

## Emergency Preparedness and Response Plan

Arpac ensures the occupational health and well-being of all Contractors by taking all reasonable precautions to protect Contractors against occupational injuries and industrial diseases. This includes a detailed process for emergencies, violence in the workplace, working alone, and first aid, from risks or hazards identified in the workplace hazard assessment. All Contractors are expected to review posted evacuation plans and procedures and familiarize themselves with the emergency exits, fire extinguishers and fire alarm pull stations in their area.

### COMMUNICATION AND LOCATION

- The Emergency Preparedness and Response Plan is summarized in Appendix M and posted on all bulletin boards and SharePoint
- A specialized version appropriate for our service vehicles (Appendix N) is in each service vehicle
- Assigned fire wardens are posted in each building
- Names and photos of designated first aid attendants and joint health and safety committee members can be found on the bulletin boards in each building

### EMERGENCY CONTACTS

#### All branches

Fire, Police, Ambulance, Hazardous Material Response		911	
Enviro Canada (Spills)		1 (800) 222-6514	
<b>Branch Specific</b>	<b>Edmonton</b>	<b>Calgary/Lethbridge</b>	<b>Delta</b>
Poison Control	1 (800) 322-1414	(403) 944-1414	(604) 682-5050
Health Safety & Environment	(780) 415-8690	1(800) 263-8466	(604) 822-2029
Hydro Services – Trouble Line	(780) 412-4500	311	1 (888) 769-3766
Gas Leaks & Odors	(780) 420-5585	1(800) 511-3447	1 (800) 663-9911

### GENERAL INFORMATION

#### General Evacuation

- All Buildings: Continuous Alarm/Air Horn
  - Evacuate the building as quickly as possible
  - Follow the direction of your area's Fire Warden or their designated alternate and go to your assembly area for a head count

#### Assembly Areas are as follows:

Delta B1/B2: on the grass on the southwest side of the B2 parking lot  
Delta B3: on the grass on the southeast side of the B3 parking lot  
Calgary: on the grass on the west side of the parking lot  
Edmonton: on the grass on the north side of the parking lot

#### Security

If you need help, take the following actions (as required):

1. Dial 911 for police and notify your supervisor or member of management
2. Take only reasonable measures to protect other staff from violence and to protect company property from damage, do not endanger yourself
3. Report all threats to your supervisor or member of management

#### Building/Equipment Emergency

If you discover building/equipment damage that is an immediate hazard:

1. Take reasonable measures to protect yourself and others from the hazard
2. Report the hazard to your supervisor or a member of management, or send a co-worker to report the damage (and report back to you) while your monitoring the hazard from a safe distance to ensure others don't get hurt

#### Fire Wardens

Chief Fire Wardens and Fire Wardens have been appointed for each building and have received the training and information package located in Appendix O. To ensure information remains current, training will be completed

annually. The role of Wardens is to assist in the evacuation and provide information to the Chief Fire Warden who is the point of contact for the Emergency Response Team (i.e fire and rescue personnel).

### In the Event of a Fire

1. Immediately shout "FIRE" and activate the nearest internal fire alarm pull station and notify a member of management (if nearby)
2. Attempt to extinguish or control the fire with appropriate fire-fighting equipment
3. If unsafe to extinguish then attempt to contain it by closing the doors to prevent fire from spreading
4. Evacuate the area and proceed to your assembly area to ensure an accurate head count
5. Dial 911 for the Fire Department and state the location and nature of the emergency or have someone else do so and report back to you.
6. Alert the Fire Warden with any information you have about the emergency.
7. Do not leave the assembly area or re-enter the building for any reason until instructed by the chief fire warden or a manager who has cleared it with emergency personnel that it is safe to do so

### In the Event of an Earthquake

- **DROP** down onto your hands and knees before the earthquake knocks you down. This position protects you from falling but allows you to still move if necessary
- **COVER** your head and neck (and your entire body if possible) under a sturdy table or desk. If there is no shelter nearby only then should you get down near an interior wall (or next to low-lying furniture that won't fall on you), and cover your head and neck with your arms and hands
- **HOLD ON** to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around
- If you are outside move to a clear area if you can safely do so; avoid buildings, power lines, trees, signs, vehicles and other hazards
- If you are driving, pull over to the side of the road, stop and set the handbrake. Avoid overpasses, bridges, power lines, signs and other hazards. Stay inside the vehicle until the shaking is over. If a power line falls on the car, stay inside until a trained person removes the wire
- Do not attempt an evacuation during the earthquake
- When an earthquake is over it's important to stay calm and move cautiously, checking for unstable objects and other hazards above and around you
- If you are injured, treat yourself first and then assist others. Also, be aware of the potential for aftershocks - and continue to drop, cover and hold on if you feel them
- Do not call 9-1-1 unless a life is at stake/ medical emergency
- Do not move seriously injured individuals
- When it is safe to do so, evacuate and report to the designated Assembly Area
- Provide search and rescue personnel with the last known location of missing victims

