



**National Emergency Management Agency**

**EMERGENCY RESPONSE**

**STANDARD OPERATING PROCEDURES**

## **FORWARD**

Disasters could happen at any time and any place by implication our offices or other work areas are not exempted. The quick positive response to any emergency situation will help save a life or the destruction of valuable property. This manual:-“National Emergency Management Agency (NEMA) Emergency Response Standard Operating Procedures” is developed to guide all members of staff on what to do and how to do it when confronted by the emergency situations discussed.

It is developed by a team of selected experience officers from the three technical Departments of the Agency. It should therefore to be adequately studied by all staff to ensure that its benefit is maximally derived.

The Agency appreciate other sources such as the Nigerian Air Force (NAF), Federal Emergency Management Agency (FEMA), The Department of Homeland Security (DHS), SAFECOM, LIVERMORE, Global Forum for Disaster Reduction, Food and Agricultural Organisation (FAO), Safety compliance Management Incorporate (SCM), South African Search and Rescue Organisation, whose experience were also tapped in the development of this manual.

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**NATIONAL EMERGENCY MANAGEMENT AGENCY (NEMA)**  
**EMERGENCY RESPONSE STANDARD OPERATING PROCEDURES**

## **1.0 INTRODUCTION**

The ever-increasing vulnerability of the society to various natural and man-made hazards is a serious issue the world over. Globalization, development patterns, population explosion, poverty and environmental degradation have increasingly placed more people at risk.

**1.1 Definition:** Standard Operating Procedure as applied to emergency response is a set of instructions designed by an organization to cover those features of operations which lend themselves to a definite sequence of carrying out tasks without loss of effectiveness.

Standard Operating Procedures (SOPs) are currently used in the military and process industries, and are primarily meant to reduce response time to the least minimum.

The lack of standardization of operating procedures such as; what to do and how to do it, create confusion amongst staff and add to the prevailing pandemonium.

No two emergency situations are similar. Notwithstanding, this document provides a procedure to be followed in all emergency response and evacuation within the confines of the Headquarters and Zonal offices of the National Emergency Management Agency (NEMA).

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### **3.0 GENERAL PROVISIONS**

The Director General/Chief Executive Officer or The Director Search and Rescue or his designate shall be the Chief Safety Officer of the Agency, and may choose to delegate such powers to any of the Emergency Response Team (ERT) leader. In the absence of any of these persons, the most senior officer on ground shall assume the responsibilities accordingly. He shall:

- i) Identify potential or existing threat and activate appropriate plan
- ii) Ensure that all staff are familiar with the emergency response /evacuation plan

- iii) Designate evacuation assembly area/Assembly point
- iv) Ensure that emergency evacuation drill is conducted periodically and consistently
- v) Ensure emergency support supplies and equipment are in place and checked periodically
- vi) Review each crisis/emergency situation to ensure that the mitigation apparatuses are in place and appropriate action taken to prevent occurrences or reoccurrences
- vii) Appoint searchers/fire wardens- Staff so designated as searchers or Fire wardens, will check the nook and crannies of offices and the premises for Staff who may be disabled by the emergency or too scared to move to the assembly point by themselves
- viii) Ensure that local emergency services have a copy of the Emergency Evacuation Plan and are contacted early during an emergency
- ix) Maintain close liaison with other local safety and emergency service provider nearest to location

Note: It is however the responsibility of all members of staff to offer assistance to the Emergency Response Team during emergencies. Therefore all staff must:

- i) Be familiar with the Crises/Emergency Response Plan
- ii) Have a complete understanding of the plan through regular Drills/Dry Run
- iii) Work with the ERT to investigate and evaluate each crisis/emergency situation to prevent reoccurrence.

### **3.1 EMERGENCY RESPONSE TEAM TASKING**

The Deputy Director (Operations) shall be the ERT coordinator in this plan

He shall:

1. Develop a list of all ERT members, addresses, own phone numbers and phone numbers of their contact persons (in case of emergencies) against their respective tasks in the plan
2. List roles and responsibilities of each ERT member during a declared emergency
3. For each person on the list he must state to whom he reports to, in order of responsibilities.

Use the following tips as a guide to tasking:

- a) Who will ensure unique medications are in the First Aid Kit?
- b) Who will carry the First Aid Kit?
- c) Who will provide first aid?
- d) Who will take custody of personnel personal effects?
- e) Who will alert the other members of staff?
- f) Who will ensure that everyone is out of the building?
- g) Who will conduct roll call at the assembly area?

### **3.2 STAFF AND EMPLOYEE QUESTIONNAIRE**

#### **Medical Training**

- [  ] First Aid--Level of Ability\_\_\_\_\_
- [  ] CPR--Level of Ability\_\_\_\_\_

#### **Fire Fighting**

- [  ] Military [  ] Experienced [  ] Volunteer
- [  ] Other\_\_\_\_\_

#### **Law Enforcement**

- [  ] Military [  ] Former Police [  ] Security Guard
- [  ] Other\_\_\_\_\_

#### **Communications**

Ham Operator    CB    Telephone Operator  
 Other\_\_\_\_\_

### **Foreign Language**

Languages\_\_\_\_\_

Fluency\_\_\_\_\_

### **Mechanical Ability**

Auto Repair    Other\_\_\_\_\_

### **Construction Ability**

Electrical    Plumbing    Carpentry

Other\_\_\_\_\_

### **Experience in Emergency Situation**

(Please explain type of experience, if any)

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### **Emergency Vehicles**

Vehicles regularly at work which could be useful in an emergency

4-Wheel Drive    SUV or Van    Truck

Station Wagon    Other\_\_\_\_\_

**NOTE: 1. The Questionnaire is an example of how to identify resource people within the organization. Information gathering prior to an emergency, will help to create a more positive and productive environment in the case of a disaster. 2. Employee involvement is the key to all disaster recovery programs.**

## **3.3 ROLES AND RESPONSIBILITIES IN AN EMERGENCY**

### **3.3.1 Guide to Emergency preparedness**

The procedures outlined in this section are designed to assist in preparing for an emergency. It is worthy of note that in the event of a large-scale disaster a long delay of the arrival of emergency services may be expected and key personnel may not be available or able to carry out tasks during an emergency. Thus, taking a pro-active approach by being mentally and physically prepared for the unexpected is an important first step in dealing with an emergency.

