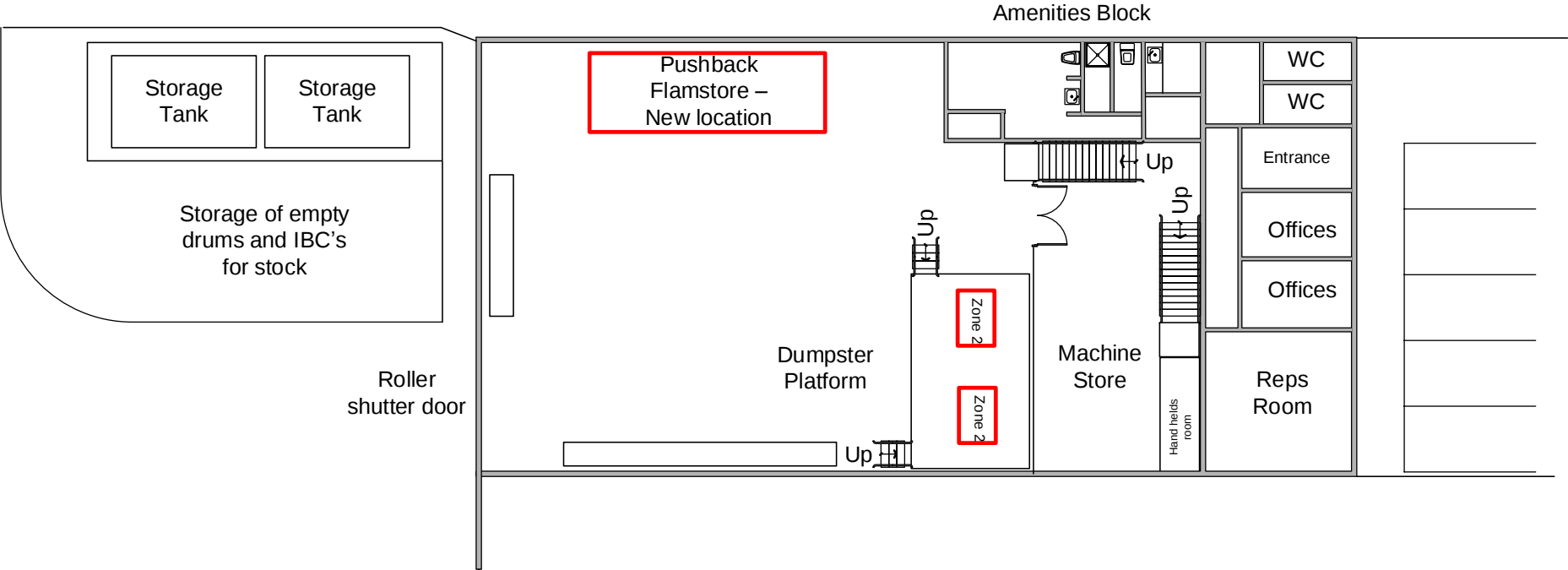
The NCEC's Emergency Responders respond to a call by following procedures that ensure a consistent response on behalf of customers. The key steps in responding to a call are summarised as follows:

The person requiring assistance calls the number and speaks to one of the NCEC's Emergency Responders;

