



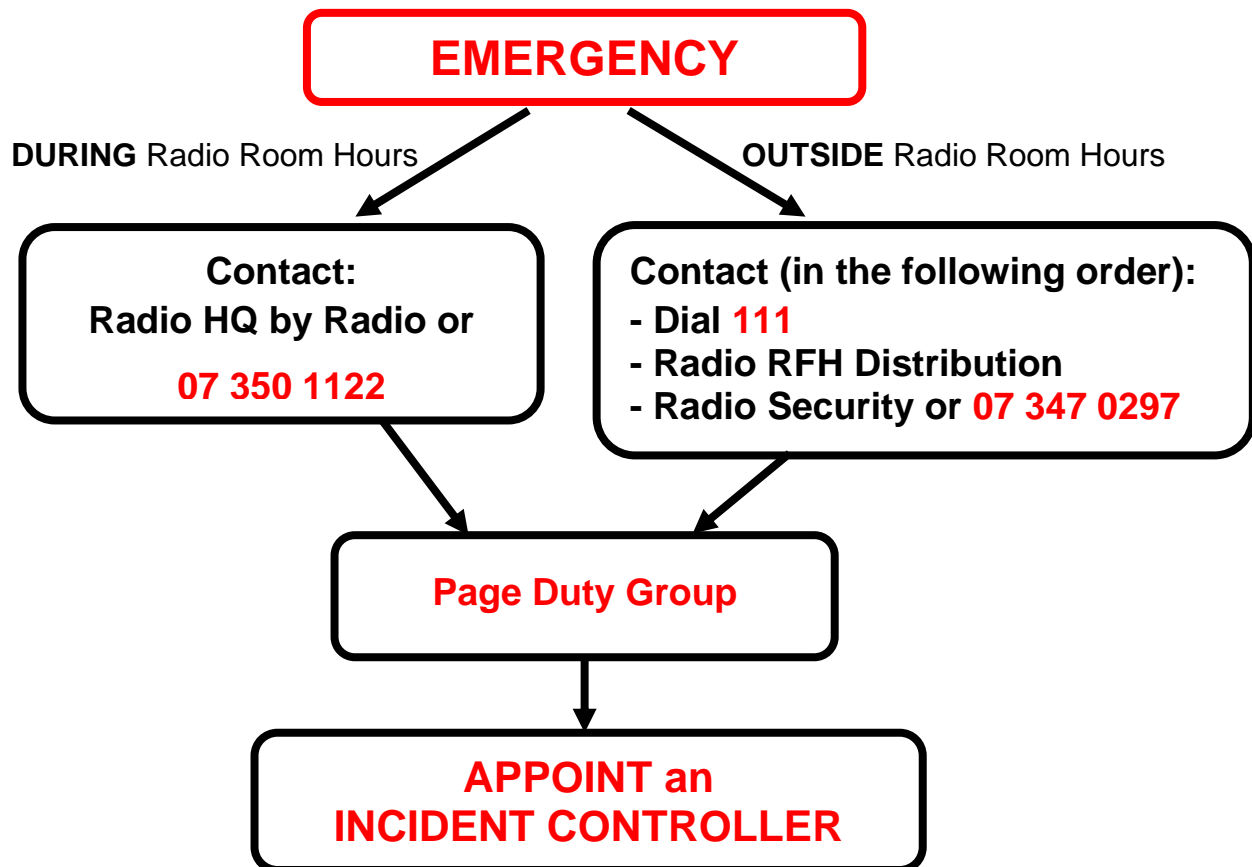
EMERGENCY PROCEDURES

EM011 - Serious Incident Procedures

TL EMERGENCY PROCEDURES

In an Emergency:

1. Remain **CALM**
2. Ensure the **SAFETY** of yourself and others
3. Eliminate **DANGERS** where possible
4. Render **ASSISTANCE** (i.e. first aid)
5. **PHONE** for assistance (see diagram below)



- For injuries, observe the basic rule of First Aid at all times. Unless it is essential for safety, **DO NOT move the injured person** until you are sure what is wrong and what to do.
- When calling 111 or Radio HQ the operator will assist by asking questions. Please **remain calm and provide clear answers**.
- **ESCALATE** – Inform your Manager (refer TL Escalation Process EM012).



