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Introduction

Emergency - Definition

The facility manages the bulking, repacking and transfer of a variety of wastes, the majority of which are classed as Hazardous.

For the purpose of this plan, a major emergency is defined as :-

“An event arising from either internal or external causes, which threatens to seriously affect the safety of persons, or cause damage to the environment or property, either on or off site, on a scale that is outside of the immediate and effective control of the site staff and requiring the involvement of outside Agencies, most probably the emergency services”.

Emergency Evacuation Procedure

Main Office & Welfare/Changing Room

To ensure that all employees know what to listen out for, a weekly fire alarm test is carried out on a Tuesday morning.

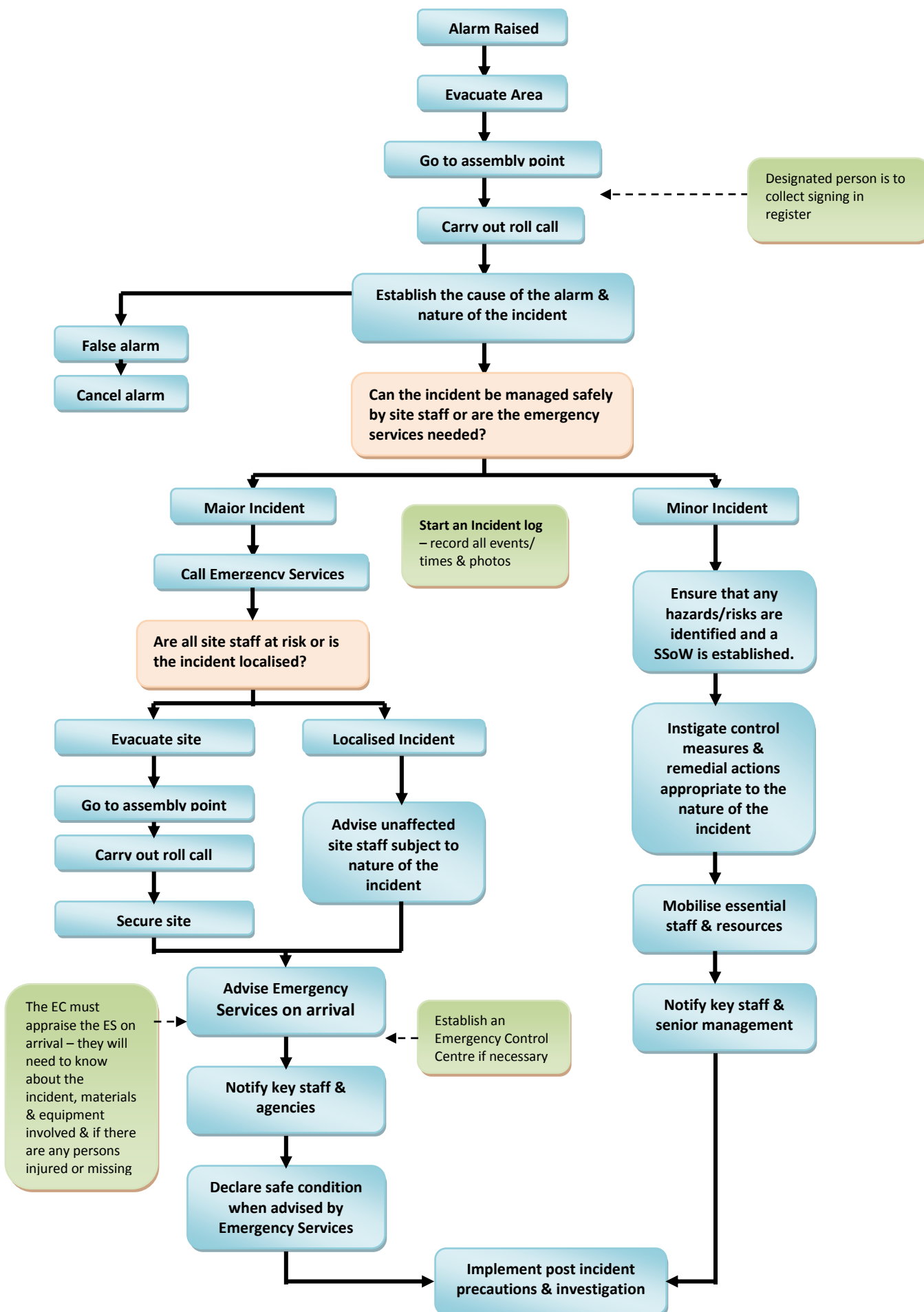
- On discovering an incident, the alarm must be raised immediately.
- If it's a fire and it is small, a trained member of staff should put out the fire with an appropriate extinguisher, **if it can be done safely.**
- On hearing the alarm, evacuate the building via the nearest fire exit in an orderly fashion walking to the nearest assembly point without stopping. The principal assembly point is at the **North East external wall.**
- If required, the Emergency Controller will designate an alternative assembly point subject to the type, location and scale of the occurrence, consideration of the wind direction and advice from the Site Incident Controller. Possible alternative assemble point is against the **North West external wall.**
- There are trained Fire Marshals in the offices. Please follow their instructions
- The Fire Marshals will carry out a sweep of the building ensuring that all areas are clear. The Fire Marshal or a delegated person will collect the In/Out Board, and visitor book.
- The Emergency Controller must establish the cause of the alarm and call the Emergency Services if necessary.
- The Emergency Controller or another person delegated by them will complete a roll call.
- Under no circumstances should evacuated personnel try and return to the building.
- The Emergency controller will ensure that site access gates are closed and monitored to stop vehicles entering the site and control traffic to ensure access is clear for the Emergency Services.
- On arrival at the site, the emergency services must be appraised of the situation by the 'Emergency Controller'. The emergency services will then assume control of the situation.
- Personnel shall only return to the building on the instruction of the Site 'Emergency Controller', following agreement with the senior fire officer that the site is considered 'safe'.