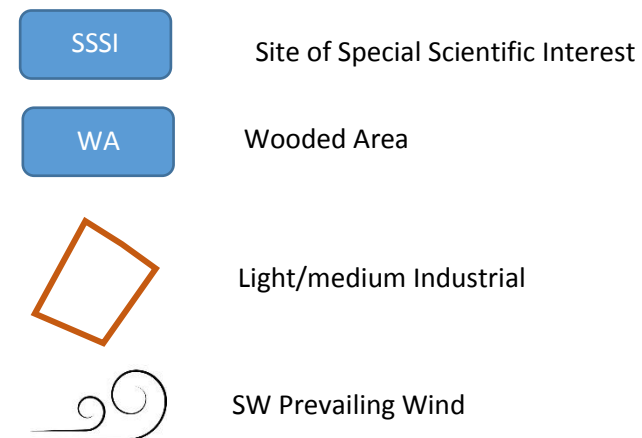
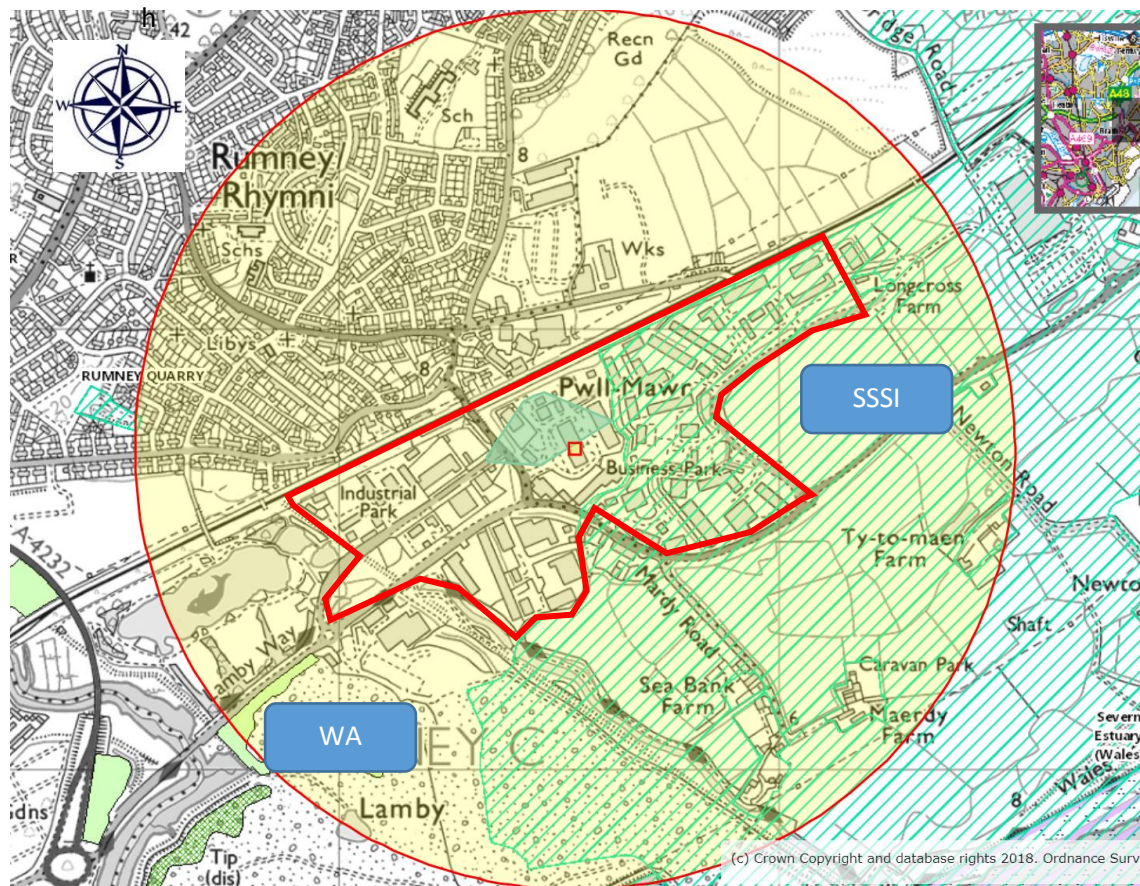
- The NCEC Responder requests details of the incident, See Section 2.5.1
- The Responder retrieves the product(s) data and provides specific and practical advice to assist the caller.

- The NCEC Responder uses non-technical language so that the caller can understand clearly and take the correct action.
- If the caller requires further assistance, for example if it is a major incident, the NCEC Responder will continue their involvement in assessing the hazards and providing advice until the incident scene is made safe.
- Once the initial advice to the caller has been provided, Carechem follow the Company's specific instructions as part of their emergency response procedures by mobilising company personnel or sub-contractors for a clean-up operation.
- A written report of the incident is provided by the next working day.

Appendix 2: Location of Fixed and Mobile Plant Plan.



Appendix 3: External sensitive receptor map.



SafetyKleen Cardiff
Fire receptor map

Appendix 4. Cardiff Fire hydrant Location.



Appendix 4.a Cardiff Fire Hydrant.



Appendix. 5 Cardiff Branch Aerial View.

