

MANAGEMENT SYSTEM
REINHARDT TRANSPORT GROUP
MANAGEMENT SYSTEM PROCEDURE
EMERGENCY PLAN
RTG-SHEQ-PLAN-02

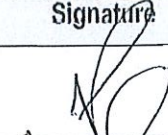
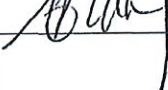
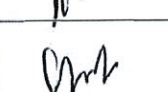
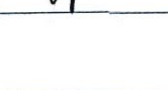
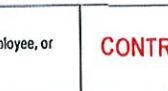


INTEGRATED MANAGEMENT SYSTEMS CONSISTING OF:

ISO 9001:2015 QUALITY MANAGEMENT SYSTEM
ISO 14001:2015 ENVIRONMENTAL MANAGEMENT
ISO 45001:2018 SAFETY AND HEALTH MANAGEMENT
ISO 31001:2009 RISK MANAGEMENT
ISO 39001:2012 ROAD SAFETY MANAGEMENT
SANS 1395-1:2019 ROAD TRAFFIC MANAGEMENT
SQAS TRANSPORT OF HAZARDOUS GOODS

	REINHARDT TRANSPORT GROUP	PART:	2: LEGAL AND OTHER REQUIREMENTS	
		Type:	Safe Operating Procedure	
		Document Nr:	RTG-SHEQ-PLAN-02	
		Rev: 01	Date: 15/03/2013	Page 2 of 18

1 AUTHORISATION AND APPROVAL

Rev No	Designation	Name and Surname	Signature	Date:
09	Chief Executive Officer (CEO)	Rodney Houston-McMillan		28/08/23
	Chief Operating Officer (COO)	Adriaan Aucamp		28/08/23
	Group SHEQ Manager	Pieter Breedt		28/08/23
	Group HR	Esme Strauss		28/08/23
	Group SHEQ Officer	Johan Theron		28/08/23
	Group Technical Manager	Cobus Fourie		28/08/23
	Divisional Manager Reinhardt Transport	Corne Smit		28/08/23
	Divisional Manager TransMac	Isak Lotter		28/08/23
	Divisional Manager Chrome Carriers	Renier Botha		28/08/23
	Divisional Manager Amalgamated Bulk	Werner van der Merwe		28/08/23
	Divisional Manager S HAULIERS	Craig Robertson		28/08/23
	Divisional Manager Reinhardt Transport (Tautliners)	Andre du Plooy		28/08/23
	Divisional Manager Reinhardt Transport (Community)	Hennie Stander		28/08/23
	Senior Planner NKWE BULK	Ruan Botha		28/08/23
	Divisional Manager Matola Logistics	Werner van der Merwe		28/08/23
	Divisional Manager Alpha Energy	Theunis Brits		28/08/23
	Durban Depot Manager	Jan Steenkamp		28/08/23
	Richardsbay Depot Manager	Kobus Germishuys		28/08/23

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3 INTRODUCTION

The Reinhardt Transport Group (PTY) LTD consist of different divisions that includes, Amalgamated Bulk (AB), Chrome Carriers (CC), Matola Logistics (ML), NKWE Bulk (NB), S HAULIERS (SH) Reinhardt Transport (RT), Transmac (TM) , Alpha Energy (AE) and Alton Ware House

This Procedure was revised and updated for 2022 by Johan Theron, Group Safety Officer and Esme Strauss, Group Human Resources, Pieter Breedts Group Safety Manager, Elmo Lourens SHEQ, Juleen Bezuidenhout SHEQ.

4 OBJECTIVE

To establish emergency response procedure and assign duties to relevant employees if an emergency may occur on company premises.

5 SCOPE

This emergency plan applies to all employees, contractors, and visitors on the premises of Reinhardt Transport Group that include Reinhardt Transport (Nigel), Chrome Carriers (Rustenburg, Richardsbay and Durban), TransMac Group (Nigel) and Amalgamated Bulk (Komatipoort).

6 RELATED DOCUMENTS

- ISO 9001:2015: Quality Management System
- ISO 14001:2015: Environmental Management
- ISO 45001:2018: Safety and Health Management
- ISO 31001:2009: Risk Management
- ISO 39001:2012: Road Safety Management
- SANS 1395-1:2019: Road Traffic Management
- SQAS: Transport of Hazardous Goods

7 DEFINITIONS

(Not required in this procedure)

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8 ICONS

For ease of reference, an icon will indicate different activities. The following icons indicate different activities in the manual.

	Related document/s and procedures		Important
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9 ASSOCIATED RECORDS AND RETENTION INFORMATION

Record	Record No	Location	Period of retention
Rev – Retention SOP	RTG- SHEQ-SOP-32	Server	

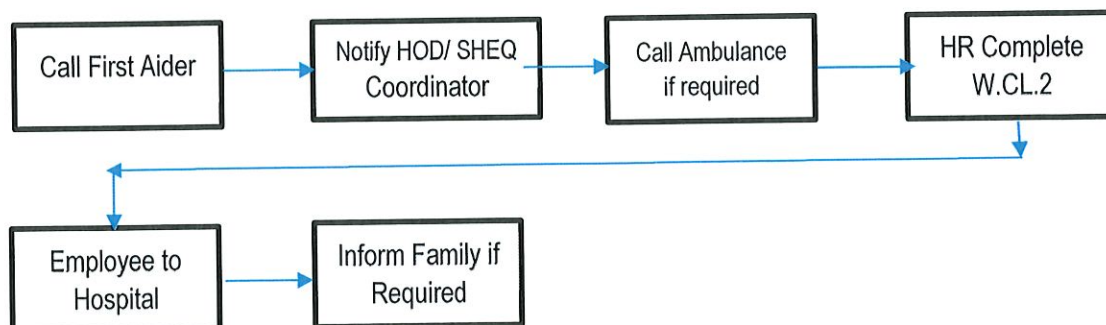
10 PROCESSES

10.1 Emergency Types

- Medical.
- Fire.
- Hazardous Chemical Spill.
- Bomb Threat.
- Explosion Emergency.

