

**Emergency Response Procedure
HSE Management System
PTCL Group**

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Table of Contents

Objective	4
Purpose	4
Scope	4
Organization of ERP Manual	4
Definitions	5
Abbreviations	6
Emergency Brief	6
1.1 Emergency Brief	6
1.2 Detection and Declaration of Emergency	7
1.3 Emergency Handling Sequence.....	8
Roles & Responsibilities	8
Management.....	8
Corporate HSE & Sustainability Department	9
Fire Wardens	9
First Aiders	10
Emergency Controller	10
Security Department	11
Scenario I: Major Fire and Explosion	12
Dealing with the Emergencies due to Major Fire and Explosion.....	12
Scenario II: Mob Attack	14
Dealing with Emergencies due To Mob Attacks.....	14
Scenario III: Heavy Rain, Flooding and Storm, Tornado/ Cyclone	16
Dealing with the Emergencies due to Heavy Rain, Flooding, and Storm Tornado / Cyclone	16
Scenario IV: Bomb Threat	18
Dealing with the Emergencies due to Bomb Threats	18
Scenario V: Earthquake and Other Structural Collapses	20
Dealing with The Emergencies due to Earthquake	20
Scenario VI: Confined Space Emergency	22
Dealing with Emergencies due to Confined Space Activities	22
Scenario VII: Emergency due to fuel spillage	25
Dealing with Emergencies due to Fuel (Diesel Spill)	25

Scenario VIII: Emergency Plan for Neighborhood Companies 26
 Dealing with Emergencies due to Neighborhood Companies..... 26

Scenario IX: Medical Emergency..... 28
 Dealing with Emergencies due to the Medical Requirements 28

Annexures & Supporting Document 31
 Evacuation route map- Assembly Point (Annexure 1)..... 31
 Emergency Contact Numbers (Annexure 2)..... 32
 Site Roles and Names (ERT). (Annexure 3)..... 32
 Drill Report Sample (Annexure 4)..... 33

Objective

The objective of Emergency Response Plan is to provide a structured document specifying organization and sequence of actions for effective response in case of an emergency also to prevent/minimize human injury, damage to company assets and environmental degradation based on Emergency Planning & Response procedure.

Emergency response planning can:

- Prevent or minimize injuries and loss of life.
- Minimize property and environmental damage.

Purpose

Provision of an authorized document for PTCL Group exchanges and offices to respond in different emergencies such as fire, earthquake, flooding, terrorist attack, bomb threat, etc.

Scope

This Emergency Response Plan applies to all PTCL Group facilities, Offices, Exchanges etc.

Organization of ERP Manual

ERP is divided into nine (09) scenarios;

Emergency Declaration Level Description of Emergency brief, its level, detection, and declaration of emergency, communication & sequence of emergency handling.

Scenario I Major fire and explosion

Scenario II Mob Attack

Scenario III Heavy rain, flooding and dust storm, tornado/ cyclone

Scenario IV Bomb threat

Scenario V Earthquake and Structure Collapse

Scenario VI Confined Space Emergency

Scenario VII Emergency due to Fuel Spillage

Scenario VIII Emergency plan for Neighborhood companies

Scenario IX Medical Emergency

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02 <hr/> Page 1/30
-----------------------	---	--

Definitions

a) Incident

An unplanned event, which causes physical damage which resulted in or could have resulted in injuries, illness, damage to health, damage to equipment & property.

b) Evacuation

An immediate and rapid movement of people away from the potential emergency.

c) Search & Rescue

Conducting a search in an effort to locate lost or missing people, rendering aid to the personnel, and evacuating the personnel to safety or recovering the body.

d) Emergency

Emergency may be defined as a sudden event causing or having the potential to cause serious human injury and/or damage to the company assets and/or environmental degradation of large magnitude.

e) Disaster

An incident, or emergency that can cause or caused serious damages in the critical components of the facility/premises, a major impact on the company’s reputation, great financial loss, serious environmental harm, or significantly affect the well-being or life of the employees or third parties due to the absence of capabilities to respond or recover in a timely manner.

f) Threat

An implied or can be an actual act or behavior intended to inflict injury or pain.

g) Natural Disaster

It is defined as a catastrophic situation in which day-to-day pattern of life are in many instances, suddenly distracted and personnel are plunged into helplessness and suffering as a result need protection, clothing, shelter, medical and social care, and other necessities of life such as: a. Disaster resulting from natural phenomenon like earthquakes and storms.

h) Hazard

A source, situation, or act with a potential for harm in terms of human injury, or ill health, property damage or a combination of these.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02 <hr/> Page 1/30
-----------------------	---	--

i) Risk

A combination of the likelihood of an occurrence of a hazardous event or exposure(s) and the severity of injury or ill health that can be caused by the event or exposure.

j) Confined Space

Many workplaces contain areas that are considered "confined spaces" because while they are not necessarily designed for people, they are large enough for workers to enter and perform certain jobs. A confined space also has limited or restricted means for entry or exit and is not designed for continuous occupancy. Confined spaces include, but are not limited to, tanks, vessels, silos, storage bins, hoppers, vaults, pits, manholes, tunnels, equipment housings, ductwork, pipelines, etc.

k) Emergency Response Team (ERT)

The rapid deployment of a dedicated and efficient emergency response team (ERT) helps ensure the safe evacuation of employees during a range of events. It can also greatly minimize the extent of fire hazards, property damage, financial loss, and overall impact on the business.

Abbreviations

HSE & S	Health, Safety, Environment & Sustainability
PE	People Experience
EC	Emergency Controller
PAPRs	Powered Air-Purifying Respirators
AAR	After Action Review
PWD	Person with Disability

Emergency Brief

1.1 Emergency Brief

Several types of emergencies can occur at PTCL Group. Such emergencies can occur either because of a fire or explosion or other calamities such as floods, earthquakes, sabotage, etc., which could endanger human life, equipment, or the environment unless proper precautionary steps are taken in time. Emergencies resulting from the above conditions have been classified into two categories based on the severity of the consequences.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30

1.1.1 Level – 1 Emergency

Unsafe conditions related emergencies can be quickly corrected by **the Emergency Controller, PE PoC & wardens**, which cause and have the potential of causing injury to personnel within the premises, damaging equipment, or the environment within the exchange. Small fires and explosions which can be corrected within the premises are typical examples of Level –1 Emergency. In level-1 emergencies, the ERP will not be executed.