### **3.3.2 What every Staff should know:**

- Surrounding organizations and NEMA procedures for various types of emergencies.
- Locations of all exits in case one is blocked by fire or debris.
- Locations of fire alarm pull stations.
- Locations of fire extinguishers and first aid kits.
- Where to find the nearest phone to notify the police or fire department in case of an emergency.
- The designated assembly area.
- The telephone number of the colleague you are sharing office with.

### **3.3.3 What every Staff should do**

- Conceal valuable items. Never leave personal property unattended.
- Have a personal emergency kit handy in case an evacuation from work area is necessary.
- Keep this guide handy.

**In case of any emergency do not hesitate to call 112 immediately or**

**NEMA: 09 2905777; 0803 200 3555; 0800 22556362**

**POLICE: 09 2905900; 0803 200 3913**

**FIRE: 09-2906118; 0803 200 3557**

## **3.4 Personal Emergency Response Kit**

It is recommended that each employee maintain a personal emergency kit in the immediate work area. Examples of items to be included in the kit are:

1. Water and non-perishable food (nuts, dried fruits, well smoked fish, plantain chips, dried boiled sweet potatoes, etc.)
2. Large plastic garbage-size bag (for warmth /rain)
3. First aid supplies (few bandages, non-latex gloves, antibacterial ointment)
4. Personal medication and extra eyeglasses
5. Personal hygiene items (toiletries, toilet/paper tissues, feminine supplies)

6. Portable AM/FM radio (spare batteries)
7. Flash light (spare batteries)
8. Money (small amount)
9. Clothing (jacket, sweaters, change of clothes)
10. Pair of shoes
11. Work gloves, masking/adhesive tape
12. Copies of personal document of significant importance (driver's license, ID card, birth certificates, marriage certificate, divorce decree, national health insurance card, medical/immunization records, etc.)
13. Recent photo of close family members.
14. Consider making prior arrangement to have a trusted and reliable relative, friend or neighbour to pick up your child in case you are out of town.
15. Consider making prior arrangement of family meeting point in case it happens when you are in different locations
16. Discuss, rehearse, and update these plans periodically.

### **3.5 EMERGENCY ACTIONS TO BE TAKEN BY ANY STAFF AT THE SCENE OF ANY INCIDENT**

1. Call:  
**FCT ECC: 112**  
**NEMA: 09 290 5777 or 0800 2255 6362 (if incident is outside)**  
**NPF: 09 290 5900 or 0803 200 3913**  
**Fire Service: 09 290 6118 or 0803 200 3557**
2. Give essential information:
  - a. Exact Location
  - b. Nature of problem or injury/accident and victims condition
  - c. Name and phone number of person placing the call
3. Call NEMA security if additional assistance is needed or the Head Nurse depending on the type of emergency

4. Stay with the victim
5. Send someone to meet emergency crew
6. Initiate first aid or CPR, if trained
7. Remain available to provide any information to the emergency responders
8. Call emergency contact person designated by the victim

### **3.6 General emergency procedures when you are in the office and Fire alarm sounds continuously:**

1. Calmly collect your important personal/official belongings and head toward the nearest emergency exit
2. Turn off equipment as you prepare to leave, if you can safely do it
3. Always exit by stairway. Do not use the elevator
4. Go to the designated assembly point and wait for further instructions.

#### **Power outage:**

1. Stay in place until your eyes adjust to the lowered light level
2. If possible unplug computers, equipment and appliances under your care to prevent damage in case of power surge
3. If the outage appears to be long term, calmly collect your things and carefully exit the building
4. Use flashlights to help people in darkened area to move to safety
5. Check the elevators to determine if anyone is trapped inside
6. Go to the assembly point and wait for further instructions

## **4.0 INCIDENT: MEDICAL EMERGENCIES**

### **4.1 In any life-threatening situation:**

1. immediately call the Nurses Station or 112 and request for ambulance
2. Provide the following information:
  - a. Exact location of the incident

- b. Description of victim (e.g., name, age, gender)
- c. Condition of victim
- d. Caller's name and phone number

#### **4.2 While waiting for emergency responders**

1. Call NEMA security on extension.....
2. Asses the scene for safety before approaching the victim
3. If the victim fell, struck his or her head or hurt his or her back or neck, do not attempt to move the person
4. NEMA security will notify head nurse or any medical personnel on ground
5. NEMA security will Provide privacy and crowd control
6. Stay with the victim
7. If spillage of blood or bodily fluids has occurred, use protective gear (e.g. gloves, goggles, face mask). CPR mask and gloves are available in the first aid kits
8. Initiate first aid or CPR, if trained
9. Send someone to meet emergency crew
10. Witness should remain available to give information to the emergency crew
11. ERT team leader on duty to document sequence of events such as: time of 112 call, arrival of emergency crew, What was done at the scene, time the victim's emergency contact called and when the contact arrived, status/destination of injured person, belongings released and to whom, etc.
12. Call emergency contact person designated by victim. Confirm alternative phone numbers should emergency crew need to reach them
13. DO NOT engage in unnecessary conversation with the victim. Never discuss who was at fault or who will be responsible for paying medical

bills. Thereafter the cause of the accident will be investigated and any unsafe conditions/actions will be corrected

14. Submit a report to the DG immediately after the emergency

15. Post-Incident:

- a. Ensure that the Nurses and other medical personnel are available to assist
- b. Review the incident and response action to identify strengths and weaknesses of the emergency procedure
- c. Document the findings and forward the recommendations to the appropriate parties

