



# 1.0 EMERGENCY RESPONSE PLAN (ERP) OF OGDCL HOUSE, ISLAMABAD

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### Change/ Revision Log

#	Description of Change
1	Amended: Contact number updated as per MOC. (Ref.: 1.3 Essential Services During Emergencies)
2	Added: At the start of each year, Annual Emergency Drill Planner shall be developed; subsequently one fire & medical emergency drill be conducted per month. (Ref.: 1.7 Emergency Drills)
3	Added: List of Fire Wardens shall also be updated by HSEQ Department on biannual basis.

### Associated Documents Approval & Issue

Related Document/ Record	Initiated by	Reviewed by	Checked/ Verified / Approved by
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## 1.1 Purpose

- ☐ To save lives, minimize injuries of the Building Occupants, reduce damage to property and upholding reputation of the company through:
  - ⊕ *Emergency Prevention*: controlling underlying hazards and maintaining the building facilities.
  - ⊕ *Emergency Evacuation*: establishing a systematic method of safe and orderly evacuation of building or a building-section, in case of emergency.
- ☐ To provide procedures for responding to, and reporting, an emergency.
- ☐ To assist with development and training of Emergency Teams, Fire Wardens, First Aiders, Building Occupants, etc.

## 1.2 Scope

- ☐ This ERP is applicable to all building offices, administrative matters including maintenance, IT/ communication, security, catering, medical, transportation services and any internal or outsourced activity taking place within the premises of OGDCL House, Islamabad.
- ☐ Admin and HSEQ Department shall be responsible for reviewing and revising ERP, particularly after each occurrence of incidents and emergencies.

## 1.3 Essential Services During Emergencies\*

Function	Contact Details	Alternate
<b>On-Scene Coordinator</b>	<u>Designated Admin. Rep.</u>	
	Ext.: 3607; 0301-8557770	Ext.: 3611; 0301-7143517
<b>InCharge Fire Section</b>	<u>Designated HSEQ Rep.</u>	
	Ext.: 3827; 0300-3065528	Ext.: 2835; 0300-9858689
<b>Firefighting Services</b>	<u>M/s MAB (Outsourced Service)</u>	
	051-92002-2606/ 2244; 0345-5378767	
<b>Medical Services</b>	<u>Designated Medical Rep.</u>	
	Ext.: 4163; 051-92002-4163; 0333-5153121	Ext.: 4163; 051-92002-4163; 0321-6606816
<b>Fire Alarm Support Services</b>	<u>M/s MGH (Contracted Service)</u>	
	0300-0646761	
<b>Security &amp; Muster Checking Services</b>	<u>Designated Security Rep.</u>	
	Ext.: 2100; 0334-9235816	Ext.: 3519; 0302-8500208
<b>Control Room</b>	2244/ 2606; 051-92002-2244/ 2606	

\*Subject to revision based on Management of Change (MoC).

## 1.4 Key Roles During Emergencies

- ☐ Responsibilities of management have been categorically stated in the *Crisis Management Procedure*. Therefore, this ERP must be read in conjunction with the same.



- Emergency Response Team (ERT) Roster shall be notified by GM HSEQ on biannual basis; Responsibilities of ERT have been chalked out as follows:

<b>Admin Team Lead/ On-Scene Coordinator</b>	<b>Fire Team Lead</b>
<ul style="list-style-type: none"><li>Lead all emergencies.</li><li>Coordinate with Chairman EMT for activation of EMT if required.</li><li>Direct Security Rep./ On-duty Muster Checker for safe evacuation considering headcount and muster point assembly.</li><li>Ensure that the concerned departments/ external services are informed to handle the emergency.</li><li>Gather details of the emergency to brief top management later on.</li></ul>	<ul style="list-style-type: none"><li>Liaise with Fire Team for barricading, firefighting and safe evacuation.</li><li>Ensure Fire Wardens, contractor's staff and outsourced emergency service providers follow the steps of ERP.</li><li>Advice On-Scene Coordinator in deciding to call for any sort of internal/ external help in the light of ERP.</li></ul>
<b>Maintenance Team Lead</b>	<b>Transport Team Lead</b>
<ul style="list-style-type: none"><li>Cutoff power supply and disable generator supply for the building, except Life and Building Safety System during emergencies.</li><li>Shutdown a) gas/ electric boilers, (open their PRVs), b) smoke stopper in the ducts, c) gas supply to kitchen as well as d) main supply valve outside the building.</li><li>Vacate the area and report to Chief Admin Officer/ Rep. at assembly point for further instructions.</li></ul>	<ul style="list-style-type: none"><li>Ensure shifting of all vehicles from the Basement/ allocated parking areas to a safe distance.</li><li>Ensure mobilization of ambulance and emergency vehicles near the "TRIAGE" area for transportation of injured, sick or disabled to the nearby medical centers/ hospitals.</li><li>Ensure barriers and exit doors remain clear during emergencies.</li><li>Vacate the area and report to Chief Admin Officer/ Rep. at assembly point for further instructions.</li></ul>
<b>Medical Team Lead</b>	<b>Security Team Lead/ Muster Checker</b>
<ul style="list-style-type: none"><li>Lead First Aid Team in the event of an emergency and provide medical assistance to the affected persons.</li><li>Establish "TRIAGE" and coordinate with F-8 Medical Center for further assistance.</li><li>Coordinate with external medical services where required.</li></ul>	<ul style="list-style-type: none"><li>Ensure that accessibility to the incident site/ muster point is not allowed to any irrelevant personnel including media and ensure that no one takes photographs/ digitally record the incident scene.</li><li>Coordinate with Law Enforcement Agencies (LEAs) where required.</li><li>Ensure Building Occupants for safe evacuation on the request of On-Scene Coordinator.</li></ul>

- List of Fire Wardens shall also be updated by HSEQ Department on biannual basis.



## 1.5 Emergency Management at OGDCL Building

### 1.5.1 Emergency Notification

- ☐ **ANY PERSON** ON OBSERVATION OF AN EMERGENCY SHALL IMMEDIATELY INFORM ON EMERGENCY NUMBER 2244 AND NOTIFY HIS NAME, LOCATION & NATURE OF EMERGENCY. IF TELEPHONE IS INACCESSIBLE, SOUND THE FIRE ALARM BY THE NEAREST MANUAL CALL POINT (MCP).
- ☐ **FIRE CHIEF** SHALL IMMEDIATELY DIRECT THE TEAM TO CONFIRM THE EMERGENCY FOR ITS EXTENT, NATURE & LOCATION AND UPDATE ON-SCENE COORDINATOR.
- ☐ **FIRE TEAM REP.** SHALL SOUND THE FIRE ALARM IF NOT ALREADY DONE.
- ☐ **ON-SCENE COORDINATOR** SHALL DECIDE THE USE OF PA SYSTEM IN CONSULTATION WITH FIRE CHIEF. THE PUBLIC ADDRESS (PA) SYSTEM TO BE USED FOR INITIAL WARNING OF AN EMERGENCY.
- ☐ **FIRE CHIEF SHALL DECLARE EMERGENCY, SOUND FIRE ALARM BELL FOR 20 SECONDS AND/OR USE PUBLIC ADDRESS (PA) SYSTEM.**
- ☐ **ONCE EMERGENCY IS OVER, ALL CLEAR TO BE ANNOUNCED AND ANNOUNCEMENT ON MEGA PHONE AND PUBLIC ADDRESS (PA) SYSTEM SHALL BE MADE TWICE.**

### 1.5.2 Emergency Teams

- ☐ There shall be two types of Emergency Teams:
  - a) **Emergency Management Team (EMT):** It is located at Head Office – consisting of Core and Support Members. EMT shall be overall governing the emergency management. The roles and responsibilities are defined in *Crisis Management Procedure*. EMT shall only be activated for Level (Severity) as highlighted in red below:

<u>Level (Severity)</u>	<u>Potential Impact ( determined at the time of incident )</u>
<b>Catastrophic (5)</b>	<ul style="list-style-type: none"><li>☐ Multiple Fatalities</li><li>☐ Massive Effect on Environment; Persistent Severe Environmental Damage or Severe Nuisance extending over a large area of commercial, communal or recreation use; Continuous excursions beyond allowable/ regulatory limits</li><li>☐ <b>Loss of &gt; 10 Million USD</b></li><li>☐ Reputation issue (International Concern)</li></ul>
<b>Critical (4)</b>	<ul style="list-style-type: none"><li>☐ Single Fatality</li><li>☐ Major Effect on Environment; Severe environmental damage; the company is required to take Extensive measures to restore the damaged environment; Intermittent excursions beyond allowable/ regulatory limits</li><li>☐ <b>Loss of 2 – 10 Million USD</b></li><li>☐ Reputation issue (National Concern)</li></ul>