EMERGENCY RADIO CALL PROCEDURES

1. **CALL UP ON RADIO** and relay the following information:

***“Emergency, Emergency, Emergency,
Radio Headquarters this is (call sign or crew sign), on Channel (X*)”***
REPEAT every 10 seconds until answered

**Use relevant KT Regional Channel*

KT Ch	Repeater	General Area	Dist Ch
21	Putuaki	Tarawera	1
130	Pukehina	Rotoehu	121
131	Rainbow Mountain	Kaingaroa North-East	123
132	Tapiri	Kaingaroa West, Whirinaki	125
133	Moerangi	Whakarewarewa	122
134	Galatea	Kaingaroa North-West	124
137	Wairango	Kaingaroa South	126

After hours (for Radio Room) try Distribution Channel

2. Advise your **LOCATION**:

I.e.: Forest; Road; Compartment; GPS Coordinates

3. Advise **TYPE** and **DETAILS OF INCIDENT**

Accident:

- How serious
- Number of people
- Type of injuries
- DO NOT MENTION NAMES
- If ambulance or helicopter required

Fire:

- Size of fire
- What is burning
- Weather conditions

4. **MEET THE AMBULANCE** on the nearest main road.

5. **MAINTAIN RADIO CONTACT** at all times.

6. The Radio Operator will assist you with details required.



STAFF RESPONSIBILITIES IN THE EVENT OF A SERIOUS HARM OR FATAL ACCIDENT AT WORK

DON'T PANIC – HELP US TO HELP YOU

Incident Management

1. Follow the procedures in the previous pages.
 - For more detail refer to the TL Emergency Plan (Document EM002)
2. TL will appoint an Incident Controller (see following page).
3. TLs' Incident Controller will support staff, assess priorities, and coordinate and manage the incident.

Investigation by an Authority – e.g., WorkSafe NZ, NZ Police

1. At the scene (unless you need to, in order to save the life of, prevent harm to, or relieve the suffering of, an injured person) **DO NOT MOVE OR DISTURB ANYTHING** related to the accident, including equipment, until a WorkSafe Inspector has authorised that to be done.
2. When asked for information, give a truthful account of the facts. The same applies if you are asked for information by a WorkSafe Inspector or the Police. You are not required to give any information that may incriminate yourself or Timberlands. If you have any concerns, contact the Incident Controller.
3. TL staff are to give all reasonable assistance to enable a WorkSafe Inspector to enter, inspect, examine, enquire or exercise their powers in investigating workplace accidents.
4. The Incident Controller will be available to respond to any queries relating to TL's processes or systems.
5. You may be asked by a WorkSafe Inspector and/or Police to provide a formal statement which will be signed or recorded and used as evidence in Court proceedings. **PROMPTLY ADVISE THE INCIDENT CONTROLLER OF ANY REQUEST**, so TL can support you in this formal process.
6. You must not comment on or disclose information in connection with the accident other than to employees and management of TL, WorkSafe or the Police. Such comment or disclosure, in particular to the media, must be approved by the Incident Controller in accordance with the [TL Media Communication Protocols \(Document FR121\)](#).
7. **NB:** If you have any concerns contact the Incident Controller.

Injury to TL Staff Member

1. Any staff member injured as a result of a work related accident with TL will be immediately provided with all possible support to assist in rehabilitation to normal duties.
2. TL staff involved directly or indirectly in a workplace accident resulting in injury may be required to undergo drug and alcohol testing.



INCIDENT CONTROLLER

1. What Incidents Require the Appointment of an Incident Controller*?

Any emergency or incident that would require a coordinated response by TL or falls across multiple TL business areas, for example:

- Safety / Accident Emergencies
 - Fatalities
 - Injuries or medical emergencies
 - Vehicle and aircraft accidents
- Severe Wind Events
- Natural Disasters
- Environmental Emergencies
 - Major environmental incidents
 - Large hazardous substance spills
 - Occupations / protest action
 - Powerline or gasline pipeline breakage
- Fires
- Large scale business decisions (these will usually be planned)

**When in doubt APPOINT AN INCIDENT CONTROLLER and/or ESCALATE, it is better to be cautious.*

2. Who can be an Incident Controller?

The Incident Controller will depend on the nature of the incident and the skills of the TL staff available. In most cases the Incident Controller will be one of the following:

- Senior Manager
- Fire and Security Manager

3. Who Appoints the Incident Controller?

The Sustainability Manager or a TL Senior Manager with Delegated Authority.

4. What Procedures do we Follow?

The Emergency Plan (EM002) provides the overview for actions in an emergency situation. However, this also links to several other related key documents for specific emergencies or post disaster recovery. See Diagram below:

