



Contingency Plan for Accidents

Contingency Plan for Accidents “CPA” constitutes the team responsibility and job tasks, as well as, the recovery procedures after the crisis. If an accident occurs, occupational safety and health accident emergency contingency plans are as follows:

1. Definition

a. Accidents

Accidents – Something, especially something unpleasant, damaging or violent clashes happen unexpectedly or by chance. In here, an accident is referred to the injury/injuries caused by accident. Physical hurt or wound when caused accidentally.

b. Contingency Plan

This Contingency Plan – Accidents (CPA) constitutes part of the Occupational Safety and Health of the Institute, contains guidelines to prepare individuals (students and staff) and the Institute to react appropriately and rapidly in the face of an accident.

2. Coverage

- a. CPA coverage includes all the students, staffs and guests.
- b. In case of an accident, this Contingency Plan is extended to cover any injured individual on campus disregarding sex, race, skin color, age, nationality, religion, occupation, marital status, and political power.



3. Division of Task & Responsibilities

a. CPA Coordinator

The Head of Central Services (CS) is assigned as the Coordinator.

Coordinator	Ext
CS – Functional Head	85983-047
CS – Technico (replacement)	85983-049

The Coordinator is responsible to liaise with all the departments to make sure that all the details are studied and the plan is effectively executed when necessary. The CPA Coordinator is also responsible for the coordination of the periodical accident drills in different areas by different departments. If an accident occurs, the Coordinator has to report the incident to the related crisis management team members for follow up and report the incident to management if the situation is serious.

b. Security

When accident occurs, the security guard should proceed to the scene immediately and responsible to liaise with the concerned department for support and handling.

Security Station	Ext
Inspiration Building	85983-069
Team Building	85981-278
Educational Restaurant Building	85983-045
Forward Building	85982-100
East Asia Hall	2885-1162



c. In House Doctor – Health Care Centre

The doctor will proceed to the scene immediately after receiving the report of security. For serious injuries, the doctor should call 999 or 28572222 for the ambulance immediate assistance and carry out emergency medical treatment while waiting the ambulance. For minor injuries, the doctor could carry out basic first aid procedures for the victim.

Health Care Centre	Ext
Mong-há Campus	85981-222
Forward Building	85982-222

d. Target and Person Responsible of CPA

I. Students

Responsible Person	Ext
Head of Technical and Academic Support Division (SATA)	85983 022
Functional Head, International Affairs, Technical and Academic Support Division (Replacement)	85983 126

II. Staff

All department heads will be responsible for the accidents happen on their team members and their visitors.

Note: For other walk-in and invited guests, suppliers, messengers and visitors, etc., will be responsible by respective associate departments of IFT. All the Team Leader of respective associate departments is as same as Team II.

III. Guests of two training units. (Educational Restaurant & Pousada)

Responsible Person	Ext
Educational Restaurant - On-duty Manager	85983-076/077
Pousada de Mong Ha - On-duty Manager	85983-000/032
Windows Cafeteria - Cashier	85983-079



IV. Staff, guests and students at Forward Building

Responsible Person	Ext
CS – On duty staff	85982-092

V. Staff, guests and students at East Asia Hall

Responsible Person	Ext
Hostel Management Team (office hours)	85983-044
On duty warden (non office hours)	6592 7346

e. Reporter

The reporter refers to the first witness of the accident who reports the accident to the security.

f. Public Relations

The detail of incident should report to the Senior Technico of Public Relation and the person will act as the communication channel between the Institute and the media about the accident, or other appropriate member assigned by the management, occurred if 999 has been called.

4. Nature of incident and its handling procedures

a. Accident and injury incident

When injury occurs, the security should proceed to the scene immediately and inform the in house doctor and team leader for assistance if needed.

For serious accidents (such as unconsciousness, bone fracture or other serious cases), do not move the victim, ensure the ventilation at that area and keep the victim warm. Call emergency 999 / 28572222 for the ambulance and inform Public Relation (PR).



The security will wait for the ambulance at the entrance of campus and escort the paramedics to the scene. If the doctor is absent, the security will decide whether to call 999 / 28572222 for the ambulance or not base on the severity of victim injury. The decision may leave to the team leaders if the victim suffers only minor injuries.

Our staff will accompany the victim to the hospital along with their personal belongings and also assist the hospital admission procedures and liaison if needed. If the victim is a guest and no family or friend is at the scene, the Team Leader of the training units should accompany the victim to the hospital immediately and inform the victim's family, if possible.