1.1.2 Level – 2 Emergency

The emergency of the premises poses a grave threat not only to people/equipment and the environment within the premises but also to the neighboring communities and requires external aid to deal with the emergency and has the potential of catastrophe. In Level-2 emergencies, The ERP will be executed along with relevant communications.

The probable Level-2 Emergency situation can be:

- Medical Emergencies (Work & Non-Work-related serious injuries & illnesses).
- Unplanned significant Exposure / Leakage like Gases, Chemical, Biological etc.
- Fires or Explosions.
- Earthquakes/ Structural Collapses including access routes.
- Spillage of liquids, solids, acid/solvent.
- Heavy rain, flooding, or dust storm, same wording (Natural Disasters).
- Contamination of food and drinking water.
- Emergency arising from external sources/ Mob Attack.
- Bomb threat or threatening call.
- Emergency due to neighboring properties.

1.2 Detection and Declaration of Emergency

1.2.1 Detection of Emergency

In case of any unusual activity, an employee within the work premises on hearing an explosion or seeing a fire or any gas/chemical leakage or any other emergency must take the following action:

Inform the **fire wardens/ Emergency controller / HSE Department PoC (If any) or any of the personnel mentioned on the “Local Emergency Team” (Annexure 3)**. He/she is a trained firefighter he/she must immediately decide that he could act, depending upon the nature of the

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30

fire, extinguishing it with the nearest fire extinguisher. Quite often timely action can avert a major outbreak.

Automatic Fire Detection and Alarm systems are installed in the buildings and areas of the technical installations.

1.2.2 Emergency Notification Procedure

In case any of Emergency, the **EC, PE PoC & HSE Representative (As per the availability of any of them)** will take the following actions:

- a) Get as close to the incident as is safe to verify the level of emergency.
- b) If it is deemed to be a level-2 emergency, he/she must then promptly declare the emergency and authorize the sounding of the alarm system.

1.3 Emergency Handling Sequence

The emergency handling sequence is as follows:

- Do not panic yourself or others.
- Ascertain whether the incident falls under Level- 1 or Level- 2 Emergency.
- In case of Level -1 Emergency, analyze the situation and take appropriate measures e.g., tackling small fires with the help of fire extinguishers, or provision of first aid by trained personnel (if any) in case of minor injuries.
- In case of Level- 2 Emergency, **call the state emergency services and inform the wardens** to take appropriate measures to prevent/minimize/control damage to personnel, equipment, property, community, or environment. However, it must be remembered that personal safety comes first. If the situation is not controllable, sound the alarm, evacuate, and headcount the staff in the assembly area. Communicate to the corporate HSE team through different mediums i.e. HSE incident portal, Call /email to Zonal HSE team, HSE hotline etc.

Roles & Responsibilities

Management

To provide all necessary resources for the implementation of the ERP procedure at PTCL Group.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30

Corporate HSE & Sustainability Department

- Training and Awareness Sessions about ERP procedure to all employees, Emergency controllers, Fire Wardens to deal with unforeseen emergencies as per their demand.
- Fire wardens and Emergency Controllers training and refresher sessions shall be arranged on regular basis in Exchanges and offices.
- Will perform periodic monitoring to gauge the effectiveness of ERP procedure and improve the SOP if & when required.
- Periodic coordination with Functional HSE and all other relevant stakeholders for implementation/improvement of ERP procedures in their relevant functions.

Fire Wardens

Fire wardens are assigned within a building to ensure that all people are aware of an emergency protocols in place. Fire Wardens shall be appointed by the corporate HSE team. These Fire Wardens will be responsible for assisting the safe evacuation from respective critical locations and ensuring that their designated area has been cleared.

- Responsible for ensuring all fire safety equipment is in operational condition. If something is not operational, he must report respective Corporate HSE team and respective emergency controller to take action.
- All fire exit routes are unobstructed, debris-free, and clear of combustible material.
- Must be aware of emergency exits, evacuation routes, assembly areas, etc.
- Participate in evacuation drills organized by PE team and respective emergency controller.
- Remain calm & verify it's not a false alarm/testing.
- Immediately inform the emergency controller in case of fire & safety maintenance required or emergency route obstructions.
- During an emergency encourage occupants to move towards exits quickly.
- Check your area for visitors and others who may need assistance responding to the emergency. Sweep your area by walking, calling out, knocking on doors, and closing doors, if possible, as you exit the building.
- Encourage others to respond promptly. Be assertive when communicating the need to evacuate. Direct people to the evacuation assembly area.
- Report your floor/building evacuation status to the emergency controller.
- Immediately report to your emergency controller any missing persons who you have reason to believe may be in the building or in jeopardy.
- In case of Fire/ Smoke in the building, Fire Wardens shall respond by using available Fire Extinguishers. If possible.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02 <hr/> Page 1/30
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- Ensure walk-through of complete building and rooms to check for any smoke or fire and proactively identify and report hazards, and near-miss to emergency controller.
- Identify the PWD (Person with disability) and maintain records. During an emergency ensure they evacuate in a safe manner.
- Maintain a record of expecting females and children in daycares where applicable. The fire warden must be trained and attend refresher sessions conducted by the HSE team which needs to be ensured by the emergency controller.

First Aiders

- Collect first aid equipment and proceed to the scene.
- Assess the situation and apply first aid according to seriousness of injuries.
- Move the injured out of “danger zones”. (In case of a disaster, those who can be moved without aggravating their injuries should be moved to the designated Assembly points (AP’s).
- Ensure that injured person is continuously monitored until arrival of trained personnel.
- Referral to the advanced medical facilities as per the condition.
- Post the emergency, notify workplace resources (PE) of any first aid equipment or materials used to enable replenishment.

Emergency Controller

Emergency controller can be from any department in accordance with their location and also ensuring 24/7 manning of the PTCL Group exchanges/offices. Where building owners are already defined (as per PIB-026) will act as emergency controllers.