Emergency Evacuation Procedure

Transfer Station

- In the event of an incident, the alarm must be raised immediately.
- If a fire is noticed a trained member of staff should put out the fire with an appropriate extinguisher, **if it can be done safely.**
- On hearing/raising the alarm in your work area, evacuate the area in an orderly fashion walking to the assembly point without stopping.
- The principal assembly point is at the **North East external wall**. Alternative assembly points will be determined by the Emergency Controller.
- The appointed Fire Marshall will carry out a sweep of the Transfer Station yard ensuring that all areas are clear.
- The Fire Marshals will carry out a sweep of the building ensuring that all areas are clear. The Fire Marshal or a delegated person will collect the In/Out Board, and visitor book.
- The Emergency Controller or another person appointed by them will complete a roll call.
- Under no circumstances should evacuated personnel try and return to their work area.
- The Emergency Controller must establish the cause of the alarm, assess the situation and decide if the incident can be managed or whether to declare an emergency situation.
- At the request of the Emergency Controller or Site Incident Controller, staff trained in the use of respirators may be requested to investigate the incident, or implement control measures
- In the event that a site emergency is declared, the Emergency Controller must take charge of the situation and call the Emergency Services.
- The Emergency Controller will advise staff in what course of action they are to take: for example, remain at work place and close doors/windows until advised.
- The emergency controller will instruct site staff to man the site access gate, marshal traffic and await the arrival of the emergency services.

Incident Management Flow Summary



Incident Management Guidelines

Role of the Emergency Controller

The site Emergency Controller shall take overall management control of an incident. The Emergency Controller will:-

- Assess the event and decide a course of action to control or mitigate the effects. If the incident is deemed to be outside of our ability to manage it, then:-
- Nominate a deputy/key staff to assist with co- ordination and communication and delegate key responsibilities, such as:-
- Sound the site alarms and direct the evacuation of the area/site to an appropriate assembly point.
- Notify the emergency services.
- Ensure that all staff are accounted for
- Secure the site, close the gates and stop traffic movement into and around the site.
- Commence an 'Incident Log', noting all events, times, actions, persons involved etc.
- Mobilise key staff and resources.
- Inform Senior Managers and the site SHEQ advisor. They will appraise Biffa 'Press office' of the incident.
- Advise and inform the emergency services, usually the senior fire officer, about the nature of the incident, any casualties and hazards that can be present. Liaise with and assist the fire service with any rescue, process shut down or containment activities, where applicable.
- Establish an Emergency Control Centre, to be located following consultation with the senior fire officer.
- Liaise with key representatives of external agencies ie, senior fire officer, police officer, Natural Resources Wales and others. Provide advice on any possible offsite impact.
- Provide welfare needs for personnel.
- Review, assess and communicate developments during the course of the incident.
- Ensure that any injured persons receive immediate first aid.
- Give consideration to the preservation of any evidence.
- Initiate clean up, remediation work and commence investigation.