10.2 Medical

- Call the first aider in area where the incident occurred.
- Notify the HOD/SHEQ Coordinator of the incident.
- If the employee is seriously injured the person rendering the treatment is to call for an ambulance as per emergency contact list.
- If the injured employee is to receive further medical treatment from a doctor or a hospital, the site HR of the division to complete the WCL 2 document and send it with the employee to the receiving facility.



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10.3 Fire

10.3.1 When a Fire is discovered

- Activate the nearest fire alarm – continuous siren.
- Notify the division Manager who in turn will notify the Senior Management.
- If a fire alarm is not available, use manual air horn.

10.3.2 Fight the fire only if:

- The area Division Manager has been notified.
- The fire is small and not spreading to other areas.
- If not extinguishable, Evacuate to the nearest assembly point.

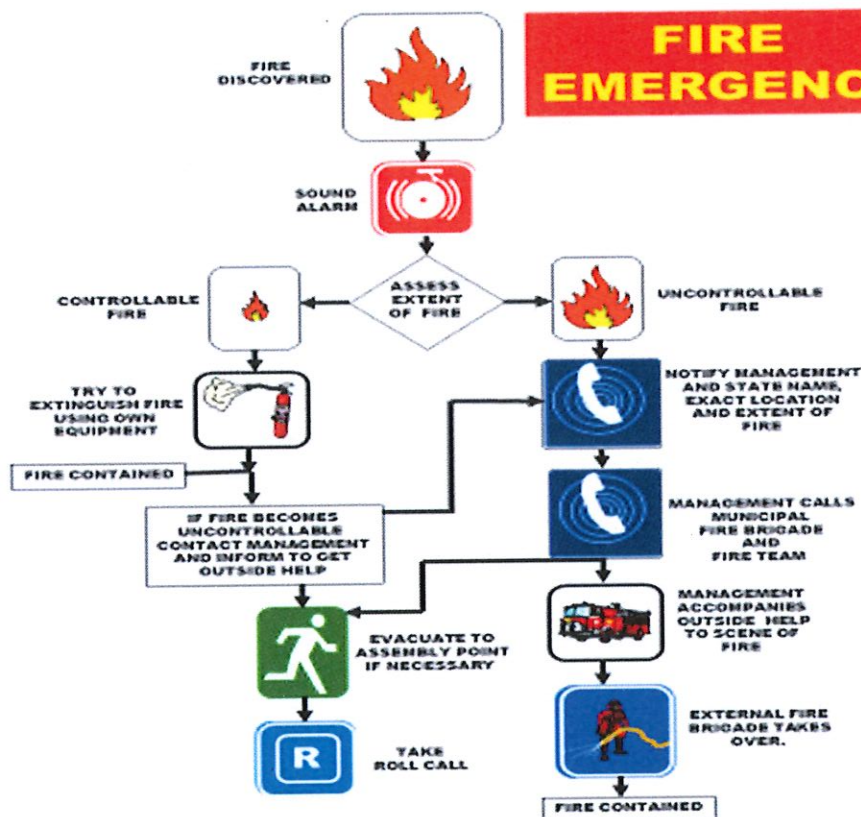
10.3.3 When being notified about a fire emergency employee must:

- Close all windows/ switch off all electrical equipment and close all doors.
- Evacuate the building by using designated escape routes.
- Last person or fire fighter out of the building to close the door.
- Employees are to assemble at designated assemble points.
- Remain at the assembly point until it has been announced safe to re-enter the building by the Site SHEQ department.

10.3.4 SHEQ Department.

- Coordinate and orderly evacuation of visitors and employees.
- Head of the Department to perform an accurate head count of employees and visitors at the designated assembly point.
- Ensure that all employees and visitors in the area has been evacuated.
- Report any problems to SHEQ.

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10.4 Hazardous Chemical Spill

10.4.1 When a small chemical spill has occurred

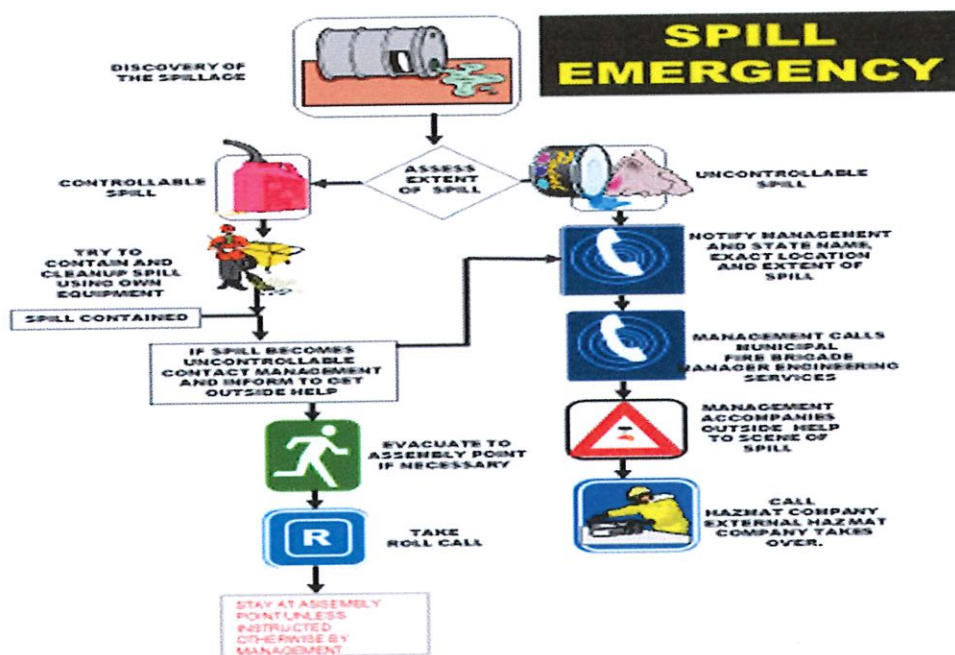
- Notify the SHEQ department.
- If toxic fumes are present, barricade area to prevent employees from entering.
- Deal with the spill in accordance with the instructions described in the SDS Safety Data Sheet)
- Small spills must be handled in a safe manner, while wearing correct PPE (Personal Protective Equipment) and using mobile spill kits.