## **5.0 INCIDENT: FIRE/SMOKE**

1. DO NOT panic
2. Raise an alarm by activating the nearest fire alarm
3. At the sound of fire alarm, stop all activities
4. Switch off electricity supply to the floor you are by switching off the circuit breaker mounted on the wall along the corridor
5. Switch off electricity supply to the main building by switching off the main control panel
6. DO NOT open the door if the knob is hot or if smoke is visible from the bottom of the door
7. Use the back of your hand to feel any door before opening it
8. If it is hot, leave it closed and stuff wet newspaper, towel or clothes in the cracks and open a window.
9. If it is not hot, open it slowly and be prepared to close it quickly if necessary
10. Close (do not lock) all doors when leaving
11. Use the stairways to exit the building. Do not use elevators

12. Do not rush or push others. Exit the building cautiously and orderly; use towel or handkerchief to protect yourself from smoke
13. Follow the exit direction sign; Use the staircase; do not use the lift
14. If you see or smell smoke in a passage or staircase, use another exist
15. Assist any person in immediate danger to safety if it can be accomplished without risk to yourself
16. Call fire service on 0803 200 3557 or O9 290 6118 from a safe location
17. Proceed to the Assembly point for roll call and further instruction
18. The most senior ERT Team leader present/Deputy Director (Operations) will advise Fire Service of any missing persons or persons with disability who need assistance to leave the building
19. Re-enter the building only when it is declared safe to do so by the ERT Team leader present/(Deputy Director Operations)

### **5.1 When caught in a smoke-filled facility**

1. Drop to knees and crawl towards the exit
2. Breathe through the nose, using part of your dress to filter out the smoke
3. Hold your breath as much as possible
4. Stay close to the wall while exiting the facility.

### **5.2 When trapped in a room**

1. Call 112 or any emergency number known to you
2. Close as many doors as possible
3. Place cloth under each door to block smoke
4. Signal your location if possible by placing an article of cloth outside a window as a marker
5. Shout at regular intervals to alert emergency rescue crews of your location
6. Open or break windows only as a last resort because oxygen feeds the fire.

### **5.3 When advancing through flames**

1. Hold your breath
2. Move quickly
3. Cover head and hair with blankets of cloth
4. Keep head down
5. Keep eyes closed as much as possible
6. “Stop, drop and roll” if cloth catch fire.

## **6.0 INCIDENT: HAZARDOUS MATERIALS**

### **6.1 INTRODUCTION**

Hazardous materials are substances that are flammable, combustible, explosive, noxious, toxic, corrosive, oxidizable, irritant or radioactive.

### **6.2 Threat within the office environment**

If hazardous material accident occurs within the proximity of the office environment

1. Attempt to identify the substance, remaining **UPWIND** at a safe distance
  - a. The container or packaging can provide valuable information. Observe the chemical itself. Note its actions and physical characteristics
  - b. If spilled from a vehicle, ask the driver to provide information about the substance or attempt to locate any warning placards that may be posted on the vehicle. Additional information may also be found in the shipping manifest or on the bill of lading
  - c. Consult the Orange Emergency Response Guidebook for specific warnings, cautions and handling guidelines from the Internet
2. If substance cannot be identified or is hazardous, Contact the Fire Service and the Hazmat Department of Nigeria Security and Civil Defence Corps (NSCDC). They are equipped to deal with containment and cleanup
3. Check information to see if the substance is flammable. Do not use road flares for traffic control. Use cones or other portable, non-sparking traffic control materials

4. Consider the potential effects of weather such as wind, rain, heat, etc
5. Advise Department of environmental control of FCTA and FMA&WR immediately if the water supply could be affected (drains and sewers)
6. In the event that helicopters are required for medical evacuations, consider the potential spreading effect of the rotor downdraft. Choose a remote landing area
7. Establish a decontaminating/treatment area for exposed victims if necessary
8. Consider isolating exposed victims from others, especially if bio-hazards are involved
9. If evacuation is imminent designate a safe route to convey evacuees to destination

### **6.3 If you are knowledgeable of the chemical's hazards and clean-up methods**

1. Tell others to leave the area
2. Put on the appropriate Personnel protective equipment (PPE)
3. Apply the absorbent material starting around the outside of the spill, encircling it, then apply the absorbent material to the centre of the spill
4. Sweep or shovel up the absorbent material and place in the waste container/bag. Dispose of the PPE used to clean-up in the waste container as well. Seal the container.
5. Label and dispose of the container as hazardous material appropriately.
6. Document the spill clean-up. The report should include:
  - a. Identity and approximate quantity of the spilled material
  - b. Date, time and location of incident and how the spill occurred
  - c. Person(s) involved, including injuries (if any)
  - d. Person who conducted the clean-up.

#### **6.4 If the spill is large or involves fire, explosion, or health threatening:**

1. DO NOT attempt to cleanup
2. Sound the alarm and evacuate immediately
3. Call 112 and request immediate assistance from the Hazmat unit of the NSCDC.
4. Provide the following information:
  - a. Your name
  - b. Identity and approximate quantity of the spilled material
  - c. Location of spill
  - d. Injured victim's condition
  - e. Stay on the phone until released by the operator

#### **6.5 Skin contact with hazardous material**

1. Remove all contaminated clothing
2. Flush contaminated area with running water for at least 15 minutes
3. Have a co-worker contact the medical unit or call 112 for an ambulance. Inform the emergency operator that the injured is chemically contaminated.

#### **6.6 Eye contact with hazardous material**

1. Forcibly hold the eyelid open and rinse eyeball and inner surface of eyelid with running water for at least 15 minutes
2. Have a co-worker contact the medical unit or call 112 for an ambulance. Inform the emergency operator that the injured is chemically contaminated

### **7.0 INCIDENT: FLOOD**

#### **7.1 INTRODUCTION**

During Floods water rises quickly and may flow with very high current:

1. Prepare to evacuate building
2. Unplug all electrical appliances, if possible, before flooding occurs.

3. Turn off power supply to the building from the mains control switch.

## **7.2 Serious water leak or flooding in the building:**

1. Notify the office maintenance manager and the security
2. If flooding is internal due to broken water pipes or failure of a tap, turn off water source if possible
3. If water is rising quickly, evacuate vertically moving to a higher level. Take a cell phone, flash light, warm cloth, and portable radio.
4. If and only if time permits;
  - a. Turn off utilities at the main power switch.
  - b. DO NOT touch any electrical equipment in a flooded area
  - c. Transport vital documents, records and books to secure location
  - d. Sandbag to divert flow of water, if necessary or able.

## **7.3 Serious water leak or flooding around the office complex:**

1. When outside the building, remember floods are deceptive. Try to avoid flooded areas and do not attempt to walk across stretches of water that are more than knee deep.
2. Move to higher ground and away from rivers, streams, creeks, and storm drains.
3. Use the telephone only for emergency needs such as reporting dangerous conditions.
4. Turn to local radio or television stations for emergency information, update and instructions from local authorities
5. If it is unsafe to evacuate by car, consider the following;
  - a. Take portable water, first aid kit, flashlight, warm clothing, and food
  - b. Keep your petrol or gas tank half full, as fuel stations may not be selling due to lack of electricity or stock
  - c. Do not drive where water is over the road
  - d. If car stalls in flooded area abandon it as soon as possible

6. Floods are generally preceded by powerful storms. Check for collapsed power lines and inform Power Holding Company of Nigeria (PHCN) immediately to prevent electrocution hazards.
7. Floodwaters may carry additional health and safety risks, such as bacteria from dead animals, raw sewage or hazardous substance. Sandbags tend to act as sponges for these hidden dangers, so ensure precautions are taken when handling them or coming into contact with the water itself.
8. If evacuation is imminent, the Director Search and Rescue (DSAR) or any Director present should designate an evacuation route (egress) for evacuees
9. Wait for additional information from the management before you take any decision.

## **8.0 INCIDENT: BOMB THREATS /TERRORIST/BIOLOGICAL OR CHEMICAL ATTACK**

### **8.1 INTRODUCTION**

In the event of a bomb, Terrorist, biological or chemical threat, there are a few procedures that, if adhered to properly, will help alleviate some of the panic and confusion normally associated with such an evacuation procedure. There are two different situations to plan for:

### **8.2 DURING WORKING HOURS**

Upon notification of a bomb threat, adhere to the following:

- A.** Immediately dial **112, 09 290 5900 for Police** or **09 290 6118 for Fire** and notify local authorities.
- B.** Report the bomb threat to the nearest ERT Team Leader or the Director Search and Rescue, who will inform the Director General and other Directors to begin the evacuation of the building

- C. Notify the fire wardens to notify other possible tenants who may be in danger
- D. All employees and Visitors should calmly vacate the building via the nearest stairwell, and proceed to the assembly area, if it is at least 50m away upwind from the building
- E. Use alternative assembly area if so directed, follow instruction

### **8.3 DURING NON-WORKING HOURS**

Upon notification of a bomb threat, adhere to the following:

- A. Immediately dial **112, 09 290 5900 for Police** or **09 290 6118 for Fire** and notify local authorities.
- B. Determine if there are any other employees or visitors in the office and vacate the building immediately.
- C. Notify the security section to notify other possible tenants who may be in danger.

### **8.4 RECEIVING THREATS BY TELEPHONE**

When receiving a threat by telephone, follow these steps:

- i. Stay calm. Take the call seriously. Do not hang up
- ii. Call security immediately upon hanging up or signal to a co-worker to notify the security or call the police while the threat is in progress
- iii. Keep caller on the line for as long as possible ask the caller to repeat the message. If possible, record every word spoken by the person making the call
- iv. Ask and Document all given information given by the caller during and after call. Try asking these questions:
  - Caller to repeat message
  - What time is the bomb going to explode?
  - Where is the bomb?

- What does it look like?
  - What kind of bomb is it?
  - What will cause it to explode?
  - Did you place the bomb?
  - If no. Do you know who did it?
  - Why?
  - What is your name?
  - What is your address?
- v. If the caller does not indicate the location of the bomb or the time of possible detonation, ask the caller to provide this information
- vi. Document the exact wording of the threat
- vii. Inform the caller that the building is occupied and the detonation of a bomb would result in the death or serious injury to many innocent people
- viii. Pay particular attention to any strange background noises, such as motor /engine running, background music (and the type of music), and any other noise, which might give even a remote clue as to the place from which the call is being made
- ix. Listen closely to the voice (male or female), voice quality, accents, and speech impediments
- x. Report information to the Director General or the Director Search and Rescue (DSAR) who will contact the relevant security agency. Call 112, 09 290 5900 directly if after office hours
- xi. An office to office search will be coordinated by the DSAR and other security agencies on ground. Decision will be made on whether evacuation is necessary
- xii. If evacuation is necessary sound the alarm
- xiii. On hearing the alarm:

- Evacuate the building
  - Proceed to the assembly area, if it is at least 50m away upwind from the building
  - Use alternative assembly area if so directed, follow instruction
- xiv. Return to building only when directed to do so by the DG or DSAR.

## **9.0 INCIDENT: SUSPECTED/ABANDONED UNIDENTIFIED PACKAGES AND MAILS**

### **9.1 INTRODUCTION**

Do not handle any suspicious: parcels, Packages or mails found around the office Premises. Be cautious of parcels, Packages or mails with these characteristics:

- Restrictive markings such as “Confidential”, “Personal”, or “Special Delivery”
- Misspelling of common words
- Oily stains or discoloration
- Rigid, lopsided, or uneven envelopes
- Protruding wire or tin foil
- No return address
- Excessive or insufficient postage
- Strange odour

### **9.2 When finding a suspicious package, follow these procedures:**

1. Do not touch the package
2. Call 112 or 09 290 5900, 0803 200 3913 and, notify security office
3. Notify colleagues of the situation and have them prepared to evacuate their area
4. Evacuate on hearing an alarm or when directed to do so by a senior member of staff or a security officer

5. Move to the assembly area if it is more than 120m away from the building or an alternative assembly area
6. Upon evacuation, close the office door, but leave it unlocked. If possible, secure all official property and records before leaving. Evacuate with personal items, do not leave them behind
7. Staff finding suspicious package should submit his name and phone number to the security office.

