IIUM EMERGENCY RESPONSE TEAM (ERT)
WHY EMERGENCY RESPONSE TEAM (ERT) IS SO IMPORTANT TO IIUM COMMUNITY

1. To fulfil the legal requirements;
   - National Security Council (NSC) Directive No. 20: POLICY AND MECHANISM OF DISASTER MANAGEMENT AND RELIEF COMMITTEE.
   - “Occupational Safety and Health Act (OSHA) 1994”.

2. To fulfil the ISO 9001:2015 requirements;
   - Clause 7.1.4 Environment for the operation of process: The organization shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.

3. An ERT is an in-house squad institute by the organization to deal with emergency situation which happen or may happen in its premise.

4. An ERT is thus a special team that responds to emergencies to ensure proper personnel evacuation and safety, shut down building services and utilities, work with responding civil authorities, protect and salvage property, and evaluate areas for safety prior to re-entry.
INTRODUCTION

Various type of emergency had occurred in our university due to natural phenomenon or human negligence and weaknesses which may causes loss of lives and property.

These phenomenon including personal injuries, fires, explosions, chemical spills, vandalism, natural disasters such as floods, and man-made disasters such as riots will persist in our university if safety at the workplace is neglected.

Emergency preparedness will help to minimize human, property, and economic losses due to any hazardous event.
INTRODUCTION

In Malaysia, the management of disaster is governed by the National Security Council (NSC) Directive No. 20: POLICY AND MECHANISM OF DISASTER MANAGEMENT AND RELIEF COMMITTEE.

The Directive interpreted “Disaster” and “Non-disastrous incidents”.

In addition, at the moment, the specific act and regulation which deal with the safety at the workplace is the “Occupational Safety and Health Act (OSHA) 1994”.

Consequently, the NSC directive and the OSHA 1994 will be the term of reference use in this presentation of crisis or emergency at the workplace.
This presentation aims to illustrate the role of Emergency Response Team (ERT) in managing accidents or emergencies at the workplace with regards to the Malaysian Mechanism of Disaster Management and the OSHA 1994.
**DEFINITIONS**

*Situation* is defined as set of circumstances or state of affairs especially at a certain time.

*Emergency* is a serious event or situation requiring immediate action which can cause death or injuries to the employees, customers or civilian or can cause stoppage of business activities, interfere with the normal working operations, causes environmental pollution etcetera.

- Some of the examples of emergencies are such as fires, accidents involving hazardous materials, floods and flash floods, accident involving radioactive materials, explosions, disruption to line of communications.
“Disaster” is defined as an incident which occurs unexpectedly, which is complex in nature, causes loss of life, destruction to properties or environment and grind down the activity of the community.”

Illustrations of the type of disaster which is covered under the aforementioned directives are:
DEFINITIONS

- Natural disasters such as floods, storm, drought, erosions of the beach, soil, land slide or disaster caused by storm and heavy rain;
- Industrial disasters such as incident of explosion, occurrence of fire, pollution and spilling of dangerous and hazardous materials from factories, industrial depot and installations that process, produce and store the said materials;
- Accidents involving transporting, channelling and moving of dangerous materials;
- Collapse of buildings and structures;
- Air disasters which happen in populated areas and building areas;
- Train collusions or skidding;
- Burning, which involve vast areas or fire to high rise building or a special structure where there is a large crowd;
- Cracking and breaking up of hydro dams or reservoirs;
- Nuclear disaster and radiology involving insertion of nuclear or radio active material where an accident may cause it to be widespread and loss to life, destructions to properties or pollutions to the environment and hinder daily activities;
- The release of poisonous gas in public; and
- Haze which causes alarm among the public and obstruct the machinery of the civil authorities or economic activity of the state.
DEFINITIONS

Hazardous materials are chemical substances, which if released or misused can pose a threat to the environment or health.

Hazardous materials come in the form of explosives, flammable and combustible substances, poisons, and radioactive materials.
In emergency situation there is the “Occupational Safety and Health Act (OSHA) 1994, this specific act which deal with the safety at the workplace is”. The regulatory proviso for setting up of ERT under the OSHA 1994 in the organisation which is implied and written is institute in:

- Part IV, Section 15, OSHA 1994.
During an emergency, individuals may panic or overreact. As a consequence, **early actions have to be taken to address the crisis.**

Disaster area needs to be secured in order to prevent unauthorized access and to protect the installation and equipment.

These initial tasks can be undertaken by Emergency Response Teams (ERT). The ERT is the first responder in emergencies while waiting for assistance from the relevant authorities such as the Fire and Rescue Department to deal with the crisis at hand.
EMERGENCY RESPONSE TEAM (ERT)

An ERT is an in-house squad institute by the organization to deal with emergency situation which happen or may happen in its premise.

An ERT is thus a special team that responds to emergencies to ensure proper personnel evacuation and safety, shut down building services and utilities, work with responding civil authorities, protect and salvage property, and evaluate areas for safety prior to re-entry.
EMERGENCY RESPONSE TEAM (ERT)

In our University, the ERT has been established at Campus, Kulliyyah and Mahallah levels.