- Responsible for declaring the emergency level 02 if occurred, Ensure the building/ premises have an adequate number of Fire Wardens (where applicable)
- Report any accident on Incident Portal within 24 hours of the occurrence.
- Keys of all rooms & key lockers shall be readily accessible.
- Emergency controller shall maintain the PWD (person with disability) records.
- Emergency controller shall ensure that FDS and FSS systems preventive maintenance is carried out and records of maintenance are also available.
- Emergency controller shall ensure that Fire Extinguishers are installed in the Exchange premises as per HSE Department Guidelines.
- Ensure close coordination with Fire Wardens, maintain the discrepancies reported by Fire wardens, and ensure the earliest resolution of identified problems.
- Must be aware of floor plans, access to exits, special risks or hazards (e.g. chemical,

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30

- physical, or electrical), and the location of firefighting equipment in their area.
- Must be aware of the sound and sequence of the building’s fire alarm system.
- Participate in fire drills, and encourage the Fire Warden, employee, and occupant participation in the drills.
- Ensure that casualties receive appropriate satisfactory attention in coordination with the PTCL Medical team.
- Maintain the logbook of emergencies and ensure that incident details are documented.
- Give “All Clear” instruction to staff to go back to work in consultation with the Fire Wardens
- Search for missing persons in coordination with the Fire Wardens.
- Responsible to remain vigilant and immediately notify Fire hazard or accident and lead in taking actions to Control the Fire.
- During an emergency, the emergency controller shall be directly coordinating with the relevant stakeholders.
- Ensure active participation in refresher sessions in PTCL Group by the HSE department.
- List of emergency and Fire wardens shall be displayed in each building with this procedure (Refer: Annexure # 03)

Security Department

- Security team shall be responsible for prevention of intrusion and unauthorized entry into the buildings. It shall be ensured through following:
- Authorized personnel allowed to enter only. PTCL ID cards of employees shall be checked.
- No unauthorized person shall be allowed entry into the building/premises. Prior information about the guests/visitors shall be given to the security wing by all concerned.
- All the guests/ visitors shall be properly recorded. PTCL employees from other exchanges/locations will be allowed entry after checking their credentials and proper entries to this effect will be made in the Visitors’ Register.
- Walk through gates/ handheld metal detectors shall be used for scanning individuals and their hand baggage/laptops etc.
- No unauthorized vehicles/ vehicles without PTCL stickers shall be allowed entry inside PTCL building/premises.
- All vehicles entering PTCL building/ premises including PTCL vehicles shall be properly scanned for security.
- To clear passages for Emergency vehicles in PTCL Group Buildings, Offices Exchanges

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30

etc.

- Deploy the security staff at the affected area as per the instructions of emergency controller.
- Armed personnel shouldn't be allowed to enter the building.
- The above-mentioned responsibilities are already mentioned in security department procedures and guidelines (refer to SOP: C&NS framework 01v01)

All Employees and In-House Contractors

All building occupants shall be given awareness on this procedure and accordingly carryout response activities to ensure proper adherence to instructions from designated Fire Wardens and emergency controller.

Headcount at Assembly Area

- The emergency controller maintains the headcount in coordination with Fire Warden at assembly area.
- The emergency controller and fire warden to ensure the safe evacuation of employees, contractors, visitors, etc.
- The emergency controller shares the findings, and observations (Drill report: refer to annexure # 04) with the Corporate and Functional HSE team.

Scenario based-Mock Drills

- Mock drills (announced/unannounced) shall be conducted at least once in a fiscal year to ensure that employee knows his/her role in emergencies.
- Drills should be arranged by the emergency controller in collaboration with all relevant stakeholders.
- The record of each drill shall be maintained. observations (Drill report: refer to annexure # 04)
- Evaluate drill results and use them to improve emergency preparations.

Scenario I: Major Fire and Explosion

Dealing with the Emergencies due to Major Fire and Explosion

The purpose of the Fire Safety Evacuation Plan is to identify the actions that should be taken by the emergency controller, and **wardens** in the event of a fire or explosion.

The Plan shall ensure the safety of the building occupants through effective fire prevention and evacuation management.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02 <hr/> Page 1/30
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All buildings have building-specific evacuation route maps and must be posted on each floor that show the location of exits, egress routes, fire extinguishers & ERT list (Annexure 3). Take time to locate and review the evacuation route maps in the building(s) where you work.

Alarm

When an employee/s notices a fire, he/she must immediately decide if the nature of the fire is such that he/she could act on his/her own to extinguish it while simultaneously raising a verbal alarm for help. Quite often timely action can avert a major outbreak.

The alarm should be raised as follows:

- a) Activate the nearest fire alarm through the MCP (Manual Call Point) switch.
- b) Where such an alarm MCP/switch is not provided, he/she should be shouting **Fire! Fire!** Alerting other colleagues in the area. **The warden/security** in charge will sound the alarm.
- c) The **warden/security** will immediately inform the emergency controller.

Emergency Controller

Till such time that the Fire Squad/team reaches the scene, the **emergency controller in coordination with PE Team** will, as far as possible, initiate firefighting procedures with the help of wardens and arrange evacuation if necessary. In case of evacuation, he/she shall guide staff to exits and assembly points.

It should be noted that quick action can quite often save the situation. Remember that to put out a fire, the following requirements are important:

- a) Don't endanger yourself.
- b) Cool down the fire and surrounding areas.
- c) Prevent the supply of air for oxidation.
- d) Shut off machines and electric mains.
- e) Shut off gas valves.
- f) Start evacuation.
- g) Use of correct fire extinguisher as per type of fire.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30

External Assistance

The **warden** will decide whether the fire can be controlled with our own resources or outside assistance is required in **consultation with the emergency controller**. If external assistance is required, he will immediately contact the local Fire Station or Brigade, Ambulance, etc (Refer to: Annexure# 02) by telephone or any other means.

Evacuation and Assembly

Evacuation will be done on the instructions of the **emergency controller** and will be supervised by the **wardens and incase the emergency controller is not available at the time of emergency then wardens will act independently**. Assembly will be at the designated assembly points. **Emergency controller and wardens** will take headcount to ensure that all personnel have been evacuated. If an employee is found missing, an extensive search for the missing person will be carried out by the **emergency controller, Wardens and Security In charge**. After safe evacuation, emergency co will declare the situation is safe after evaluating the situation.

Special Attention

Special attention should be given to those requiring assistance (i.e., females, pregnant women, elder people, PWDs etc.), and vulnerable groups.

