

ISO14001:2015 Manual	Document no.:	EMS 8.2.1
	Issue date:	23/03/2024
Emergency Response Procedure – Supply Collect & Food Waste Depots, UCO Processing	Revision no.:	Rev. 11
	Review date:	22/03/2027
Owner: SHE Team	Approver:	Stephen Weston



8.2.1 EMERGENCY RESPONSE PROCEDURE – SUPPLY COLLECT DEPOTS, FOOD WASTE DEPOTS & UCO PROCESSING

1.0 INTRODUCTION

This Emergency Response Procedure relates to Supply Collect Depots, Food Waste Depots and the UCO Processing sites only.

Site specific Emergency Response Plans are held for the following higher risk sites:

- Aylesbury AD Site
- Westcott AD Site
- Liverpool UCO Processing, Biodiesel, AD plant and depot
- Liverpool Bulk Liquids

This procedure outlines a basic scheme for dealing with emergency situations at the Supply Collect and Food Waste Depots and the UCO Processing sites. These are events that result or could result in serious injury or death of personnel, or major damage or destruction of plant, equipment, or stocks. In such cases, it is clear there must be scope for individual initiative. It is, however, imperative that there is organised structure, which ensures that possible injury or damage is minimised through a coordinated action that makes the most effective use of all available resources.

All departments, managers, supervisors, and personnel with specific responsibilities under the emergency response plan should possess and be familiar with the plan.

2.0 DOCUMENT CONTROL

The Emergency Plan is a controlled document. All revisions must be documented and approved before the Emergency Plan may be re-issued.

Official Hard Copies

Unlike most other procedures, a hard copy of the emergency plan will be kept at each site. This will be held in a box/bag at the entrance gates to each site so that it can be easily obtained by the emergency services. The General Manager/ Site Manager is responsible for ensuring that the most up to date version of the procedure is kept in the box/bag.

Official Electronic Copy

The official electronic copy of the Emergency Plan is kept on the intranet.

Responsibility for Document Updates

The Procedure shall be reviewed annually by the SHE Team. It is the responsibility of the SHE Team to publish updates and notify all sites of the update so they can print a hard copy.

3.0 GENERAL FACILITY INFORMATION

A typical Supply Collect site can range in size from a small depot such as Cornwall at 1,000m² to Scotland Coatbridge at 10,000m².

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The surrounding area may be of any description, from entirely rural, to residential or entirely industrial. All Supply Collect depots consist of the following areas:

An office and domestic space

This will typically house the site’s managing and administrative staff in office space, along with toilets and kitchen facilities.

A warehouse

The warehouse is used for the storage of fresh cooking oil and may also be used for the storage of used cooking oil and vans.

A yard

The yard is used for receiving the vans back from their rounds, it will also be where HGVs are loaded with outgoing UCO and incoming fresh oil is off-loaded. Some depots may also store UCO in the yard.

Some depots may also have:

UCO storage tank

Several depots have a single bulk storage tank on site used for the bulking up of UCO, this usually arrives on one of Olleco’s Oilsense tankers and is despatched in a bulk tanker directly to a customer.

Food Waste Titan trailer

Several depots have Titan trailers on site which are used for the bulking up of food waste, this usually arrives in one of Olleco’s Food Waste vehicles which will reverse up to the Titan trailer and tip its contents into the trailer.

Stand-alone Food Waste depots are typically smaller and may consist of only a yard for vehicle storage and a single building or portacabin.

In addition to this Olleco undertakes UCO processing activities at the following sites, comprising:

- Newport – gas fired melting oven, settlement and filtration of UCO, barrel wash, bulking of treated oil
- Coatbridge – cold pouring and filtration of UCO, settlement and bulking of treated oil, barrel washing
- South West - cold pouring and filtration of UCO, settlement and bulking of treated oil



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4.0 EMERGENCY SERVICES CONTACTS