### In The Event of a Tornado

Canada broadcasts tornado warnings to those areas at risk. In the event of a tornado:

- If you are in an office/ building
  - Take shelter in an inner hallway or room, ideally in the basement or on the ground floor
  - Do not use the elevator
  - Stay away from windows
- If you are driving
  - go to the nearest solid shelter.
  - If the tornado is close, get out of your car and take cover in a low-lying area, such as a ditch

### Violence, Bullying, Harassment, and Discrimination

Violence, bullying, harassment, and discrimination have the potential to pose a threat to personal safety in the workplace. In all circumstances ensure you:

- Try and create a calm, non-threatening atmosphere
- Talk slowly, quietly, firmly and simply
- Make it easy for the person to leave the building/area
- Do not attempt to physically subdue the person.
- Follow the report and resolution process (section 7 Report and Resolution Processes of this policy).

In events where personal safety is not at an immediate risk:

1. If and where possible, excuse yourself to gain assistance. For example, "I will go grab a manager to help you with your concern". The proceed to gain assistance from someone in the vicinity.
2. If you are not able to excuse yourself and need assistance from others page the branch intercom:  
**"Client Support Line 204"**
3. This page will indicate to others in the branch that there is a situation where assistance of multiple people is required.

If an event is likely to pose a risk to personal safety of yourself or others follow the steps below:

1. Leave to find assistance if possible.
2. If it is not safe to leave to obtain assistance, secure your own safety by evacuating.
3. If you cannot safely evacuate, then find go into the nearest office and lock the door.
4. Warn others of the situation to ensure their safety by paging the branch intercom/ calling the other buildings (as in Delta) and telling them to evacuate.
5. Call 911

### In The Event of a Lockdown – Hostile Individual

Never attempt to deal with/ de-escalate the Hostile Intruder / Violent Employee

1. Hide
  - a. Look for a safe and secure hiding area and turn off the lights
  - b. Lock and/or barricade all doors and windows and close blinds
  - c. Once in place try and remain calm. Keep room/ office secure until police arrive
  - d. Stay out of the open areas and be as quiet as possible. Do not run down long continuous hallways.
  - e. Consider a silent evacuation if possible to do so
2. Run
  - a. If you think you can safely make it out of the area then do so.
  - b. If you decide to run do not run in a straight line. Attempt to keep objects (trees, vehicles, trash cans, etc.) between you and the hostile person.
  - c. When away from immediate area of danger summon help and warn others
3. Play Dead
  - a. If an intruder is causing death or physical injury to others and you are unable to run or hide you may choose to assume a prone position and lay as still as possible.
5. Contact emergency personnel (call 911) when it is safe to do so and provide all details of the event, including an accurate description of the person, type of weapon and direction of travel or building entered
7. When police arrive follow the directions precisely as given. Keep calm and exit the building as soon as safe to do so
8. Report to the designated Assembly Area

### In the Event of an External Hazardous Release Outside

This includes Noxious / flammable / explosive train (including train derailment) or truck accident

- Alert as many around you to seek protection in the nearest room
- Do not exit building until cleared to do so by authorities
- Close windows and close blinds
- Air ventilation may be shut down
- Keep calm and exit the building when advised it's safe to do so
- If safe to do so, report to the designated Assembly Area

If you are in a vehicle

- Do not exit the vehicle until cleared to do so by authorities
- Close all windows
- Drive towards a safe area if able to reach
- Keep calm and exit when advised it's safe to do so
- If safe to do so, report to the designated Assembly Area at Arpac or customer site

### Bomb Threat

If a bomb threat is called in follow these guidelines as best as possible

1. Be calm and courteous
2. do not interrupt the caller
3. quietly notify a Manager.
4. Take notes on the following:
  - a. Caller characteristics: male, female, adult, youth
  - b. Voice characteristics: loud, soft, deep, raspy
  - c. Language: excellent, poor, fair, profane
  - d. Manner: irrational/rational, angry, calm, sober, drunk, laughing, voice familiar
  - e. Background noises
5. If given the opportunity is may be helpful to keeping the caller on the phone and ask some of the following questions:
  - a. Where is the bomb? When will it go off?
  - b. Where are you now? What is your name?
  - c. Why did you plant the bomb?
6. Alert others to evacuate due to building emergency either through use of the air horn or PA system.
7. Evacuate the building
8. Report to the Assembly Area
9. In all instances call 911; do not try to guess whether the threat is real or a hoax.

### POST EVENT RESPONSE

From feelings of fear and anxiety to sadness and uncertainty, an emergency can affect everyone differently. To assist Contractors post-incident we have our LifeWorks program which is available twenty four hours a day, seven days a week. LifeWorks is a confidential resource program here to help Contractors, through referrals, short-term counselling programs, and to provide variety of support resources. They are available by phone, email, and online chat.

### FIRST AID PREPAREDNESS AND RESPONSE

To treat those injuries sustained by Contractors during employment, at the workplace and on job-sites, Arpac is committed to providing trained first aid personnel and the required first aid supplies and equipment.

Arpac keeps up-to-date written procedures for providing first aid at the worksite including (this information is reviewed on an annual basis to ensure proper number of attendants, levels, first aid kit/ room supplies are up-to-date and will be posted on bulletin boards):

- the equipment, supplies, facilities
- the location of, and how to call for, first aid,
- how the FAA/EFA is to respond to a call for first aid and their scope of authority
- who is responsible to call for transportation for the injured worker, and the method of transportation

### RESPONSIBILITIES

#### **Contractors are responsible for**

- requesting first aid when injured
- cooperating with any investigation/ record keeping regarding an injury
- calling for help from a first aid attendant if they notice someone is injured

#### **Supervisors are responsible for**

- ensuring adequate resources are available to keep first aid personnel, supplies, and equipment up to required standards
- Respond in the absence of a certified first aid attendant to the report of an injured person and call upon emergency assistance as needed (i.e. 911)

#### **Managers are responsible for**

- ensuring Contractors are aware of the location of first aid supplies, who the first aid attendants are, and how to report an injury (or need for first aid/ medical referral), specific to their worksite location
- Ensuring appropriate number of first aid attendants are available (with specific level requirements)

#### **First Aid Attendants are responsible for**

- promptly provide injured workers with a level of care within the scope of the attendant's training
- objectively record observed or reported signs and symptoms of injuries and exposures to contaminants in the accident record book
- refer for medical treatment workers with injuries considered as being serious or beyond the scope of the attendant's training.
- The attendant does not have authority to overrule a worker's decision to seek medical treatment or the worker's choice of medical treatment.

### FIRST AID PROCESS

1. Call a first aid attendant and member of management to the scene. This is to be done by anyone who has witnessed/ or the person themselves if they are able to. If no attendant is available contact 911 if deemed appropriate. If unsure, always contact 911.
2. Ensure the scene is safe so one injury does not lead to a second. Do not entry hazardous environments. Contain the scene by taking appropriate measure if safe to do so, such as turning off electricity/equipment, shutting off gas lines, etc.
3. Ask for help if needed and send others to locate help if needed – the injured person is never to be left alone.
4. Only full trained and certified first aid attendants may access the first aid kits and supplies. Every time an item is used or removed from the kit, an entry must be made in the inventory form kept in the first aid room. These kits will also be supplied with a notification strap to indicate when the kit has been opened. The kit must then be restocked and resealed.
5. The first aid attendant will determine if further medical attention is required.
6. If hospital transport is required, it will be arranged via:
  - a. Ambulance, paid by Arpac
  - b. Employee/company vehicle, if injured employee deemed stable for transport
7. The first aid attendant may designate a person to call for the ambulance. If directed to do so, once you establish contact explain that you have an emergency and require assistance. Clearly state the nature of the emergency (fire, traffic accident, ruptured gas line, etc.), giving the location of the emergency and the type of help required. Report back to the person who requested you make the call. Remain on the phone until the operator informs you it's ok to hang up.
8. The ambulance will need the following information:
  - a. it is a work place accident;
  - b. the address/phone number where the designated person will meet the ambulance;
  - c. if first aid is attending, on route, or not available;
  - d. description of the accident/ nature of injury;
  - e. number of casualties;
  - f. conscious/unconscious;
  - g. provide a brief description of the injuries.
9. When the ambulance arrives ensure someone is waiting in the parking lot to direct paramedics to the injury location.
10. Once the scene has been contained and injured parties attended to, the First Aid Attendant and a member of management must complete initiate injury reporting and/or the incident investigation process.
11. Injuries requiring medical aid greater than a site First Aid Attendant must be reported to