Scenario II: Mob Attack

Dealing with Emergencies due To Mob Attacks

Arrangements During Strike Calls

- The **Security In charge** must be well informed of any imminent strike. The premises gates are always to be kept closed and security guards/lookouts are posted at a height to be forewarned of any approaching mobs etc.
- The company cars, vans, and HI-roof are to be sent out only after confirming the situation in the city is safe or not.
- Firefighting and First Aid arrangements to be ensured by the emergency controller in coordination with PE team.
- Employees present are to be advised to stay inside the premises unless otherwise informed.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02 <hr/> Page 1/30
-----------------------	---	--

- If prior information of the strike is received, then no vehicles are to be parked outside the vicinity of the exchange boundary walls. If possible, arrangements to be made for parking of vehicles belonging to the company employees inside the premises in the event of an announced strike call. If possible, vehicles parked inside the premises, adjacent to outside perimeter walls, should be shifted to the backside to avoid damage in case of stone shelling by the mob.
- The above mentioned responsibilities are already mentioned in security department procedures and guidelines (refer to SOP: C&NS framework 01v01)

Call For Help From Law Enforcing Agencies

The Security Manager or his/her designate to liaise with the law enforcing agencies for help in case it is required. (Annexure 2).

Security In Charge/ Manager

The **Security In charge/ Manager or his/her designate** is to take charge of the scene at this occasion. He/She must ensure the premises are safe and well-guarded by premises security and law enforcing agencies. In case the mob turns violent and succeeds in entering the premises the following actions are to be initiated:

1. Sound the alarm.
2. Close off entrances into the buildings.
3. Avoid contact of premises personnel with the mob.
4. Ensure that the employees are evacuated to a safe location if circumstances permit.
5. Ensure that arrangements for firefighting and first aid are in place by emergency controller in coordination with PE team.

All Clear

Immediately after the situation is brought under control, the **security in charge and emergency controller** will give verbal instructions of “all clear”. On hearing of this signal all staff will move back to their place of work.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02 <hr/> Page 1/30
-----------------------	---	--

Scenario III: Heavy Rain, Flooding and Storm, Tornado/ Cyclone

Dealing with the Emergencies due to Heavy Rain, Flooding, and Storm Tornado / Cyclone.

Heavy Rain, Flooding & Storm

Emergency controller, fire warden, PE PoC,

- **All doors and windows of buildings to be kept shut.**
- **Emergency Controller** in coordination with **Fire wardens** to ensure that all external electrical points are well insulated and located well above the water accumulation point observed at the site.
- **Emergency controller** coordinates **with PE Manager** to monitor weather situations **HSE Manager (If Any)** to identify the severity level.
- **Fire wardens** align **with emergency controller and PE PoC** to deal with this emergency.
- All gates of premises should be closed and preferably blocked by bricks, earth or earth filled sandbags.
- If emergency exceeds beyond internal control, contact with National Disaster Management Authorities (NDMA) / Provincial Disaster Management Authorities (PDMA). (Annexure 2).

Emergency Controller and PE PoC:

- If the water begins to collect within the premises or technical installations all electrical connections are to be switched off except for the exchange street lights etc.
- It should be ensured that rainwater is not entering the technical areas.

Emergency Controller, PE PoC, and HSE PoC (If any)

- After the storm is over, the departmental heads should be asked to evaluate any damages caused and submit on the portal (if any).
- The **emergency controller** should survey the whole premises, checking the wiring system, equipment etc. and issue approval on mail before the equipment is switched on.
- Measures need to be initiated to drain out water from low-lying areas of the premises using pumps and other means.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30

- Emergency controller and wardens also need to ensure that there are no such scrap especially old tyres where water can accumulate and cause growth of dengue larva.
- The **emergency controller** should also prepare a repair program based on his survey.

Cleanup and Actions after Review

Immediately after the situation is brought under control, the **emergency controller/ fire warden/ PE PoC** will give verbal instructions of “all clear”. On hearing of this signal all staff will move back to their place of work.

Tornado/ Cyclone - Arrangements for Pre-Emergency & During Emergency

Emergency controller, Warden, PE PoC & HSE PoC (If any)

Emergency controller coordinates with **PE PoC** to monitor weather situation and to identify the severity level for tornado//cyclone. When a tornado/cyclone warning is issued for the South Asia Region (Pakistan), Emergency controller will notify **PE PoC and HSE PoC** to seek protection measures.

During this warning:

- Immediately stop what you are doing and move quickly to your departments, offices, or homes (If possible).
- Get as far away from exterior walls and windows as possible.
- Do not use elevators.
- Stay inside the building.
- All doors and windows of buildings to be kept shut.
- Get beneath a desk or other sturdy structure and cover your face, head, and neck.
- Remain sheltered/stayed inside the building until the tornado cyclone warning has been lifted.
- Follow instructions from the wardens and emergency controller, HSE PoC and staff will communicate between areas via landline phones in each area or mobile phones.
- All gates into the premises should be closed and preferably blocked by bricks, filled sandbags.
- If emergency exceeds beyond internal control, emergency controller shall contact National Disaster Management Authorities (NDMA)/Provincial Disaster Management Authorities (PDMA) (Annexure 2).

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30

Arrangements for Post-Emergency

Emergency Controller, PE PoC, and HSE PoC (If any)

- After the tornado cyclone is over, the emergency controller should be asked to evaluate any damages caused and reports the incident (If any).
- The emergency controller should survey the premises, checking the wiring system, equipment etc. and issue the approval on email before the equipment is switched on.
- The **Emergency controller** should also prepare a repair program based on his survey.

Cleanup And Actions After Review Immediately after the situation is brought under control, the emergency controller/ security in-charge will give verbal instructions of “all clear”. On hearing of this signal all staff will move back to their place of work.

Scenario IV: Bomb Threat

Dealing with the Emergencies due to Bomb Threats

General

A situation may arise when threats of planting a bomb in the PTCL Group premises/ offices areas/ technical installations or cables trenches etc are received on telephone. Every call/threat must be taken seriously. In case of bomb threat, the actions given in the succeeding paragraphs will be taken.

Threat

The recipient should try to extract the following information and keep the caller online if possible.

- I. When will the bomb explode?
- II. Where the bomb is hidden? If possible, check whether the caller is familiar with exchange layout or not.
- III. What does the bomb look like?
- IV. What type of bomb it is?
- V. Why Company has been picked up as the target?
- VI. Who is responsible

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02 <hr/> Page 1/30
-----------------------	---	--

Information

The recipient should record the following and immediately communicate to the **Security Manager / Security in charge** through his / her supervisor.

- I. The time of call.
- II. Number from which call received, if available.
- III. Prepare a gist of conversation.
- IV. Any other features about the speech and background of caller.
- V. Any opinion about the caller.