IN ANY EMERGENCY, DIAL '999'						
Site Name	Site Address	Primary Fire Station	Alternative Fire Station	Primary Hospital	Alternative Hospital	Police
Cornwall Supply Collect	Unit 5, Treleigh Industrial Estate Redruth TR16 4AX	Tolvaddon Community Fire Station Tolvaddon Camborne TR14 0EQ Tel: 01209 614300	Hayle Emergency Services Community Station Commercial Road Hayle Tel: 01736 752973	The Royal Cornwall Hospital Treliske Truro TR1 2LJ Tel: 01872 250000	Royal Devon and Exeter Hospital, Barrack Rd, Exeter EX2 5DW Tel: 01392 411 611	Devon & Cornwall Police Baker's Hill, Newton Abbot, TQ12 1LA
Cumbria Supply Collect	2 Eden View Cottages, Low Moor, Penrith Cumbria CA10 1XQ	Penrith Fire Station, Carleton Avenue, Penrith, CA10 2FA Tel: 0300 303 8623	Lazonby Fire Station Banktop Lazonby CA10 1AJ	Penrith Community Hospital Bridge Lane Penrith, CA11 8HX Tel: 01768 245 555	Cumberland Infirmary Newtown Road Carlisle Cumbria, CA2 7HY Tel: 01228 523 444	Appleby Police Station The Sands, Appleby-in-Westmorland CA16 6XN 101 (non-emergency general phone line)
Ipswich Supply Collect	Appletree Business Centre Folly Lane Copdock Ipswich IP8 3JQ	Ipswich Princes Street, Ipswich, Suffolk, IP1 1RS	The Havens, Ipswich IP3 9SJ Tel. 01473 260588	Ipswich NHS Hospital Heath Road, Ipswich IP4 5PD Tel: 01473 712233	Nuffield Health (Ipswich) Foxhall Road, Ipswich IP4 5SW Tel: 01473 279100	Hadleigh Police Station Magdalen Road, Hadleigh, Ipswich IP7 5AD Tel: 01473 613 500



Liverpool Supply Collect	Birchall St Liverpool L20 8PD	* Kirkdale Community Fire Station. * Studholme Street, Bootle, Liverpool, L20 8EQ (approx. 0.1 mile). * 0151 296 5375	* Liverpool City Community Fire Station * St Anne Street, Liverpool, L3 3DS (approx. 2.0 miles) * 0151 296 6623 / 0151 296 6650	* Royal Liverpool University Hospital * Prescot Street, Liverpool, L7 8XP (approx. 2.8 miles) * 0151 706 2000	* Aintree University Hospital * Lower Lane, Liverpool, L9 7AL (approx. 4.5 miles) * 0151 525 5980	*Emergency – 999 * Local Police – 272 Marsh Lane, Bootle, L20 5BW (approx. 2.0 miles) * 101 (non-emergency general phone line)
London East Supply Collect	Unit 1 Belvedere Link Business Park Viking Way Church Manorway Kent, DA8 1EW	Watling St Dartford DA2 6EG	The Grove Swanscombe DA10 0AD	Derwent Valley Hospital Darenth Wood Rd, Dartford, DA2 8DA Tel: 01322 428 100	Queen Elizabeth Hospital, Stadium Rd, Woolwich, London SE18 4QH Tel: 02088 366 000	Belvedere Police Station 2 Nuxley Rd, Belvedere, DA17 5JF Tel: 02072 301 212
London West Supply Collect	Unit 1A Beaver Industrial Park Brent Road Southall Middlesex, UB2 5FB	17-19 High Street, Southall UB1 3HA	60-64 Uxbridge Road Ealing W13 8RA	Hillingdon Hospital, Pield Heath Rd, Uxbridge UB8 3NN Tel: 01895 279 314	Ealing Hospital, Uxbridge Rd, Southall UB1 3HW Tel: 02089 675 613	Hounslow Police Station 3-5 Montague Rd, Hounslow, TW3 1LB
London West (Trident Way)	Trident Way Southall UB2 5LF	17-19 High Street, Southall UB1 3HA	60-64 Uxbridge Road Ealing W13 8RA	Hillingdon Hospital, Pield Heath Rd, Uxbridge UB8 3NN Tel: 01895 279 314	Ealing Hospital, Uxbridge Rd, Southall UB1 3HW Tel: 02089 675 613	Hounslow Police Station 3-5 Montague Rd, Hounslow, TW3 1LB



