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### 1.0 Purpose and Scope

The purpose of this procedure is to provide guidance and instructions to staff, visitors, and contractors on responding to an emergency.

### 2.0 Record of Change

Issue Number & Date	Details of Change
Issue 1	Procedure transfer from Kelda
Issue 2, 15 <sup>th</sup> November 2018	Transition from Kelda Procedure to Welsh Water Organic Energy and full procedure review.
Issue 3, 27 <sup>th</sup> May 2019	Updated contact names and numbers following personnel change.
Issue 4, 20 <sup>th</sup> January 2020	Update to format and change of names and numbers of personnel.
Issue 5, 21 <sup>st</sup> April 2022	Major changes in every section of this document. Full review.
Issue 6, 28 <sup>th</sup> September 2022	Minor changes made, removed BSC name from procedure, updated first aider names.

### 3.0 In the event of an emergency

- **Do not put yourself at risk**
- **Raise the alarm**
- **Summon immediate and appropriate assistance.**

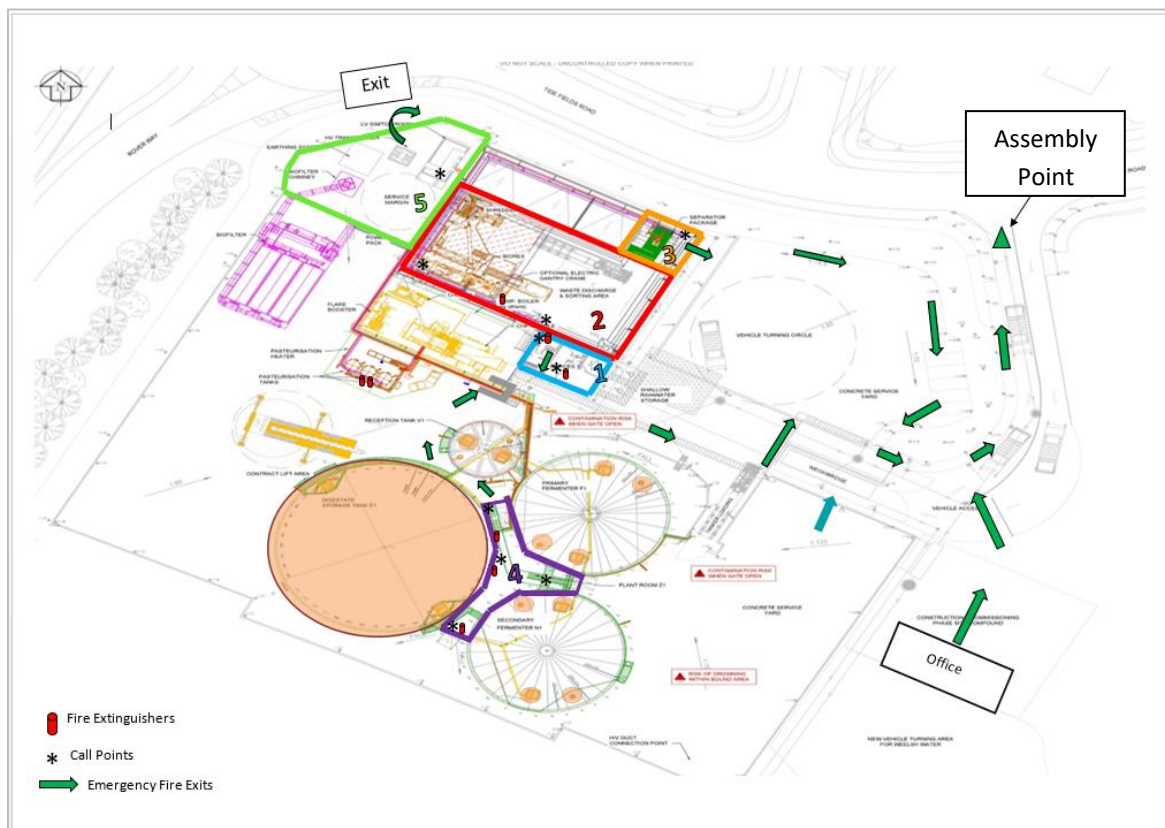
All emergencies on site should be reported immediately to the Plant Manager or Management Team

In the event of an emergency on site, site-wide instructions will be issued directly or via radio and all personnel on site should report immediately to the assembly point on site where they should await further instruction from the Plant Manager or Management Team who is coordinating the emergency response.