Operations

1. The **Security Manager** should take the following action in the same manner as in normal emergency.
2. Inform Bomb Disposal Squad and notify the Police/Rangers immediately.
3. Inform the fire brigade and ambulance to stand-by.
4. Before arrival of relief Agencies, he should conduct search operation which must be suspended at least five minutes before the expected time of explosion.
5. Security Manager in coordination with Security in charge / Main Controller should decide to take appropriate actions to prevent employee exposure to explosion, which may include evacuating the entire facility.
6. The security in charge should decide if the expected magnitude of explosion is significant to be harmful outside the exchange premises. If so, the Security Manager/Communication Officer will be dispatched on available transport to warn inhabitants outside the exchange and or neighboring houses/offices/factories about the expected explosion.
7. The above-mentioned responsibilities are already mentioned in security department procedures and guidelines (refer to SOP: C&NS framework 01v01)

Clean Up and Actions After Review

After the situation is brought under control, the **security in charge/emergency controller, in consultation with Security Manager** will give verbal instructions of “all clear”. On hearing this signal, area supervisor will guide staff back to their place of work and offices.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02 <hr/> Page 1/30
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Scenario V: Earthquake and Other Structural Collapses

Dealing with The Emergencies due to Earthquake

Before an Earthquake

Before an earthquake, The ERP addresses the following key areas:

- a. Since earthquakes occur without warning and can cause widespread disruption, the plan will be activated as given below.
- b. Store emergency equipment and supplies including tools, spares, spill kits, firefighting equipment, portable pump, communications equipment's (If any) are available in security room. Emergency controller will ensure in coordination with PE team that these items are available.
- c. As part of proactive planning, based on seismic zone location of the building/premises, risk mitigation strategies need to be adopted.
- d. Connect to *Pakistan* Meteorological Department (PMD) for any relevant information available related to earthquake. (Annexure 2).
- e. Emergency communication would be done through available megaphone in security guard room, while outside communication would be made through local network.
- f. Annual exercises of the Earthquake scenario are planned to address earthquake scenarios with and without outside assistance.

During an Earthquake

During an Earthquake emergency actions to be taken:

Drop down onto hands and knees, get under table, shelters and staircase etc, stay clear of exterior walls, glass, and heavy furniture. Do not use elevators in case of earthquake emergency.

After an Earthquake

1) Immediate after a major earthquake, implement the Earthquake Emergency Response Plan, Key activities will include:

- a. **Fire suppression/ extinguishers, especially** small fires that can become large if not contained. Fire wardens to handle small fires at their level through fire extinguishers.
- b. **Communications.** The security team initiates internal emergency

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02 <hr/> Page 1/30
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communications through a megaphone or public addressing system (If any) for internal employees of PTCL Group and the community.

- c. **Damage assessment and safe shut down** of hazardous and ignitable liquids and gas equipment and lines (If any).
- d. **Search and rescue** operations by Security team if the premises has significant building damage and collapse of non-structural items and equipment.
- e. **First aid and medical operations** for injuries by designated first aider or by medical team available (If any).

4) As per media reports if the magnitude of the Earthquake is very high, No one should be allowed to return to the premises unless it has been declared safe by the Security team and emergency controller who would visit the site after the earthquake.

5) If there are visible cracks or deformation in the structure, then the **PE team** should immediately consult to structural consultants for a fitness certificate of the building.

7) All electrical connections to be switched off except for the streetlights and all backup for electric supplies UPS to be shut off and all gas valves should be permanently closed by Emergency controller.

Cleanup and Actions After Review

1. After the earthquake is over, the emergency controller should be asked to evaluate any damages caused in consultation with PE manager and submit reports to the HSE.
2. **The Emergency controller, PE PoC, Fire warden & Security in-charge** should assess critical equipment and systems and utilities for signs of improper operation (overheating, misalignment, vibration, arcing, leaks, etc.). These should be shut off as needed to prevent further damage, especially if they increase the risk of post-earthquake fires.
3. The **Emergency controller & PE PoC** should also prepare a repair program based on his survey.
4. **PE PoC** should record and document the damage, response and repairs with careful notes, photographs, and videos, including purchase receipts and staffing records.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30

5. In case of severe damage, ERRA (Earthquake Reconstruction and Rehabilitation Authority) visits the site and monitors the whole building and after evaluation they provided certificate for the clearance of building.

Scenario VI: Confined Space Emergency

Dealing with Emergencies due to Confined Space Activities

Objective

Develop a specific emergency response plan at site about the potential Emergency situations associated with confined space emergency at site.

Purpose:

The purpose of the response plan is to establish a plan for a systematic coordinated and effective response to confined space emergencies. The plan will be used to train and educate the staff about what will be expected of them before, during, and after an emergency within the area. The staff will be able to use this plan as a step-by-step guide in preparing for, responding to, and recovering from these events. Training on this plan will be provided to all staff for awareness and effective implementation.

Ventilation fan and gas detectors will be used for safety preference in emergencies like fire and smoke in closed areas and confined spaces where ventilation is not properly channelized so through a ventilation fan along with a flexible duct, we can eject out all the smoke from the infected area and gas detector to identify and evaluate the presence of gases inside the confined space to ensure the safer and healthier working environment.

Scope:

All confined spaces are located at the exchange, offices, field work such as working in manhole, etc.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02 <hr/> Page 1/30
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Procedure:

Rescue Training

It is necessary for members of the rescue team to have specific training. This training should include the following at a minimum:

- Expected rescue duties.
- Basic first aid, cardio-pulmonary resuscitation, and oxygen administration.
- Practice drills that involve performing simulated rescues from confined spaces at the facility. These should take place at least annually.

The rescue drills would also provide a good opportunity to test other aspects of the facility’s procedures for working in confined spaces, such as the communication, system, lifting equipment, rescue stretcher, radios, Ropes, Gas detectors and procedures for summoning help.

Equipment Needed

It is essential that the equipment needed for the entry be obtained in advance of the work.

This may include:

- Full body harness (rescue type) and retrieval equipment.
- Personal protective equipment (including respiratory protection devices).
- Oxygen, flammable and toxic gas monitors.
- Ventilation equipment.
- Explosion-proof lighting.
- Non-sparking tools.
- Gas detectors
- Equipment such as locks or pipe blocks (e.g. spectacle blinds, spades) to secure system in a safe condition.
- Rescue Stretcher.
- First Aid boxes.
- Tripod and Rescue Chain Pulley.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30

Controls To Be Taken During Confined Space Entry/Exit

The entry supervisor should ensure that hazards are documented and controlled before entry is attempted. There may be several hazards that need to be controlled before the area is safe to enter. For example:

- Diesel tanks should be drained and if possible, washed from outside the space.

