



SLP

SOCIETY of

LOSS PREVENTION

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SLP's Emergency Response

Planning Guide Launched



President Richard Gillis delivering his welcome address.

On Friday, 30 November 2001, 34 Loss Prevention practitioners gathered at the Ficus Ballroom of the Jurong Country Club to attend the launch of the Emergency Response Planning Guide produced by our Society. This guide is the result of deliberations of an SLP work group. Drafts of the guide were reviewed by the Singapore Civil Defence Force (SCDF), the Pollution Control Dept. of the Environment Ministry, and the Jurong Town Corporation.

Our Society embarked on the preparation of this emergency response plan guide in late 1999 with the objective of presenting best ERP practices that could then be used by SLP members and their industries for emergency planning.

BIG PICTURE

The Big Picture on the type of Emergency Scenarios in Singapore was painted by the Keynote Speaker, Asst. Commissioner Derek Pereira, SCDF. He highlighted **global trends and practices** in controlling hazardous materials and their management. As more new chemicals are synthesized by industries, self regulation by manufacturers is becoming accepted by regulatory authorities. The use of **Quantitative Risk Management** tools in ERP work



A.C. Derek Pereira; Keynote Speaker with the Big Picture.

and **early intervention** in preventing incidents from escalating into **catastrophes** is becoming the only way to manage emergency incidents.

LOCAL STRATEGY

In Singapore, regulation of **toxics** is by ENV and **flammables** by SCDF. High-risk industries in Singapore are required to conduct **quantitative risk assessment** (QRA) studies and develop response actions called the Company ERP. The initial period when any incident occurs must be handled by the sites before the SCDF arrives and takes over command. **Effective plant operational plans for handing these incidents** therefore must dovetail with SCDF's plan. This plan would include involvement of the Police, Ministry of Health and the media.



Dr Alvin Yee talking on Hazard Assessment.



Delegates at Workshop.

ERP GUIDE CONTENT

SLP's ERP Guide has 3 **segments** i.e. Preparedness, Response and Recovery. The first segment is subdivided into 4 sections, the second 5 and the third 3 sections.

Hazard Survey and Hazard Assessment

Dr Alvin Yee of NUS discussed the foundation of all work on ERP's – Hazard Survey and Hazard Assessment. He emphasized the necessity of doing this work in order to ensure a good emergency response plan. The plan would include the preventive measures represented by well designed **facilities** and sound **operational procedures**.

Mitigation Systems

John Lockwood of ABS Consulting delivered the second

section in Preparedness - Mitigation Systems. The emphasis here is on the hardware to give warning of a failure/situation, to deal with the situation eg. water pumps and jets and to mitigate damage eg. fire proofing.

Incident Command and Organization

This Section was delivered by Ong See Hee of MSD (Singapore) Ltd. The set up of an **internal organisation** to deal with incident onset (the vital first few minutes or even seconds) is essential. In larger incidents, this internal team will hand over command to the SCDF when it arrives at the scene. In addition to the Emergency Response Team that is at the front-line of emergency response, good emergency organizations also involve Security, Engineering, HR, Logistics, Technical and Finance and Public Affairs.

Evacuation and Training

An evacuation plan is essential for a good ERP. This was discussed by Fong Mun Siong, a trained Safety Officer and a member of the SLP work group. **On-site** as well as **off-site evacuation plans** are needed.

Mun Seong also discussed **training**. For a successful ERP all employees at a site must be trained. The type of training and intensity are



Ngiam Tong Yuen, answering questions during the tea break with delegates.

determined by the role that each person plays in an emergency eg. all employees would receive awareness training but only some employees would receive first aid or fire fighting training.

Communications

Ngiam Tong Yuen, an EHS Consultant, discussed communications as part of the response plan. The **What, Why, Where and When** of **any incident** is crucial information for transmission to relevant parties – the audience must always be considered. While it is easy to see the relevance of communication during an incident, it is also important to include communication before and after an incident to the various audience – In-house emergency response teams, external emergency response teams, employees and

Ong See Hee with Incident Command and Organization.



Jock Lockwood on Mitigation Systems.

their families, members of the public and media representatives.

Protection For Response Team

Emergency Response Team members need protection from **chemical and thermal hazards** in an incident. The form of protection required depends on **hazard type, level and route** of attack. Each must be dealt with separately. Professor Foo Swee Cheng, from NUS, presented this section on the protection for **eyes, skin and respiratory system**.

Termination and Recovery

At the end of each Emergency Response activity, there must always be a **Recovery Plan**. Alan Loh of GSK Pharmaceuticals delivered this section which include **damage assessment**, investigation and public communication. **Support teams** are needed to fulfill



Alan Loh, leader of the ERP work group, proving his point that Emergency Response Planning is his cup of tea.



Dr Foo Swee Cheng on Protection For Response Team.



Fong Mun Siong dealing with Evacuation and Training.

these functions before the site can return to normal operation. **Recovery leadership** is key and the teams must include **senior persons** and **specialists**.

NEXT STEP

The SLP Emergency Preparedness Planning Guide may be used as a handy reference for organizations that are preparing their first ERP or by organizations that are revising their ERP. Preparedness, Response and Recovery plans must all be spelt out in their site **Standard Operating Procedures (SOP)** so as to be ready to deal with emergencies - big or small!