Responsibility during weekend / holiday and non-office hours

- During non-office hours, security guards will be responsible for the entire process of the "Contingency Plan of Accident".
- The security will decide whether or not to call 999 or 28572222 for the ambulance base on the severity of victim injury and provide all important information.
- Report to the Coordinator for follow-up action.

* All emergency cases have to be handled by Government Hospital (Centro Hospitalar Conde S. Januário). For the victim without any medical gold card, s/he could request to be delivered to Kiang Wu Hospital for treatment instead.

b. Conflict Incident

When conflict occurs, regardless of the identity of those conflicts, the conflict should be separated from each other so that the violent behavior



can be stopped immediately, avoid dealing with the problem in a violent manner. Meanwhile, any witnesses shall notify any nearby security, coordinator, team leaders and student counselor to deal with the incident promptly. If there are any casualties, the handling procedures will base on this guideline clause 4(a).

In the event of a conflict, as a civil servant should exhibit maturity and professional conduct, meanwhile it can provide both parties the time and space to think calmly.

5. Handling procedures after the incident

- a. The companion of victim should obtain information where the injured has been hospitalized such as room number and name of doctor in charge.
- b. The companion should report to SATA/Personnel department about the victim's latest status and inform s/he family accordingly.
- c. If necessary, the incident will pass to Crisis Management Team or other concerned department for further handling.

6. Incident Report

Team leader will prepare the incident report (see appendix I) and submit it to the OSH & Green Task Force Secretariat for documentation and report during the seasonal meeting.

7. Insurance

If insurance policy applies, SATA, SAAF and CS bear the responsibilities of handling insurance settlement for the students, staff and guests respectively. An incident report should be submitted to SATA / SAAF and Coordinator **WITHIN 24 HOURS**.

8. Information Dissemination System for Serious Incidents



For any serious incident occurs, the Coordinator will report to management and PR within 10 minutes after s/he is aware of the incident. The Coordinator will gather all the related information and call for a crisis management meeting within an hour. If necessary, PR will prepare a press release within 2 hours and hold a press conference. The institute spokesperson will make the statement during the press conference. PR will activate its crisis management procedures in accordance with its "PR Led Media Control Plan - Crisis (MCP / IFT)" guidelines.



Appendix I

事故報告 Incident Report		FORM NUMBER: CS/F/034, REVISION NUMBER: V3.0, DATE: 01-06-2018.	
致To: QMSC/EMSC → → → → → 編號Ref: _____			
事故涉及 Incident related to: <input type="checkbox"/> 學生 Student <input type="checkbox"/> 員工 Staff <input type="checkbox"/> 客人 Guest <input type="checkbox"/> 其他 Others			
姓名 Name:	性別 Gender: <input type="checkbox"/> 男 M. <input type="checkbox"/> 女 F.	有否受傷 Injured:	<input type="checkbox"/> 有 Yes. <input type="checkbox"/> 否 No.
住址 Address (可選填 Optional):	手提 Mobile:	家人手提 Family member's mobile:	
事故地點 Location: _____			
事故日期 Occurred on: ____/____/____ (日/月/年)		事故時間 Occurred at: _____	
目擊者及報告者 Witnessed and reported by: _____		目擊時間 Witnessing at: _____	
目擊者聯絡電話 Contact No.: _____			
送往醫院? <input type="checkbox"/> 是 Yes → <input type="checkbox"/> 否 No. <small>如要送院, 使用之交通工具為 If so, transported by: _____</small>			
陪同同事 Accompanying colleague: <input type="checkbox"/> 已通知家人 Family member informed. <small>Mobile: _____ 手提: _____ 通知者 Informed by: _____</small>			
事故情況 Details of incident: <small>請以要點列出 (只列出人物、地點、時間及事件經過)</small>			
事故經過 (根據目擊者) Incident Fact (As per WITNESS): _____			
事故處理詳情 (根據處理部門) Incident Handling Details (As per Handling Dept): _____		詳細調查結果及主要原因 Detailed investigation and (if) or root cause(s): _____	
即時處理事項 Correction: _____		防止措施 Corrective action taken: _____	
需要更新的文件/程序 Document/Procedure to be updated: _____			
部門主管 Department Head: _____		報告者 Reporter: _____	
日期 Date: _____		日期 Date: _____	

Appendix 2

Ref. No: _____

Press Release Sample

Press Release Sample

_____ Today _____

happen one _____ incident , about _____

- According to available data, provide a description of the event (including date, time and place)
- Incident is under investigation, will provide more information later.
- We are making contact with _____ (department), we will announce to the public after we have gathered more information
- We have/have not taken any action (Explain what action has been taken/why no action has been taken yet)
- Next press release will be released at _____ (time and place)