External Communications

Emergency Services

When contacting the Emergency Services give them the following information:-

- Your name and the name of the Site Manager and/or Emergency Controller.
- Tell them you are from Biffa Waste Services and the address
- Details of the incident i.e. fire on site, reaction, number of people injured, and type of injury.

On arrival :-

The initial contact and briefing with the Emergency Services is a crucial step in managing any emergency, so be prepared. On arrival at the site the Senior Officer will demand as much information as possible from the Emergency Controller, they will need to know:-

- The nature of the incident - fire, reaction, release, spillage, collision, plant failure etc.
What is involved – chemicals, buildings, vehicles etc.
Scale and location of the incident.
- If there are any casualties, if so how many and what is the extent of their injuries.
- If any one is missing, if so when and where they were last seen.
- If the incident involves any chemicals or a reaction, what they are and what are the hazards and risks associated with handling them.
- Or, if there are any smoke/fumes/vapours or gases, what are the hazards and risks of approaching the area.
- If there are any secondary hazards that can arise from dealing with the incident, for example gas cylinders located close to the scene of a fire etc.

External Communications

Press Enquiries

If the press or media contact the site about a complaint or site issue:

- Don't provide any information other than normal sales/customer information.
- Be polite. Simply tell them that it is company policy for all press enquiries are dealt with by the press office.
- Notify the Biffa Press Office **07767677442** or **fran.morrissy@biffa.co.uk** that they are likely to get a call and also what it might be about
- The Press Office will co-ordinate any contact with the press or media on issues which could have an impact upon the business.

Incident Management Guidelines

Precautions following an incident

The site is declared as safe and the emergency over by the Emergency Controller following advice from the Senior Fire or Police Officer(s).

Some items of consideration that should be taken into account before any clean up or operations commence are:-

- Are there any harmful or flammable fumes/vapours present in the area?
The area should be gas tested prior to allowing access.
- Are there any toxic or corrosive substances present in the area?
The area may need to be pumped out and pipe-work drained down.
- Are there any structural or electrical hazards present?
These will need to be isolated, or a structure may need to be demolished, shored –up or otherwise secured.
- Does evidence need to be preserved for investigations?
This may be required by Enforcing Authorities, Insurers or for internal investigations. Does permission need to be obtained from the authorities before any clean up can commence?
- Photographs should be taken.
- An internal investigation is to be carried out in line with investigation procedures.
- Ensure that the premises are secure from intruders and un-authorized entry and access to the incident area is restricted.
- Have staff involved with the cleaning up operation been instructed with respect to potential hazards that may be present, advised of a Safe System of Work and issued with the appropriate PPE.
- Does any waste material produced or stored as a result of the incident need to be removed offsite?
- Does the local planning authority need to be notified before any damage repair is carried out?

Incident management Guidance -**Personal Injury**

- Inform a first aider.
- Inform other staff and ask for assistance if necessary
- If necessary contact Emergency Services
- Control traffic and access to immediate area if the injured person cannot be moved and is in an area of traffic flow or mobile plant.
- Never try to rescue an injured party unless it is safe to do so.
- Notify site management or senior management and ask for guidance if required.
- If the injury has occurred as a consequence of work activity the circumstances must be investigated without delay.
- In cases of serious injury preserve the scene of the incident until investigation has been carried out.

Incident management Guidance -**Fire in a Skip**

A fire in the skip can be ignited by various means, such as chemical reaction or arson and spread to other combustible wastes.

- If smoke or flames are observed coming from the skip the chemist/site management is to be informed immediately.
- The chemist/site management will assess the situation and if necessary initiate this plan
- If flames are visible the Emergency Services are to be called. No attempt to extinguish the fire should be made by site personnel.
- If no flames are visible, the skip can be hosed down. This must be done from ground level and no attempt must be made climb up the skip to hose directly.
- If the flames/smoke are considered to present a risk to other areas of the site then the alarm is to be sounded.
- Isolate the area and control vehicle access.
- The 'Emergency Controller' will brief the fire service on initial contact.
- The Emergency/Site Incident Controller will assist the fire service when requested to do so.

Incident management Guidance -

Fire in Transfer Station

A fire in the transfer station can be caused by various means, such as chemical reaction or arson and spread to other combustible wastes.

- The alarm must be raised immediately on discovering a fire.
- The fire should be put out with an appropriate extinguisher, by a trained member of staff, **if it can be done safely**. If not, commence evacuation of the area.
- The alarm is to be sounded and the chemist must inform the 'Emergency Controller'.
- The Emergency Controller must take charge of the situation and call the fire brigade.
- The Emergency Controller will evacuate the site staff to a designated assembly point subject to the type, location and scale of the occurrence, consideration of the wind direction and advice from the chemist.
- The Emergency controller or a person appointed by him will complete a roll call.
- Under no circumstances should evacuated personnel attempt to return to a building or scene of the incident.
- The Emergency Controller will instruct site staff to isolate the area and close the site accesses, pending the arrival of the emergency services.
- On arrival at the site the emergency services must be appraised of the situation by the Emergency Controller and directed to the emergency area. The emergency services will assume control of the situation.
- The 'Emergency Controller' will inform the Emergency services of potential hazards that may exist due to either combustion of a type of waste and risk due to proximity of other stored wastes, eg, gas cylinders, flammable materials, water reactive waste etc.
- Staff shall only return to the process areas on the instruction of the Site Emergency Controller, following agreement with the senior fire officer that the site is considered "safe".
- Refer to COSHH & decomposition products from the waste lists.

Incident Management Procedure

Reaction in a container

Explosive pressurisation or release of gases/fumes from containers as a consequence of either a chemical reaction or decomposition of the contents.

- Notify the chemist immediately.
- Isolate the container **if it is safe to do so.** If not or the reaction is vigorous.
- Clear/evacuate the area ensuring that all personnel are upwind of the incident.
- The chemist must access the situation and inform the 'Emergency Controller'
- The chemist will inform the 'Emergency Controller' with regards to the nature of the reaction and if there is any release.
- The 'Emergency Controller'/chemist will decide if the alarm is to be sounded and the site evacuated. In this event the Emergency Services are to be called.
- The container is only to be approached under the direction of a chemist.
- Any inspection of the drum should be undertaken by the chemist wearing a full chemically protective suit and full face mask with an A2B2E2K2P3 filter as a minimum. This is only to be done if the chemist considers the container safe to approach and the RPE is appropriate for the material.
- Establish what the material is. This can be found initially from the label on the container, transfer/consignment notes, and bay log records. This information should be confirmed with data from pre-acceptance records such as MSDS and/or lab analysis.
- All spillages should be managed in accordance with the safety measures & controls given in MSDS's for individual wastes. These can be accessed through the pre-acceptance information or from the Internet.
- Generic guidance by hazard classification can be found in the 'Spillage Hazards Guidance' within this plan and COSHH assessments.
- If the spillage is considered to be outside of our control a site manager shall assume the role of Incident Controller and notify the emergency services.
- In the event that staff have been exposed or splashed by chemicals/waste, they should be seen by a first aider. The material involved should be noted and any hazard data consulted.

Incident Management Procedure - Spillages

Transfer Station – Waste in containers

Spillages from containers can occur for several reasons, for example; loss of integrity, open valves, physical handling, loss during transfer around site, sampling, fitting failure if bulking or as a consequence of another incident such as a fire. Spillages must be contained within the site and not be discharged from site.