Midlands Supply Collect & Region 3 Food Waste	Northampton Road Blisworth Northamptonshire NN7 3DR	Mere Way Northampton NN4 8BW	47 Robert St Northampton NN1 3BL	Northampton General Hospital, Cliftonville Rd, Northampton NN1 5BD 01604545610	Milton Keynes University Hospital, Standing Way, Eaglestone, Milton Keynes MK6 5LD Tel: 01908 243 600	Northamptonshire Police Wootton Hall Park, Northampton NN4 0JQ Tel: 03000 111 222
Newport Supply, Collect, Convert & Region 5 Food Waste	New Quay Road Newport NP19 4PL	Maindee Fire Station Archibald St Newport NP19 8EP Tel: 01443 232 000	Duffryn Fire Station Lighthouse Road Newport NP10 8TG Tel: 01443 232 000	Royal Gwent Hospital Cardiff Road Newport NP20 2UB Tel: 01633 234 234	St Woolos Hospital 131 Stow Hill Newport NP20 4SZ Tel: 01633 234 234	Gwent Police Newport Central Police Station 3 Cardiff Road Newport NP20 2EH Tel: 01633 838 111
North East Supply Collect	Drum Road Drum Industrial Estate Chester-Le-Street County Durham DH2 1ST	High Handenhold, Pelton, Chester-le- Street DH2 1XF	Durham Rd, Birtley, Chester le Street DH3 1LU	Queen Victoria Rd, Newcastle upon Tyne NE14LP Tel: 01912 336 161	Sunderland Royal Hospital, Kayll Rd, Sunderland SR4 7TP Tel: 01915 656 256	Chester-le-Street Police Station Newcastle Rd, Chester-le-Street, Chester le Street DH3 3TY Tel: 03456 060 365
Scotland (Coatbridge) Supply, Collect, Convert & Region 1 Food Waste	Unit 6 Palacecraig Street Coatbridge Lanarkshire ML5 4RY	Main St, Coatbridge ML5 3RS Tel: 01236 423 321	Fire Station/Old Edinburgh Rd, Bellshill ML4 3JG Tel: 01698 745 959	Monklands Hospital, Monkscourt Ave, Airdrie ML6 0JS Tel: 01236 712 191	Wishaw General Hospital, 50 Netherton St, Wishaw ML2 0DP Tel: 01698 361 100	Police Scotland Whittington St, Coatbridge ML5 3AD Tel: 01786 289 070
Scotland (Mosstodloch) Supply Collect	Mosstodloch Ind Est Mosstodloch Morayshire IV32 7LH	Buckie AB56 1AN	Fire Station, Wards Rd, Elgin IV30 1NL Tel: 01343 549 060	Dr Gray's Hospital, Pluscarden Rd, Elgin IV30 1SN Tel: 03454 566 000	Raigmore Hospital Old Perth Rd, Inverness IV2 3UJ Tel: 01463 704 000	Police Scotland Institution Rd, Fochabers IV32 7DZ Tel: 01786 289 070



Southampton Supply, Collect & Convert	Old Grange Farm Grange Road Bursledon Southampton SO31 8GD	122 Brinton's Road Southampton SO14 0DB Tel: 02380 644 000	400 Bursledon Road Southampton SO19 8NG Tel: 02380 725 256	Royal South Hants Hospital Brintons Terrace Southampton SO14 0YG Tel: 02380 540 087	Southampton General Hospital Tremona Road Southampton SO16 6YD Tel: 02380 777 222	Portswood Police Station St Denys Road Southampton SO17 2GN Tel: 01962 841 534
South West Supply Collect	10 Sabre Close Newton Abbot Devon TQ12 6TW	Newton Abbot Fire Station The Avenue Torquay TQ12 2QB Tel: 01392 872200	Torquay Fire Station 124 Newton Road Torquay TQ2 7AD Tel: 01392 872000	Newton Abbot Community Hospital W Golds Road Newton Abbot TQ12 2TS Tel: 01626 324500	Teignmouth Hospital Mill Lane Teignmouth TQ14 9BW Tel: 01626 772161	Devon & Cornwall Police Baker's Hill Newton Abbot TQ12 1LA Tel: 999
Thetford Supply Collect	24 Roman Way Thetford Norfolk IP24 1XB	8 Norwich Rd, Thetford IP24 2HT Tel: 03448 008 020	43 George St, Brandon IP27 0BX Tel: 07990 039 674	Hardwick Ln, Bury Saint Edmunds IP33 2QZ 01284713000	Addenbrooke's Hospital, Hills Rd, Cambridge CB2 0QQ 01223217118	Norfolk Constabulary 12 Norwich Rd, Thetford IP24 2HT
Wakefield Supply Collect	Units 48 & 49 Monckton Road Monckton Road Industrial Estate Wakefield WF2 7AL	Brunswick St, Wakefield WF1 4PA Tel: 01924 334 040	Wakefield, Ossett WF5 9TR Tel: 08451 234 589	Aberford Rd, Wakefield WF1 4DG Tel: 08448 118 110	Halifax Rd, Dewsbury WF13 4HS Tel: 08448 118 110	West Yorkshire Police Laburnum Rd, Wakefield WF1 3QP
Wolverhampton Food Waste Region 7	Four Ashes Industrial Estate, Station Road Four Ashes Industrial Estate, Wolverhampton WV10 7DB	Wolverhampton Fire Station Merridale St, Wolverhampton WV3 0RE Tel: 0121 380 7555	Tettenhall Fire Station, Regis Rd, Wolverhampton WV6 8RU Tel: 0121 380 7558	New Cross Hospital, Wolverhampton Rd, Wolverhampton WV10 0QP Tel: 01902 307 999	Manor Hospital Moat Road Walsall WS2 9PS Tel: 01922 721 172	Wolverhampton Police Station, Bilston St, Wolverhampton WV1 3AA