Electrical systems must be isolated if there is a risk of:

- electric shock.
- sparks igniting flammable materials.

Some hazards may remain or may be created within the space. It is important to maintain safe conditions by:

- continuing to ventilate the space.
- monitoring atmospheric conditions.
- using required PPE.
- Using gas detectors.

It is important to note that conditions may change during the entry because of chemicals introduced into the space, from scale or sludge in the space, or by operations such as welding or surface cleaning.

The stand-by should constantly monitor the space and order an evacuation if:

- forced ventilation fails.
- any prohibited condition arises inside or outside the confined space.

The Personal Protective Equipment (PPE) to be selected depends on the anticipated hazards.

Respiratory protection may include:

- I. air-line respirators or Self-contained Breathing Apparatus (SCBA) if:
 - there is a potential for an atmosphere rich or deficient in oxygen(atmospheric testing is the subject of the next unit), or
 - the chemicals in the space have poor warning properties.

(A spare SCBA should be located outside the space for emergency purposes).

- II. Negative-pressure respirators or Powered Air-purifying Respirators (PAPRs) to protect against particulates if the oxygen level or chemical vapour concentration is acceptable. For highly flammable area the electronic used must be X-rated /intrinsically safe.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30

Other protective clothing may be needed to protect the body, hands, face, head, or eyes. Fall protection is extremely important in vertical entries. Fall protection combined with retrieval equipment may be necessary for non-entry rescues. Retrieval equipment may also be necessary for horizontal entries such as in large cleaning tanks or vessels. Relevant team members ensure Rescue equipment's like rescue stretcher, tripod, and chain pulley for lifting purpose may also be necessary.

Cleanup Action & After-Action Review:

Ensure that cleanup through Ventilation and AAR of the emergencies identified above should be carried in alignment with other emergencies to identify what went well and what are the potential areas of improvement.

Scenario VII: Emergency due to fuel spillage.

Dealing with Emergencies due to Fuel (Diesel Spill)

Fuel spill indicates the spilling, leaking, pumping, pouring, emptying, or dumping of any hazardous liquid. Diesel spills become a serious fire hazard if not responded efficiently. While diesel is combustible and may not readily ignite with a spark and other petroleum products are flammable and can cause major fire risks. These liquids are made up of toxic chemicals, they create health risks if they come into contact with any groundwater causing harm to the aquatic environment.

Before Diesel Spill:

- Secondary containment should be provided to contain/collect/dispose-of as per relevant standards and best practices.
- All personnel who operate or are within close proximity of the fuel tank should be wearing appropriate PPE at all times. This includes goggles, gloves, hard hats and much more to ensure full protection of overall health, skin and general safety.
- All electrical connections should be properly insulated and covered, as well as being out of contact from water or bare hands to avoid the electrical current from spreading and causing injury.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30

- Any fuel or oil leaks should be considered as a red alert emergency, meaning the generator should be immediately shut down in order to avoid a potential explosion due to the high temperatures.
- The whole of the area around the generator must be clear and free of any clutter. Likewise, the frame of the generator and any external conducting materials should be equipped with earthing wiring.
- Secondary containment must be ensured by the emergency controller.
- Spill Kits must be ensured by the emergency controller and available at the premises all the time.
- Firefighting must be ensured with AFFF trolley by the emergency controller and available at site.
- Emergency controller must report to relevant team regarding the hazards related but not limited to Level pipes, fuel supply lines combustible material around the tanks/generators.

During Spill & Cleanup Action:

- Immediately report the spill incident on HSE portal, hotline etc.
- Stop Work and Cordon off the area involving spillage.
- Move personnel to safe area.
- Minimize and collect all the spilled material through a pump or with absorbent material if in small quantity.
- Plug all the relevant drains and materials to avoid the spillage enter the wastewater system.
- Dispose of the spilled and contained material as hazardous waste.

Scenario VIII: Emergency Plan for Neighborhood Companies

Dealing with Emergencies due to Neighborhood Companies

Objective:

To ensure a proper measure of safety at the premises in the event of any emergency (fire) or incident in the neighborhood companies **(if any)**. This document is presented as a guideline for the neighborhood companies to determine what will be included in the premises emergency response plan.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30

EC shall personally visit the neighbor companies and receive their two representative contact details for any disaster threats the community faces and to enhance the importance of increased neighborhood preparedness.

Emergency contact numbers of Neighboring companies should be pasted in the security guard room.

Emergency Plan for Neighborhood Companies

There are several types of emergencies that can occur at premises. In case of a Level-2 type emergency, the **Emergency controller** must communicate with our neighboring companies. **Emergency controller in coordination with the Security team** would organize sessions with local neighboring companies annually on required basis.

Level – 2 Emergency: Emergency of the premises that poses a grave threat not only to people/equipment and the environment within the premises but also to the neighboring, communities as well.

The probable Level-2 Emergency situation can be:

- Medical Emergencies (Work & Non-Work-related injuries & illnesses).
- Unplanned Exposure like Gases, Chemical, Nuclear, Biological etc.
- Fires or Explosions.
- Earthquakes/ Structural Collapses including access routes.
- Spillage of liquids, solids, acid/solvent or major gas leakage.
- Heavy rain, flooding, or dust storms (Natural Disasters).
- Contamination of food and drinking water.
- Emergency arising from external sources/ Mob Attacks.
- Bomb threat or threatening call.
- Emergency due to neighboring properties.

9.3 Emergency at Company

Any person within their premises hearing an explosion or seeing a fire or any gas leakage or any other level-2 emergency must take the following action:

Inform to the security in charge immediately and they should inform to the neighboring companies as well to make them prepare for any emergency which affects them and if emergency happened at our neighboring companies, they will coordinate accordingly. This will

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02 <hr/> Page 1/30
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all occur with strong coordination by **Emergency controller, in coordination with the relevant stakeholders** would organize a minimum of one session with local neighboring companies annually.

Scenario IX: Medical Emergency

Dealing with Emergencies due to the Medical Requirements

Objective & Purpose

The objective of MER (Medical Emergency Response) is to minimize the potential health consequences of workplace injury or acute illness. The principles of MER management are to:

- Create awareness of emergency situations and of their potential for escalation.
- Communicate MER procedures to staff who may respond to medical emergency at work as appropriate to their training, qualification, competence, and available resources.
- Develop an integrated consistent approach to manage MER in PTCL Group, providing for coordinated action through several escalation tiers by several levels of expertise.
- Provide reliable communications as needed to provide continuous medical support from the incident scene to the hospital if needed.
- Provide adequately trained, competent personnel with adequate resources, with skills maintenance, and communication facilities.
- Provide for periodic exercises of MER procedures and dissemination of learning.
- Ensure there is appropriate expertise available so that prompt and appropriate actions are taken in response to emergency situations, particularly regarding saving life.