Major (3)	<ul style="list-style-type: none"><li><input type="checkbox"/> Multiple Injury Cases esp. Lost Time Injury(ies)</li><li><input type="checkbox"/> Local Effect on Environment; Limited Discharges affecting the neighborhood or damaging local environment; Excursions beyond allowable/ regulatory limits</li><li><input type="checkbox"/> Loss of 0.025 – 2 Million USD</li><li><input type="checkbox"/> Reputation issue (Provincial / Regional Concern)</li></ul>
Marginal (2)	<ul style="list-style-type: none"><li><input type="checkbox"/> Medical Treatment Case(s)/ Restricted Workday Injury(ies)</li><li><input type="checkbox"/> Minor Effect on Environment; Discharge or Contamination with no lasting effect; Rare excursions beyond allowable/ regulatory limits</li><li><input type="checkbox"/> Loss up to 0.025 Million USD</li><li><input type="checkbox"/> No substantial reputation issue (Local Concern)</li></ul>
Negligible (1)	<ul style="list-style-type: none"><li><input type="checkbox"/> First Aid Case/ Near Hit</li><li><input type="checkbox"/> Slight Effect of Environment; Slight Damage within the premises of the facility</li><li><input type="checkbox"/> Nil</li><li><input type="checkbox"/> No reputation issue</li></ul>

- b) **Emergency Response Team (ERT):** Emergency Response Team (ERT) led by On-Scene Coordinator shall be present at emergency site. At OGDCL House, firefighting to be carried out by 3<sup>rd</sup> Party contracted services. On-Scene Coordinator shall coordinate with Security, HSEQ and Medical Teams for any of assistance required. Fire Chief shall lead the team of firefighters.

### 1.5.3 Emergency Evacuation

- ▣ Emergency Evacuation Layout is displayed on each tower/ floor.
- ▣ Evacuation from the building shall be carried out in a systematic manner. The decision of evacuation shall be taken by On-Scene Coordinator in consultation with Chairman EMT as the real time situation may be:
  - ▣ **Tower A & C** Occupants to be EVACUATING through **BACK STAIRCASE**
  - ▣ **Tower B & D** Occupants to be EVACUATING through **FRONT STAIRCASE**
  - ▣ **Floor 15 & 16** Occupants to be EVACUATING through
    - ⊕ **Option-I → FRONT STAIRCASE**
    - ⊕ **Option-II → METALLIC STAIRCASE** for landing on Floor 14

### 1.5.4 Assembly Points and EMT Rooms

- ★ Primary Muster Location = **Green Trust Tower Parking**
- ★ Alternate Assembly Location = **Green Belt Area** (in front of UBL Building)
- ★ Main EMT Room = **Main Conference Hall, OGDCL House, Islamabad**
- ★ Alternate EMT Room = **OGTI, Islamabad**

### 1.5.5 Instructions for Employees

- ▣ **AFTER HEARING THE CONSTANT FIRE ALARM AND ANNOUNCEMENT ON PUBLIC ADDRESS (PA) SYSTEM, PLEASE DO NOT PANIC AND DO LEAVE YOUR DUTY PLACE FOR MUSTER POINT AND NEVER INTERFERE EMERGENCY HANDLING PROCEEDINGS.**



- ▣ Combat fire with relevant extinguisher only if you are trained to do so.
- ▣ Disable all electrical supply (if possible).
- ▣ In case of fire, close any doors/ windows immediately surrounding the fire (if possible).
- ▣ Evacuate the building as quickly as possible, closing all doors you pass.
- ▣ All employees have to return back to their place of duty after hearing of "ALL CLEAR SIGNAL" without delay.