10.4.2 When a large spill occurs

- Immediately notify the SHEQ Department, who will notify EnviroSure (Spill tech) and Emergency services.
- Contain the spill with available equipment (e.g., absorbent powder)
- Secure the area and alert other site personnel.
- Don't attempt to clean up the spill unless trained to do so.
- Attend to injured employees and call the medical emergency number if required.

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- The SHEQ Manager will review the extent of the spillage and will action what clean-up plan of action should be followed as per Section 28 Duty of Care of NEMA and the National Water Act, Section 20 Control of Emergency Incidents



10.5 Bomb Threat

- Be calm.
- Be courteous.
- Listen.
- Do not interrupt the caller.
- Try obtaining the following information:
 - Callers Identity: Male/Female.
 - Origin of call: Location.
 - When the bomb is set to go off.
 - Location of the bomb.
 - What type of Bomb?
 - What kind of package is it in?
 - Try to obtain the name and address of the caller.
- Call the SHEQ Department and report the bomb threat.

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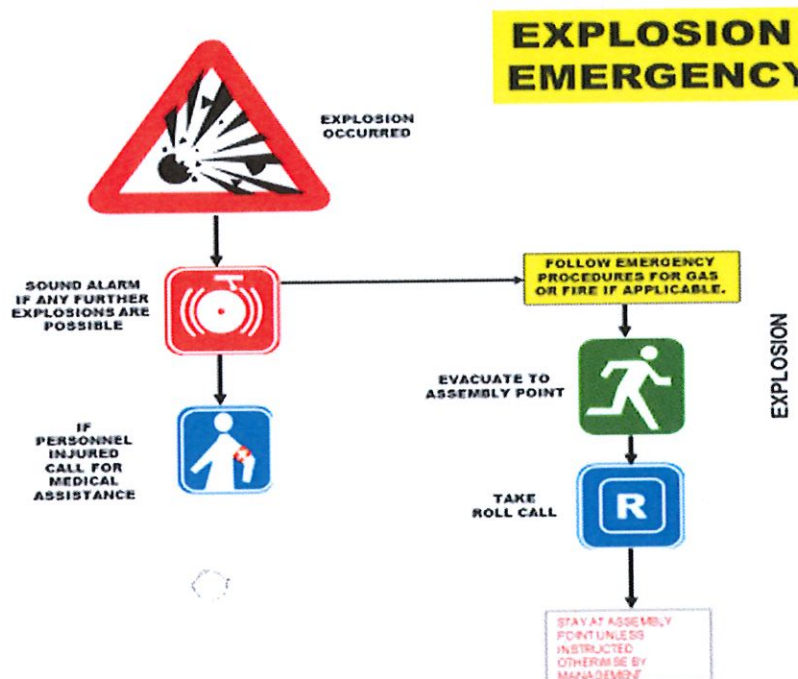
- SHEQ Department will initiate the evacuation of relevant or all buildings.
- SHEQ Department will liaise with the SAPS and emergency services.
- Remain at the assembly point until the SHEQ department give instruction that all is clear.



10.6 Explosion Emergency

- Remain Calm.
- Sound the Alarm.
- Evacuate to assembly point.
- Attendance.
- Determine the source and location of the explosion.
- Inform the SAPS.
- Remain at the assembly point until the SHEQ Department give instruction that all is clear.

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10.7 Evacuation routes

- Evacuation routes maps will be posted in each working area.
- The following information is marked on evacuation maps:
 - Emergency exits.
 - Primary and secondary escape routes.
 - Location of fire extinguishers.
 - Fire alarms.
 - Assembly points.
- Employees should familiarise themselves with the route maps in their area of work.

10.8 Training and Exercise

- All team members will receive relevant training regarding Fire Fighting.
- First Aiders will receive first aid training.
- A formal exercise will at least be held biannually.

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11 RESPONSIBILITY

Action	Responsibility
Emergency Drills	SHEQ Department
Roll Call	Division Managers / Head of departments
First Aid treatment	Trained and Appointed First Aiders
Fire Fighting	Trained and Appointed Fire Fighters

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13 APPENDIX 1

Chrome Carriers / Nkwe Bulk

Designation	Name	Contact Number	Responsibility
Responsible Official	A Aucamp	083 280 6355	Media Liaison.
Emergency Coordinator	E Lourens	083 646 8249	Ensure Emergency Plan is up to date. Liaise with Emergency Services. Relevant Training to Employees. Account for all employees post Incident. Report to Responsible Official post incident.
Area Coordinator Admin/Logistics	R Botha	083 625 8168	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Workshop	F Terblanche	083 648 2489	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Tyre Bay/Risk	A Mettler	076 834 3885	Account for all employees in area. Report to Emergency Coordinator.
Fire Team Member Admin/Logistics	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.
Fire Team Member Workshop	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.
Fire Team Member Tyre Bay/Risk	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.

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Reinhardt Transport

Designation	Name	Contact Number	Responsibility
Responsible Official	A. Aucamp	083 280 6355	Media Liaison
Emergency Coordinator	J Theron	082 884 9402	Ensure Emergency Plan is up to date. Liaise with Emergency Services. Relevant Training to Employees. Account for all employees post Incident. Report to Responsible Official post incident.
Area Coordinator Admin/Logistics	C Smit	076 814 6213	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Workshop	F van Tonder	083 675 4766	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Tyre Bay/Risk	Tinus Langenhoven	082 884 9365	Account for all employees in area. Report to Emergency Coordinator.
Fire Team Member Admin/Logistics	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.
Fire Team Member Workshop	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.
Fire Team Member Tyre Bay/Risk	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.

