

APPENDIX A - CONTINGENCY PLAN TEMPLATE

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1. EMERGENCY NUMBERS

EMERGENCY TELEPHONE NUMBERS	
Emergency Manager	
Deputy Emergency Manager	
Ambulance (24 hour)	
Fire Department (24 hour)	
Police (24 hour)	
Local Police	
Disaster Management	
Civil Protection (24 hour)	

OTHER EMERGENCY NUMBERS	
Traffic (24 hour)	
Electricity (24 hour)	
Water	
Damage to roads	

Dead animals	
Plumber	
Electrician	

2. GENERAL INFORMATION

2.1 Street address:

Postal address:

Telephone numbers:

Office hours:

After hours:

2.2 Number of:

Educators: _____

Support staff: _____

2.3

Control Room:

In case of emergency, Emergency Management will meet in the control room.

Please state venue of control room, e.g. staffroom

2.4

Alarm:

Alarm signal will be given as follows:

When the signal is given, the emergency procedure will be as follows:

2.5

Names and addresses of 3 persons to be contacted in case of emergency:

1.

Telephone numbers:

2.

Telephone numbers:

3.

Telephone numbers:

3. AREA DESCRIPTION

- 3.1 The following relevant incidents, with (possible) serious consequences, happened in the past:

- 3.2 Characteristics of environment (only unusual characteristics):

- 3.3 List of neighbouring institutions e.g. house, church, offices.

- 3.3.1 Location:

Name:

Telephone number:

Activity:

- 3.3.2 Location:

Name:

Telephone number:

Activity:

- 3.3.3 Location:

Name:

Telephone number:

Activity: _____

3.3.4 Location: _____

Name: _____

Telephone number: _____

Activity: _____

3.3.5 Location: _____

Name: _____

Telephone number: _____

Activity: _____

3.3.6 Location: _____

Name: _____

Telephone number: _____

Activity: _____

4. THREATS AND POSSIBLE CONSEQUENCES

This contingency plan makes provision for the following:

- Fires
- Bomb threats, explosions, letter bombs/suspect parcel, armed attack, riots, illegal occupation of buildings and hostage situations.
- Interruption of essential services e.g. water, electricity, refuse removal and sewage as well as strikes and stay-away actions.
- Disaster caused by natural forces

The following threats may pose a special problem to the institution:

Special attention will be given to the following threats:

5. EQUIPMENT

5.1 Control room:

The following equipment must always be available and in working condition in the control room:

- Telephone
- Other communication equipment (radios, PA system, etc.)
- Current Contingency Plan
- Alarm control equipment
- Flashlights in working condition with sufficient charged batteries

5.2 Fire extinguishers and First Aid Equipment:

As indicated on Plans.

5.3 Other available equipment:

[illegible]

6. HUMAN RESOURCES

6.1 EMERGENCY MANAGEMENT:

Emergency Manager:

Name: _____

Telephone numbers: (w) _____ (h) _____

Deputy Emergency Manager:

Name: _____

Telephone numbers: (w) _____ (h) _____

Other members of Emergency Management:

Name: _____

Telephone numbers: (w) _____ (h) _____

Name: _____

Telephone numbers: (w) _____ (h) _____

Name: _____

Telephone numbers: (w) _____ (h) _____

Name: _____

Telephone numbers: (w) _____ (h) _____

6.2 EMERGENCY OFFICIALS**Area (e.g block 1 or second storey)** _____

Emergency official: _____

Telephone numbers: (h) _____ (w) _____

Deputy Emergency Official: _____

Telephone numbers: (h) _____ (w) _____

Area: _____

Emergency official: _____

Telephone numbers: (h) _____ (w) _____

Deputy Emergency Official: _____

Telephone numbers: (h) _____ (w) _____

Area: _____

Emergency official: _____

Telephone numbers: (h) _____ (w) _____

Deputy Emergency Official: _____

Telephone numbers: (h) _____ (w) _____

Area: _____

Emergency official: _____

Telephone numbers: (h) _____ (w) _____

Deputy Emergency Official: _____

Telephone numbers: (h) _____ (w) _____

Area: _____

Emergency official: _____

Telephone numbers: (h) _____ (w) _____

Deputy Emergency Official: _____

Telephone numbers: (h) _____ (w) _____

Area: _____

Emergency official: _____

Telephone numbers: (h) _____ (w) _____

Deputy Emergency Official: _____

Telephone numbers: (h) _____ (w) _____

Area: _____

Emergency official: _____

Telephone numbers: (h) _____ (w) _____

Deputy Emergency Official: _____

Telephone numbers: (h) _____ (w) _____

6.3 Fire Fighting Team

Leader: _____

Telephone numbers: (h) _____ (w) _____

Deputy Leader: _____

Telephone numbers: (h) _____ (w) _____

Member: _____

Telephone numbers: (h) _____ (w) _____

Member: _____

Telephone numbers: (h) _____ (w) _____

Member: _____

Telephone numbers: (h) _____ (w) _____

Member: _____

Telephone numbers: (h) _____ (w) _____

Member: _____

Telephone numbers: (h) _____ (w) _____

Member: _____

Telephone numbers: (h) _____ (w) _____

Member: _____

Telephone numbers: (h) _____ (w) _____

6.4 FIRST AID TEAM

Leader: _____

Telephone numbers: (h) _____ (w) _____

Deputy Leader: _____

Telephone numbers: (h) _____ (w) _____

Member: _____

Telephone numbers: (h) _____ (w) _____

Member: _____

Telephone numbers: (h) _____ (w) _____

Member: _____

Telephone numbers: (h) _____ (w) _____

Member: _____

Telephone numbers: (h) _____ (w) _____

Member: _____

Telephone numbers: (h) _____ (w) _____

Member: _____

Telephone numbers: (h) _____ (w) _____

Member: _____

Telephone numbers: (h) _____ (w) _____

7. DUTIES OF EMERGENCY OFFICIALS

A	B	C	D	E
EMERGENCY MANAGEMENT	EMERGENCY OFFICIAL	FIRE FIGHTING TEAM	FIRST AID TEAM	OTHER
<p>Responsible for co-ordination in an emergency until the arrival of emergency services</p> <p>Go to Control Room.</p> <p>Give clear instructions.</p> <p>Contact emergency services.</p> <p>Stay in contact with emergency officials.</p> <p>Check that all areas have been evacuated.</p> <p>Make certain that emergency officials do their jobs properly.</p>	<p>In charge of all people in a designated area.</p> <p>Take control of situation.</p> <p>Inform emergency management of the emergency.</p> <p>In case of evacuation, make certain that all areas have been evacuated to the specified evacuation points.</p> <p>Complete head count of staff in designated area at evacuation point.</p> <p>Report to emergency management as soon as evacuation is completed.</p> <p>Assist handicapped and injured people.</p>	<p>Fight fire until arrival of fire brigade.</p> <p>Team members closest to fire must try to put it out immediately.</p> <p>If fire rages out of control, evacuate building.</p> <p>Report to team leader.</p> <p>Reaction must be fast but organised.</p> <p>Close fire doors.</p> <p>Leave area last.</p>	<p>Apply first aid to injured persons in designated area.</p>	

8. ACTION PLAN AND EMERGENCY PROCEDURES

A EVACUATION PROCEDURE	B FIRE	C ARMED ATTACKS/ HOSTAGE SITUATIONS	D BOMB THREAT OR BOMB EXPLOSION	E GENERAL HINTS
Emergency management will determine when evacuation should take place.	If it is safe to do so, extinguish the fire with the available fire extinguisher. Otherwise, evacuate the immediate area of the fire and close the doors behind you.	If possible, notify the Emergency Official.	Get as much information as possible from the person making the threat. Keep on talking. Listen to background noises. Fill out bomb threat check list.	Always stay calm.
Emergency officials have been appointed who are responsible for the orderly evacuation of a particular area in an emergency.	Phone the Emergency Official for your area.	If you are a hostage, preferably lie down or sit on the floor. Do not resist.	Try to determine where the bomb was placed, and what it looks like. Try to establish the person's motive. Try and determine when the bomb will explode. Listen to the person's accent. Try to convince the person to discontinue with the plan.	Never use lifts as an escape route.
Follow the instructions of the emergency officials. Listen to announcements made over the PA system.	If the fire rages out of control, evacuate the building/floor according to Procedure A.	If possible, avoid involvement and arguments.	If possible, tape the conversation. Make <u>notes</u> of all information received.	Acquaint yourself with the operation of the fire extinguishers and the locations where they are installed.
In an emergency, the Emergency Official is the <u>only person</u> in charge. Never ignore an order of the Emergency Official, even if you suspect that it is only a practice drill.	Smoke and gas may be dangerous. Try to avoid all smoke filled areas, stay close to the ground and cover your mouth with a wet cloth.	Obey instructions of attackers.	Convey all information to the Emergency Official for your area.	Make sure that you know where the escape routes are.
Leave possessions behind.	If trapped, close doors and seal vents of doors with material which may be available.	Trained negotiators of the South African Police Service will handle hostage situations.	Assist with searching all rooms and spaces in your area for strange objects.	Always report suspicious objects and persons immediately to the Emergency Official.
If possible, switch off electrical equipment in your office. Lock important documents and valuables away.	Move to a window and attempt to attract attention	STAY CALM	Treat all strange objects as a bomb. Notify the Emergency Official if any objects are noticed.	Never ignore a fire, however small. Report it immediately to the Emergency Official.
See to it that your neighbours also evacuate.	STAY CALM		Open all windows and doors (if possible) in case of an evacuation	Good housekeeping and safe habits reduce fire hazards.