All emergency events must be recorded in the Assure System, Daily Site Report and discussed during next shift hand over with cause of emergency, reaction measures and return to normal operations.

#### 4.0 Emergency Details

<b>Nearest Telephone</b>	<b>Control Room</b>
<b>First Aid Kits</b>	Located – Office, control room, control room kitchen and cleaning room and reception hall
<b>Fire Extinguishers</b>	See image below.
<b>Qualified First Aiders on site</b>	Andrew Fry (EFAW), Joshua O’Callaghan (EFAW), Gavin Rice (EFAW)
<b>Site Emergency Coordinators</b>	Stephen Morton, Ross Wellington,
<b>Nearest Hospital</b>	University Hospital of Wales, Heath Park, Cardiff CF14 4XW



#### 4.1 Site Details

<b>Site Name:</b>	Welsh Water Organic Energy Cardiff
<b>Address:</b>	Tremorfa AD Site, Tide Fields Road, Tremorfa, Cardiff, CF24 5SB.
<b>Grid Reference</b>	ST211760 (Grid Reference finder)

#### 4.2 Emergency Contact Numbers

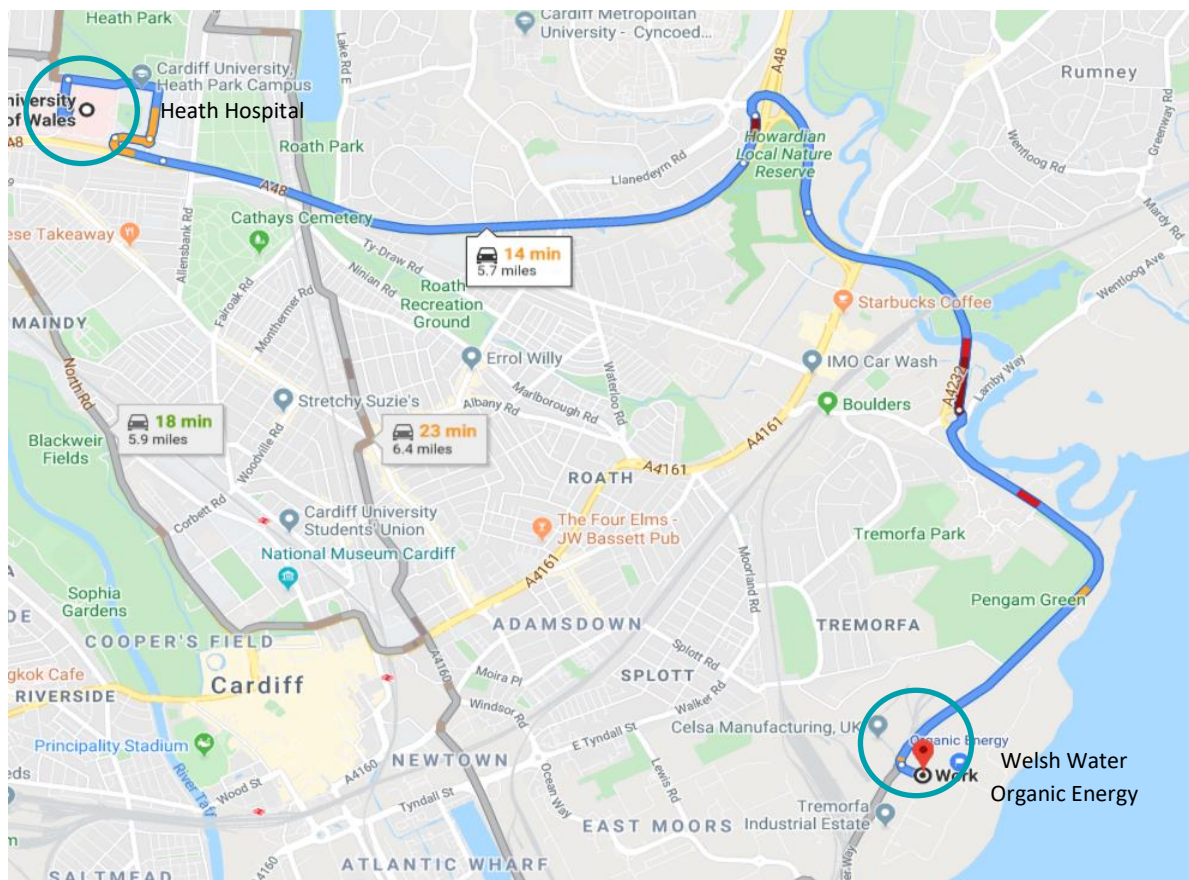
ALL EMERGENCY SERVICES	999
Western Power Electricity	0800 6783 105
Cardiff Central Police Station	029 2022 2111
Nearest Hospital Heath Park, Cardiff CF14 4XW University Hospital of Wales	029 2074 7747
HSE Responder (24hr major incident) HSE Responder (normal working hours major incident)	Ross Wellington, Stephen Morton
Environmental Protection (NRW 24 hr hotline)	0300 065 30 00
AD Technical Support	Marches Biogas / 03332 079 991
Facility Manager (Stephen Hutchings)	07990404374
Lead Operator (Ross Wellington)	07825831082
Lead Operator (Stephen Morton)	07825843155
Business Support (Lee Douglas)	07827833379
Site Safety Advisor	Ross Wellington, Stephen Hutchings

