*This policy template and its contents are for general information only. It is not, and is not intended to, constitute legal advice, and should not be relied on as such. The purpose of this template is to assist non-government organizations (NGOs) design and implement their own operational procedures regarding emergencies. NGOs should tailor this template protocol to their own operations and management structure.*

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**[Name of NGO]   
EMERGENCY RESPONSE PROTOCOL**

**The health, safety and security of our staff members are of first priority. Therefore, this protocol should not override your judgment of how best to act to protect your own health, safety and security. No staff members should act against their own health, safety and security in order to strictly and literally comply with this protocol.**

* 1. **Responsibility**

The following persons (“**Designated Officers**”) will be primarily responsible to deal with any emergency situations, and they should ensure that they are generally available for staff to contact.

| Name[[1]](#footnote-0) | Position | Contact number | Alternative contact number |
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* 1. **Staff information**

[The NGO] should ensure it has a record of emergency contact information of all its staff members. The Designated Officers and the senior management of [the NGO] shall have access to the records and shall only use such information in circumstances as described in this protocol.

* 1. **Occurrence of an emergency**
  2. **Arrest or detention**

If any staff member is arrested or detained, or believes they are at risk of being arrested or detained, either on the premises of [the NGO], in the course of their employment or in the ordinary course of business of [the NGO], the staff member is recommended to immediately

* contact a family member and ask him/her to contact a Designated Officer;
* contact a Designed Officer directly, who will be able to arrange for a legal representative on your behalf, or
* contact a [legal representative / a member of the legal representatives in the Annexure to this Protocol] and give permission to the legal representative to inform a Designated Officer.

Note that any police officer may, without warrant, apprehend any person whom he reasonably believes will be charged with or whom he reasonably suspects of being guilty of (i) any offence for which the sentence is fixed by law or for which a person may be sentenced to imprisonment, or (ii) any offence, if it appears to the police officer that service of a summons is impracticable because the name or address of the person is not ascertainable.[[2]](#footnote-1) On the other hand, a police officer has no power to arrest without a warrant if the suspected offence only carries a fine.

If any person has been arrested/ detained or at risk of arrest or detention either on the premises of [the NGO] or in the ordinary course of business of [the NGO], any staff member who is aware of this and/or suspects this must immediately inform one of the Designated Officers.

* 1. **Accidents or other medical emergencies**

If a staff member suffers an accident, or becomes seriously ill during the course of employment, the nearest available staff member should, as soon as practicable:

1. Dial 999 to get medical attention for the injured or ill employee, and (if practicable) at the same time instruct another person to ask around to see whether any qualified medical practitioner or first aider is nearby and is able to assist;
2. Notify one of the Designated Officers or other members of the [senior management];
3. The Designated Officer or other members of the [senior management] should contact the employee’s emergency contact.
   1. **Fire emergencies** *[\*This section should be updated after consulting the management company of the building in which the NGO is located.]*

If a fire is discovered on the premises of the NGO, a staff member is recommended to:

1. Keep calm;
2. Tell everyone in your unit to leave;
3. If it is safe, escape by the nearest staircase;
4. Break the “breakglass” unit in the corridor to activate the fire alarm;
5. Call “999” to report the fire when you are safe.

In the event of a fire elsewhere in the same building, the fire alarm will sound continuously.

In this situation, a staff member should stay in the unit if the situation allows. If there is a fire, call “999” to inform the Fire Services Department and take the following measures.

*Before leaving the unit:*

1. Evaluate the risk of escaping from the unit;
2. Promptly decide whether to stay in the unit or to leave.

*If the staff member decides to stay in the unit:*

1. Close the door and seal any gaps around it with duct tapes and wet towels;
2. If smoke continues to enter the unit, call “999” and inform the Fire Services Department of where you are trapped;
3. If possible, move to a room free of smoke;
4. If possible, show the fire personnel your location by hanging a bed sheet or waving a towel at the balcony or by the window.

*If the staff member decides to leave the unit:*

1. Bring along mobile phone, keys and wet towel, if readily accessible;
2. If the corridor is free of smoke, leave the unit rapidly;
3. Close the unit door;
4. Escape through the nearest staircase and do not use the lift;
5. If there is smoke in the staircase, escape by another staircase immediately;
6. If there is no staircase with a safe passage, return to your unit or try knocking at the doors of other units until you find a safe place to take shelter;
7. If smoke is blocking your way, crawl along the floor as the air is fresher near the ground.

Your personal safety is paramount. No staff member should feel obliged to retrieve any documents or data from the premises of [the NGO] in case of a fire emergency, prior to escaping the situation. [[The NGO] has developed routine off-site servers for storage of critical electronic data.]

* 1. **Other emergencies**

If it becomes difficult or impossible for a staff member to attend work due to emergencies, including but not limited to arrests, detention, accidents, medical emergencies, fire emergencies, civil unrest, weather situations, the staff member should prioritize their health, safety and security, and exercise judgment in deciding whether to attend work. The staff member should notify their colleagues if practicable.

* 1. **Escalation**

In the event of emergencies as stated 1 above, Designated Officers will immediately escalate the situation to [more senior management roles at the NGO / the Board of Directors for the NGO, if applicable/practicable – ***the NGO can decide if either or both are appropriate***] if appropriate.

[More senior management roles at the NGO / the Board of Directors – ***the NGO can determine which is more appropriate***] will convene an emergency meeting to determine the strategy for handling the situation, with the primary goal of ensuring the health, safety and security of all staff members.

**Annexure – List of Legal Representatives in the Event of Emergency**

| **Name** | **Law firm** | **Emergency contact number** | **Email** |
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1. Appoint at least two senior managers from your organizations to be responsible, in case one of them is not available. [↑](#footnote-ref-0)
2. See section 50(1), the Police Force Ordinance (Cap. 232). [↑](#footnote-ref-1)