Alpha Energy

Designation	Name	Contact Number	Responsibility
Responsible Official	A. Aucamp	083 280 6355	Media Liaison
Emergency Coordinator	J Theron	082 884 9402	Ensure Emergency Plan is up to date. Liaise with Emergency Services. Relevant Training to Employees. Account for all employees post Incident. Report to Responsible Official post incident.
Area Coordinator	T Brits	076 496 0381	Account for all employees in area.

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Admin/Logistics			Report to Emergency Coordinator.
Area Coordinator Workshop	F van Tonder	083 675 4766	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Tyre Bay/Risk	Tinus Langenhoven	082 884 9365	Account for all employees in area. Report to Emergency Coordinator.
Fire Team Member Admin/Logistics	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.
Fire Team Member Workshop	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.
Fire Team Member Tyre Bay/Risk	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.

TransMac

Designation	Name	Contact Number	Responsibility
Responsible Official	Adriaan Aucamp	083 280 6355	Media Liaison
Emergency Coordinator	J Theron	082 884 9402	Ensure Emergency Plan is up to date. Liaise with Emergency Services. Relevant Training to Employees. Account for all employees post Incident. Report to Responsible Official post incident.
Area Coordinator Admin/Logistics	Isak Lotter	083 280 6355	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Workshop	F van Tonder	083 675 4766	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Tyre Bay/Risk	Tinus Langenhoven	082 884 9365	Account for all employees in area. Report to Emergency Coordinator.
Fire Team Member Admin/Logistics	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.

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Amalgamated Bulk / Matola Logistics

Designation	Name	Contact Number	Responsibility
Responsible Official	A. Aucamp	083 280 6355	Media Liaison
Emergency Coordinator	Werner van der Merwe	079 893 8942	Ensure Emergency Plan is up to date. Liaise with Emergency Services. Relevant Training to Employees. Account for all employees post Incident. Report to Responsible Official post incident.
Area Coordinator Admin/Logistics	Werner van der Merwe	079 893 8942	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Workshop	Carlos Veiga	066 474 2763	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Tyre Bay/Risk	Tinus Langenhoven	082 884 9365	Account for all employees in area. Report to Emergency Coordinator.
Fire Team Member Admin/Logistics	Al-Dez van Nieuwenhuizen	060 998 5024	Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.

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14 APPENDIX 2

Chrome Carriers / Nkwe Bulk

Emergency Centre	Contact Number
Fire Department	014 590 3333 / 4444
Ambulance Rustenburg	014 597 6612
Ambulance National	10177 / 014 597 6612
Ambulance Private	082 911 / 0861 789 911
SAPS Rustenburg	10111 / 014 590 4115
Electricity Department	014 590 3198
Water Department	014 590 3088

Reinhardt Transport /Transmac Nigel

Emergency Centre	Contact Number
Fire Department	011 814 8112
Ambulance Nigel	014 597 6612
Ambulance National	10177 / 014 597 6612
Ambulance Private	082 911 / 0861 789 911
SAPS Nigel	10111 / 014 590 4115
Electricity Department	014 590 3198
Water Department	014 590 3088

Amalgamated Bulk / Matola

Emergency Centre	Contact Number
Fire Department	082 806 1611
Ambulance Komatipoort	082 567 2350
Ambulance National	10177 / 082 911
Ambulance Private	031 790 1443
SAPS Komatipoort	013 793 7321 / 10111
Electricity Department	013 790 0245
Water Department	013 790 0990

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S HAULIERS

Emergency Centre	Contact Number
Fire Department	082 806 1611
Ambulance National	10177 / 082 911 / 084 124
Ambulance Private	082 851 2388 / 060 635 3387
SAPS Burgersfort	013 231 0201 / 10111
Electricity Department	013 231 1000
Water Department	013 231 1000

Alpha Energy Nigel

Emergency Centre	Contact Number
Fire Department	011 814 8112
Ambulance Nigel	014 597 6612
Ambulance National	10177 / 014 597 6612
Ambulance Private	082 911 / 0861 789 911
SAPS Nigel	10111 / 014 590 4115
Electricity Department	014 590 3198
Water Department	014 590 3088

MANAGEMENT SYSTEM

REINHARDT TRANSPORT GROUP

MANAGEMENT SYSTEM PROCEDURE

OFF SITE EMERGENCY PLAN

RTG-SHEQ-PLAN-07



INTEGRATED MANAGEMENT SYSTEMS CONSISTING OF:

ISO 9001:2015 QUALITY MANAGEMENT SYSTEM

ISO 14001:2015 ENVIRONMENTAL MANAGEMENT

ISO 45001:2018 SAFETY AND HEALTH MANAGEMENT

ISO 31001:2009 RISK MANAGEMENT

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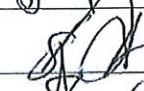
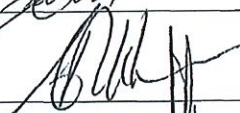
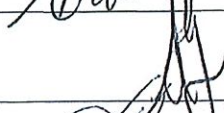
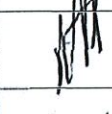
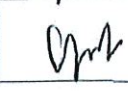
SANS 1395-1:2019 ROAD TRAFFIC MANAGEMENT

SQAS TRANSPORT OF HAZARDOUS GOODS

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OFF SITE EMERGENCY PLAN

1 AUTHORISATION AND APPROVAL

Rev No	Designation	Name and Surname	Signature	Date:
09	Chief Executive Officer (CEO)	Rodney Houston-McMillan		28/08/23
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	Divisional Manager TransMac	Isak Lotter		28/08/23
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	Divisional Manager Reinhardt Transport (Tautliners)	Andre du Plooy		28/08/23
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3 INTRODUCTION

The Reinhardt Transport Group (PTY) LTD consist of different divisions that includes, Amalgamated Bulk (AB), Chrome Carriers (CC), Matola Logistics (ML), NKWE Bulk (NB), S HAULIERS (SH) Reinhardt Transport (RT), Transmac (TM) and Alpha Energy (AE)

This Procedure was revised and updated for 2023 by Johan Theron, Group Safety Officer and Esme Strauss, Group Human Resources, Pieter Breedts Group Safety Manager, Elmo Lourens SHEQ, Juleen Bezuidenhout SHEQ.

