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1.   Purpose

1.1.   The OEC's Emergency Response Plan is intended to:
- Establish protocols to be followed when an emergency occurs;
- Create a framework for the allocation and management of resources; and
- Define roles and responsibilities in order to enable the site to effectively cope with a major site wide emergency.

1.2.   The plan explains how departments should respond when a catastrophic site wide emergency occurs. It includes how key organizations are expected to work together to minimize the impact of disaster on employees, the community and the environment. It also outlines how departments are to implement respective plans for full disaster recovery.

1.3.   An emergency is defined as any unplanned event that jeopardizes the employees, the assets, and/or the physical structure of the building. The primary goal in this Emergency Preparedness Plan is to reduce, minimize or eliminate the risk to employees or property through prevention, early detection, notification, evacuation, control and mitigation, and recovery. This plan will minimize or prevent disruptions to the continuity of essential facility operations throughout emergency situations. The basic information in this plan includes: organizational roles and responsibilities, communication and reporting.

1.4.   This emergency plan addresses all issues associated with emergency management; the event itself, along with any other associated issues. The plan is flexible enough to be easily used no matter what the actual situation. However, every possible eventuality cannot be anticipated. To do so would result in plans that would not be reasonable to use. Consequently, a set of assumptions is used to guide the development of emergency response actions.

2.   Scope

This plan applies to all OEC employees, visitors and vendors located at the OEC Records Management Company Pvt Ltd facility located at across India that would be affected in the event of an emergency.

The structure is first and ground level.

3.   Definitions

Emergency Response	A response effort by individuals trained or otherwise to any Emergency.
Emergency	An unforeseen event or threat that may result in injury, death or / and property damage or business interruption.
Emergency Scenarios	Potential Scenarios causing loss or business interruption on higher scale.

Emergency Response Plan	A written plan that describes site-specific emergency scenarios and applicable emergency response procedures.
Assembly Point	Designated areas in the premises for gathering of personnel in event of an emergency evacuation. A safe place has been identified as the Assembly Points at the respective sites . All these points are well identified with a green colour glow sign board - Assembly Point
Evacuation Plan	A written evacuation plan shall be maintained by each department team leader. The plan should include instructions for reporting emergencies and evacuation. All employees should receive refresher training at least annually. Records of training must be maintained for a period of two (2) years.
Communications	Instructions and information relative to the evacuation of a facility will be communicated to the individual departments or sections as per plan. Communication in more urgent situations will be made on the public address system. In the event of a power failure, cell phones will be used to transmit instructions.

4.   General Information
- Emergency procedures have been devised after studying the processes and operations being carried out at the site and the risk, hazards associated.
- Emergency Response Plan has been developed to address local response procedures for managing potential emergency scenarios.
- Emergency Response Plan contains procedures for responding to foreseeable natural and manmade emergencies.
- Emergency Response Plan contains procedures for emergency evacuation, fire prevention and response and making internal and external notifications.
- Emergency Response Plans and associated procedures shall be updated as required to reflect changing physical conditions, personnel, activities being carried out, external emergency response services and other factors.
- An adequate alarm/communication system has been provided to alert site personnel if emergency situation occurred.
- Alarm/communication systems are regularly tested at least annually and serviced and maintained by trained personnel.
- Locations have been identified and assigned personnel responsibility for emergency response (ERT members) and First Aid.

5.   Possible Hazards / Risk Scenarios

The detailed hazards risk scenarios for Records Management Organization is identified. The list is attached with BCP.

The main hazard / risk scenarios are:

- ➢ Fire Hazard
- ➢ Electrical Hazard
- ➢ Medical / Health Hazard
- ➢ Bomb Threat
- ➢ Natural Calamity

Fire is the prime hazard at any facility, hence to minimize the occurrence and impact of the Fire Emergency a special emphasis is placed on the Housekeeping and Storage practices in the facility while carrying out processes and maintenance jobs. No smoking at place is strictly adhered to.

The facility is committed to prevent occurrence any situation that may lead to a fire at the facility. The Electrical fittings and accessories with proper Earthling are fixed as per the applicable standards and provision of various protection devices in & electrical installation such as miniature circuit breakers and earth leakage circuit breakers.

Fire prevention is the responsibility of all personnel. All employees should follow safe practices to minimize fire hazards, and supervisors shall check and ensure that safe practices are followed on a daily basis.

All fire protection equipment will be inspected by the Branch Head and his staff on a regular basis and report any irregularity observed.

Following items shall be inspected –

  i)   Fire Extinguishers points
 ii)   Fire Alarms
iii)   Vesda/Smoke Detectors
 iv)   Emergency lighting
  v)   Blocked or locked Emergency Exits
 vi)   Poor Housekeeping
vii)   Storage of Fuel
viii)   Obstructed access to Emergency equipments
 ix)   Air Conditioning system, table fans, Exhaust system etc
  x)   Health of all employees plan to be monitored. Adequate First Aid boxes have been made available.
 xi)   Blockages of emergency Escape route

6.   Emergency Control Organization
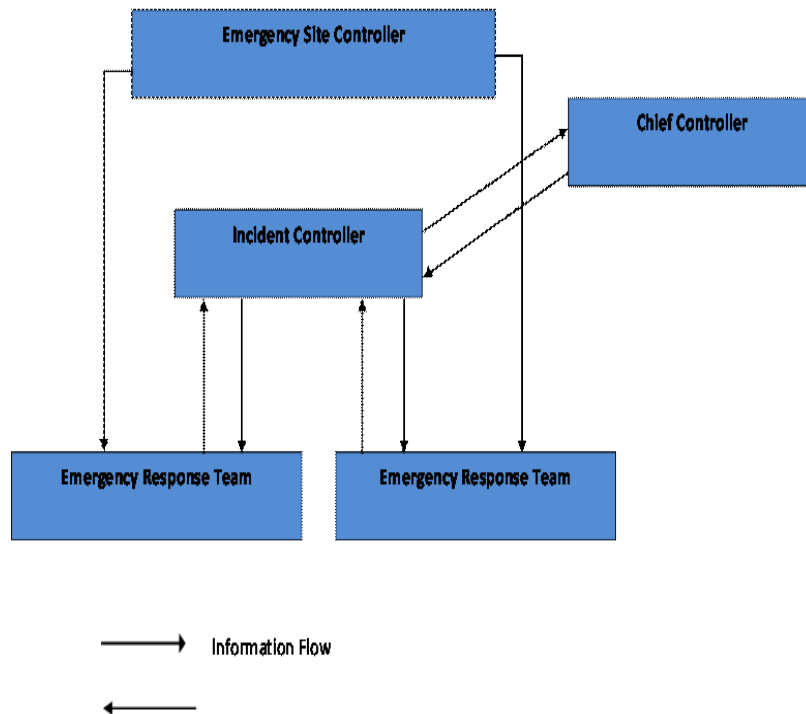
Emergency Organization Members	Responsibility	Mobile
Mr Vinod Sharma [I]	Emergency Site Controller	7498914220
Mr Pradeep Kolatheril [II]	Emergency Site Controller & Incident Controller	7498914217
Mr Satish Divekar [I]	Incident Controller	7498914213
Mr Viral Doctor [I]	Chief Coordinator	9820353073
Mr Sumant Misra [I]	Chief Coordinator	7498914210

7.   Emergency Alerting Procedure
        In case of occurrence of any fire or explosion or any other major Emergency, Fire Alarm shall be operated immediately.
        In case of any other emergency like Medical Emergency or some small emergency then alert by intercom facility or by shouting for help.

8.   Emergency Response Organization and Responsibilities of Personnel
        During emergency in the Site Operation the Emergency Site Controller will have the responsibility for ensuring that proper actions are taken to ensure the safety of the employees and visitors to the facility.

8.1.   Emergency Site Controller
        Responsibility: Manager Branch (Operations)
        Copy of BCP / EPRP / DRP must be in emergency Control Centre.

a) The Emergency Site Controller shall take the charge of the entire facility.

b) He will proceed to the Emergency Control Centre at Security Main Office.

c) Communicate with the Incident Controller to understand the nature and extent of the emergency.

d) He will contact Key Personnel as per Chart displayed

e) Depending on the nature and extent of the emergency instruct the Incident Controller to carry out various Evacuation and Emergency mitigating measures.

f) Coordinate the resources to mitigate the emergency and if required communicate with other external agencies to obtain help. (e.g. Fire Brigade, Police or Doctors etc) as per list and contact numbers displayed in ERP and DRP.

g) Coordinate and direct the External Agencies to carry out the emergency mitigating and rescue operations.

h) Inspect the site, photograph and other evidences from Insurance point of view etc. to be gathered. Along with the Incident Controller and Emergency Response Team

i) Communicate with Statutory Authorities.

j) Setup a team to investigate the incident.

k) After thorough examination of the emergency mitigated instruct the case may be as follows:

- Control Rehabilitation of affected area
- Start the Operation
- Decide Recovery Strategy as per DRP.

8.2.   Incident Controller

Responsibility: Cell Leader and in his absence any member assigned by the Cell Leader.

a) On hearing the Emergency Alarm the Incident Controller must reach the emergency site immediately.

b) Evaluate the site for the nature and extent of the emergency.

c) Communicate with the Emergency Site Controller based on nature and extent of emergency and instructions from Emergency Site Controller.

d) If required, Evacuation of non essential staff to go to Assembly area.

e) Start the Emergency mitigating procedures and Rescue operations with the help of the ERT Members and Security Guards.

f) Provide Advice and instructions to Fire Fighting Team.

g) Inspect the area for any casualty.

h) Investigate the cause of incident and adopt measures to avoid its reoccurrence and prepare report.

i) Inspect the site after the mitigating emergency; thoroughly examine equipments, lines, cables etc. and report to the Emergency Site Controller.

j) Wait for the instructions from the Emergency Site Controller for the restarting of the Site Operation and initiating Disaster Recovery Plan.

k) Assess the need for external help in consultation with main site Controller.

l) On arrival of external agency team hand over the charge to them and provide information and assistance as required.

m) Report on all significant developments to communicate to main site Controller.

n) Preserve the evidences that could facilitate any subsequent enquiry into the clauses and circumstances of an emergency.

8.3. Chief Coordinator

Responsibility: The EHS Leader and in his absence any member assigned by the Security.

a) On receiving the information about the Emergency immediately establish contact with the Emergency Controller.

b) Try and reach the emergency site immediately evaluate the nature and extent of emergency.

c) Communicate with the Emergency Site Controller and help coordinate efforts to mitigate the emergency and to bring the situation under control..

d) Gather evidences and establish the root cause of the emergency.

e) Facilitate communications (Internal and External)based on nature and extent of emergency

8.4. Liaison Officers

Responsibility: Role is to serve as the point of contact for assisting and coordinating activities between the Emergency Site Controller and Incident Controller and various agencies and groups. This may include local government officials, and investigating organizations.

a) On receiving the information about the Emergency immediately establish contact with the Emergency site Controller and Incident Controller.

b) Try and reach the emergency site immediately evaluate the nature and extent of emergency.

c) Communicate with the concerned and help coordinate efforts to mitigate the emergency and to bring the situation under control as directed by Emergency Site Controller.

d) Facilitate communications (Internal and External) as directed by emergency site Controller or Incident Controller if communicate about incident to victims relatives.

e) Arrange Welfare Services for the injured.

f) Inform next-of-kin with the help or guidance of Incident Controller.

g) Appoint communication Officer for cross communication between site and Emergency Control Room.

h) Ensure that staff goes back to work after emergency clear signal given by Incident Controller.

i) Help Incident Controller in Head Count.

j) Keep the status notes of the event at the site.

8.5. Emergency Response team

The Team is formed and the list of members with contact numbers is attached.

Responsibility: All specially trained Emergency Response Team Members. These are all personnel in the Site Operation specially trained in Fire Fighting, Rescue Operations and First Aid etc.

a) On hearing the alarm ERT member should immediately report to Emergency Control Center or the Incident Controller at the emergency site to offer their services.

b) Carry out the necessary exercises to mitigate the emergency and to counter the after effects as per instructions of Incident Controller.

c) Arrange Extra Fire fighting equipment from other places at site or from spare set kept at the emergency centre.

d) Not to leave the emergency site unless all clear signal is given by the incident Controller.

e) Extent help to external agency fire fighting team when it is called by Incident Controller.

8.6. Security Guards

a) On hearing the alarm they must secure the Main Gate and restrict all the incoming Visitors or Contractors.

b) Ask all the Visitors and Contractors to be near the Security gate only.

c) Acknowledge the alarm on the Fire Alarm Panel.

d) Keep all the External Telephone lines free and alert all the Employees in the company enquiring about the Emergency.

e) One guard shall always remain stationed at the gate, to answer all the Phone Calls and rest should rush to emergency site and report to the Emergency Controller.

f) Ensure all help is extended for controlling overall situation.

8.7. Administrative Team

Responsibility:

a) Maintenance Executive or shift electrician to report to Incident Controller.

b) On the basis of Instructions by incident Controller switch off electrical systems.

c) Start the generator and keep ready for emergency power supply.

d) Always available to Incident Controller during entire period of Emergency as well as during disaster recovery plan.

e) Arrange Ambulance urgently when instructed by Incident Controller.

f) Arrange relief of personnel and catering services if required by Incident Controller.

g) Provide help of people in transferring material from place of emergency if required by Incident Controller.

8.8. Emergency Vehicle Driver

Responsibility:

a) Immediately start the Vehicle & reach the Assembly point.

b) Take Vehicle to emergency site as directed by Incident Controller.

c) Reverse the Emergency Vehicle for quick transport of injured.

d) Keep Vehicles engine running.

e) Always be in Driver's seat & do not leave the vehicle.

8.9.   Rescue Squad

α)   Report to the Emergency Control Centre

β)   Get in touch with Security about the location and type of Emergency

χ)   Approach Emergency site with Breathing Air Set and First Aid Box

δ)   Get in touch with Incident Controller

ε)   Follow instructions of Incident Controller

φ)   Accompany injured person with First Aider to Hospital

γ)   Search for missing persons in emergency area ,if required

η)   Help injured and lead or take him up to Ambulance

8.10.   FIRST AIDER

A)   After hearing siren report to Emergency Control Centre or rush to the Emergency site if known.

B)   Report to the Incident Controller.

C)   Render First Aid to the injured.

D)   Accompany injured to the Hospital along with Rescue Squad. if required.

E)   Under Instruction of Incident Controller.

8.11.   Telephone Operator

a)   Provide direct line to the Emergency Control Room/Security Office at the gate.

b)   Continue to be at the Switchboard and do not give lines for ordinary callers.

c)   Pass all calls connected with the emergency immediately.

d)   Follow instructions of Incident Controller/Communication Officer as case may be.

8.12.   Fire Instructions for Employees

a)   Raise the alarm by breaking fire alarm Manual Call Points located at site.

b)   Inform Security on Telephone No.

c)   Switch off window or split AC, Fans and Computers.

d)   Do not switch off the lights unless the floor or place is evacuated.

e)   Shut doors and windows.

f)   Report to the Security or Incident controller.

g)   Do not panic.

h)   Help Incident Controller to put off Fire only if ordered by him.

i)   Evacuate the place, if ordered by the Incident Controller ,in orderly and disciplined manner.

j)   Go to the Assembly point outside the Security gate.

k)   Wait for further instructions from the Incident Controller.

l)   Do not crowd or wait at the emergency site unless required by Incident controller.

9.   Department Roles & Responsibilities

9.1.   To maintain an adequate level of emergency preparedness and effectively deal with the varying types of emergency events that can occur at the *OEC Vashi*facility, various

departments have been assigned responsibility for carrying out specific activities. Following is a summary of those actions.

A.	Branch Manager	
➢	Preparedness	– Maintain emergency response vehicle and equipment – Plan and execute periodic drills – Ensure all personnel hold current CPR and First Aid Care certifications
➢	Response	– Respond to emergency, assess situation & initiate appropriate action – Assist responding outside agencies when called at site – Establish triage and care for sick and injured as required
B.	Security Guard	
	Preparedness	– Participate in periodic drills – Maintain emergency food and first aid supplies
	Response	– Continually man Emergency Aid Line to receive calls and initiate appropriate response. – Activates public address alarm system and provide appropriate emergency instructions to site personnel. – Initiate Special Alert system for hearing impaired employees. – Meet and escort outside emergency response agencies to location of emergency. – Assist responding outside agencies as requested. – Establish perimeter around emergency scene to protect personnel and maintain crowd control. – Assist responding outside agencies as requested. – Establish perimeter around emergency scene to protect personnel and maintain crowd control. – Assist responding outside agencies as requested.
X.	Administration	
	Preparedness	– Ensures critical electrical power generators, emergency lighting, other emergency systems are periodically tested and maintained in proper working order.
	Response	– Respond to Emergency Command Center and take directions from Emergency Commander Executes Facility disaster recovery measures according to plan
Δ.	Information Systems	
	Preparedness	– Maintains backup and restoration of critical computing systems.
	Response	– Executes Information Systems disaster recovery measures according to plan when given approval to do so by Emergency Commander.
E.	Site Leadership Representative / Executive Director	
	Preparedness	– Ensures appropriate funding and resources are made available for emergency preparedness activity – Communicates the importance of, and need for, periodic emergency drills. Actively participates.
	Response	– Establishes line of communication with upper levels of business leadership and provides on-going status of situation. – Serves as company spokesperson and focal point for all communications with media.
Φ.	Admin Support	
	Preparedness	– Select primary and secondary emergency assembly points for work group – Prepare and maintain a Work Group Emergency Evacuation Guide with a current employee list. – Ensure all work group personnel are familiar with emergency plan
	Response	– Follow directions given through the public address alarm system or by other emergency aid personnel – When appropriate, respond to pre-selected emergency assembly area, take work group roll and report any unaccounted for personnel immediately to emergency aid personnel.

9.2.   General Employees Roles and Responsibilities

9.2.1. During actual emergency evacuation or during authorized evacuation drills, the Emergency Site Controller Leader has the responsibility and authority to direct all work operations and to ensure effective emergency response through coordination with the Chief Coordinator.

9.2.2. In the event of an emergency, site personnel are evacuated who do not participate in emergency respond activities. Specific duties are:

a) Complying with the OEC Emergency Response Plan.

b) Advise management of any problems or discrepancies associated with their involvement with this Plan.

c) Attend emergency preparedness training initially upon assignment and annually thereafter.

d) Comply with general emergency guidelines.

9.3.   Emergency Evacuation Guideline

9.3.1. If notified to "EVACUATE", employees should proceed to an emergency assembly area and wait for further instructions. All facilities have emergency evacuation route drawings posted. The escape routes as outlined on the evacuation maps located throughout the facility shall be adhered to in order facilitate orderly movement of personnel.

Assembly Point Plan

9.3.2. Emergency Assembly Areas

a) If it becomes necessary to evacuate a building, employees are required to report to the nearest safe Emergency Assembly Area and remain there until given further instructions. Emergency Assembly Areas are designated by "Assembly Point 1"
See example below:

b) Employees are trained to report to any one of designated emergency assembly areas to receive information from an interpreter. When instructed to do so, hearing-impaired employees are to proceed with their "buddy" to one of the following designated areas:

i) Assembly Area – Safe place where all the staffs can gathered .

c) The Department Manager is responsible to ensure that all of his/her employees are familiar with the evacuation procedures and the department's primary emergency assembly area. All guests or visitors should also be escorted to the department's emergency assembly area.

9.3.3. Emergency Evacuation Maps

Appendix I provides maps of the site with key on-site emergency planning information clearly marked. Emergency evacuation route(s), places of refuge, assembly point(s), and the locations of key site emergency equipment are identified on this map. Emergency evacuation maps are posted at site entry points and at locations throughout the work site.

9.3.4. Re-entry to buildings and other site areas will be ordered by the emergency site controller and communicated through incident controller or through Public Address System.

9.4.   Emergency Alarm / Warning System

9.4.1. Emergency Aid Line - Telephone Extension

a) An emergency can be reported using any telephone on the OEC by dialling The Emergency Aid Line at Extension. This number simultaneously notifies the Site Security Groups of the emergency situation, and is monitored 24 hours a day, 365 days a year, at the Security Operations Center (SOC).

b) The responsibility for initiating an emergency alert over telephone no. 022-27812244 rests with the person who first becomes aware of the emergency. Telephone no. 022-27812244(or the location Security Mobile No.) is monitored by HS&E, Medical and Security during normal work hours. The Security Staff will have the primary responsibility for gathering the following information from the caller. The person reporting an emergency shall provide at a minimum the following information:

   (i)   Caller's Name   :
   (ii) Caller's Location   :
   (iii) Nature of the Emergency   :
   (iv) Type of Assistance needed :

c) In the event extension is not operating, dial to the Emergency board Line No.022-27812244 for the operator. If unable to reach anyone at either of these numbers, contact the Security Head at extension 118 or 7498914217. Only as a last resort dial 100, 102 or 103 for assistance.

d) In the event of any emergency, dial (022) 27812244   for any emergency assistance from OEC Records Management Company Pvt Ltd this Number is also mark on Employee Identity Card.

9.4.2. Telephone Location Stickers

On every in-service telephone, there should be a sticker (like the one shown below) that lists the Bldg / Floor/ Column where the telephone is located. This information is critical because in most cases, it tells where the emergency is, which allows emergency personnel to respond more quickly to the exact location of the emergency.

9.4.3. Alarm Systems

There are different alarm systems in use at the OEC Sites:

a) Manual Fire Alarm Pull Stations

On behalf of the P.A. system, all normally occupied buildings are equipped with Manual Fire Alarm Pull Stations. The pull stations are typically located near building entrances and stairways. The stations are tied to an alarm panel that is monitored around-the-clock in Fire Alarm Panel the Security Operations Center.

10.   Emergency Handling Procedures:

10.1.   Medical Emergency

In the event of a medical emergency, the Security is notified via the emergency telephone line /their cell nos.All the Security desks have been connected with mobile networks.

10.1.1. Emergency Controller
   a) Call aloud for help and or inform the Security about the nature and location site of the Emergency.
   b) Narrate the severity of the Emergency and advise them as to what equipment or help is required from them. Keep all unwanted personnel away from the Emergency site.
   c) Until help arrives comfort the injured and if required and possible shift him to some safer place.
   d) Administer First Aid immediately, if you are trained first aider.
   e) Shift the injured to the Security Gate and take the injured to the Doctor or Hospital for further Medical Attention.
   f) Call Ambulance if required

10.1.2. Security and ERT members
   a) On receiving call immediately respond to the location.
   b) Carry the First Aid material and stretcher to the site if required.
   c) Administer the First Aid and send the injured to the Doctor or Hospital for further Medical Attention, if required.

10.1.3. Emergency Site Controller
   a) On receiving information of the emergency immediately reach the site and observe the site.
   b) Establish contact with the Incident Controller and advise him the steps to be taken to mitigate the emergency.
   c) Coordinate the resources to mitigate the emergency.
   d) Call for external help through the concerned personnel.
   e) Inform the concerned statutory authorities were required.
   f) Gather and preserve evidences to evaluate the nature and extent of for the necessary Insurance and other statutory affairs.

10.2.   Fire
10.2.1. Observer (from any department)

a) Immediately activate the Fire Alarm by breaking the glass of the Manual Call point.

b) Alert all personnel working in that area and ask them to evacuate if necessary.

c) If trained in fire fighting, try to extinguish the fire by means of Fire Extinguishers.

d) Narrate the observations to the ERT members, Security or the Emergency Controller reporting at the incident site.

10.2.2. Incident Controller

a) Immediately rush to the incident spot and evaluate the extent of the fire.

b) Instruct all personnel to evacuate as per the evacuation plan.

c) Instruct and make one employee accountable to ensure that all the employees have evacuated the Site Operation.

d) Instruct and advise the ERT members to extinguish the fire.

e) Communicate with the Emergency Site Controller to inform him about the fire to enable him to arrange for external help.

f) Coordinate all available resources as per instructions of the Emergency Site Controller and extinguish fire.

g) If any personnel are trapped in the fire then arrange and advise the ERT member for rescue operations.

h) After fire extinguished inspect the site taking all precautions to find out the root cause of the Emergency.

i) Estimate the extent of damage and initiate the corrective actions after consulting the Emergency Site Controller.

j) Ensure that all corrective actions are taken and then re-start the Site Operation on instructions of the Emergency Site Controller.

k) Report the Emergency in the current prescribed format (Formats is under revision) to the Security & Fire Safety Head. Annexure VI & Annexure VII

10.2.3. Security and ERT Members

a) Security at the gate shall acknowledge the fire alarm and note the emergency site and furnish the information to the Main Security Gate and to the employees who are enquiring at the Security Gate.

b) Immediately reach the incident spot and report to the Incident Controller.

c) Initiate the fire fighting appliances and the Rescue operations as per instructions of the Incident Controller.

d) Administer First Aid to the injured and mobilize them to the Doctor or Hospital for further medical attention, depending on the severity of the injury.

10.2.4. Other Personnel

α) On hearing to the Fire Alarm close all activities in the hand safely and immediately evacuate the building through the nearest Evacuation route and assemble at the Assembly Point.

10.2.5. Emergency Site Controller

a) On receiving information of the emergency immediately reach the site and observe the site.

b)   Establish contact with the Incident Controller and advise him the steps to be taken to mitigate the emergency.

c)   Coordinate the resources to mitigate the emergency.

d)   Call for external help through the Concerned Personnel.

e)   Inform the concerned statutory authorities through the Concerned Personnel.

f)   Gather and preserve evidences to evaluate the nature and extent of damages done for the necessary Insurance and other statutory affairs.

g)   Inspect the site and advise the Emergency Controller in initiating the corrective actions.

h)   After ensuring the integrity of the site, advise the In charge to restore and restart the operations.

10.3.   Electrical Emergency

10.3.1.   Observer

a)   Raise an alarm by activating the nearest Manual Call Point. Call the Security and inform them about the location and nature of emergency.

b)   Do not touch any object in the vicinity.

c)   Guard the area and do not allow any unauthorized entry to the area.

10.3.2.   Incident Controller

a)   Rush to the spot and immediately instruct to evacuate the building, without touching any object or equipment.

b)   Inform the Facilities representative.

c)   Instruct to switch off the main emergency switch as marked.

d)   Instruct and advice the ERT members to rescue the trapped personnel, if any.

e)   Advice the ERT members to administer First Aid to the injured, if any.

f)   Do not allow to do any work unless and until the area is checked and cleared by the concerned electrical experts.