Procedure: Chain Of Survival by First Aiders

The first response is delivered by the person(s) nearest to the casualty at the time of the incident, who will call a first aider,

First Aider will:

- a. Recognize a potential medical emergency.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30

- b. Call for help.
- c. Assess the Area for danger – make sure it’s safe to enter.
- d. Assess the Casualty for illness/injury.
- e. Provide initial care.
- f. Shift causality to medical center and **consult with PTCL Medical Doctor** (depend upon their availability) or in the ambulance to rush to nearest & well-equipped hospital for treatment.

Note: (These steps usually occur in parallel and involve more than one person).

First aiders/ Medical team can enter or leave any area without permission of any authority in case of emergency.

In case of patient referral to hospital arrange transportation for medical treatment by **PE PoC**.

Personal Emergency Evacuation Plan - PEEP (Vulnerable Group)

A Personal Emergency Evacuation Plan is necessary for any staff members who need assistance when leaving the building in an emergency.

- ERP for vulnerable employees to be considered like people who need special Health- care needs e.g.: Co-morbid employees, Pregnant women, people with health conditions or impairments, or any other sick person.

For instance, you may identify one is needed for someone with:

- Mobility impairment
- Sight impairment
- Hearing impairment
- Cognitive impairment
- Visual impairment
- A medical condition or injury which might cause them to need assistance to evacuate safely.

The requirement for a Personal Emergency Evacuation Plan may be temporary for instance, someone who is using a wheelchair because of a broken leg or someone in the late stages of pregnancy.

Pre-Requisites for PEEP:

- The person who will be identified with the above-mentioned disabilities will inform **to emergency controller, PE PoC & HSE manager (If any)**.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02 <hr/> Page 1/30
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- **The emergency controller** will nominate a member for special assistance to the concerned person in case of any emergency.
- **The assigned member** will be responsible for adjusting the suitable working environment according to the condition of the person.

Note: Any person with such condition working above the ground floor or above shall be accommodated at ground level nearest to the emergency exits.

Emergency Handling Steps:

In case of fire/any adverse event evacuate the nearby area prior to evacuation ensure that upon seeing the fire following actions should be taken.

- Activate the fire alarm from the nearest source and evacuate the area.
- Upon hearing the fire alarm, **fire wardens** will immediately respond and gather at the location, decide immediately on fire fighting with the help of an appropriate fire extinguisher, fight with the fire only when it is safe to do so, meanwhile firefighting team or fire squad will also reach the area.
- In case of fire, the evacuation process will be started and during the evacuation process **emergency controller/warden will nominate min 01 member for special assistance to the vulnerable person** as per above identified conditions.

Contamination of food and water supplies

Any person identifying contamination must inform immediately to **Emergency controller**. If a medical case is reported at the medical centre which may include contamination of food or water, the site Medical Officer will report the event to Emergency controller.

Emergency controller in coordination with Medical Officer will determine the severity of contamination and will plan further strategy and actions, which may include stopping the food or water supply on temporary basis until the problem is solved.

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30


Annexures & Supporting Document

Annexures


- Annexure 1: **Evacuation Route Map.**
- Annexure 2: **Emergency Contact Numbers.** Sample attached.
- Annexure 3: **Emergency Response Team** (Name and No.) Sample attached.
- Annexure 4: **Drill Report** Sample attached.

Evacuation route map- Assembly Point (Annexure 1)

Evacuation map (PTCL Group) must cover the below details.



- Insert a respective floor layout
- Mark the exits
- Show the Assembly Area
- Show the arrows towards the exit
- Shows fire alarm symbols such as MCP, Fire extinguishers etc
- Evacuation map sample is also attached for reference.



Evacuation layout
sample.docx

HSE Management System	Emergency Response Procedure for PTCL Group	Document code HSE_PR_09v02
		Page 1/30

Emergency Contact Numbers (Annexure 2)

Police	
Ambulance	
Fire Brigade	
Emergency Rescue	
Nearest Hospital Number	
Medical team	
NDMA	
PDMA	

Site Roles and Names (ERT). (Annexure 3)

Designation	Name	Mobile Number	Email Address
Emergency Controller			
Fire Warden			
PE PoC			
Security Representative			
HSE Representative			

Drill Report Sample (Annexure 4)



Drill Report
Sample.docx

اگ لگنے کی صورت میں اہم ہدایات

1. اگ یا دھواں دیکھنے پر اگ اگ چلا کر بلڈنگ میں موجود عملے کو مطلع کریں۔
2. اگ کے الارم کو فوراً چلا دیں۔
3. فائر بریگیڈ اور ریسکیو کو 16 اور 1122 پر مطلع کریں۔
4. قریب ترین موجود اگ بجھانے کا آلہ (Fire Extinguisher) استعمال کریں۔
5. بجلی اور UPS کی فراہمی سرکٹ بریکر سے منقطع کر دیں اور ایمرجنسی کنٹرولر کو مطلع کریں۔
6. بلڈنگ سے وزیٹر، خاتون ملازمین اور کسٹمرز کو نکالنے اور نامزد اسمبلی ایریا میں جلتے کیلئے رہنمائی کریں۔
7. غیر متعلقہ افراد کو عمارت میں داخلے کی اجازت ہرگز نہ دیں اور تمام گیٹ بند کر دیں۔
8. تمام حادثات کو 24 گھنٹوں کے اندر ایچ اس ای پورٹل (HSE Portal) یا Manager HSE کو رپورٹ کریں۔

ہنگامی رابطہ نمبرز

1122	ریسکیو
16	فائر بریگیڈ
115	ایڈھی ایمبولینس
	ایمرجنسی کنٹرولر
	سکیورٹی نمائندہ
0334-1111473	کوریوریٹ ایچ اس ای ہاٹ لائن (Corporate HSE Hotline)



Drill Report (Location Name)	
Potential Emergency Name:	
Date and Time of Evacuation:	
Were all Exits and Passages to the Exits free of obstructions, such as Exit doors and Corridors? Yes or No:	
Concerned Departments Or Building owner	
Number of people evacuated and assembled in assembly area (count) and those who did not evacuate. Make sure all visitors, in-house vendors, daycare staff/ children are evacuated. Those not evacuated to be given verbal Warning by Building Owner or Admin PoC.	
Emergency alarm was sounded using Fire Alarm Control Penal/ Electric Hooter/ Manual Hooter or other means? Please specify:	
Time it took to evacuate the building:	
Exit Signage, Evacuation Maps, Instruction to use Fire Extinguishers and Emergency Contact numbers were installed in the Building by Admin PoC? Yes or No:	
Fire Alarm Control Panels are Operational and is working in Normal mode.	
List of Fire Wardens and Supervisors is displayed as per Guideline template in the Building Entrance by the Building Owner.	