- The management of any spillage is determined by a number of influencing factors. These principally include:-
 - The chemical composition and physical form of the waste.
 - The volume of spillage
 - The location or area in which the spillage as occurred.
- On discovering/causing a leak or spillage, notify the chemist immediately.
- The interceptor valve must be closed to prevent the escape of any spillage and not opened until the spillage has been cleaned up.
- Establish what the material is. This can be found initially from the label on the container, transfer/consignment notes, and bay log records.
- This information should be confirmed with data from pre-acceptance records such as MSDS and/or lab analysis records.
- Wear PPE/RPE appropriate for the waste/chemical involved, eg; full chemical suit and visor/goggles for corrosives such as acid and caustic, toxics, oxidizers and any unknown waste.
- Sample and test the pH of any spilled material.
- **If it is safe to do so** stop the spillage at source, subject to the size of the leakage and chemical hazards. Leaking drums should be segregated and absorbent spill material placed around them. Over-drum or decant the leaking container if safe to do so.
- Clear/evacuate the area if any fumes are present or you have any concerns. Ensuring that all personnel are upwind of the spillage
- Notify site management
- Site manager(s)/chemists will assess the problem and advise or decide on a course of action.
- Small spillages can be managed by either washing down the area with water into a blind sump or contained area or use of non-combustible absorption media but care must be taken to ensure that the method employed is suitable for the waste involved.
- All spillages should be managed in accordance with the safety measures & controls given in MSDS's for individual wastes. These can be accessed through the pre-acceptance information or from the Internet.

- Generic guidance by hazard classification can be found in the 'Spillage Hazards Guidance' within this plan and COSHH assessments.
- If the spillage is considered to be outside of our control a site manager shall assume the role of Incident Controller and notify the emergency services.
- In the event that staff have been exposed/splashed by chemicals/waste, they should be seen by a first aider. The material involved should be noted and any hazard data consulted.
- The NRW may need to be notified of spillages >200L, offsite odour emissions or if the spillage has escaped from the site i.e. through the interceptor.
- Welsh Water must be notified if a spillage has escaped via the sewer point from the site interceptor.

Extreme Weather

Flooding

The site lies within 250m of the River Taff to the West. Site flooding can occur as a consequence of persistent heavy rainfall or isolated severe storms.

Service cut off points;

- **Electricity;** Located in Crusher Bay
- **Gas;** Located in the office building kitchen underneath the boiler
- **Water;** located in the laboratory under the sink unit

Applicable items and their protection measures;

- **First Aid Kits;** located at the Main site office corridor, the first aid kit is stored in an elevated position in a filing cabinet.
- **Oil based products;** located in and IBC in the crusher bay (FLT Diesel) and stored in containers within the appropriate external storage bays along with residence time within the reception and process bays. The crusher room provide adequate bunding in excess 110% capacity. The IBC is slightly elevated above the ground, which affords some protection. In the event of a flood warning the tank will be checked to ensure it is closed, secure and then surrounded with sandbags or similar, to protect from rising flood waters. Dependent upon the severity of the flood warning, all containers will have an additional check to ensure they are secure, any that can't be secured are to be moved into the warehouse or raised above flood levels by pallets. The interceptor provides protection against release of oils.
- **High risk waste chemicals;** located within the storage area in designated storage bays. Residence time in the reception and process bays. Dependent upon the severity of the flood warning, all high risk chemicals within the reception will be moved into the storage area as soon as possible.
- **Flammable materials;** located within the storage bays and garage and some residence time within the reception and process bays. Dependent upon the severity of the flood warning, all high risk chemicals within the reception will be moved into the storage bays as soon as possible. The interceptor provides protection against release of water immiscible solvents.
- **Main entrance gates;** The site yard is completely surrounded with a brick wall which will provide protection from rising flood waters. However, the main site access gates to the West and East Yards provides a pathway for incoming floodwaters during an event. The main site access gates will require sandbagging or similar to prevent and control rising floodwaters entering the yard.

Extreme Weather

Flooding - continued

Special protective measures:

We have identified below stock, equipment and possessions that may need special protective measures and described the actions to be taken in the event of a flood.

- **Chemicals;** Those stored outside will be relocated to the covered storage bays, checks will be undertaken to ensure all containers, drums etc are properly secured and all lids are in place.
- **Computers;** Site computers and laptops will be removed from the main site office and relocated to the loft area within the Waste Treatment Facility building. This area is some considerable height above ground level, has lighting and floor boarding. In the event of a flood warning staff will be required to relocate IT equipment into the loft area. If time is limited, the computer in the printer room must take priority as this contains the data relating to site inputs and outputs.
- **Paper Files;** Copies of consignment notes currently stored in the office and printer room will be taken upstairs to maintain site records of incoming and outgoing waste.
- **Vehicles;** Smaller site vehicles will be relocated where possible to the Storage bays or process bays.
- **Electrical Items;** These will be relocated to the loft area along with IT equipment.
- **Chairs/Stools/Soft furnishings;** This will be moved to elevated positions such as on the top of desks.
- **Databases;** These will be relocated to the loft area.
- **Computer files;** These will be relocated to the loft area.
- **Staff files;** These will be relocated to the loft area.