These ERT were established and trained to meet our internal needs of the university such as:

- **Natural Disasters** such as Earthquakes, Floods/Mudslides or Wild Fires
- **Violence** such as Terrorism and Riots at workplace.
- **Industrial Emergencies** such as Chemical Spillages or, Power Outages.
- **Workplace Accident** such as Fires, on job injuries or Health and Medical
EMERGENCY RESPONSE TEAM (ERT)

The University carry out training from time to time in our premises on emergency drills internally either taking place on our own or with cooperation of government agencies such as Fire and Rescue Department, Police, RELA and Civil Defense Department and The Red Crescent Society.

Although these ERT are trained to meet the internal needs of University, however in a major disaster such as chemical spillage, chemical plant release of hazardous gas, fire at the workplace, these ERT has to work closely with other relevant government agencies such as the Fire and Rescue Department.

Though the employment of ERT has limitation but their contribution in emergency situations is immense as will be illustrate beneath.
EMERGENCY RESPONSE TEAM (ERT)

ERT shall be established at Campus Level such as in Gombak, Kuantan, Kuala Lumpur, Gambang, and Pagoh Campus.

Each KCDIO, has its own dedicated buildings, shall be established the ERT such as Kulliyyah, Centre, Division, Institute, Office and Mahallah.

Except, any KCDIO that shares a building with another KCDIO, it should appoint as representative in the ERT such as Floor / Office Marshall and First Aider.
Emergency Response Team (ERT)

Incident Commander

- Campus Level: Appointed by the Rector and shall be Director of OSeM or Head of OSeM for respective campus
- KCDIO Level: Appointed by the Dean / Director / HOD (whichever is higher)

ERT’s members shall be appointed by respective Incident Commander as prescribed.

Post in ERT’s member such as Incident Commander, Historian, Deputy Incident Commander, Secretary, Evacuation Team Leader, Block / Floor / Office Classroom Marshall, Assembly Area Marshall, Technical Team Leader, Traffic Control Marshall, Medical Team Leader, Media Team Leader and First Aider
# EMERGENCY RESPONSE TEAM (ERT)

**Post in ERT in Campus, Kulliyyah, Division, Centre, Office and Mahallah**

<table>
<thead>
<tr>
<th>No</th>
<th>Post</th>
<th>Campus</th>
<th>Kulliyyah</th>
<th>Division</th>
<th>Centre</th>
<th>Office</th>
<th>Mahallah</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Incident Commander</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>2</td>
<td>Historian</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>3</td>
<td>Deputy Incident Commander</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>4</td>
<td>Secretary</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Evacuation Team Leader</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>6</td>
<td>Block / Floor / Office Classroom Marshall</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>7</td>
<td>Assembly Area Marshall</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>8</td>
<td>Technical Team Leader</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Traffic Control Marshall</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Medical Team Leader</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Media Team Leader</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>First Aider</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
### STATUS OF ERT ESTABLISHMENT

<table>
<thead>
<tr>
<th>No</th>
<th>KCDIO</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Gombak Campus</td>
<td>Done</td>
</tr>
<tr>
<td>2</td>
<td>Kuantan Campus</td>
<td>Done</td>
</tr>
<tr>
<td>3</td>
<td>Gambang Campus</td>
<td>Done</td>
</tr>
<tr>
<td>4</td>
<td>Kulliyyah of Engineering</td>
<td>Done</td>
</tr>
<tr>
<td>5</td>
<td>Kulliyyah of Information and Communication Technology</td>
<td>Done</td>
</tr>
<tr>
<td>6</td>
<td>Kulliyyah of Medicine</td>
<td>Done</td>
</tr>
<tr>
<td>7</td>
<td>Kulliyyah of Pharmacy</td>
<td>Done</td>
</tr>
<tr>
<td>8</td>
<td>Kulliyyah of Allied Health Sciences</td>
<td>Done</td>
</tr>
<tr>
<td>9</td>
<td>Kulliyyah of Science</td>
<td>Done</td>
</tr>
<tr>
<td>10</td>
<td>Centre for Languages and Pre-University Acasemic Development</td>
<td>Done</td>
</tr>
<tr>
<td>11</td>
<td>Occupational Safety, Health and Built Environment Department</td>
<td>Done</td>
</tr>
<tr>
<td>12</td>
<td>Information Technology Division</td>
<td>Done</td>
</tr>
<tr>
<td>13</td>
<td>Research Management Centre</td>
<td>Done</td>
</tr>
<tr>
<td>14</td>
<td>Mahallah Summayyah</td>
<td>Done</td>
</tr>
</tbody>
</table>

*14 Of KCDIO has been setup their ERT.*
Incident Commander:

1. The commander is responsible for all occupants’ safety during evacuation.
2. To ensure the safety of the building before re-entering after drill / emergency unless his role is passed on to another officer during an emergency.
3. Cooperate with other emergency officers during evacuation.
4. To advise emergency service units if needed.
5. To controlling the evacuation / emergency.
6. To ensure first aid is given to evacuees if needed.
7. Inform the Deputy Incident Commander to take his duties in his absence.
8. Providing an accurate situation report to the Safety And Health Committee (HSE)
ROLES AND RESPONSIBILITIES FOR ERT