#### 4.3 Dwr Cymru Management Contact Details

Sian Robinson	Director Of Procurement & Estates, Operations, Procurement and Commercial	07770830444
Mark Esposito	Head of Service for Organic Energy & Organic Waste	07392282604
Adrian Thomas	Contracts Manager	07826292218
Stephen Hutchings	Plant Manager (WWOE)	07990404374
Scott Webster	Cardiff Catchment Manager	07717767061

<b>David Holthofer</b>	Head of Bio Resources	07770803014
<b>Steve Wilson</b>	Director of Waste Services	07584379616
<b>Nikki Kemmery</b>	Head of Health and Safety	07920720486
<b>Karen Rogers</b>	Health and Safety manager	07770315638
<b>Jonathan New</b>	Senior Health and Safety Advisor	07775116835

#### 4.4 Map to the nearest hospital



## 5.0 Health and Safety Accident Response

### 5.1 Minor incident

A **minor** incident can be classified as where harm has occurred to a person where on site first aid **may** be required and **may** result in a lost time injury. In the case of such an event the following actions should be initiated:

- Stop all activities immediately and make the area safe and secure.
- If possible shut down plant and equipment in a controlled manner, if this cannot be achieved or presents more risk shut down using emergency stops located on site as illustrated in Figure 1.0 below.





Figure 1.0 – Emergency Stop Button

- Raise alarm using site radio
- Call for First Aider to attend incident location if an injury has occurred.
- The Plant Manager or member of Management Team must be immediately notified and they will then assume responsibility for contacting the emergency services **if required**.
- If safe to do so the First Aider should approach and assess the casualty and undertake first aid treatment as appropriate.
- Assessment by the First Aider will determine if the severity of injury requires emergency services or the injured party should be taken to the Accident & Emergency department of University Hospital of Wales.
- If there is a delay in raising the alarm and/or locating the Plant Manager, Team Leaders and / or First Aider then operatives should take responsibility for calling the emergency services by dialling **999** and quoting the site address and postcode as identified above. You will also need to describe the incident and the state of the person occurred the injury.