Extreme Weather Conditions

Winterisation

General

- All pedestrian walkways should be gritted as soon as possible.
- Notify respective customers ASAP if the site cannot accept any scheduled waste loads
- Don't let vehicles tip or load until areas that require gritting / snow clearing have been cleared.
- **Frost/freezing conditions can change the way that certain wastes will behave, and their form, and that extra care may be required in their handling / treatment**
- During hours of darkness/low light levels, the flood lights around site must be switched on

Transfer Station

- Mobile plant :-
 - Check that all lights, beacons, and other safety devices fitted, are working and clean. Also, check that mirrors are clean.
 - Be especially careful at times of limited visibility, and poor weather conditions, and first and last thing in the day
 - If mobile plant won't start, remove the FLT away from any potential flammable Atmospheres
- Transfer station:-
 - Check emergency shower and eye wash station for frost damage or leaks. Ensure show is operational (part of daily walk around)
 - If non-operational, all site staff, visitors, drivers and contractors to be made aware. Under no circumstances must bulking operations take place whilst emergency shower is non-operational.

Incident Management Procedure - Spillages

Transfer Station – tankers

Spillages from tankers can occur for several reasons, for example; loss of integrity, damaged valves, sampling, fitting failure if bulking or as a consequence of another incident such as a fire. Spillages must be contained within the site and not be discharged from site. Due to the nature of a tanker spillage the volume of waste/product spilt could be up to 24m³

- The management of any spillage is determined by a number of influencing factors. These principally include:-
 - The chemical composition and physical form of the waste.
 - The volume of spillage
 - The location or area in which the spillage as occurred.
- On discovering/causing a leak or spillage, notify the chemist immediately.
- The interceptor valve must be closed to prevent the escape of any spillage and not opened until the spillage has been cleaned up.
- Establish what the material is.
- This information should be confirmed with data from pre-acceptance records such as MSDS and/or lab analysis records.
- Wear PPE/RPE appropriate for the waste/chemical involved, eg; full chemical suit and visor/goggles for corrosives such as acid and caustic, toxics, oxidizers and any unknown waste.
- Sample and test the pH of any spilled material.
- **If it is safe to do so** stop the spillage at source, subject to the size of the leakage and chemical hazards. The driver of the tanker will take charge of closing valves however this must be under the direction of site staff.
- Clear/evacuate the area if any fumes are present or you have any concerns. Ensuring that all personnel are upwind of the spillage
- Notify site management
- Site manager(s)/chemists will assess the problem and advise or decide on a course of action.
- Small spillages can be managed by either washing down the area with water into a blind sump or contained area or use of non-combustible absorption media but care must be taken to ensure that the method employed is suitable for the waste involved.
- All spillages should be managed in accordance with the safety measures & controls given in MSDS's for individual wastes. These can be accessed through the pre-acceptance information or from the Internet.
- Generic guidance by hazard classification can be found in the 'Spillage Hazards Guidance' within this plan and COSHH assessments.

- If the spillage is considered to be outside of our control a site manager shall assume the role of Incident Controller and notify the emergency services.
- In the event that staff have been exposed/splashed by chemicals/waste, they should be seen by a first aider. The material involved should be noted and any hazard data consulted. Use of emergency shower may be required
- The NRW may need to be notified of spillages >200L, offsite odour emissions or if the spillage has escaped from the site i.e. through the interceptor.
- Welsh Water must be notified if a spillage has escaped via the sewer point from the site interceptor.

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- Clear/evacuate the area if any fumes are present or you have any concerns. Ensuring that all personnel are upwind of the spillage

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- Site manager(s)/chemists will assess the problem and advise or decide on a course of action.
- Small spillages can be managed by either washing down the area with water into a blind sump or contained area or use of non-combustible absorption media but care must be taken to ensure that the method employed is suitable for the waste involved.
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