A EVACUATION PROCEDURE	B FIRE	C ARMED ATTACKS/ HOSTAGE SITUATIONS	D BOMB THREAT OR BOMB EXPLOSION	E GENERAL HINTS
Follow the signs to an emergency exit. Stay calm, walk briskly, and don't run. Do not select an escape route yourself – it may be the wrong one. Follow the route indicated by the Emergency Official. Walk on the stairs in single file – keep left in order to give service personnel free access.				No information is to be conveyed to the media or persons not involved.
Assist injured persons or persons who stumble and fall.				Assist visitors: they are not familiar with the emergency procedures.
Do not shout or make unnecessary noise, it increases panic.				Try to lock classified information away before evacuating building (only if it is safe to do so).
Do not interfere with persons performing emergency services (fire department, etc.)				
Do not return to the building until it is declared safe. Stay at your designated evacuation point.				

G. INTERRUPTION OF ESSENTIAL SERVICES

Report to relevant institutions.

H. STRIKES AND STAY-AWAYS:

Carry on with available personnel. If additional personnel are needed, the following institution may be contacted:

- 1.
- 2.
- 3.

All incidents must be reported to the Safe Schools Call Centre **0800 45 46 47** for management and support.

Labour Relations will be the lead directorate to negotiate with relevant parties.

Inform the SAPS to establish a Provincial Joint Operation Centre if necessary

[illegible]

9. FLOOR PLANS, SITE PLANS AND AREA MAPS

Key to plans (indicate the key).

PLAN A

Floor plan of building/s indicating the following:

Emergency exits and area for which each emergency official is responsible.

PLAN B

Floor plan of building/s indicating the following:

Fire extinguishers

First aid equipment

Emergency exits

Dangerous materials

PLAN C

Map of surrounding area indicating all entrances and areas that may cause specific problems as well as evacuation points.

PLAN D

Topographical map

10. CONTINGENCY PLAN REGISTER

10.1 REVIEW

The contingency plan must be reviewed annually. The person responsible for the review of the contingency plan must sign this register.

DATE	INITIALS AND SURNAME	SIGNATURE

10.2 TESTING

The contingency plan must be tested once a year. Representatives of Disaster Management, SAPS, Fire Brigade and Civil Protection can be contacted to evaluate the exercise.

TYPE OF EXERCISE	SIGNATURE EMERGENCY MANAGER	SIGNATURE OF PERSON EVALUATING EXERCISE

BOMB THREAT CHECK LIST PROCEDURE

1. Stay calm.
2. Do not transfer the call unless requested.
3. Do not interrupt the caller.
4. Be courteous.
5. **KEEP THE CALLER TALKING AS LONG AS POSSIBLE. ASK THE FOLLOWING QUESTIONS:**
 - Where is the bomb?
 - When will it go off?
 - What kind of bomb is it?
 - What does the container in which the bomb is placed look like?
 - Does the person know that people will be injured when the bomb explodes?
 - How does the person know about the bomb?
 - Why is he/she doing it?
 - Who is he/she?
 - Where is he/she calling from?
 - Where does he/she work?
 - How old is he/she?

6. **DID THE CALLER APPEAR FAMILIAR WITH THE BUILDING?**

Remarks: _____

7. NOTIFY SECURITY IMMEDIATELY:

Date: _____ Time: _____

Signature of person who received call: _____

8. ESTABLISH THE CALLER'S IDENTITY:

Sex: Male _____

Female _____

Adult _____

Juvenile _____

Approximate age: _____

9. ORIGIN OF CALL

Local _____

Long distance _____

Phone booth _____

Internal _____

10. LANGUAGE

English _____

Other _____

11. ACCENT

English _____

Other _____

12. VOICE:

Loud _____ Soft _____ High/low pitch _____ Course _____

Hoarse _____ Squeaky _____

13. SPEECH:

Distinct _____ Distorted _____ Hurried _____

Slow _____ Stuttering _____ Slurred _____ Nasal _____

13. MANNER OF SPEECH:

Calm _____ Excited _____ Humorous _____ Angry _____

Rational _____ Irrational _____

14. BACKGROUND NOISES:

It is crucial that all relevant information that may lead to the arrest of the caller be recorded. Please identify background noises e.g.

Traffic_____Busy Street_____Machinery _____

Music_____Trains_____Aircraft_____Office noises _____

Silence_____Animals_____Party noises _____

15. REMARKS:
