

Today's Topic/Issue

Emergency preparedness isn't about predicting every possible emergency. It's about knowing what could realistically happen, knowing what to do when it does, and making sure everyone can respond quickly and safely.

When an emergency occurs, it is important to respond quickly but calmly:

- Recognise – identify what is happening and the immediate danger
- Raise the alarm – alert the appropriate people and raise the alarm
- Protect yourself and others – move away from danger where it is safe to do so
- Follow the emergency procedure – follow the site's arrangements
- Don't make the situation worse – don't take unnecessary risks or attempt anything you are not trained to do

QUICK QUIZ

What types of emergencies do we need to be prepared for on this site?



The Five Steps of Emergency Response

When an emergency occurs, remember these five steps:

1. Recognise

Identify what has happened and what the immediate danger is. Don't ignore warning signs or assume someone else will deal with it.

2. Raise the alarm

Alert the people around you and raise the appropriate alarm as quickly as possible. Contact the emergency services if required and make sure the incident is reported through the site's emergency arrangements.

3. Protect yourself and others

Move yourself and others away from immediate danger where it is safe to do so. Follow evacuation, shelter or isolation arrangements and help others where you can without putting yourself at risk.

4. Follow the emergency procedure

Follow the site's emergency plan and the instructions given by supervisors, emergency coordinators or the emergency services. Go to the designated assembly point or safe area and remain there until instructed otherwise.

5. Don't make the situation worse

Don't take unnecessary risks or attempt something you are not trained or equipped to do. Don't re-enter an evacuated area, interfere with emergency response activities or put yourself or others in additional danger.



Fire Emergency:

Regular practice drills are important as they remind you of the procedures to ensure your safety in the event of a real emergency and must be taken as seriously as a real emergency.



On hearing the alarm:

- Immediately evacuate to the assembly point via the nearest exit to where you are working at the time - this may not be the same door you entered the site earlier in the day
- Follow any instructions given by your fire warden or marshal
- Do not run
- Do not stop to collect personal belongings and don't take hot drinks with you - leave them on your desk
- Do not open or touch a door beyond which you have reason to believe there is a fire
- Do not use the lift
- Do not return to the building until you have been told it is safe to do so

Things to ask yourself:

- Am I familiar with my evacuation route?
- Am I aware of who is my fire warden or marshal?
- Where is my nearest fire exit door?
- Do I know where my Assembly Point is and how to get to it?
- Do I understand the procedure in place for vulnerable people e.g. those in wheelchairs, who may need assistance leaving the building?



Flooding:

If your site is in danger of flooding, flood plans are put together to ensure that all possibilities are considered before an emergency occurs. It is important to familiarise yourself with the flood plan so that you can be aware of:



- Access on and off the site in the event of flooding
- Whom to communicate with regarding company personnel and emergency services
- Members of staff such as disabled or vulnerable people who may require extra assistance
- Where utilities such as gas or electricity can be cut off
- What hazardous materials might be affected by flood
- What perishable materials might need protecting from flood
- What materials the site has in stock for fighting flood

As with fire, it is important not to attempt access to the flooded site until permission is given by the emergency services or responsible person.

Serious Injury or Medical Emergency:

If a serious injury or medical emergency occurs on site, emergency arrangements are put in place to ensure that the appropriate response can be made quickly and effectively. It is important to familiarise yourself with the emergency procedure so that you are aware of:

- Who the trained first aiders are and how to contact them
- Where first aid equipment, including first aid kits and defibrillators, is located
- How to contact the emergency services and provide them with accurate information about the site
- How to raise the alarm and alert other members of staff to an emergency
- The access points and routes that emergency services can use to reach the site
- How to provide assistance to injured or unwell colleagues without putting yourself or others at further risk
- Who is responsible for managing the situation and coordinating with emergency services
- How the incident should be reported and recorded once the immediate emergency has been dealt with

Serious Injury or Medical Emergency:

If a serious injury or medical emergency occurs on site, emergency arrangements are put in place to ensure that the appropriate response can be made quickly and effectively. It is important to familiarise yourself with the emergency procedure so that you are aware of:



- Who the trained first aiders are and how to contact them
- Where first aid equipment, including first aid kits and defibrillators, is located
- How to contact the emergency services and provide them with accurate information about the site
- How to raise the alarm and alert other members of staff to an emergency
- The access points and routes that emergency services can use to reach the site
- How to aid injured or unwell colleagues without putting yourself or others at further risk
- Who is responsible for managing the situation and coordinating with emergency services
- How the incident should be reported and recorded once the immediate emergency has been dealt with.



Emergency Preparedness

Today's Topic/Issue

Before delivering this toolbox talk, the supervisor should familiarise themselves with the site's emergency arrangements and check that the information being discussed is current.

Make sure you know:

- What emergencies the site is prepared for and which procedures apply
- How the alarm is raised and who needs to be notified
- The evacuation routes and assembly points
- The location of first aid equipment, emergency equipment and relevant isolation points
- Who the trained first aiders, fire wardens and other emergency contacts are.
- How the emergency services can access the site
- Any employees, visitors or contractors who may require additional assistance during an emergency
- How employees should report an emergency and who is responsible for coordinating the response

QUICK QUIZ

Fire Emergencies - Flooding – Serious Injury or Medical Emergencies – Gas Leak – Security Threat – Communications/IT Failure

Recap the policies associated with the most present or relevant emergencies relating to your business and work activities.



What supervisors need to know

1. Know the emergency arrangements before an emergency happens

Supervisors should know:

- Which emergencies the site has prepared for
- Where the emergency procedures are kept
- How to raise different alarms
- Evacuation routes and assembly points
- Emergency access points
- Locations of first aid equipment, fire equipment and other emergency resources
- Who has specific emergency roles and responsibilities

2. Know who may need additional support

Supervisors should be aware of arrangements for employees, visitors and contractors who may need additional assistance during an emergency. This might include people with mobility, sensory or communication needs, temporary injuries or other circumstances that could affect their ability to respond.

3. Be prepared to make decisions

An emergency may not follow the exact procedure you've practised. Supervisors need to be prepared to **stop work, restrict access, evacuate, shelter or otherwise adapt the response** when circumstances change.

The priority should always be protecting people rather than maintaining normal operations.



Toolbox Talk – SUPERVISORS NOTES

Emergency Preparedness

2026/27

4. Communicate clearly

During an emergency, people may be frightened, confused or unsure what to do. Supervisors should give **clear, calm and concise instructions**, avoid creating unnecessary confusion and make sure important information is passed to the appropriate people.

5. Account for people

Supervisors should understand how their site accounts for employees, contractors and visitors following an evacuation or other emergency response. They should know **who is responsible for checking that people are accounted for** and how missing or unaccounted-for people are reported.

6. Know when to hand over

Supervisors aren't expected to manage every emergency themselves. They need to understand when responsibility should be handed over to **emergency coordinators, specialist responders or the emergency services**, and avoid interfering with their work.

7. Don't become part of the emergency

Being responsible for other people doesn't mean putting yourself in danger to rescue someone or deal with a hazard you're not trained to handle. Supervisors should lead by example and **follow the same safety principles as everyone else**.



Toolbox Talk - Attendance Sheet

Site/Department Name:

Trainer Name:

Signature:

Toolbox Talk Topic:

Date:

Name	Signature

Any further feedback or questions from attendees regarding this toolbox talk topic?