4 OBJECTIVE

To establish emergency response procedure and assign duties to relevant employees if an emergency may occur off-site the company premises.

5 SCOPE

This emergency plan applies to all team members responding to a off-site emergency of the Reinhardt Transport Group that include Reinhardt Transport (Nigel), Chrome Carriers / NKWE Bulk (Rustenburg), TransMac (Nigel) and Amalgamated Bulk / Matola Logistics (Komatipoort) and the Durban/ Brits / Middelburg and Richardsbay depots.

6 RELATED DOCUMENTS

- ISO 9001:2015: Quality Management System

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- ISO 14001:2015: Environmental Management
- ISO 45001:2018: Safety and Health Management
- ISO 31001:2009: Risk Management
- ISO 39001:2012: Road Safety Management
- SANS 1395-1:2019: Road Traffic Management
- SQAS: Transport of Hazardous Goods

7 DEFINITIONS

RTG	Reinhardt Transport Group
CEO	Chief Executive Officer
COO	Chief Operating Officer
HOD	Head of Department
HR	Human Recourses
SHEQ	Safety, Health, Environmental and Quality.
PPE	Personal Protective Equipment
SDS	Safety Data Sheet
HDV	Heavy Duty Vehicle
GIT	Goods in Transit
ISO	International Organization of Standards
SANS	South African National Standards
SQAS	Safety and Quality Assessment for Sustainability
SOP	Standard Operating Procedure

8 ICONS

For ease of reference, an icon will indicate different activities. The following icons indicate different activities in the manual.

	Related document/s and procedures		Important
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9 ASSOCIATED RECORDS AND RETENTION INFORMATION

Record	Record No	Location	Period of retention
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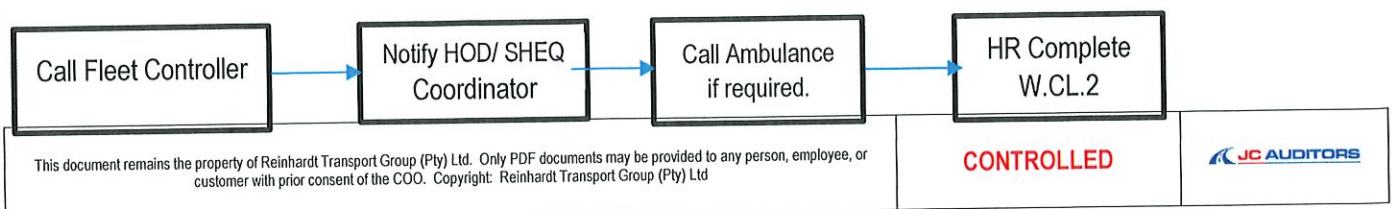
10 PROCESSES

10.1 Emergency Types

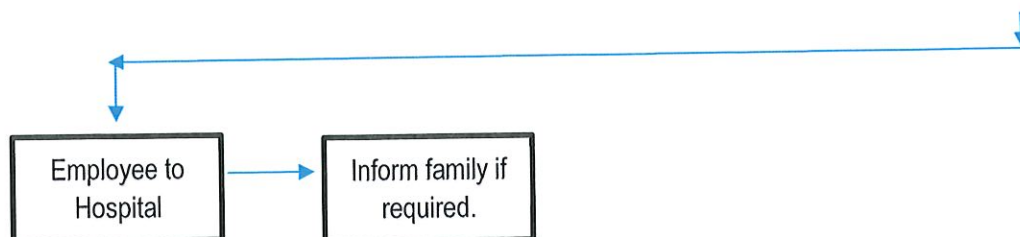
- Medical.
- Fire.
- Hazardous Chemical Spill.
- Hi-Jackings
- Accidents.
- Community Unrest

10.2 Medical

- Call the fleet controller if not possible then a third party to notify the company if possible.
- Call receiver to notify the HOD/SHEQ / HR department of the incident.
- Post tot on the relevant WhatsApp group, if no response within 5 minutes the person MUST be called.
- If the employee is seriously injured the person rendering the treatment is to call for an ambulance as per emergency contact list.
- If the injured employee is to receive further medical treatment from a doctor or a hospital, the site HR of the division to complete the WCL 2 document and send it with the employee to the receiving facility.
- If the injured employee refuse treatment, the employee must submit the refusal for treatment in writing to het HR department.



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10.3 Fire

10.3.1 When a Fire is discovered

- Move the vehicle from the road if possible.
- Press the emergency button if possible.
- HDV Operator to notify the fleet controller.
- HDV Operator evacuate the vehicle.
- HDV Operator to Extinguish the fire if possible, using the fire equipment on the vehicle.
- HDV Operator to notify the fleet controller and nearest fire brigade, send location of the vehicle.
- Controller to notify the Division Manager who in turn will notify the SHEQ department.
- Controller to log a call at the Call Centre.
- Call Center to notify the Division Workshop Manager.
- Division Workshop manager to notify the Group Technical Manager.
- SHEQ Manager will then notify senior management and dispatch out the response team.
- HDV driver to warn other traffic and pedestrians and regulate the traffic, if possible, till authorities arrive.
- Identify any possible hazards around the scene.

10.3.2 Fight the fire only if:

- The fire is small and not spreading to other areas.
- Fire extinguishers is reachable.
- If not extinguishable, Evacuate to the nearest safe point from the fire.