## **10.0 INCIDENT: POLITICAL DISASTERS**

### **10.1 INTRODUCTION**

This part of the contingency plan will take into consideration such events as strikes, riots, civil disturbances and other similar circumstances. In the event that one of the aforementioned situations is encountered the following procedures should be followed:

### **10.2 DURING WORKING HOURS**

- i. Dial 112 or 09 290 5900, 0803 200 3913 immediately and notify local authorities of the problem.
- ii. Notify the nearest ERT Leader or Director Search and Rescue of the situation.
- iii. Alert office manager of the problem so that other potentially threatened tenants may take the necessary precautions.
- iv. All employees, as well as the public notification systems, should be notified of such a closing or evacuation.

### **10.3 DURING NON-WORKING HOURS**

- i. Dial 112 or 09 290 5900, 0803 200 3913 immediately and notify local authorities of the problem.

- ii. Notify the ERT Coordinator, or one of the ERT Leader, of the situation so the necessary actions can be planned for the following day.

## **11.0 INCIDENT: DANGEROUS AND THREATENINGSITUATIONS**

### **11.1 INTRODUCTION**

This section will consider all types of dangerous and threatening situations that may face the Agency and its personnel. These would include such examples as irate and disoriented employees or visitors, as well as armed and unstable individuals off the street. Due to the fact that there are many circumstances that may be placed in this category, it would be virtually impossible to address them all. Therefore, the following is a list of suggested procedures to be utilized in one of these crisis situations. (It is ultimately the responsibility of management to decide how a specific set of circumstances should be handled.). Some things to consider are:

- i. Designate someone (more than one person is suggested) to alert the local authorities of the problem.
- ii. Assign someone to notify the NEMA security section.
- iii. Make sure that everyone is always prepared for this type of crisis (the last thing needed is a panicked state that may "light the fuse" of this person).
- iv. Make it known that the employees should never argue with these people, in fact it is recommended that the employees keep a smile on their face and do everything in their power to appease them.
- v. An attempt should be made to reason with the person and portray a feeling of understanding towards them.
- vi. Consideration should be given to the possibility of evacuating the building.

vii. Having people seek shelter is a final option.

## **12.0 Incident Response Team**

In the event of any threats mentioned above within the Agency the following procedure should be followed:

1. The Chief Security Officer (CSO) will notify the Director General (DG)
2. The following personnel will be activated by the DG to assist the CSO:
  - a) DSAR
  - b) DPRF
  - c) DA&S
  - d) DD SAR (Ops)
  - e) Office Maintenance Officer
3. The response team will assess the situation and determine whether evacuation is necessary
4. If decision made is to evacuate, activate the alarm system
5. Re-enter building only when emergency is declared over and building safe for reoccupation.

## **13.0 CALLING OUT PROCEDURES FOR EMERGENCY RESPONSE OUT SIDE NEMA**

### **13.1 The call out procedure and order:**

When **NEMA** Emergency Call Centre/Radio Room receives an emergency alert either first or notified by another organization, it is the duty of the call centre to notify the **Director Search and Rescue** or the **Deputy Director SAR (Ops)** or the **concerned Zonal Coordinator** if the reported incident is in the zone and without delay contact the following agencies on these numbers and in this order:

**13.1.1 If the case is CRIMINAL in nature such as Armed Robbery, Terrorism, or Civil crises:**

- i) **NPF : 0806-1581-938; 0803-200-3913; 09-290-5900; 0705-733-7653; 0808-177-0053; 09-874-6759**
- ii) **NSCDC : 0805 700 1404; 0815 101 0289; 09-783-1233**
- iii) **FFS : 09-290-6118; 09-483-6174; 09-671-1371; 0803-200-3557; 09-873-1969**
- iv) **FRSC: 07002-255-3772; 0807-769-0897; 0807-769-0898; 0807-769-0899; 0807-769-0896**
- v) **DRTS: 0703-469-9944; 0805-786-9624**
- vi) **FCT EMS:0816 761 0945**
- vii) **NRCS: 0802-327-3624; 0703-005-2866**
- viii) **FMOH: 09 290 8928**

**Note:**

1. The purpose of alerting **NEMA** first is because the 112 call centre being developed by NCC is not yet operational in the FCT. However when this centre becomes operational, it will take over the initial alert responsibility of NEMA). But in the main time it is the duty of NEMA to alert other response agencies that may be required to respond to the situation.
2. The **FMOH** being the lead agency for all medical emergencies would be alerted last and the purpose of alerting the Ministry is to request the ministry activate her medical emergency response team and on receipt of such an alert immediately contact all Hospitals and major health care service providers around the incident area to get them prepared to receive casualties resulting from the incidence.

**13.1.2 If the case is a FIRE INCIDENT (whether Urban or bush) or a FLOOD INCIDENT that leads to drowning the following alert order using the same numbers as in a) is to be observed:**

- **FFS**
- **NPF**
- **NSCDC**
- **FRSC**
- **DRTS**
- **FCT EMS**
- **NRCS**

- FMOH

**13.1.3 If the case is a ROAD CRASH INCIDENT (whether Metropolitan or on the Highway) or an AIR CRASH INCIDENT that leads to drowning the following alert order using the same numbers as in a) is to be observed:**

- i) FRSC
- ii) NPF
- iii) NSCDC
- iv) FFS
- v) DRTS
- vi) FCT EMS
- vii) NRCS
- viii) FMOH

**13.1.4 If the case is a MEDICAL EMERGENCY such as request for Ambulance for medical evacuation or response to a large scale epidemic, the following calling out order is to be observed:**

- i) FMOH
- ii) FCT EMS
- iii) NRCS
- iv) FRSC
- v) NPF
- vi) NSCDC
- vii) DRTS
- viii) FFS

## **13.2 SECONDARY RESPONDERS**

The other Security Agencies such as the **DSS; NIA; Armed Forces (DRUs); NIS; NCS** and the **Federal Ministry of Environment, Federal Ministry of Works** and any other Ministry depending on the nature of the emergency are to be alerted immediately the first responders have been activated.