First Aiders on site (including, but not limited to: )	Andrew Fry (EFAW), Joshua O’Callaghan (EFAW), Gavin Rice (EFAW)
First Aid Boxes are at the following locations:	Office, control room office, and technology building
The nearest doctor / medical centre and casualty department is located:	University Hospital of Wales Heath Park, Cardiff CF14 4XW

## 5.2 Major Incident (potential RIDDOR notification)

A **major** incident can be classified as where harm **has** occurred to a person where on site first aid is required and **will** result in a lost time injury. In the case of such an event the following actions should be initiated:

- Stop all activities immediately and make the area safe and secure.
- If possible shut down plant and equipment in a controlled manner, if this cannot be achieved or presents more risk shut down using emergency stops located on site as illustrated Figure 1.0 above.

- Raise alarm using site radio
- Call for First Aider to attend incident location
- The Plant Manager or member of management team must be immediately notified and they will then assume responsibility and **immediately** contact the emergency services.
- If safe to do so the First Aider should approach and assess the casualty and undertake first aid treatment as appropriate.
- If there is a delay in raising the alarm and/or locating the Plant Manager, Team Leaders and / or First Aider then operatives should take responsibility for calling the emergency services by dialling **999** and quoting the site address and postcode as identified above. You will also need to describe the incident and the state of the person occurred the injury.
- Reference should be made to <https://www.hse.gov.uk/riddor/reportable-incidents.htm> to determine if the incident is reportable under RIDDOR guidance.

### 5.3 In the case of a fatality

Where an incident occurs which results in a fatality the following actions **MUST** be initiated:

- Stop all activities immediately and make the area safe and secure.
- If possible shut down plant and equipment in a controlled manner, if this cannot be achieved or presents increased risk shut down using emergency stops located on site as illustrated Figure 1.0 above.
- Raise alarm using site radio
- Call for First Aider to attend incident location
- The Plant Manager or member of management team must be immediately notified, and they will then assume responsibility and **immediately** contact the emergency services.
- If safe to do so the First Aider should approach and assess the casualty and undertake first aid treatment as appropriate.
- If there is a delay in raising the alarm and/or locating the Plant Manager, Team Leaders and / or First Aider then operatives should take responsibility for calling the emergency services by dialling **999** and quoting the site address and postcode as identified above. You will also need to describe the incident and the state of the person occurred the injury.
- The incident area **MUST** be cordoned off for investigation until authorised for release by Health & Safety Executive (HSE) officers.
- Any fatal/specified incident **MUST** be reported to the HSE, it can be reported online or via telephone service by calling the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm). Information regarding how to report can be found on <https://www.hse.gov.uk/riddor/report.htm>

### 5.4 Fire Alarm

Please see WWOE(3)03 Fire Evacuation Procedure for more information.

#### 5.4.1 Actions in event of a fire.

- Raise the alarm using **ALL** the following methods
  - Shouting “Fire” to alert anyone in the immediate area
  - Communication via site radios

- Manually operating a fire call point (as shown below), location of call points shown in Fig 1.0



Figure 2.0 - Manually Operated Fire Call Point

- The **plant manager** or their representative and the appointed **fire warden** must be immediately notified.

#### 5.4.2 Operational Evacuation

- On Hearing the fire alarm, personnel should stop all activity, switch off any vehicle / machinery / plant and equipment they are using then immediately leave the area by the nearest fire exit and proceed to the **assembly point** located at the main site entrance, DO NOT STOP to collect personal belongings.
- Ensure fire doors are closed on way out to stop the spread of fire.
- The appointed **fire marshals** are responsible for checking their designated areas to ensure that no one is left on the premises after the alarm is raised and evacuation is underway.

#### 5.4.3 Office Evacuation

- On Hearing the fire alarm all personnel should stop all activity and immediately leave the area by the nearest fire exit and proceed to the **assembly point** located at the main site entrance, DO NOT STOP to collect personal belongings.
- Ensure fire doors are closed on way out to stop the spread of fire, if safe to do so close all windows and doors prior to evacuation.
- The **fire marshals** are responsible for ensuring persons identified as being at specific risk are given assistance to aid evacuation or to take them to a safe refuge to await rescue by the fire service, note that some individuals may have a personal evacuation plan (PEP).
- If a fire marshal is not present the most senior employee in the area should take control and assume fire marshal duties.