10.3.3 Operations

- Notify the nearest fire department and emergency response if driver can't.
- Get information from the driver if there is any injuries and the cause of the fire.
- Notify the Division Manager.
- Ensure that the driver remain calm.
- Report to SHEQ Department the incident.

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10.4 Hazardous Chemical Spill

10.4.1 When a small chemical spill has occurred

- Notify the SHEQ department.
- If toxic fumes are present, barricade area to prevent employees from entering.
- Deal with the spill in accordance with the instructions described in the SDS Safety Data Sheet)
- Small spills must be handled in a safe manner, while wearing correct PPE (Personal Protective Equipment) and using mobile spill kits.

10.4.2 When a large spill occurs

- Immediately notify the SHEQ Department, who will notify Envirocare (Spill tech) and Emergency services.
- Contain the spill with available equipment (e.g., absorbent powder)
- Secure the area and alert other site road users.
- Don't attempt to clean up the spill unless trained to do so.
- Attend to injured employees and call the medical emergency number if required.
- The SHEQ Manager will review the extent of the spillage and will action what clean-up plan of action should be followed as per Section 28 Duty of Care of NEMA and the National Water Act, Section 20 Control of Emergency Incidents

10.5 Hijacking (RTG-SHEQ-WI-25)

- HDV Operator to always be aware of his surroundings and take note of hotspot warnings.
- If Hijacking possibility occurs, the HDV Operator must inform the fleet controller.
- Press the panic button to activate the live tracking system at the tracking company.
- Stay calm during the hijack and cooperate, especially if the hijackers are armed and dangerous.
- Gather as much information from the conversations of the hijackers.
- Locate the closest SAPS station and immediately report the incident.
- Contact your controller and provide him with as much detail as possible.

10.5.1 The Division Manager or Fleet Controller.

- Contact the Group SHEQ Manager immediately.
- Controller of truck that has been hi-jacked to mobilize to Division offices.
- Gather the following critical information.
 - Who is the person which informed you about the hijack?
 - Which town is close to the hijacking area?
 - Which police station was it report to?

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- Fleet truck tractor and trailer.
- Registration no of both truck tractor and trailers.
- Color of vehicle.
- Any identifying marks on the vehicle.
- Phone Nr of driver.
- Direction the vehicle is travelling.
- The driver's details.
- What time was the vehicle hijacked?
- Was the vehicle loaded and what commodity was loaded?
- Who is the client of the specific load?
- On which road was the vehicle last travelling?
- Note the police officers name that you were talking to.
- Contact all drivers and notify of hi jacking.
- Stay in constant contact with the SHEQ Manager and notify him should the vehicle have stopped or deviated from the route.

10.5.2 The Group SHEQ Manager.

- Inform the Senior Management.
- Inform the respective tracking company and activate live tracking:
- Activate back- up tracking.
- Inform all the other divisions.
- Inform Group SHEQ Officer.
- Inform the Risk Department.
- Determine the last known position of the vehicle.
- Mobilize or instruct mobilization of search members together with security to monitor the route.
- Gather all the information of the vehicle and notify all the SAPS Stations in the respective area.
- Determine possible routes and locations where the vehicle can be parked.
- Inform other transport companies.
- Arrange air support in conjunction with the COO.
- Report hi-jacked vehicle to identified border posts.
- Briefing of search crews on arrival at Depot.

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10.5.3 Risk Department

- Inform all SAPS Stations and border posts with following information:
- Type of vehicle.
- Color.
- Make and model of the horse and trailer.
- VIN number and chassis number.
- Registration numbers.
- Last known position.
- Create an example of the hijacked truck and forward to the respective stations and border posts.
- Inform all the Border posts.

10.6 Accidents / Incidents (RTG-SHEQ-SOP-37)

10.6.1 The Vehicle Operator (Driver)

- Informs his controller immediately of the accident.
- Drivers of LDV's, Sedans or Combi's must inform his / her Head of Department.
- Determines the severity of the accident.
- Determines estimated damages to the truck and trailers, LDV Sedan or Combi.
- Determines if there are any fatalities to the Third Party (TP).
- Determines if the truck and trailers LDV Sedan or Combi will be able to continue driving.
- Location of the accident.
- If possible, the driver must direct the traffic until arrival of the emergency services who must take over this task from him / her. (The driver must make sure of his own safety first).
- Report the accident to the SAPS and obtain the TP/TP's details.
- No driver (HDV Operator) is allowed to pay any kind of bribe or compensation to any third party under any circumstance. As soon as there is any payment involved, you are guilty.
- You are unguilty until proven guilty, do not pay anything to anyone in the case of an incident or accident.

10.6.2 The Fleet Controller & Head of Department

- Obtains the information as mentioned above from the driver.

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- Informs the Division Manager
- Determines if the driver has been injured, if injured inform HR Manager
- HR Manager to call ambulance service (*Driver may only be taken to a private hospital*)
- Stay in contact with the driver and continues to obtain as much information as possible from him and determines the requirements for technical service from the driver.
- Lock a call at the "Call Center" for breakdown or Recovery.
- Discuss the nature of the accident with the Division Manager and call Safety Manager all major accidents
- Report the incident / accident on the WhatsApp Group as per set format.
- Assists the driver telephonically to ensure he stays calm.
- Completes the Incident Non-Conformity form within 24 hours and ensures the driver reports to Risk or SHEQ Department within 48 hours after the accident.
- Forward Non-Conformity form to the Division Manager, Risk, HR and SHEQ Departments.

10.6.3 Division Manager

- Determines the severity of the accident.
- Inform the SHEQ/ HR and Risk Departments with detail about the accident.
- Inform the Safety Manager if the truck was loaded, route and direction, closest city, or town.
- Inform the HR and SHEQ Department of any injuries if not yet done by controller.
- Determine the load value and informs the client.