## **14.0 EMERGENCY COORDINATION CENTRE**

### **14.1 INTRODUCTION**

The Emergency Coordination Centre is a building where Heads of Organisations or their representatives sit together to coordinate the response activities during any emergency. The Centre is provided with different means of communication links to ensure that communication is established and maintained throughout the period of the response:

#### **14.2 Communication between the Chief Executive Officer (CEO) of the lead agency and the Incident Commander (IC)**

This link is provided through:

1. The Agency's dedicated radio link when the CEO and the IC come from the same Agency.
2. GSM or CDMA Telephones where service is available and stable
3. Any dedicated operational communication system provided for this purpose.

#### **14.5 Communication between the Chief Executive Officer and his field representative (if represented) at the centre.**

The communication between these two key officers is either by voice or data. The link is provided through:

1. The Agency's Dedicated radio link
2. GSM or CDMA Telephones where service is available and stable
3. Portable satellite modems such as Very Small Aperture Terminals (VSAT), Broadband Global Area Network (BGAN) or Satellite Phones

#### **14.6 Communication between the CEO or his Representative and the respective Agency's Team leader in the Emergency Operation Centre (EOC) located in the incident area**

This link is provided through:

1. The Agency's dedicated radio link
2. GSM or CDMA Telephones where service is available and stable
3. Portable satellite modems such as Very Small Aperture Terminals (VSAT), Broadband Global Area Network (BGAN) or Satellite Phones
4. Any dedicated assigned operational communication system provided for this purpose.

### **15.0 THE EMERGENCY/INCIDENT OPERATION CENTER**

#### **15.1 INTRODUCTION**

This is a mobile coordination centre equipped with HF/ VHF base radio stations, VSAT, GSM and Data modems for the transmission and reception of voice and data messages. This centre serves as a point where team leaders from

all operating Agency's sit or converge to take decisions or modify the operational strategies that will bring about rapid return to normalcy.

The incident commander relates closely with this centre as he directs the response operation

The Incident Commander therefore has direct communication with each of the member of the EOC by using:

1. Dedicated operational VHF radio with the IC and the operational team leaders given unique identification code
2. GSM or CDMA Telephones where service is available and stable
3. Any dedicated assigned operational communication system provided for this purpose.

### 15.2 INCIDENT COMMAND POST (ICP)

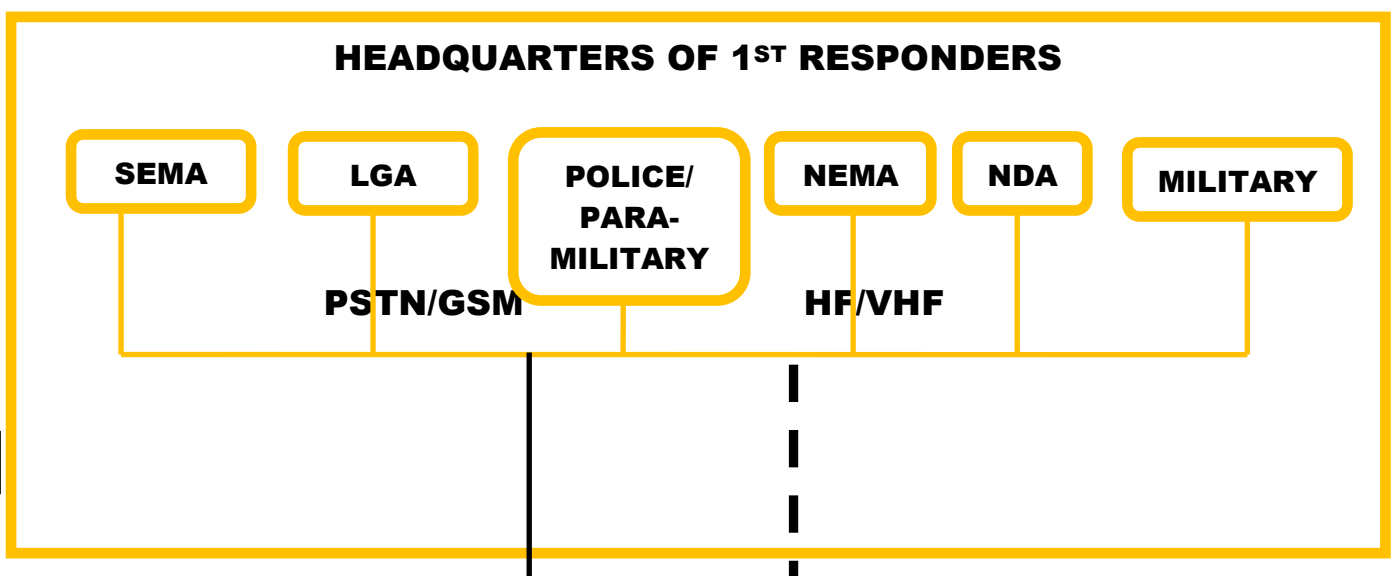
The ICP is either mobile or fixed and is located very close to the EOC.

It is the point where all incidence activities are coordinated.

It is equipped with VHF, GSM, a flip board for logging and any other communication system that could enhance free flow of information between the incident commander and the field officers, the team leaders in the EOC, the Representatives of the CEO's in the ECC and his Organisation.

Figure 1 shows a typical communication plan that could be modified to suit operation during emergencies/ disaster operation or simulation exercises /drills

**Fig 1: NATIONAL EMERGENCY/DISASTER RESPONSE COMMUNICATION PLAN**



## **16.0 PROCEDURE FOR ACTIVATING AND DEMOBILIZING THE EMERGENCY RESPONSE TEAMS**

- Step 1. On receipt of an Emergency alert by the Radio Room/ Call Centre, the Centre will immediately alert the DD SAR (Ops).**
- Step 2. The DD SAR (Ops) will alert the DSAR, the COO and the ERT Team Leader on duty.**
- Step 3. The ERT Team Leader on duty will assemble and prepare the ERT Team for response while waiting for activation order from the DD SAR (Ops).**
- Step 4. Depending on the nature and severity of the emergency the DSAR will notify the DG before activating the ERT or Activate the ERT and inform the DG accordingly.**
- Step 5. DD SAR (Ops) Activates the ERT while the other ERT members are contacted by the COO to be on standby.**
- Step 6. The COO shall brief and tasked each team member before proceeding to the incident area.**
- Step 7. The ERT Team Leader shall inspect to ensure that all response equipment being taken for the operation is serviceable.**
- Step 8. The COO shall coordinate all emergency response and report to the DD SAR (Ops) of actions taken.**
- Step 9. The COO shall request for additional resources if such a need arose during operation.**
- Step10. The COO shall call off the operation after seeking clearance from the DD SAR (Ops).**
- Step 11. The DSAR shall chair the after action review conference unless he designate that responsibility to any of the Deputy Directors.**

**Step 12. A formal report prepared by the COO shall be presented to the DG through the DSAR.**

## **17.0 TELEPHONE CONTACTS OF EMPLOYEES, VENDORS AND CONTRACTORS**

**The list of essential emergency contacts to be kept by the Agency shall include but not limited to:**

- i. Local Police Headquarters
- ii. Local Fire Service Station
- iii. Emergency Response Team leaders
- iv. Emergency Ambulance and Paramedics Service
- v. Employee Contacts
- vi. Vendor Contacts
  - Computer Equipment
  - Telephone Equipment
  - Office Equipment
- vii. Essential Services
  - Mail Services ( UPS, EX, etc)
  - Transportation Services (Chisco, ABC, etc)
  - Security and Alarm Services
- viii. Contractors
  - Building
  - Carpentry
  - Plumbing
  - Electrical
  - Roofing
- ix. Local Radio Stations
- x. Local Television Networks

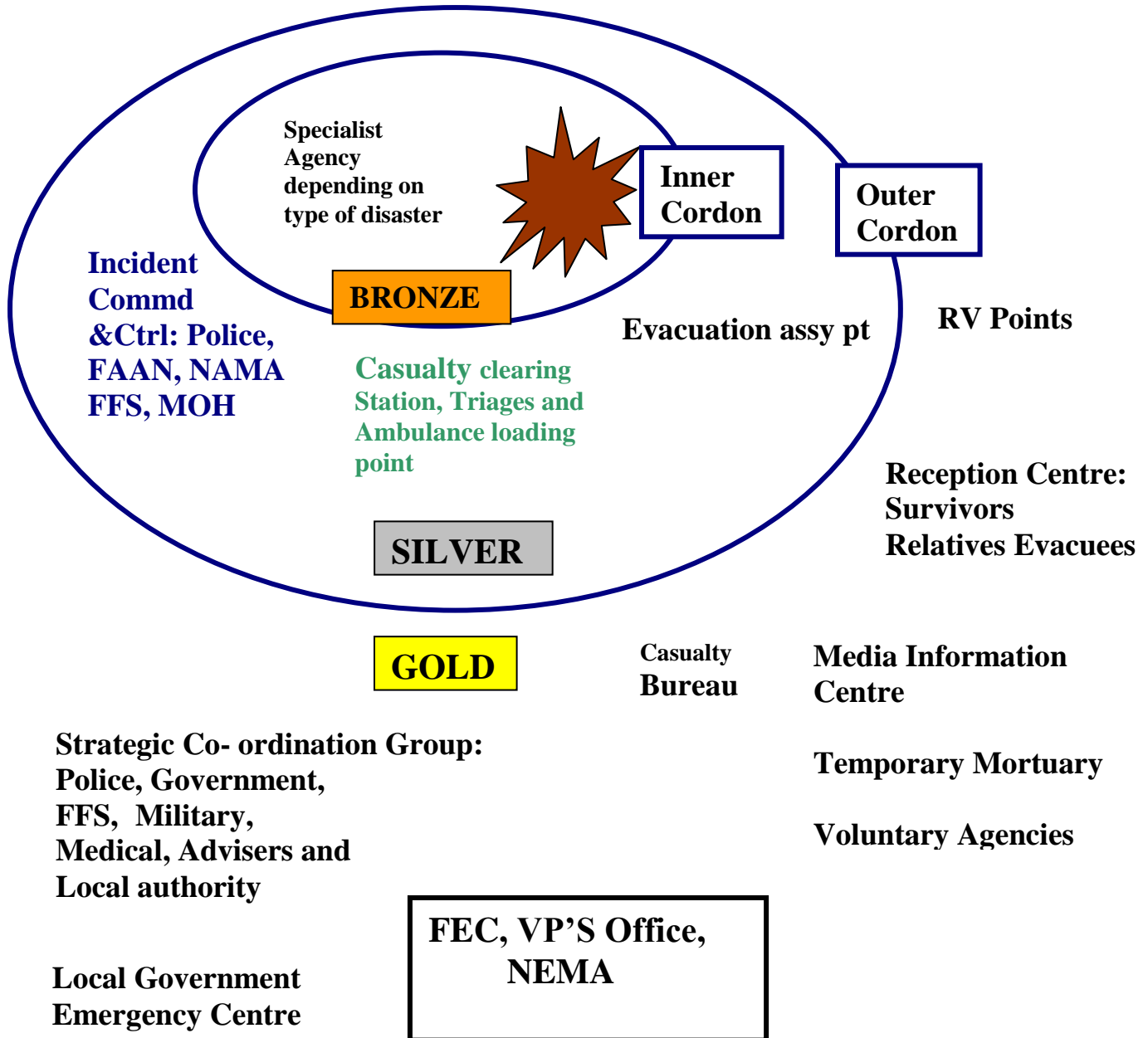
## 17.1 EMERGENCY RESPONDERS CALL NUMBERS

<b>S/No</b>	<b>AGENCY</b>	<b>FEDERAL HQs</b>	<b>FCT COMMAND</b>
<b>1</b>	<b>NPF</b> (Nigerian Police Force)	<b>0808-177-0053</b> <b>09-874-6759</b>	<b>0806-1581-938</b> <b>0803-200-3913</b> <b>09-290-5900</b> <b>0705-733-7653</b>
<b>2</b>	<b>NEMA</b> (National Emergency Management Agency)	<b>0803-200-3555</b> <b>09-290-5777</b> <b>080022556362</b>	<b>09-290-2780</b>
<b>3</b>	<b>FIRE SERVICE</b>	<b>0803-200-3557</b> <b>09-873-1969</b>	<b>09-290-6118</b> <b>09-483-6174</b> <b>09-671-1371</b>
<b>4</b>	<b>FRSC</b> (Federal Road Safety Corps)	<b>07002-255-3772</b>  <b>122</b>	<b>0807-769-0897</b> <b>0807-769-0898</b> <b>0807-769-0899</b> <b>0807-769-0896</b>
<b>5</b>	<b>NSCDC</b> (Nigerian Security & Civil Defence Corps)	<b>09-783-1233</b> <b>0815-700-1404</b> <b>0815-101-0289</b>	
<b>6</b>	<b>NRCS</b>	<b>0802-327-3624</b>	

	(Nigerian Red Cross Society)	<b>0703-005-2866</b>	
<b>7</b>	<b>FCT DRTS</b> <b>(Directorate of Road</b> <b>Transport Services)</b>		<b>0703-469-9944</b> <b>0805-786-9624</b>
<b>8</b>	<b>NNPC</b> <b>(Nigerian National Petroleum</b> <b>Corporation - Fire Service)</b>	<b>09-460-84040</b> <b>09-460-84041</b>	
<b>9</b>	<b>NOSDRA</b> <b>(National Oil Spill Detection</b> <b>and Response Agency)</b>	<b>09-782-2001</b>  <b>0803-315-3547</b>	
<b>10</b>	<b>JULIUS BERGER</b>	<b>0803-906-7000</b> <b>0706-980-0000</b>	
<b>11</b>	<b>DANTATA &amp;SAWOE</b>	<b>0806-811-4106</b> <b>0802-097-9693</b>	
<b>12</b>	<b>GILMO CONT</b>	<b>0805-027-6188</b>	
<b>13</b>	<b>ARAB CONT</b>	<b>0803-786-8950</b>	
<b>14</b>	<b>NAIA FAAN</b> <b>(Federal Airport Authority of</b> <b>Nigeria)</b>	<b>09 -291-3463 – INT</b> <b>09-291- 3460 – DOM</b> <b>09 870 5468 – ATS</b>	<b>MMIA FAAN</b> <b>01-793-5883 DOM</b> <b>01-793-5882 INT</b>
<b>15</b>	<b>AIB</b> <b>(Accident Investigation</b> <b>Bureau)</b>	<b>0807-709-0908</b> <b>0807-709-0909</b>	
<b>16</b>	<b>NCAA</b> <b>(Nigerian Civil Aviation</b> <b>Authority)</b>	<b>0805-509-3353</b>	
<b>17</b>	<b>NAMA</b> <b>(Nigerian Airspace</b> <b>Management Agency)</b>		

<b>18</b>	<b>DSS</b>	<b>0813-222-2105</b> <b>0813-222-2106</b> <b>0813-222-2107</b>	
<b>19</b>	<b>NCS</b>		
<b>20</b>	<b>NIS</b>	<b>070-588-93443</b> <b>09-291-3963</b>	
<b>21</b>	<b>FMOH</b>	<b>09-290-8928</b>	
<b>22</b>	<b>FRCN</b>	<b>09-234-9992</b> <b>09-872-5337</b>	
<b>23</b>	<b>NTA</b>	<b>-</b>	
<b>24</b>	<b>AIT</b>	<b>09-462-5170</b>	
<b>25</b>	<b>ASO FM</b>	<b>0809-785-9288</b>	

# 18.0 SETTING UP OF THE INCIDENT AREA FOR EFFICIENT EMERGENCY/DISASTER RESPONSE MANAGEMENT



**Figure 1: DISASTER OPERATION CIRCLES**

Mike Evans & Richard Gordon of Bournemouth University Disaster Management Centre  
 Date: 19<sup>th</sup> November 2004 and Modified by Engr, DB Gambo February 2006

## **18.1 ROLES AND RESPONSIBILITIES OF NATIONAL EMERGENCY MANAGEMENT AGENCY IN AN INCIDENT AREA**

- i. Conduct emergency despatch to the incident area
- ii. Notify relevant stakeholders of the incident, giving the location if possible with GPS coordinates.
- iii. Determine the extent of cordon of the scene.
- iv. Provide guides to direct response operators to incident scenes
- v. Coordinate incident site communication
- vi. Establish an incident control point.
- vii. Take all necessary precaution to safeguard lives and properties from secondary and tertiary occurrence in conjunction with the lead agency
- viii. Ensure in conjunction with the FRSC/DRTS/NSCDC smooth flow of human and vehicular traffic within and around the incident scene to aid evacuation of area and casualty.
- ix. Provides search & rescue operation and immediate relief items to the victims.
- x. Decide the degree of urgency and priorities in case of heavy duty equipment required..
- xi. Designate media officer, and coordinate all media activities.
- xii. Ensure provision of essential services to response officials at the scene when required.
- xiii. Decide on advice of the Incident Commander if any identified secondary or tertiary potential threat/device can be destroyed / demobilized on site or evacuated from scene.

- xiv. Handle all operational information to be disseminated to the citizens, media and the Government as directed by relevant higher authority
- xv. Ensure that all remains of casualties are searched out and properly recorded and disposed of.
- xvi. Responsible for securing the scene until all evacuation including that of casualties has been completed.
- xvii. Hand over site to the Leader of the NPF, NPF Forensic Team, or FMEnv