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5.0 UTILITIES / OTHER EMERGENCY CONTACTS

Electricity

Emergency Hotline 0800 404090

Gas

National Grid Emergency Hotline 0800 111 999

Environmental

Environment Agency (EA) Incident Hotline 0800 807 060

Scottish Environment Protection Agency (SEPA) 03000 996 699

Natural Resources Wales (NRW) Incident Hotline 0300 065 3000

Health & Safety

Health & Safety Executive (HSE) Ask Infoline 0845 345 0055

HSE Duty Officer (out of hours) 0151 922 9235

Insurance

QBE Insurance Europe Ltd via Pen Underwriting 020 7105 4000

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6.0 SITE MANAGEMENT DIRECTORY

Site Name	General Manager/ Site Manager	Other contact
Cornwall Supply Collect	Richard Hobbs 07880 186 559	Mark Druce 07776 200 283
Cumbria Supply Collect	Val Walton 07741 248 065	Vincent Igoe 07775 932180
East Anglia Supply Collect & Food Waste	Louis Hurd 07977 612262	Anthony Nolan 07917 465 019
Ethic Oils Supply Collect	Louis Hurd 07977 612 262	Anthony Nolan 07917 465 019
London East Supply Collect & Food Waste	Ryan Couldry 07966 977 749	Anthony Nolan 07917 465 019
London West Supply Collect & Food Waste	Neil Willing 07557 743429	Anthony Nolan 07917 465 019
Midlands East Supply Collect & Food Waste	Richard Greenshields 07515 064 013	Anthony Nolan 07917 465 019
Midlands East Food Waste	Andrew Paskin 07870914111	Anthony Nolan 07917 465 019
Newport Convert	Jason McCann 07790 351 331	Ciara O'Donovan 07773 648 355
Newport Supply Collect, Food Waste	David Peart 07977 164877	Anthony Nolan 07917 465 019
North East Supply Collect & Food Waste	Don Peacock 07870 914 082	Anthony Nolan 07917 465 019
Scotland Supply Collect, Food Waste & Convert	Stephen Conway 07855 014 905	Roddy Igoe 07970 927 173
Scotland North Supply Collect	Alexander Bruce 07866 890 045	Vincent Igoe 07775 932 180
South Supply Collect & Food Waste	Anthony Beale 07515 064 011	Anthony Nolan 07917 465 019
South West Supply Collect & Food Waste	Mark Druce 07929 845 442	Matthew Joy 07929 834 995
Yorkshire Supply Collect & Food Waste	Adele Cockell 07973 769 117	Anthony Nolan 07917 465 019

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7.0 OTHER EMERGENCY CONTACTS

Position	Name	Phone
SHEQ & Business Improvement Director	Stephen Weston	07967 338 361
CEO	Joe Kenny	
Chief Finance Officer	Norman Heskin	07885 438 457
Chief Operating Officer	Ciara O’Keeffe O’Donovan	07773 648 355
Chief People Officer	Tanya Fisher	07814 921 562
Director of Business Development	Adam Baisley	07771 837 383
Supply Collect Director	Anthony Nolan	07917 465 019
SHEQ Engineer	Andrew Jones	07970 670 286
Regional SHEQ Manager (South East)	Matt Davis	07890 965 620
Regional SHE Advisor (South West)	James Sims	07977 612 960
Regional SHEQ Advisor (North)	Natalie Manalvo Pires	07581 061 457
MD Scotland	Vincent Igoe	07775 932 180
Marketing	Rachael Vincent	07970 394803

In the event of an emergency, the local manager is to call their Director level line manager. That Director will then communicate the incident to Stephen Weston and Norman Heskin. Those Directors will then cascade the information to other appropriate people.