### 5.5 Evacuation Controller

Personnel with responsibility for coordinating fire emergencies and being designated 'Evacuation Controller' are:

1. Plant Manager
2. Team Leader
3. Fire Marshalls

The below actions should be implemented by a combination of the above person(s):

- Call the emergency services by dialling **999** and providing the below site information:

Cardiff Organic AD Facility,  
Tidefields Road,  
Tremorfa,  
Cardiff.  
CF24 5SB.  
What3Words identification – *"memory.breath.petty"*

- Act as evacuation controller
- Taking the visitor's signing in sheet(s) to the assembly point
- Conduct roll call and account for all known persons present on site when fire alarm was raised.
- Liaising with emergency services upon arrival, ensure that the fire register and COSHH for site are given.
- The evacuation controller will implement any instructions / requests from the emergency services with the fire marshals.
- No re-entry to the site / building will be permitted until instructed that it is safe to do so by the emergency services.
- The evacuation controller will confirm the 'all clear' to colleagues at the assembly point and instruct them to return to their point of work. No other person can carry out this duty.

## 6.0 Gas Alarm

A gas emergency is classified as an uncontrolled gas escape due to damage or deterioration of a pipe joint, valve or any ancillary equipment or instrumentation connected to the gas system. Indication of a gas leak will be identified by the activation of personal gas monitoring equipment when in the vicinity of the discharge, or an unexpected drop or deterioration in the gas system pressure readings.

Any uncontrolled or unintentional release of Methane (CH<sub>4</sub>) gas to areas other than those related process design has two major hazards, these being fire / explosion and asphyxiation. If operated and maintained in line with the digester procedure the risk is adequately controlled, however in the unlikely event a release does occur the following actions should be adhered to:

### 6.1 Gas alarm - Process / Plant Activation

- Raise alarm via site radio informing of location of leak and for any person in vicinity leave area with immediate effect.
- All staff to evacuate to the Assembly Point and remain there until further instruction.
- Digester Safety Controller / Competent Person / Plant Manager to be informed of situation who will coordinate response in line with Digester Safety Procedure IHSP122 and follow appropriate actions dependent on situation.

### 6.2 Gas Alarm - Personal Gas Monitor

- If a personal gas monitor alarm is initiated the individual whose alarm was activated must leave the area immediately.
- The person whose alarm has been activated must raise alarm via site radio informing of location of leak and for any person in vicinity leave area with immediate effect.
- Digester Safety Controller / Competent Person / Plant Manager to be informed of situation who will coordinate response in line with Digester Safety Procedure IHSP122 and follow appropriate actions dependent on situation.

## 7.0 Spillage and catastrophic tank/pipe failure, flooding

### 7.1 Spillage incident

In the event of any unplanned spillage the below Control Hierarchy should be followed as far as practicable. Do not put yourself at risk of substances hazardous to health including raw feedstock or biogas.

The Plant Manager or Management Team representative should be informed of the spillage as soon as is practicable, any spillages will need to be reported on Assure by the person who has identified it.

Reference to WWOE (3) 15 outlines details of response to how to manage spills and associated risks and control measures.

#### 1. Contain at Source

- Temporarily sealing the leak whilst more permanent measures can be arranged
- Clamping something over the leak
- Turning a leaking drum so that the hole is above the level of the contents
- Putting a leaking container in a larger container or bunded facility
- Closing taps or valves on pipework to stop the material flowing

## 2. Contain close to Source

- Soak up the spill using absorbents, these are available as loose granules, sheets/pads, socks pillows or booms

## 3. Contain on the surface

- Using any of the following materials to build a protective wall around the drain:  
Socks - can be used to divert or contain spills on hard surfaces.  
Drain mats - seal a drain by covering the surface of a manhole cover or drainage gully.