10.3.3.   Emergency Site Controller

a)   Reach the emergency site immediately.

b)   Instruct to evacuate & electrically isolate the area if required.

c)   Arrange to call for external help and medical aid.

d)   Advise to inform the statutory authorities through concerned personnel.

10.4.   Bomb Threat or any Natural Calamity

10.4.1.   Observer

α)   Raise an alarm by activating the nearest Manual Call Point. Call the Security and inform them about the emergency.

β)   Do not panic and immediately leave the premises and assemble at Assembly Point.

χ)   Alert all the personnel on the way out.

10.4.2. Incident Controller

   a) On receipt of the information immediately instruct for evacuation.
   b) Inform the Facilities representative & Security of the emergency.
   c) Instruct one of the ERT members to check meeting rooms and toilets.
   d) Do not enter the premises unless instructed by the Emergency Site Controller

10.4.3. Emergency Site Controller

   a) Understand the nature and extent of emergency.
   b) Arrange to call for external help and medical aid as required.
   c) Advise to inform the statutory authorities through concerned personnel.
   d) Ensure normalcy through appointed experts.
   e) Declare All clear and instruct for restoration of operations.

10.5. Natural Calamity Threat

Hazard	Profile of Hazard	First Response
Tornadoes	Tornadoes are violent rotating columns of air, which descend from severe thunderstorm cloud systems. They are normally short-lived local storms containing high-speed winds usually rotating in a counter-clockwise direction. These are often observable as a funnel-shaped appendage to a thunderstorm cloud. The funnel is initially composed to nothing more than condensed water vapour. It usually picks up dust and debris, which eventually darkens the entire funnel. A tornado can cause damage even though the funnel does not appear to touch the ground.	Step 1: Monitor weather conditions Step 2: Notify employees of potential of severe weather Step 3: Power off equipment Step 4: Shut off utilities (power and gas) Step 5: Instruct employees to assume protective posture Step 6: Assess damage once storm passes Step 7: Assist affected employees
Floods	In several areas of OEC County, unusually heavy rains may cause "flash" floods. Small creeks, gullies, dry streambeds, ravines, culverts or even low lying round frequently flood quickly. In such situations, people are endangered before any warning can be given.	Step 1: Monitor flood advisories Step 2: Determine flood potential to OEC Step 3: Determine employees at risk Step 4: Pre-stage emergency power generating equipment Step 5: Assess damage
Hurricanes	Even though OEC's is not considered a coastal area, hurricanes do affect our area.	Step 1: Power-off all equipment Step 2: Listen to Hurricane advisories Step 3: Evacuate area, if flooding is possible Step 4: Check gas, water and electrical lines for damage Step 5: Do not use telephones, in the event of severe lightning Step 6: Assess damage
Earthquakes	An earthquake is the shaking, or trembling, of the earth's crust, caused by underground volcanic forces of breaking and shifting rock beneath the earth's surface. The New Madrid Fault, which runs through the mountains of Tennessee, can/will cause considerable damage in the OEC area, should it become active.	Step 1: Shut off utilities Step 2: Evacuate building if necessary Step 3: Account for all personnel Step 4: Determine impact of organization disruption
Power Failures	Power failures occur in many parts of the county throughout the year. They can be caused by winter storms, lightning or construction equipment digging in the wrong location. For whatever the reason, power outages in a major metropolitan area can severely impact the entire community.	Step 1: Wait 5-10 minutes Step 2: Power-off all Servers after soft shut down procedure Step 3: Shut down main circuit located on the bottom floor Step 4: Use emergency phone line to make outgoing phone calls Step 5: Call power company for assessment Step 6: Locate sources of Diesel Generator Sets Step 7: Contact electrical company Step 8: Re-energize building Step 9: Power-on equipment

11.   Emergency Evacuation Plan

a) Emergency can be communicated by activating Manual Call Point of that area.

b) As soon as the information of the Emergency is received, the Emergency Site Controller, Emergency Controller, ERT Team, Security guard shall take total charge of the area / department.

   i)   Direct all the visitors and contractors to Assembly Point through the nearest Emergency Exit.

   ii)   Instruct all the employees in the Department to close down all the activities / process systematically and safely.

   iii) Instruct to close down the utilities, A/C, ventilation units, equipments etc.

   iv)   Strictly follow the Emergency Exit marked in the Evacuation route displayed in the respective department.

   v)   Ensure that nobody is left out by taking roll call.

   vi)   No employee shall be allowed to run with any tools or objects in their hands.

   vii) For Employees working outside in open or in 'No man's land' on hearing Emergency siren, should immediately stop their work safely keep aside all tools, closing Machines sets etc. and then rush to the Assembly Point.

c) Gather at the Assembly point in single file for each department.

d) Make a head count and wait for further instructions from the Site Controller.
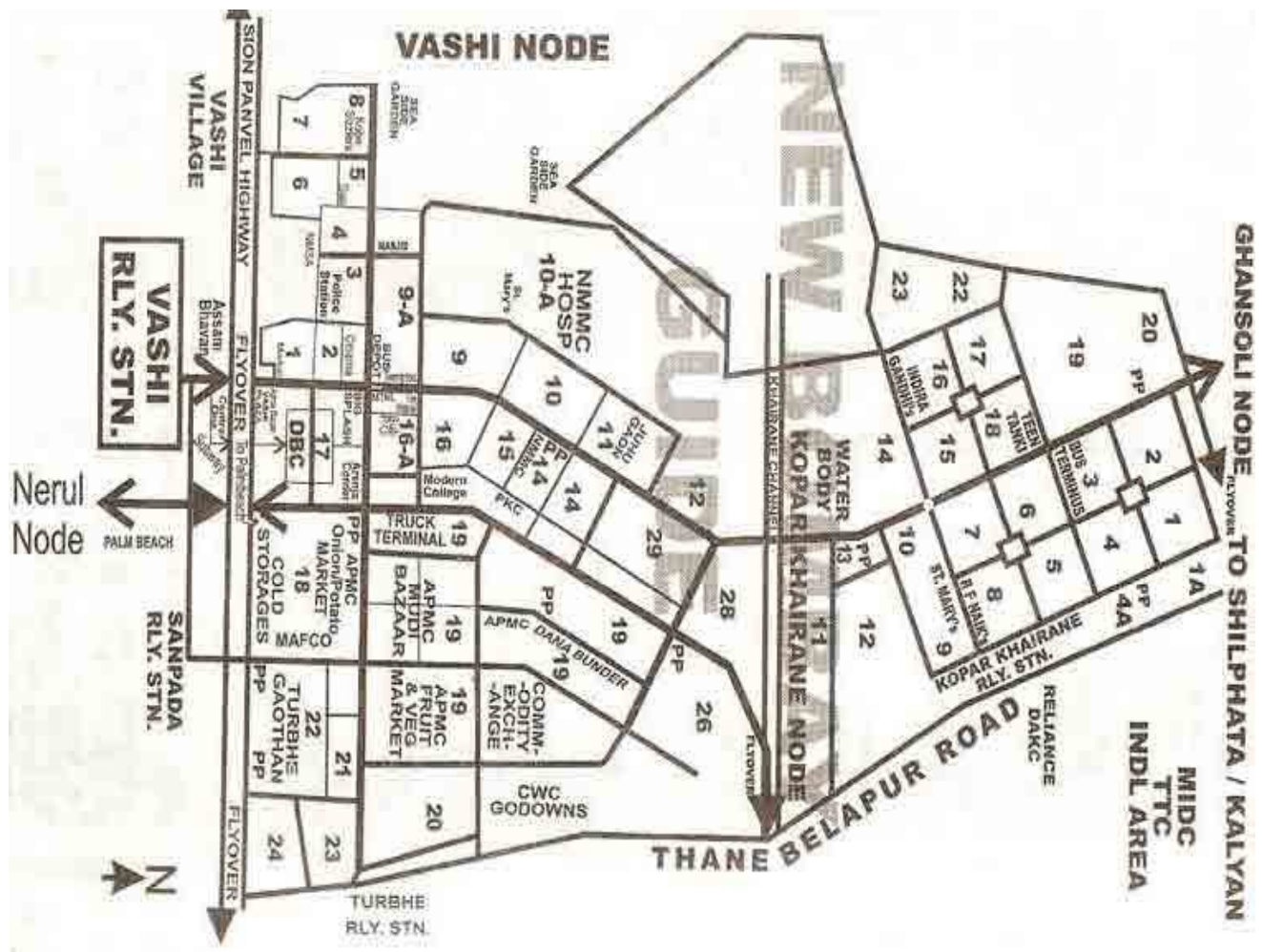
11.1. RESPONSIBILITY:

Concerned core team member shall be responsible for implementation of this procedure.

11.2. FORMATS:

Format No	Title	No of Pages
OECSM-008-F1, Rev: 0	Mock Drill Report	0

Directions from <u>OEC Location to nearest land mark</u>

Directions	Distance
Cyber One to MGM hospital Vashi	01 Km
Cyber One to NMMC Hospital Vashi	02 Km
Cyber One to Sterling Hospital Vashi	01 Km

12.   Incident/Emergency Investigation

At the direction of Emergency Site Controller, each Emergency will be promptly investigated and its cause and effect as well as corrective measures will be fully documented as an integral part of the accident prevention effort. T he investigation of an accident/Emergency should include the preservation of the scene and possible evidence, scrutiny of all relevant data, reconstruction of the circumstances; analysis of all possible causes, determination of actual or possible causes and contribution factors, and the preparation of a report providing the finding of facts and the analysis including conclusions drawn as well as recommendations for corrective action. This investigation report shall be retained for three (3) years.

After every emergency or evacuation of this site, the site HS&E Manager and/or Security Manager (or designee) will evaluate the quality and safety of response activities. Any deficiencies in response actions will be included in a specific follow-up plan and corrected. Accident /Emergency investigations will be recorded in the Post Event Critique Guide. See Appendix C.

13.   Dealing with the Media

13.1.   Public Relations during Facility Emergencies

All press releases or contacts with the media will be made through the office of Corporate Communications. No OEC employee has the authority to speak for OEC with the Press.   The Executive Director/COO or the senior most of the facility are the authorized personnel to interact with the media.

Even though the media may have a legitimate interest in reporting emergencies, personnel should politely advise all news personnel that they cannot be granted access to the premises, since this is a secure facility. Media Relations personnel typically follow the following guidelines.

In case of major emergencies or disasters, the first duty of the company spokesperson is to contact the media as soon as enough information is available for a brief, factual statement. Media representatives must be treated courteously and helped in every way possible. They should be provided with the factual information available, consistent with company and national security and the public welfare. If something is truly classified, explain the need to withhold the information.

a) Communication should be prepared for distribution giving a clear, concise and accurate story of the Emergency as soon as the facts are known. The statement should be changed or updated as new information becomes available and is cleared for release by management. The statement should include:

b) A summary of fact sheet to present answers to the questions who, what, when, where, why and how.

13.2.   The names, ages and length of service of the severely injured or dead should be released ONLY AFTER notification of the next of kin.

a) Details about the Emergency should be sufficiently complete to avoid return calls, though information should not be delayed because some facts are missing. Simply explain that "The cause has not been determined", or "We do not yet know the extent of the damage". But if some important element of the story changes – for example, if one of the injured dies – then provide the media with up to date information quickly.

b) No speculation, guesses or opinions about cause are to be given. However, if cause has been determined, it should be explained only after consultation with management. The statement should outline the steps management and staff is taking to cooperate with fire, police, and other authorities and services.

c) No monetary estimates of damage should be given without authorization, though it should be given in "ballpark" figures once determined and cleared. If the company

does not provide a figure, the media will usually seek one from an outside source and the information will usually be incorrect.

d) Reporters and photographers should be granted access to the scene of the accident as soon as it is safe, *accompanied by either spokesperson or someone thoroughly familiar with the Record Center layout and facilities*. If it is not advisable to permit access to the accident scene, the reason for the limitation should be explained in detail.

e) Do not interfere with reporters or photographers operating outside company property, though they should be warned if they are in danger.

f) If needed in a major accident or disaster; a pressroom should be set up at a safe but convenient location and staffed by a company representative throughout the emergency around the clock. The pressroom should be electrical outlets for computers, telephones, safety apparel, etc.

g) Information should be disseminated to the pressroom as fast as it becomes available. This will require a reliable means of communication with the accident scene. Since telephone service may fail, radio communications or other courier service should be available. The spokesperson should be aware that media representatives have deadlines and assist in trying to meet them.

h) Be certain adequate provisions are made for the electronic media (e.g. television, radio). In the event of disaster, the rapidity with which they broadcast information can help reduce panic and maintain order.

14.   Site Status

In instances where a site-wide emergency involves personnel being released from the site to return to their homes, or where an emergency has impacted a significant portion of the OEC Site (e.g. earthquake during off hours), personnel may call the number listed below, to obtain a pre-recorded message regarding site operational status.

Site Status Common -022- 27812244 / 44334242

This number is available 24 hours per day, seven days a week, and will be updated periodically as new information becomes available.

15.   Drills and Plan Review

Drills of various size and complexity are planned and executed annually to maintain employee awareness and meet regulatory requirements. Records of drills and associated lessons learned are to be maintained in HS&E staff files.

The overall Emergency Preparedness and Response Plan should be reviewed and updated annually to ensure accuracy and continued applicability. The completion of this review shall be documented and records maintained in HS&E Staff files.