8.0 DEFINITION OF A SERIOUS INCIDENT

A serious incident is an occurrence which may cause serious injuries, loss of life, extensive damage to buildings, equipment or the public, or which requires the assistance of external emergency services.

The following are examples of serious incidents:

Any fatalities (employee or contractor)

Amputations

Life threatening or multiple hospitalisations

Serious cases of industrial exposure or disease

Major fires or explosions

Major environmental damage (spills or releases)

Dramatic equipment or process failures, which could have caused 1-6 above

All incidents involving press or media coverage (actual or expected) at the location or from the location of neighbours

Any of the above from a neighbouring site, which could affect Olleco staff or other people on our site at the time of the incident

Train derailment onto Olleco premises.

9.0 EMERGENCY COORDINATION

This procedure sets out the actions to be followed at Olleco in dealing with an Emergency in accordance with the following priorities: -

Safety of personnel

Minimising damage to plant, property and the environment

Minimising the effect on third parties

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Minimising the loss of material.

The procedure relies on the effectiveness of management of the incident in an appropriate manner by a small team of experienced personnel with emphasis on the need for good communication and a central emergency control center appropriate for the site.

Crisis Management Team

The Crisis Management Team are the people who have an immediate role to play in mitigating the effects of an emergency and preventing it from worsening.

Position	Actions
On-Site	
Person raising the alarm / first point of contact	Upon discovering or being notified of an emergency raise the alarm and call 999. If safe to do so, this person informs the site manager or, if they are not contactable, the most senior person on site.
Site Manager	<p>Inform the necessary people / organization in accordance with the communications flow chart (see appendix)</p> <p>Organise resource to redirect loads away from site if deemed required and approved by Olleco senior management.</p> <p>Characterise the nature and extent of the emergency.</p> <p>Assess the possible hazards.</p> <p>Supervise any initial actions that could minimise the emergency.</p> <p>Brief Senior Fire Officer of incident and potential hazards in dealing with it.</p> <p>Have alarms turned off once Senior Fire Officer is on site.</p> <p>Liaise with the external emergency services providing necessary information to bring the incident under control.</p> <p>Assure that appropriate containment steps are taken.</p> <p>Assure that cleanup and disposal are correctly accomplished</p>
First Aider	<p>Report to the Roll Caller then proceeds to First Aid Room.</p> <p>Treat any casualties as trained as directed without putting self in danger</p> <p>Avoid contact with press or media representatives.</p> <p>Provide information on casualties to the Paramedics on arrival and if required go with casualties to hospital.</p> <p>Provide information to Olleco management as required.</p> <p>Support people who may be in shock, prevent them driving home, ask other colleagues to provide lifts or arrange taxis.</p>
Roll Caller	<p>Carry out the roll call.</p> <p>Notify the Emergency Coordinator of any persons not accounted for as soon as possible</p> <p>Account for all personnel on site to the Emergency coordinator.</p> <p>Arrange for the all clear signal to be given when appropriate.</p>

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Position	Actions
Off-site	
Appropriate Director	Communicate the incident in accordance with the Emergency Communications Flow Chart (see appendix)
CEO	Provides guidance Has final responsibility for decision making
SHEQ & Business Improvement Director	Co-ordinates with relevant SHEQ team members Ensures any relevant agencies have been informed in a timely manner
Marketing	Co-ordinates any public statements, either directly or through Fleishman Informs all other Directors of the ongoing situation via email

10. PLANT EMERGENCY FACILITIES

Each site should designate suitable areas for the following activities which may be required in an emergency. Depending on the nature of the emergency it may be necessary to evacuate site, a secondary location of site should also be considered.

- First Aid Centre
- Communications and Command Centre
- Emergency Locker; the locker contains the following items, which may be of use in an emergency situation:
- First Aid Box
- Defibrillator (to be taken from on-site location in the event of an emergency)
- Site plans
- Emergency plan and contact list
- Any relevant MSDS/COSHH information
- Note pad and pen

11. RAISING THE FIRE ALARM (INCLUDING FOR GAS LEAK)

On discovering a fire, sound the General Alarm by operating the nearest break glass (FIRE – red) or emergency horn. When you are in a safe position, phone the General Manager/ Site Manager with:

Your name, the type, and size of emergency, where it is, where you are, and any injuries.

Contact details can be found in the site management directory (Section 6).

The fire alarm can also be raised in the event of a gas leak via the break glass for personnel to evacuate their work areas. When you are in a safe position, phone the General Manager/ Site Manager with:

Your name, the type, and size of emergency, where it is, where you are, and any injuries.

Contact details can be found in the site management directory.

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Person	First Action	Second Action
General Manager/ Site Manager	Notes location of alarm on the panel and informs emergency services.	Arranges clear passage for emergency vehicles.
Emergency and Evacuation Controller	Leaves by the nearest exit and announces arrival to roll call checker	Records time of all clear or the names of anyone not accounted for.
Incident Controllers	Checks for location of alarm and goes to investigate with an operator.	Proceeds to muster point and announces their arrival.
Visitors	Leave by nearest exit and proceed to muster point. If with a host, they will accompany.	Remain outside and await further instructions.
Contractors	Make plant or equipment safe, if safe to do so.	Announce arrival to roll caller and await further instructions
All other Personnel	Make plant or equipment safe, if safe to do so. Leave keys in plant.	Announce arrival to roll caller and await further instructions

Action to Be Taken on Hearing the Fire Alarm

All the personnel within the facility should, without taking personal risks, IMMEDIATELY LEAVE their work area in a safe manner.

All areas

Turn off electrical equipment / moving equipment if safe to do so.
 Leave area closing all doors behind you and proceed to the assembly point.
 Present yourself to the roll caller so they can know you are present at the assembly point.

Approved Site Evacuation Routes

All personnel and visitors will be made aware of the evacuation routes and assembly point during their induction to site.

12. MEDIA RESPONSE PROCEDURE

Communications to the Media

All staff on site, including management, should avoid communicating with the press or public beyond any instructions necessary to ensure the safety of anyone who may be immediately affected by the event.

The site manager should only contact their appropriate director, who will in turn communicate details of the incident to the CEO and Marketing team. They will then decide if a press release is appropriate and how that communication shall be made.

Under no circumstances should any member of the media be admitted to site.

If members of the media congregate at the front of the site, then they should be instructed not to obstruct emergency vehicles and other access requirements.

Olleco employees as they enter/leave the site should be instructed not to talk to the media.

Writing a Holding Statement to the Media

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At the onset of the incident reporters will likely call before all the facts have been gathered. In such an instance, a simple statement acknowledging the situation should be prepared. The short statement avoids "no comment" and acknowledges that Olleco recognises the need to cooperate with the media and inform the public.

The statement must be prepared in conjunction with the Marketing team and CSCO and with the agreement of the CEO. These Directors can choose to make a statement via Fleishman, a specialist crisis response media company. They can be contacted 24/7 on 02086181736 or lon.olleco@fhflondon.co.uk

The initial holding statement will be the foundation for all future written communications. The following basic principles should be adopted when writing the holding statement:

Tell the most important information in the lead paragraph.

Answer four of the five "Ws"--Who, What, Where, and When. Explain WHAT the incident is. Identify WHO is involved in the incident as well as the resources and equipment involved.

Tell WHERE and WHEN the incident occurred. Explain WHAT action the company is taking to mitigate or respond to the incident. Do not explain WHY the event occurred unless complete information is available and has been approved. Attempting to explain the WHY without complete information is merely speculation and can seriously undermine communication efforts.

Write remaining information in descending order of importance. If the media cuts off the bottom of your story, they will cut information that is least important to the public.

Explain technical points in simple language. A direct quote can add the human element to otherwise technical information and help explain a situation or event in layman's terms. Tell the real story. Avoid using language that is overly bureaucratic.

Be concise. A good news release is judged by the quality of information it communicates, not by its length. Stop writing when you've said all you need to.

NOTE: The holding statement should be as brief and has concise as possible. Further communications will be developed by in-house/external communications experts in consultation with the CEO/other Olleco Directors.

13. ACCIDENT REPORTING

All accidents are to be reported as follows.

The First Aider treating the injured employee must fill in the site's accident book. The person who is injured should NOT fill in the accident book even if he/she is a First Aider.

A statement should be retrieved as soon as practicably possible from the injured person and any witnesses to get information that is fresh in the memories. The statement questions should be structured to get information that is relevant to the investigation.

The information in the accident book should consist of:

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The nature of the injury.

The cause of the injury.

Recommendations to eliminate the cause of the accident (can be completed at a later date on an Incident form).

Time, date, and signature of the individual reporting the accident

Out of hours – if more serious than a first aid case contact the emergency services and when suitable the relevant General Manager.

The General Manager/ Site Manager or nominated deputy must ensure that the correct people are notified within reasonable times, as per the noted escalation process.

All accidents must have a written incident report form completed. It is the responsibility of the General Manager/ Site Manager to ensure that this investigation is carried out and reported to their Regional SHEQ Advisor.

At each SHE committee meeting the accidents and the recommendations from the investigations will be reviewed and any further action deemed necessary would be agreed. Actions will be noted on the site action plan for progress review and close out monitoring.

Injury Classification

FA = First Aid treatment

MA = Medical Aid/ Off-site medical treatment

LTI = Lost Time Injury (1 full working day lost after the day of accident / incident)

RIDDOR = Over 7-day absence (not including day of incident) or specified injury

14. INCIDENT REPORTING

All incidents are to be reported as follows:

The General Manager/ Site Manager or nominated deputy must complete an Incident report.

The General Manager/ Site Manager or nominated deputy must ensure that the correct people are notified as detailed on the incident form.

All incidents must have a written investigation placed on the system. It is the responsibility of the General Manager/ Site Manager to ensure that this investigation is carried out and reported on the system. The report will be reviewed by the Regional SHEQ Advisor and any further details needed may be requested at this time.

At each SHE Committee meeting the incidents and the recommendations from the investigations will be reviewed and any further action deemed necessary would be agreed

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15. INCIDENT CLASSIFICATION

An Incident is a work-related event that adversely affects an employee, visitor, customer, contractor, neighbours or community, such as fire, explosion, releases to the environment, out of control reaction, or other property damage.

An incident is distinct from a near miss in that it involves an actual event with loss. Potential incidents or other near misses should be documented for proper investigation and correction.

Major Incident

Major Incidents are incidents that, in site management's opinion, warrant immediate Senior Management and corporate awareness and support. These include property damage, significant adverse media publicity, substantial loss of business continuity, or serious environmental damage.

Serious Incident

Serious Incidents are those that need to be brought to the attention of upper management but can wait for the next business day.

Incident

Incidents are incidents that are further down the safety pyramid, documented in order to track corrective actions, and that can be part of a larger set of company data useful for analysis and general targeted programs.

RIDDOR

The Reporting of Injuries, Diseases, and Dangerous Occurrence Regulations 2013 (RIDDOR) came into force on 1 October 2013. They require an employer to report to the enforcing authority (in our case the Health and Safety Executive) any fatal or specified major injury or condition. For further details of what is covered in the Regulations please refer to the HSE RIDDOR booklet.

Please ensure that any RIDDOR reportable incidents are reported to your Regional SHEQ Advisor as soon as possible so these can be reported within the specified timescales. RIDDOR reports should be completed by a member of the SHEQ team.

16. FATAL ACCIDENT PROCEDURE

Fatal Accidents

In the event of a fatality the CEO of Olleco and the CSCO must be informed immediately.

The police are the principal investigators of any fatal accident and potentially any other serious incident, including road traffic accidents

In the event of a fatal accident, the General Manager/ Site Manager or their deputy must ensure that the police are called. The police have two roles:

- a) They act as officers for the Coroner and collect evidence on the Coroner's behalf and
- b) They investigate whether any criminal act has taken place e.g. corporate manslaughter, manslaughter or assault.

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There is a formal protocol for the investigation of “work related deaths”. This is an agreement between all the enforcing bodies in England, Wales & Scotland and states that the police have primacy over the investigation. The police may use the HSE as “experts”. If the police are satisfied that there is no evidence that a serious criminal offence (other than a health and safety offence) caused the death, they will pass the investigation to HSE.