#### 1.5.6 Instructions for Fire Wardens

- ▣ Ensure only the designated Exits on both sides of the floors are used by the Building Occupants to avoid congestion.
- ▣ Ensure all persons switch off electric items/ appliances/ gadgets.
- ▣ Ensure to carry out physical checking of entire floor particularly baths, kitchens, side rooms and ensure that no one is trapped.
- ▣ Ensure that every employee evacuates the building; Fire Warden to be the last man to leave the floor/ area.
- ▣ Ensure bringing employees back to their respective duty place from the Muster Point after "ALL CLEAR" is announced;
- ▣ Ensure to follow the list of personnel requiring Special Assistance and female staff of their floors to assist them in evacuation/ real emergency.

#### 1.5.7 Communication Protocol

- ▣ **Communication with External Support Services:** The external support services can be called immediately by On-Scene Coordinator in consultation with Chairman EMT.
- ▣ **Communication with Media/JV and Regulators:** Chairman EMT shall primarily take care of communication with media/ regulators. Any brief to the media to be first sought approval from MD/ CEO.

### 1.6 Emergency Scenarios at OGDCL House (Based on risk assessment)

Fire	Earthquake
<ul style="list-style-type: none"><li>▣ On information, Fire Team crew to rush to confirm the information.</li><li>▣ On-Scene Coordinator to be informed about the emergency nature.</li><li>▣ Overall emergency activities to be governed primarily by On-Scene Coordinator.</li><li>▣ Fire Chief to lead the firefighting activity with his team, fully compliant with the required PPE.</li><li>▣ Necessary isolations to be carried out.</li></ul>	<ul style="list-style-type: none"><li>▣ In case of earthquake, assess the situation. Cover and Hold On.</li><li>▣ In case of evacuation, siren to be sounded requiring evacuation.</li><li>▣ Do not panic.</li><li>▣ In case of damage, rescue activities to be initiated with available resources.</li><li>▣ On arrival of government rescue services, the leading role shall be played by the assigned government officials.</li></ul>



- ▣ Rescue activities to be initiated only after the situation permits. Fire crew never to be jeopardized, in any case.
- ▣ In case of involvement by government emergency service providers, On-Scene Coordinator to liaise with the government agencies and internal emergency teams.

- ▣ OGDCL to provide floor occupancy to help the external rescue teams for identification/ location of trapped individuals.

### Medical Emergency

- ▣ Medical emergencies can occur including major injuries, electric shock, unconsciousness and cardiac arrest etc. to Building Occupants.
- ▣ Medical emergency to be intimated immediately to On-Scene Coordinator and Medical Team.
- ▣ Firefighting crew shall be assisting in the evacuation/ transportation of the affected individual(s) and handing over to the Medical/ First Aid Team.
- ▣ First Aid Team to provide medical assistance to the affected persons.
- ▣ However specified response to be initiated according to the nature of the medical emergency.
- ▣ Triage system shall be used in a scene of an accident, in order to sort injured persons into those who need critical attention and immediate transport to the medical facility/ hospital and those with less serious injuries.

### Helicopter Crash

- ▣ On-Scene Coordinator to be informed about the emergency nature on prompt basis.
- ▣ Firefighting crew to be made standby just in case.
- ▣ Overall emergency activities to be governed primarily by On-Scene Coordinator.
- ▣ Fire Chief to lead the firefighting activity with his team, fully compliant with the required PPE.
- ▣ Rescue activities to be initiated only after the situation permits. Fire crew never to be jeopardized, in any case.
- ▣ Medical team to be on standby for handling the situation. Any of victims or injured personnel shall be handled according to the prevailing medical protocols.
- ▣ Medical team to constitute the Triage Area.
- ▣ In case of involvement by government emergency service providers, On-Scene Coordinator to liaise with the government agencies and internal emergency teams.

### Lift-Emergencies

- ▣ Lift-Emergencies Response Plan mentioned in Annexure-B

PS: Bomb Threat as well as Lockdown are the possible emergency scenarios of OGDCL House; but not included here due to low risk ratings due to the prevailing security related conditions/ circumstances.



## 1.7 Emergency Drills

- ☐ At the start of each year, Annual Emergency Drill Planner shall be developed; subsequently one fire & medical emergency drill be conducted per month.
- ☐ Whereas, Emergency (Evacuation) Drills shall be conducted at least once per year.
  - InCharge Fire Section to initiate Emergency (Evacuation) Drills by submitting an Emergency (Evacuation) Drill Request to GM HSEQ who shall further consult Chairman EMT.
  - Once date and time of Emergency (Evacuation) Drill is confirmed, it is notified to all Building Occupants through Public Address (PA) System; however such drills to be conducted during normal working hours only.
  - Pre-approval from any local administration when planning an Emergency (Evacuation) Drill shall not be necessary; however all concerned quarters shall be intimated as an obligatory requirement before conducting such drills.
  - Otherwise short (tower(s)/Floor(s)-wise) Emergency (Evacuation) Drills may be planned and concerned quarters may not be required to be intimated before conducting such drills.
- ☐ Soon after the conclusion of Emergency Drills, a debrief session shall be arranged at EMT Room to capture and discuss the lessons learned.
- ☐ Standardized template shall be used for recording the Emergency Drill Report as follows:

Time Alarm Sounded:	Time Drill Concluded:	Time to Evacuate:
Type of Drill:	Notification / Alert Method:	Weather Conditions:
Emergency Level:	Exact Location of Drill:	Distance From EMT Room / ER Post:
No. of Participants:	Situation at Start of Drill:	Situation after Drill:
Name of Participant/ Team	Emergency Role Assigned	Response Time
Positive Points:		
Problems Encountered:		
Extenuating Circumstances/ Identified Factors / Special Conditions Simulate:		
Lessons Learned for Improvement:		





## 1.8 Communication and Training

- ▣ This Emergency Response Plan (ERP) shall be communicated to all Emergency Teams, HODs and Building Occupants who are bound to retain a hardcopy copy of this procedure in their offices and residences.
- ▣ When required, copies of this ERP shall also be made available to the external public relief authorities, in order to plan the organization of emergency assistance through simulations and joint drills, as per the requirement of any management system adopted by the company.
- ▣ Training of Emergency Teams, Fire Wardens, First Aiders and Building Occupants shall be arranged preferably through OGTI after Training Need Analysis (TNA) and upon finalization of Annual Training Planner/ Schedule.
- ▣ Emergency-service providers/ contractors (engaged by OGDCL) shall arrange refresher trainings on ERP, Firefighting, Safe Evacuation, First Aid, CPR, etc. for the development of their own crew as per contractual obligation.
- ▣ Updated record of emergency trainings shall be kept with HSEQ Department.

## 1.9 Testing of Life and Building Safety Systems

- ▣ Life & Building Safety Systems and Safety Critical Equipment (SCE) as mentioned below shall be tested at specified intervals as per approved Safety Monitoring Plan for continuing operability:

★ Emergency exits	★ Emergency lighting	★ Fire doors	★ Fire alarm system
★ Fire extinguishers	★ Fire hose cabinets	★ <u>Fire hydrants/ network*</u>	★ <u>Fire water reservoir*</u>
★ <u>Fire pumps*</u>	★ Manual call points (MCPs)	★ <u>Fire lift*</u>	★ PA system
- ▣ Based on the results of Life & Building Safety Systems and Safety Critical Equipment (SCE), OGDCL House Risk Register shall be updated accordingly
- ▣ Maintenance and repairs of Safety Critical Equipment (SCE)\* i.e. fire hydrants/ network, fire water reservoir, fire pumps and fire lift shall be the primary responsibility of Maintenance Section.
- ▣ When performance of any Life & Building Safety System and/ or Safety Critical Equipment (SCE) falls below desirable level, corrective or preventive actions shall be initiated, and appropriate objectives/ targets may be established in the management review meeting(s).



Emergency Response Plan (ERP) OGDCL House, Islamabad  
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**ANNEXURE-A**  
**EMERGENCY CONTACT NUMBERS, ISLAMABAD**

#	Authority/ Organization	Contact Number
1	Deputy Commissioner Office, ICT Administration Complex, Mauve Area, G-11/4, Isl.	051-9108108/ 051-9108109
2	Islamabad Police, Police Lines Headquarters, H-11, Isl.	051-9258371-77
3	Kohsar Police Station, Jinnah Super Market, 13-K, Moaiz Center Bhattai Road	051-9102499
4	Abpara Police Station , Municipal Rd, Isl.	051-9204830/ 051-9203333
5	Civil Defense Department G-9, Mauve Area, Isl.	051-9106317
6	Emergency & Disaster Management Fire Head Quarter Building, G-7/1, Isl.	051-9252842/ 051-9252843
7	Fire and Emergency Services	16
8	CDA Cares (1122)	051-9210646/ 051-9210647
9	Sui Gas (Emergency)	1199 ... 051-9257738
10	Emergency Helpline	15
11	National Counter Terrorism Authority (NACTA)	1717
12	Bomb Disposal Squad	1332
13	Islamabad Traffic Police	915 ... 051-3261992-3
14	EDHI Ambulance	115 ... 051-2624388
15	EDHI Centre	051-2624388/ 051-2827844 051-2303273-4
16	EDHI Trust Air Ambulance	+92 300 2361529 +92 21 3431 0004 - 24 hrs
17	Polyclinic Hospital	051-9214965
18	PIMS Hospital	051-9260500/ 051-9261223
19	Shifa International Hospital	051-8464646
20	Rescue	1122
21	Environmental Protection Agency	051-9267629/ 051-9250716
22	Chief Inspector of Mines	0519245056/ 0300-3449891

**IMPORTANT:-** IT IS EVERYBODY'S RESPONSIBILITY TO ENSURE THAT THE OGDCL'S HSE MANAGEMENT SYSTEM IS IN PLACE.



## ANNEXURE-B LIFT-EMERGENCIES RESPONSE PLAN

There are 08 number of Traction elevator lifts used inside the Head office Building at OGDCL House, Islamabad. Lift No. 06 is used as Cargo/Fire Lift. All of the lifts are embedded with inherent safety features which include, speed governor, limit switch, emergency brake, door safety and stop switch etc. Following are the potential emergencies and the response plan, pertaining to traction lifts installed at Head office.

**Lift Free Fall:** In case of free fall, rest assured there is emergency brake mechanism and buffer switch is in place in each lift. Do not show panic. Lift would be applied with brakes and lift would get stopped at nearest floor. In case of lift gets stuck between any two floors, its door safety would stay intact.

- Do not try to force the doors open or attempt to get out of the elevator on your own.
- Use the emergency call button in the elevator to report situation. Give lift room the following information:
  - ★ Lift Number
  - ★ Situation detail
  - ★ Where the car is stopped, if known
  - ★ Confirm whether a medical emergency exists for anyone inside the elevator
- Assist other passengers in remaining calm
- Lift Room to inform Fire Office at Ext. No. 2244 immediately in case of any help required.
- Medical resources at Head office can be utilized in case of any requirement.
- OGDCL Ambulance, stationed at Head office shall be deputized in case of requirement for patient transfer.

**Power Failure:** In case of emergency power supply failure, do not show panic as emergency back-up power shall be reinstated instantly. In case the lift gets stuck between two floors, there is manual mechanism in place to move the lift to the nearest floor.

- Emergency exit will be arranged manually after the lift would be brought manually to the nearest floor.
- Use the emergency call button in the elevator to report situation. Give lift room the following information:
  - ★ Lift Number
  - ★ Situation detail
  - ★ Where the car is stopped, if known
  - ★ Confirm whether a medical emergency exists for anyone inside the elevator
- Assist other passengers in remaining calm
- In case of lift gets stuck between any two floors, its door safety would stay intact. Do not try to force the doors open or attempt to get out of the elevator on your own
- Lift Room to inform Fire Office at Ext. No. 2244 immediately in case of any help required.
- Medical resources at Head office can be utilized in case of any requirement.
- OGDCL Ambulance, stationed at Head office shall be deputized in case of requirement for patient transfer.

**Lift Rope Failure:** In case of any jerk felt due to any rope breakage, do not show panic. There are redundant rope lengths (4-5 numbers) are available. In case of any single rope failure, alternate ropes shall share the load. In case of lift gets stuck between any two floors, its door safety would stay intact.

- Do not try to force the doors open or attempt to get out of the elevator on your own
- Use the emergency call button in the elevator to report situation. Give lift room the following information:
  - ★ Lift Number
  - ★ Situation detail
  - ★ Where the car is stopped, if known
  - ★ Confirm whether a medical emergency exists for anyone inside the elevator
- Assist other passengers in remaining calm.
- Lift Room to inform Fire Office at Ext. No. 2244 immediately in case of any help required.
- Medical resources at Head office can be utilized in case of any requirement.
- OGDCL Ambulance, stationed at Head office shall be deputized in case of requirement for patient transfer.