16.   APPENDIX

A.   Emergency Phone Numbers

B.   List of Emergency Team Members

C.   List of First Aid Team Members

D.   List of Fire Extinguishers

E.   List of Location of First Aid Boxes

F.   Incidence Report

G.   Status and Action taken Report for Fire Team

H.   Post Event Critic Guide

I.   Assembly Point Plan

J.   Bomb Threat Check List

APPENDIX –A   EMERGENCY PHONE NUMBERS:

Sr. No.	Name & Address	Phone Numbers
	OEC EMERGENCY NUMBER	
1	Direct line for Emergency	022-44334242
	POLICE EXCHANGES	
1	Police	100
2	Commissioner's Office	022-27572209 / 022-27562214
3	Dy. Commissioner (Head Quarter)	022-27574477
4	Dy. Commissioner (Crime)	022-27566287
5	Asst. Commissioner (VASHI)	022-27639906
6	Nearest Police Station (APMC)	022-27838963 / 022-27658964
	FIRE	
1	Nearest Fire Station (VASHI)	022-27660101 / 102
2	Fire Control Room	101
3	Fire Station(CBD)	022-27572111 / 101
	AMBULANCE	
1	Ambulance	022-27899901/02
2	NMMC FRU	022-2782 6969/66804444
	NEAREST HOSPITAL	
1	Jijamata Hospital, Vashi	022-276611887 / 022-27668509
2	Sterling Hospital, Sion - Panvel Express Way, Sector 7, Vashi, Mumbai-400703 Landmark: Opposite Vashi Gaon.	022-27826969 022-66804444
	IMPORTANT HOSPITALS	
1	Shri Sadguru Seva Mandal Hospital, Thane,Belapur	022-27692212
2	Dr. Mahajan Hospital, Rabale,TBIA	022-27691981 / 022-27691679
3	MGM Hospital,Kamothe	022-274213604
	General Hospitals (Govt.)	
1	E.S.I.S. Hospital. Vashi	022-2782 2268
2	FRU NMMC. Vashi	022-2782 10590
3	MGM Hospital. Vashi	022-2782 10590 / 022-2782 2203
4	MGM Hospital. Belapur	022-2757 0219
	Blood Banks	
1	NMMC FRU, Vashi	022-2782 4041/42
2	Dr. Patkar Blood Bank Nirman Vyapar Kendra, Sector 17, Turbhe 400705	022-61526666
3	JVP Blood Bank Arenja Arcade, Sector 17, Vashi Navi Mumbai 400705	022-27894490 022-27890185
4	Mahatma Gandhi Mission Hospital Blood Bank Sector-18, Kamothe, Navi Mumbai 410209	022-27422459 02227423002 ext 109
5	Navi Mumbai Municipal Corporation Hospital Sector - 10 Vashi, Mumbai - 400201	022-27899901 022-27889905 Extn: 374
	Eye Banks	
1	Laxmi Eye bank (Panvel) , Dr. Haldipurkar	
	24 Hours Pharmacies	
1	Siddhivinayak Med (Sect 4, Koparkhairane)	022- 276170118
2	Reetej Medical (Sect 15, Vashi)	022-27662194
3	MGM Medical (CBD, Belapur	022-27570219
4	MGM Medical (Sect 3, Vashi)	022-27822203
5	Lakshdeep Medical (Sect 9A, Vashi)	022-276669136

Sr. No.	Name & Address	Phone Numbers
OEC EMERGENCY NUMBER		
1	Direct line for Emergency	022-44334242
1	Siddhivinayak Med (Sect 4, Koparkhairane)	022- 276170118
Traffic Control Rooms		
1	Vashi Traffic Control	022-27617965
MSEB		
1	Turbhe Compliant Office (Mafco)	022-27672144
Heart Line (For Cardiac Problems)		
1	Nerul	
Security Service		
1	G4S Security Services India Pvt. Ltd.	SIS
	1 st Floor, Shahnawaz Building,Kale Marg, Near Kamani Kurla (West), Mumbai – 400 070.	022-32495706 / 022-26184442 Fax:- +91 20 26052890
House Keeping Services		
1	Golden Hospitality Services Pvt.Ltd,A Wing 2nd Floor ,Grace chambers,Andheri Kurla Rd. ,Chakala Jn.,Besides Gurudwara,Andheri(E)-400093	022-67315858,Fax-022 6731 5834 E mail: info@goldenhospitality.in
Electrical Contractor		
1	MR. UMESH - Shanta Nivas: Room No. 1 : "O" 115/2 Sector-19; Nr. Ranjan Devi Mandir, Koper Khairane Gaon, VASHI, Navi Mumbai	+91 9820104854/9833828813
Men Power Contractor		
1	Mr. Dilip Sarda - Data link Consultancy Kopari colony, building no. 23, Room no. 816, thane (E.) Pin-. laxman S. narkar	022-1123211823 +91 9821222983 +91 9920211182
Air Condition Contractor		
1	Dewpoint Aircondition System ,JNI/21B/1Kailas Apartment, Sect.9; Vashi , NAVI MUMBAI, 400 703	022- 27896364 +91 9819656366
Water Supply Contractor		
1	Balaji Enterprizes, B-7 , Mafco Market ,Sector 18,Turbhe, Navi Mumbai	91 9224171131 +91 9867630056
Diesel generator		
1	Transcreek ENGG.PVT.LTD.R-1123, Shop No.18 Om Arcade,Plot No.20,Near Turbhe Railway Station,Turbhe, NAVI MUMBAI-400 704	022-27848894

APPENDIX B: List of Emergency Team Members

Sr. No.	Members	Ext. No.	Core task	Cell No.

APPENDIX C: List of First Aid Team Members

S No	Name	Department	Core Task	Mobile

APPENDIX D: List of Fire Extinguishers

Fire Point	location	Type of Extinguisher			
		Mechanical Foam 09 Liters.	Mechanical Foam 50 Liters.	ABC DryPowder 5 K.G.	Helotron 1 K.G.
GROUND FLOOR					
Fire Point # 01		-	-		1
Fire Point # 02					-1
Fire Point # 03			-		-
Fire Point # 04			-		-
Fire Point # 05					-
Fire Point # 06					
Fire Point # 07		-	-		-
Fire Point #08			-		-
Fire Point#09					
Fire Point # 10					-
Fire Point # 11		-	-		
Fire Point#12					