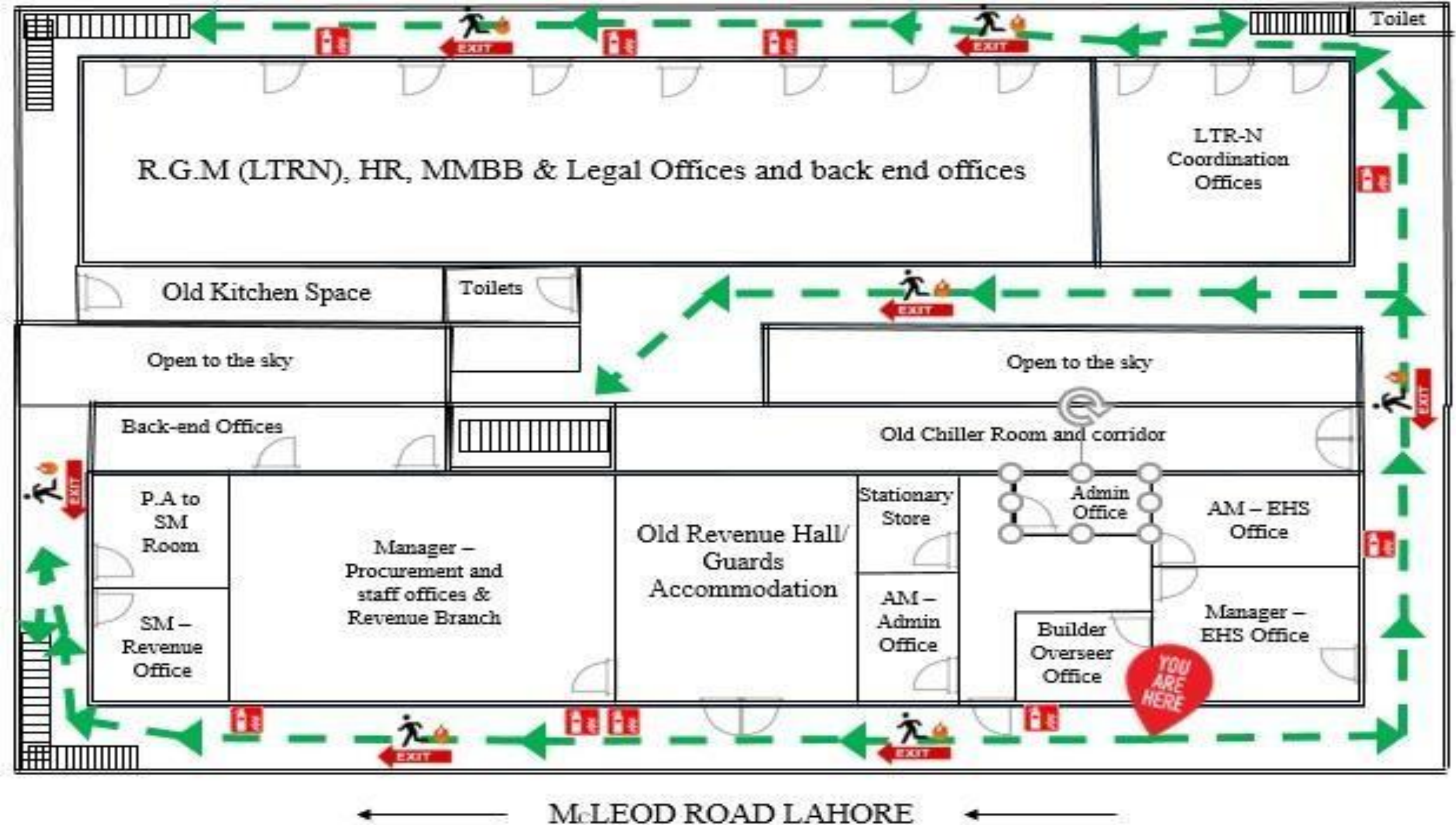
Observations/ Improvement areas (if any)
Pictures /Videos

EMERGENCY EVACUATION PLAN



1st Floor Old CTH Building (LTR-N) Lahore.

LEGEND	
Fire Escape Directions	
Emergency Exit Route	
Fire Extinguisher	
Office/Room Doors	
Entrance/ Exit Stairs	
IN CASE OF FIRE	
R emove people from immediate danger	
A lert the Fire Service and Rescue 1122	
C onfine fire and smoke	
E vacuate to the Assembly Point	
EVACUATION PROCEDURE	
In case of an EMERGENCY , leave through the nearest exit and assemble at the designated “Assembly Point” opposite the Business Operations Block.	



اگ لگنے کی صورت میں اہم ہدایات

1. اگ یا دھواں دیکھنے پر اگ اگ چلا کر بلڈنگ میں موجود عملے کو مطلع کریں .
2. اگ کے الارم کو فوراً چلا دیں .
3. فائر بریگیڈ اور ریسکیو کو 16 اور 1122 پر مطلع کریں .
4. قریب ترین موجود اگ بجھانے کا آلہ (Fire Extinguisher) استعمال کریں -
5. بجلی اور UPS کی فراہمی سرکٹ بریکر سے منقطع کر دیں اور ایمرجنسی کنٹرولر کو مطلع کریں .
6. بلڈنگ سے وزیٹر ، خاتون ملازمین اور کسٹمرز کو نکالنے اور نامزد اسمبلی ایریا میں جانے کیلئے رہنمائی کریں .
7. غیر متعلقہ افراد کو عمارت میں داخلے کی اجازت ہرگز نہ دیں اور تمام گیٹ بند کر دیں .
8. تمام حادثات کو 24 گھنٹوں کے اندر ایچ اس ای پورٹل (HSE Portal) یا Manager HSE کو رپورٹ کریں .

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