**Historian**

1. To note down the all detail scenario of emergency situation (i.e. incident location, time, type of incident, number of victims, type of injury, chronology of incident and etc.) starting from emergency alarm until back to normal operation.
2. Always be with Incident Commander at emergency operation room.
ROLES AND RESPONSIBILITIES FOR ERT

Deputy Incident Commander:

1. To assist Incident Commander during evacuation / emergency.
2. To advise Incident Commander during evacuation / emergency.
3. Deputy Incident Commander is responsible for all personnel under him.
4. To assist Incident Commander in controlling the evacuation / emergency.
5. To assist Incident Commander in the safety of the building before re-entering after drill.
6. To replace Incident Commander during an absence of Incident Commander.
Roles and Responsibilities for ERT

Evacuation Team Leader:
1. To establishing the nature of an emergency where possible.
2. To make an announcement when fire alarm has been triggered. (Either it is true / false alarm).
3. To make a call for helps (for KCDIO Personnel call IIUM OSeM, for OSeM personnel call IIUM Clinics, OSHBE, Development Division, DBSB, BOMBA, Hospital, Police and others).
4. To controlling the evacuation.
5. Keep an updated list of the staffs and students carry the list during evacuation.
6. Ensure all staff / students have evacuated the building.
7. Ensure the evacuees use the correct evacuation route to leave the floor / building.
8. Direct the Floor / Office Warden to check and inspect the floor / building.
9. Maintain control over building until relieved by Police / Fire Department.
10. Providing an accurate report to Incident Commander and Deputy Incident Commander.
**ROLES AND RESPONSIBILITIES FOR ERT**

**Office / Block / Floor / Classroom Warden:**
1. To assist Evacuation Team Leader in the orderly evacuation of the building.
2. To systematically check all areas that they have been assigned.
3. To inform staff and students of the requirement to evacuate.
4. To ensure the safety of staff and students during evacuation / emergency.
5. To advise the Evacuation Team Leader of the circumstance on his floor / building and of the action taken.
6. Communicate with the Evacuation Team Leader and act on his instructions.
7. Floor / Office Warden shall assume the Evacuation Team Leader’s responsibilities if the Evacuation Team Leader is absent.
8. To provide list name of staff in the office.
9. To assist and advise the attendance of staff in the office, to Evacuation Commander.
10. To report to the Evacuation Team Leader.
Assembly Area Marshall:
1. To be available at the assembly area during evacuation / emergency.
2. To control the staff and students at the assembly area.
3. To ensure the safety of the staff and students at the assembly area.
4. To check the staff and students for any injury.
5. To keep an updated name list of the staff and students.
6. To ensure the staff and students are assemble at the assembly area by checking their names.
7. To report to The Evacuation Team Leader for any injury, missing, of the staff and students.
8. Deputy Area Marshal shall perform the all the duty above, in the absent of Assemble Area Marshal.
**Traffic Team Leader:**

1. Responsible for emergency calls, traffic control and crowd around the building.
2. To ensure the safety route for staff and students during evacuation / emergency.
3. Prevent people from intruding the building.
4. Always be on every entry and exit points of the building.
5. To assist the Fire Department to water sources.
6. To control the traffic of the vehicle during evacuation / emergency.
7. To show the direction of the emergency area to the Police / Fire Department / Ambulance.
8. To report to the Incident Commander.
**ROLES AND RESPONSIBILITIES FOR ERT**

**Technical Team Leader:**

1. To isolate the electrical / gas / water supply.
2. To assist the Fire Department if any electrical or mechanical problem.
3. To give a technical findings report to Incident Commander.
**Medical Team Leader:**

1. To give instruction to First Aid Assistant to treat injured people during evacuation / emergency.
2. To control the injury treatment area.
3. To ensure all injured people are being treated by him / her or First Aid Assistant.
4. To decide whether to call for emergency for help or not.
5. To ensure the safety of the injured people by looking for continuing danger.
6. To arrange for injured people to be taken to hospital if needed.
7. To give accurate report to Evacuation Commander and Deputy Evacuation Commander.
Media Team Leader:

1. To assist Internal / External media personnel to get incident information from right personnel. (i.e. OCCM personnel / Rector / Others)
2. Always stay at operation room with Incident Commander.
ROLES AND RESPONSIBILITIES FOR ERT

Media Team Leader:

1. To assist Internal / External media personnel to get incident information from right personnel. (i.e. OCCM personnel / Rector / Others)
2. Always stay at operation room with Incident Commander.
First Aider:

1. To provide first aid assistance during evacuation and emergency.
2. To assist Medical Assistant Team Leader in treating injured people during evacuation / emergency.
3. To remain with injured people until help arrives.
4. To take care of injured people’s possessions and ensure he / she accompany the injured people to hospital if needed.
5. To give a report to Medical Team Leader.
THANK YOU

SAFETY is as simple as ABC

ALWAYS BE CAREFUL