Appendix E: **List of Location of First Aid Box**

S No	Location	Ext No
1.	Receiption	9

Assembly Point Plan
Bomb Threat Check List

APPENDIX F: Incidence Report

Initial Security Notification (To be sent to security within 24 hours)	**OEC** RECORDS MANAGEMENT
Notified by:	Mr Pradeep Kolatheril [Sr Manager –Security]
Date of Incident:	
Date of Notification:	
Country:	India
Branch Location:	Vashi
Detail Location:	Warehouse/Location
Location & Address:	OEC Records Management Company Pvt Ltd Cyber One Building ,Office No.1902&1903,Plot No.4 & 6 ,Behind Odissa Bhavan ,Sector 30 A,Vashi ,Navi Mumbai,Maharashtra, India
Type of Incident: (Theft, robbery, burglary, high-jacking, inventory variance, losses, criminal acts against individuals, other criminal offences)	
Bodily Harm: (If yes, please explain)	
Description of missing goods and Courier: Document No (eg: PO, B/L): Customer: Description of the goods:	
Estimated Value of the loss / damage (in INR):	
Detail of Incidence (if criminal act) / Root Cause:	
Action taken by local management:	
Status of the investigation (by local Security or Security Nominee):	

Note: If possible, please attach copies of Document /Currier/Dispatch information documentation or photographs

APPENDIX G: Status and Action taken Report for Fire Team

Item of Information	Details & Remarks
1. Nature of event	
2. Estimates of number of locations affected and names of these locations	
3. Overall assessment of impact:	
– Number of persons needing evacuation from following locations	Do
– Estimated loss of lives:	Nil
– Estimated number of injured:	Three -
– Estimated number of houses/ structures/ area damaged:	Nil
4. Damage to Infrastructure:	
– Power supply	
– Water supply	
a) Actions Taken	
Communications established with:	
– BMC and other facility Vendors	
– Police and Security Support	
– Transport Vendors	
b) Immediate Assistance provided	
– Fire fighting operations on/completed:	
– Number of fire tenders pressed into service:	
– Rescue operations going on/completed:	
– Number of persons evacuated from following locations:	
– Number of ambulances pressed into service:	
c) Public Information System Activated	
– On-site Information Centre established	
5. Immediate requirements	
– Assistance for search and rescue	
– Ambulances	
– Manpower	

Name: _____

Designation _____

Date _____

Signature _____

APPENDIX H: Post Event Critic Guide

To be completed and returned to Emergency Control Centre at conclusion of the Emergency or Drill

Completed By: _____

Area of Responsibility: _____

Post Event Critique Guide

OEC Site:	OEC Records Management Company Pvt Ltd 1902-1903, Cyber One, Plot No. 4&6, Sector 30A, Vashi, Navi Mumbai - 400703, India
Type of Emergency	
Date & Time of Incident	
Number of Area Leaders Reporting to Emergency Command Post:	
Time first incident alert was received:	
Was the Emergency Command System activated according to the Plan?	
What kind of communication system used? i) Radio ii) Telephone iii) Fax iv) Messenger v) E-mail	
Any Problems with internal communication?	
Were elevators used?	
Were any resources lacking?	

Emergency Center Post

No.	Observation	Yes	No	Not Observed
1)	Were all employees familiar with the evacuation routes and assembly areas?			
2)	Were all employees accounted for?			
3)	Were internal and external communications controlled?			
4)	Was a record of events and decisions kept?			
5)	Did Emergency Site Controller) take over during the drill?			
6)	Did Emergency Site Controller and Incident Controller remain calm and reassure others?			
7)	Were all employees evacuated to safe outdoor area?			
8)	Did employees remain calm/quiet during evacuation?			
9)	Did group leaders remember to take rosters?			
10)	Did employees demonstrate their ability to help each other?			
11)	Did Emergency Site Controller announce facility re-entry?			

Search / Rescue Teams & Security

No.	Observation	Yes	No	Not Observed
1)	Was every room in the buildings checked (visually, vocally and physically)?			
2)	Were locations of injured reported the Medical?			
3)	Were rescue needs communicated to internal and external medical and rescue crews?			
4)	Were locations of other problems reported to Emergency Control Center?			
5)	Were supplies and equipment complete and easily located?			
6)	Were fire, police and medical sent to areas where they were needed?			
7)	Was the Emergency Central Center constantly informed about what was going on?			

Fire Safety / HazMat Spill

No.	Observation	Yes	No	Not Observed
	Was a systematic search for fires undertaken?			
	Were fires and/or chemical spills reported to Emergency Control Center?			
	Was the main gas line located and shut off?			
	Was the fire controlled?			
	Were all dangerous areas secured?			

Facilities

No.	Observation	Yes	No	Not Observed
1)	Checked for obvious structural problems or significant structural damage			
2)	Checked utilities immediately and minimized any danger?			
3)	Checked sanitation system and determined damages?			
4)	Reported all finding to the Emergency Control Center			

Assembly Points

No.	Observation	Yes	No	Not Observed
1)	Emergency assembly areas were accessible and safe?			
2)	Area Leaders took roll call and reported status of all groups to Emergency Control Center?			
3)	Area Leaders accounted for all missing personnel?			
4)	Area Leaders supervised employees in the assembly areas for the duration?			
5)	Area Leaders communicated return to the buildings (a.k.a. work areas)?			
6)	Were all disabled people helped and accounted for?			

GENERAL CRITIQUE FORM

Please use this sheet to state "Activity Being Observed', 'Time' and your 'Comments'.

TIME	ACTIVITY BEING OBSERVED	COMMENTS

APPENDIX I: Bomb Threat Check List
                     (Developed by-OEC Security Department)

Keep the Caller on the Line as long as possible

Exact Time and Date of Call:	
Exact words of Caller:	

Voice	Speech	Manner	Background Noise
▪ Loud ▪ High Pitched ▪ Raspy ▪ Intoxicated ▪ Soft ▪ Deep ▪ Pleasant ▪ Other	▪ Fast ▪ Distant ▪ Stutter ▪ Slurred ▪ Slow ▪ Distorted ▪ Nasal ▪ Lisp ▪ Other	▪ Calm ▪ Rational ▪ Coherent ▪ Deliberate ▪ Righteous ▪ Angry ▪ Irrational ▪ Incoherent ▪ Emotional ▪ Laughing	▪ Factory Machines ▪ Bedlam ▪ Music ▪ Office Machines ▪ Mixed ▪ Street Traffic ▪ Trains ▪ Animals ▪ Quiet ▪ Voices ▪ Airplanes ▪ Party Atmosphere
Accent	Language	Familiarity with Threatened Facility	
▪ Local ▪ Foreign ▪ Race ▪ Not Local ▪ Region	▪ Excellent ▪ Fair ▪ Foul ▪ Good ▪ Poor ▪ Other	▪ Much ▪ Some ▪ None	

Questions to Ask the Caller –

When is the bomb going to explode?	
Where is the bomb?	
What does it look like?	
What kind of bomb is it?	
What will it cause to explode?	
Did you place the bomb?	
Why did you place the bomb?	
Where are you calling from?	
What is your name?	
If voice is familiar, whom did it sound like?	
Telephone Number call received at:	
Person receiving call:	
Any additional Remarks:	

DIAL XXXX IMMEDIATELY AND REPORT THREAT