## 4. Contain in the drainage system

- Drainage sections to act as a temporary holding tank.
- Locate isolation valves in the drainage system if available
- Use pipe blockers or spill socks, mats etc. (When choosing this option, consider the nature of the material and whether it would cause an explosive atmosphere within the drainage system.

### 7.2 Spill Kit – Type and Location

Spill kits are identified as YELLOW for CHEMICAL spillages and a BLUE or BLACK bin is provided for OIL/FUEL spillages, the kits are stored in the following locations in the table below:

Spill kits		
Area / location	Colour	Items
Tanker loading point	Yellow	Spill socks & Grey (Water absorbent) Pads
Reception Hall	Blue	Spill socks & White (Oil/Fuel absorbent) Pads
Separator Room	Yellow	Grey (Water absorbent) Pads & Granules
Fuel Bowser	Black	Granules & White (Oil/Fuel absorbent) Pads
Technology building	Yellow	Spill Socks & Grey (Water absorbent) Pads
MCC Room	Yellow	Spill socks & Grey (Water absorbent) Pads

### 7.3 Catastrophic tank/pipe failure or flooding

In the event of a significant volume of liquid escaping to / being contained within the bund there are flood detection sensors High / High High in the technology building and the process bund. These sensors will alarm if there is a level of liquid detected at the location of the detector, the High is alarm only, High High will isolate the electrical supply to the site and trigger plant process shut down.

**7.3.1 If there is a spillage:**

- If it is safe to do so, close the associated valves (up-flow of the incident) to stop the spillage;
- Do not put yourself at risk of contamination, exposure of biogas or drowning
- The Plant Manager or Management Team representative must be immediately notified who will then assume responsibility for raising the alarm on site and with the emergency services if required;
- If there is a delay in raising the alarm and/or locating the Plant Manager or Management Team representative then operatives should take responsibility for calling the emergency services by dialling **999**.
- If you believe there is a pollution risk as a result of a spillage call **National Resources Wales on 0300 065 3000** and pass on information regarding the type of spillage quoting the site address and postcode as identified above.

**8.0 Personnel contamination****8.1 Bacterial contamination**

Food waste/unpasteurised digestate could contain bacteria or viruses that are infectious and can cause sickness and diarrhoea.

**8.2 Skin contact / Contact via cuts and wounds**

- In the event that a person is subjected to direct skin contact with the above, pieces of clothes that could also be affected and prevent cleaning procedure must be removed first.
- Clean off the contaminated material with clean water as quickly as possible taking care to wash material away from their eyes, nose, mouth and ears.
- If material has entered eyes flush out thoroughly using eye wash emergency kit.
- Ensure that no cuts, wounds or vulnerable skin parts were exposed to the contaminated material.
- If contamination of open wound or cut is suspected, or contamination via cut or puncture of skin, flush the wound with fresh running cold water immediately until all residue is removed and speak to NHS Direct Wales on 111 for further medical advice.
- Incident should be reported on Assure following Rule of 2.
- Any contaminated clothing should then be removed and washed on site.

**8.3 Ingestion**

- If material got to the lips or into the mouth but has not been swallowed, spit it out immediately.
- Avoid swallowing even saliva.
- Gargle with clean water to attempt to remove any remaining material.
- For further medical advice speak to NHS Direct Wales on 111.
- Incident should be reported on Assure, following Rule of 2.

### 8.4 Eye contact

- If material has entered the eyes, do not rub.
- If vision impaired, call for help.
- Utilise an emergency Eye Wash Kit to wash the eye.
- Microbes may move through the tear passages into the mouth, therefore follow task described under point 8.3
- For further medical advice speak to NHS Direct Wales on 111.
- Incident should be reported on Assure, following Rule of 2.



### 8.5 Chemical Contamination

Any contact with chemicals should be managed in line with the guidance on the COSHH data sheet associated with that chemical.

An emergency shower is located in the bund area on the pasteurizers slab adjacent to the Ferric Chloride IBC containers. Showers and wash basins are also located in the control room changing room.

## 9.0 Vehicle / Mobile Plant Related Incident

Any incident involving vehicles or mobile plant striking the building, plant or vessels can cause unsafe conditions such as physical injury to personnel, uncontrolled gas release to atmosphere, personnel contamination or spillage and catastrophic failure of tanks/ flooding. In the event of such an occurrence the following instructions should be adhered to:

### 9.1 Building Structure

If a vehicle strikes any building structure the following steps should be adhered to:

- Local operation must stop, the vehicle engine must be turned off and if required people must leave to a safe area.
- If the impact involves physical injury to personnel follow Health and Safety Accident Response Procedure Section 5.0 above.
- If the impact results in a spillage which affects personnel and contact with infectious material follow Personnel Contamination procedure Section 8.0 above.
- The Plant Manager or their representative must be informed immediately.
- If there is a vehicle impact on the building structure it should be inspected by the Plant Manager. If the manager believes that the damage is severe and there is a risk of structural failure he should shut the plant down, evacuate the building and consult specialists.

### 9.2 Equipment

If a vehicle strikes an item of equipment the following steps should be adhered to:

- Raise alarm using site radio
- Stop all activities immediately and make the area safe and secure.
- The vehicle engine must be turned off and if required people must leave to a safe area.

- If possible shut down plant and equipment in a controlled manner, if this cannot be achieved or presents increased risk, shut down operations using emergency stops as shown in Figure 1.0 above.
- Dependent on what equipment is involved and where it has been struck it maybe necessary to electrically isolate the equipment **BEFORE** any inspection is carried out.
- Call for First Aider to attend incident location determine if the vehicle driver and site personnel are injured.
- The Plant Manager or member of management team must be immediately notified and they will then assume responsibility for contacting the emergency services **if required**.
- If there are casualties and it is safe to do so the First Aider should approach and assess the casualty and undertake first aid treatment as appropriate.
- Assessment by the First Aider will determine if the severity of injury requires emergency services or the injured party should be taken to the Accident & Emergency department of Heath Hospital.
- If there is a delay in raising the alarm and/or locating the Plant Manager, Team Leaders and / or First Aider then operatives should take responsibility for calling the emergency services by dialling **999** and quoting the site address and postcode as identified above. You will also need to describe the incident and the state of the person occurred the injury.
- If the impact involves physical injury to personnel follow Health and Safety Accident Response Procedure Section 5.0 above.
- If the impact results in a spillage which affects personnel and contact with infectious material follow Personnel Contamination procedure Section 9.0 above.
- The Plant Manager or their representative must be informed immediately.
- The Plant Manager should inspect the damage and decide whether the equipment can be safely used or whether it should be locked off until specialist inspection and / or repairs have been carried out.

### 9.3 Pipework

If a vehicle strikes pipework or pipe support causing damage to the pipework the following steps should be adhered to:

- Raise alarm using site radio – if incident involves impact with GAS pipework evacuate area to assembly point, making suitable isolations as far as is safe and practical.
- Stop all activities immediately and make the area safe and secure.
- The vehicle engine must be turned off and if required people must leave to a safe area.
- Equipment related to the section of pipework should be shut down in a controlled manner if this cannot be achieved or presents more risk, shut down using emergency stops Figure 1.0 above.
- Only if SAFE to do so isolate the section of pipework with valves upstream and downstream of the affected area, these should be locked and tagged following closure.
- Call for First Aider to attend incident location determine if the vehicle driver and site personnel are injured.
- The Plant Manager or member of management team must be immediately notified and they will then assume responsibility for contacting the emergency services **if required**.
- If there are casualties and it is safe to do so the First Aider should approach and assess the casualty and undertake first aid treatment as appropriate.