HSE officers will also attend site. Their initial function is to assist the police with their investigations. HSE officers also investigate whether any health and safety contraventions have taken place.

The police and HSE will treat the accident site as a crime scene and any work activity in the area of the incident will need to stop whilst they assess and gather evidence. There are no rules about the extent of a crime scene but it should not be overly extensive. Anyone interfering with a crime scene risks being prosecuted for obstructing an officer

In the event of a fatality, the General Manager/ Site Manager or their deputy must ensure contact is made with 24 hour call legal support. If the SHEQ & Business Improvement Director can be contacted then they will normally make contact with the legal support, but if not then contact should be made directly without delay.

No statements should be given to the police or the HSE without legal representation being present.

Legal Support is provided by Clyde & Co.

The emergency call out numbers are:

Emergency number (24 hours a day/ 7 days per week): Telephone: 020 7873 2444

Alternatively one of the following can be contacted directly:

Chris Morrison

Partner, Head of SHE Regulatory

T: +44 (0)161 240 2655/ 07967 325 775

E: chris.morrison@clydeco.com

Mark Brookes

Legal Director

T: +44 (0)161 240 2531/07500 794 744

E: mark.brookes@clydeco.com

Roger Cartwright

Associate

T: +44 (0)161 240 829 6474/07810 505 829

E: roger.cartwright@clydeco.com

17. SPILL CONTROL POLICY

Listed below are some general rules for dealing with spills. If you are in doubt on how to handle a spill, immediately consult your manager.

Spills should be dealt with as they occur and never left to cause greater damage.

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Warn others of the spill and prevent unauthorised access to the area.
Wear appropriate personal protective clothing (PPE) when dealing with the spill.

General information regarding spill procedures can be found in EMS 8.1.7 Spillages and in the following SOP's:

- EMS-ER-SOP-001 - UCO & Fresh Cooking Oil spillage
- EMS-ER-SOP-002 - Food Waste Spillage

Individual spill response procedures are available for the following higher risk sites:

- Aylesbury AD Site
- Westcott AD Site
- Liverpool UCO Processing, Biodiesel and AD Plant
- Liverpool Bulk Liquids

These are listed on the EMS Index. The spill procedures provide a detailed description of what to do in case of loss of containment.

18. UTILITY DISRUPTIONS

Steam

Investigate cause in the boiler room.

Electricity

In the event of an electrical failure the emergency lighting will automatically activate.

Water

In the event of a loss of mains water, shut down the process.

Gas

Investigate the cause at the main incoming locations. Be prepared to evacuate site if there is a serious leak.

19. NATURAL DISASTERS & BOMB THREAT

Flood

Localised site flooding is a risk in Southampton and South West due to the nature of the drainage system. Local SOPs are in place to manage the risk.

Earthquake

Not thought to be applicable.

Hurricane or Tornado

Not thought to be applicable.

Drought

Not thought to be applicable.

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Snow, Ice, Blizzard
Refer to the SHE policy on severe weather working.

Bomb Threat
Use checklist below
Inform police
Follow advice from police
Inform the General Manager
Mobilise the Emergency team

Bomb Threat Checklist (to be used if contacted by telephone)
Ask the caller the following questions and document the response(s):
Date and time of threat (telephone call).
When will the bomb explode?
Where is the bomb?
What type of bomb?
What is your name?
Why have you installed the bomb?
What type of initiator/explosive?
Where are you calling from?

Describe the person
Male or female?
How did he/she speak (slow, fast.....)?
Any type of dialect or accent?
Telephone system used?
Noise in the background?

20. EMERGENCY TRAINING PLAN

All employees will receive refresher training every three years or sooner should a change be made to the emergency plan. This will keep personnel up to date in knowing the actions to take in the event of an emergency.

Specific technical training will be given to relevant personnel expected to perform a function or take responsibility for ensuring the activity is carried out safely. Refer to the site SHEQ training matrix.

21. EMERGENCY SCENARIOS

The emergency scenarios will be trained out on a periodic basis with different potential issues on-site. Grab cards should be located in strategic position on site for personnel to take in the event of an emergency for an aide memoir for the emergency scenario.

Emergency Communications Flow Chart



On-site internal

Off-site internal

External

(deputy for the named person)