- Assessment by the First Aider will determine if the severity of injury requires emergency services or the injured party should be taken to the Accident & Emergency department of Heath Hospital.
- If there is a delay in raising the alarm and/or locating the Plant Manager, Team Leaders and / or First Aider then operatives should take responsibility for calling the emergency services by dialling **999** and quoting the site address and postcode as identified above. You will also need to describe the incident and the state of the person occurred the injury.
- The Plant Manager or their representative will conduct an initial inspection and assessment of any damage to the pipework, dependent on the outcome and degree of damage specialist inspection and / or repairs may need to be carried out.
- The Plant Manager will decide further whether the incident is controlled or if a flood or gas emergency situation exists.
- If the impact involves an impact with a GAS pipeline personal gas monitors **MUST** be worn during any inspection AND monitoring of process parameters relevant to the pipework and in the event of an uncontrolled gas escape follow Gas Alarm procedure Section 7.0 above.
- **ANY** impact between a vehicle / mobile plant and gas pipework **MUST** be reported to Health & Safety Manager and Digester Safety Controller.
- If the impact involves physical injury to personnel follow Health and Safety Accident Response Procedure Section 5.0 above.
- If the impact results in a spillage which affects personnel and contact with infectious material follow Personnel Contamination procedure Section 9.0 above.

#### 9.4 Tanks

- If a vehicle strikes a tank, and it is safe to do so, the vehicle should be immediately driven from the process bund area.
- If the impact involves physical injury to personnel follow Health and Safety Response Procedure.
- If the impact involves contact with infectious material follow Personnel Contamination procedure.
- If the tank is leaking and it is safe to do so all inlet valves must be closed and as much material as possible should be transferred to other tanks.
- The Plant Manager or their representative must be immediately informed.
- In all cases the maintenance team and the tank manufacturer should be consulted about repair.

### 10.0 Power failure

In the event that the site loses mains power the following steps should be adhered to:

- The Plant Manager or member of management team must be informed as soon as is practicable.
- Operatives should take responsibility for calling the electricity board and inform them of the situation (Western Power - 0800 6783 105 / 0800 096 3080) and ascertain when a return to service will be expected.
- Cardiff East Water Treatment Works should be informed of situation 07767 817267 or 07584 644034

- In the event of sustained main power failure, a hired generator will need to be procured and connected via the LDVB board in order to maintain essential **gas safety related equipment** as listed in the ShutDown /StartUp Procedure WWOE (3)39.
- Site staff are to follow ShutDown /StartUp Procedure WWOE(3)39 to ensure all **non-essential** equipment as listed in the procedure is turned to “off” at the main motor control panel or placed in manual to prevent automatic starting when the generator is in use.
- Manual weight recording of vehicles will need to be undertaken and reception hall entry door to be manually opened until power supply is restored.
- When the **MAINS** power is available the standby generator will need to be disconnected and the plant restarted in line with the ShutDown /StartUp Procedure WWOE(3)39

### 11.0 Records

Document	Retained by
Accident/Incident Report	On Assure
Near Miss Report	On Assure

### 12.0 References

Document	Document Reference
Fire Evacuation Procedure	WWOE(3)03
ShutDown/StartUp Procedure	WWOE(3)39
Spillage Procedure	WWOE(3)15

The below document has been changed as a result of a periodic review.

It is important that you familiarise yourself with the revised document.

Please take the time to understand the document thoroughly and to discuss with your line manager.

<b>Date of Issue:</b>		<b>21<sup>st</sup> April 2022</b>
<b>Document Reference</b>	WWOE(3) 02	
<b>Document Type</b> (Policy, Procedure, COSSHH Assessment, Risk Assessment)	Procedure	
<b>Document Name</b>	Emergency Response Procedure	
<b>Previous Issue No:</b>	4.0	
<b>New Issue No:</b>	5.0	

Once you have read and understood the revised document please sign and date below.

Employee Name	Signature	Date Reviewed
Head of Service		
Plant Manager		
Contracts Manager		
Team Leader		
Team Leader		
Business Support Coordinator		
Operator		
Operator		
Operator		
Operator		
Operator		
Operator		