10.6.4 Inform Senior Management.

- Inform the client.
- Keep the client informed on relevant information.

10.6.5 SHEQ Department.

- Acts as the main coordinator in all aspects of the accident process.
- Will go out to the accident scene if Incident / Accident occurred on any client premises and where a 3rd party is involved (Major and / or Fatalities) even if the truck is mobile or not.
- Group SHEQ Manager must receive information / feedback from Management of progress and arrangements regarding the incident / accident to determine severity and merits.
- SHEQ representative closest to the accident must attend the accident scene as dispatched by the SHEQ Manager
- Should it be required, informs any other depot, which might be able to assist, to attend the accident and obtain more information.
- Provides constant feedback to the Division Manager on the progress of the accident.

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- Arrange product recovery and spill cleanup with Envirosure.
- SHEQ must send out a flash report to all divisions regarding the incident / accident.
- Determine the recommended corrective action.
- Controller to send the driver that was involved in the incident / accident to the nearest depot SHEQ Department to where the incident / accident did occur.
- The driver to get refresher training in the policies and procedures of the company (Drivers Manual). Harsh breaking, speeding, fatigue ext.
- Controller to submit a coaching report to the SHEQ Department after every incident/accident before the investigation.
- Controller to monitor the driver for a period of 1 month in all the DriveCam activities. (Harsh breaking, speeding, fatigue ext.) and thereafter forward the report to the SHEQ department for review to compile a report for senior management regarding the driver's progress.
- SHEQ Administrators to add all Incidents and Accidents to the incident and accident register for record keeping and ISO audit purposes.

10.6.6 HR Department.

- Group HR Manager must be contacted immediately in case of injury to prepare WCA paperwork and communicate with Emergency Services / nearest Hospital.
- HR Department to follow up with the injured employee status.

10.6.7 Risk Department

- Arrange for the assessor with the insurance.
- In conjunction with the Technical Department determines the suitable towing service which will be utilized to determine recovery.
- Inform the insurance, especially when there is a GIT involved.

10.6.8 Technical Department

- React on the information and the request by the Risk / SHEQ departments.
- Arrange for the breakdown service to attend to the accident.
- Should it be required and either CTS, Van Wettens or Ricks is capable to do debris removal, however it must be confirmed with the Risk department before they are tasked.
- NOTE: RTG is only covered for load recovery and will be billed separately for the breakdown / recovery.
- Constant feedback to the SHEQ Manager on the progress.

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10.6.9 Investigations

- SHEQ department to obtain all statements for all 3rd involved statements Major / fatalities and Client related incidents / accidents.
- Risk Department to obtain all statements for Minor related incidents / accidents.
- Only trained and legal appointed Incident / Accident investigator to lead investigations.
- Legal appointed Incident / Accident investigator to gather all information for the investigation.
- Investigation date and time to be communicated 48 hours in advance to all relevant parties. To confirm availability of all parties involved.
- Legal appointed Incident / Accident investigator to prepare all documentation in file format to hand out in investigation.
- Investigation outcome to be communicated to all involved parties to action accordingly.

10.6.10 Incident / Accident on public place / road

The vehicle operator to:

- Informs his controller immediately of the accident/ Incident.
- The Accident scene must not be disturbed and be left as is until all clear is given by authorities.
- Controller to immediately inform his Direct Manager and HR Manager if any injuries are present.
- Inform Marketing of the accident / incident
- Marketing / Division Manager to inform the client.
- Based on severity and consequences of incident/ accident Division Manager / Marketing to inform COO via phone call
- Take photos in detail post on relevant group.
- Drive Cam operator to download event video and post on Management group.
- Determines the severity of the accident.
- Division Manager to inform Safety Manager
- Safety Manager will assign Safety officer to site or on client's request respond in person.
- Determines if the truck and trailers LDV Sedan or Combi will be able to continue driving. (If not arrange recovery)
- Pin Location of the accident / incident to Controller
- Arrange access to the premises for recovery vehicle with the mine (Safety)

10.6.11 Incident / Accident on the client Premises

The vehicle operator to:

- Informs his controller immediately of the accident/ Incident.

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- The Accident scene must not be disturbed and be left as is until all clear is given by authorities.
- Controller to immediately inform his Direct Manager and HR Manager if any injuries are present.
- Inform Marketing of the accident / incident
- Marketing / Division Manager to inform the client.
- Based on severity and consequences of incident/ accident Division Manager/Marketing to inform COO via phone call
- Take photos in detail post on relevant group *(If allowed by the client ask permission)*
- Drive Cam operator to download event video and post on Management group.
- Determines the severity of the accident. (Find out if the mine needs the Safety Department immediate assistance)
- Division Manager to inform Safety Manager
- Safety Manager will assign Safety officer to site or on client's request respond in person.
- Determines if the truck and trailers LDV Sedan or Combi will be able to continue driving. (If not arrange recovery)
- Pin Location of the accident / incident to Controller
- Arrange access to the premises for recovery vehicle with the mine (Safety)

10.7 Community Unrest (RTG-SHEQ-PLAN-03)

A state of dissatisfaction, disturbance, and agitation, typically involving public demonstrations or disorder. A feeling of disturbance and dissatisfaction in a person / persons or groups of persons or communities.

The action taken by crowds, or groups can vary widely, but can be broadly categorised into different levels of action: **Non-violent, Democratic dissent; Direct Action; Confrontation and Provocation**, the level of protest can be volatile and change quickly depending upon circumstances.

10.7.1 Action steps during Unrest at depot.

1. Follow the Emergency Preparedness Plan.
2. Train staff on the Emergency Preparedness Plan and any contingencies.
3. Implement an employee assistance programme for managing stress and fear.
4. Be smart about travelling.
5. Share emergency contact details with staff.
6. Avoid rioters and looters.
7. Stay calm and move away.
8. Keep valuables out of sight.
9. Maintain communication with the entire workforce;
10. Adjust your operational hours.
11. Report regularly any changes in the situation.

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10.8 Action steps to follow during unrest on the road.

1. Driver to remain calm.
2. Driver to notify the fleet controller.
3. Fleet controller to notify the Division Manager
4. Division Manager to notify all the other division managers, Marketing Department and SHEQ Department.
5. Marketing department to notify the client.
6. All division managers to notify Fleet controllers to warn drivers of the unrest.
7. SHEQ Department to monitor the situation with SAPS and other involved parties and reroute the trucks if necessary.
8. Share information on all relevant WhatsApp groups.

10.9 Emergency contact numbers.

Reinhardt Transport Group		
Rodney Houston-McMillan	Chief Executive Officer	082 888 4441
Adriaan Aucamp	Chief Operating Officer	083 280 6355
Cobus Fourie	Group Technical Manager	082 884 9222
Pieter Breedt	Group SHEQ Manager	066 122 3873
Esme Strauss	Group Human Resources	060 989 7492
Johan Theron	Group SHEQ Officer	082 884 9402
Reinhardt Transport		
Corne Smit	Divisional Manager	076 814 6213
Andre du Plooy	Tautliner Manager	066 005 8242
Hennie Stander	Community Trucks	072 633 6699
Johan Theron	Group SHEQ Officer	082 884 9402
Amalgamated Bulk		
Werner van der Merwe	Divisional Manager	079 893 8942
Eugene Dorfling	Operations Manager	067 414 7918
Al-Dez van Nieuwenhuizen	SHEQ Representative	060 998 5024
Chrome Carriers		
Renier Botha	Divisional Manager	083 625 8168
Bertus de Beer	Operations Manager	078 456 7932
Elmo Lourens	SHEQ Officer	083 646 8249
NKWE BULK		
Renier Botha	Divisional Manager	083 625 8168
Ruan Botha	Senior Planner	083 625 8753
Elmo Lourens	SHEQ Officer	083 646 8249
Matola Logistics		
Werner van der Merwe	Divisional Manager	079 893 8942
Gabriel Marias	Senior Planner	072 380 2645
Al-Dez van Nieuwenhuizen	SHEQ Representative	060 998 5024
S Hauliers		
Craig Robertson	Division Manager	082 884 9395
Jaco Els	Operations Manager	082 884 9353

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Juleen Bezuidenhout	SHEQ Officer	063 686 8373
Transmac		
Isak Lotter	Divisional Manager	072 652 8282
Chris Olivier	Operations Manager	066 343 8382
Johan Theron	Group SHEQ Officer	082 884 9402
Alpha Energy		
Theunis Brits	Divisional Manager	076 496 0381
Vacant	Operations Manager	
Johan Theron	Group SHEQ Officer	082 884 9402
Richardsbay / Durban Depots		
Kobus Germishuys	Depot Manager	078 800 1593
Jan Steenkamp	Depot Manager	082 884 9354
Vacant	Operations Manager	
Johan Theron	Group SHEQ Officer	082 884 9402
RT Loaders		
Gordon Losper	Divisional Manager	067 415 1601
Vacant	Operations Manager	
Juleen Bezuidenhout	SHEQ Officer	063 686 8373
Johan Theron	Group SHEQ Officer	082 884 9402

11 RESPONSIBILITY

Action	Responsibility
Emergency Drills	SHEQ Department
Roll Call	Division Managers / Head of departments
First Aid treatment	Trained and Appointed First Aiders
Fire Fighting	Trained and Appointed Fire Fighters

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Responsible Official	A Aucamp	083 280 6355	Media Liaison.
Emergency Coordinator	E Lourens	083 646 8249	Ensure Emergency Plan is up to date. Liaise with Emergency Services. Relevant Training to Employees. Account for all employees post Incident. Report to Responsible Official post incident.
Area Coordinator Admin/Logistics	R Botha	083 625 8168	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Workshop	F Terblanche	083 648 2489	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Tyre Bay/Risk	A Mettler	076 834 3885	Account for all employees in area. Report to Emergency Coordinator.
Fire Team Member Admin/Logistics	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.
Fire Team Member Workshop	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.
Fire Team Member Tyre Bay/Risk	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.

Reinhardt Transport

Designation	Name	Contact Number	Responsibility
Responsible Official	A. Aucamp	083 280 6355	Media Liaison

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Emergency Coordinator	J Theron	082 884 9402	Ensure Emergency Plan is up to date. Liaise with Emergency Services. Relevant Training to Employees. Account for all employees post Incident. Report to Responsible Official post incident.
Area Coordinator Admin/Logistics	C Smit	076 814 6213	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Workshop	F van Tonder	083 675 4766	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Tyre Bay/Risk	Tinus Langenhoven	082 884 9365	Account for all employees in area. Report to Emergency Coordinator.
Fire Team Member Admin/Logistics	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.
Fire Team Member Workshop	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.
Fire Team Member Tyre Bay/Risk	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.

Alpha Energy

Designation	Name	Contact Number	Responsibility
Responsible Official	A. Aucamp	083 280 6355	Media Liaison
Emergency Coordinator	J Theron	082 884 9402	Ensure Emergency Plan is up to date. Liaise with Emergency Services. Relevant Training to Employees. Account for all employees post Incident. Report to Responsible Official post incident.
Area Coordinator Admin/Logistics	T Brits	076 496 0381	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Workshop	F van Tonder	083 675 4766	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Tyre Bay/Risk	Tinus Langenhoven	082 884 9365	Account for all employees in area. Report to Emergency Coordinator.

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Fire Team Member Admin/Logistics	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.
Fire Team Member Workshop	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.
Fire Team Member Tyre Bay/Risk	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.

TransMac

Designation	Name	Contact Number	Responsibility
Responsible Official	Adriaan Aucamp	083 280 6355	Media Liaison
Emergency Coordinator	J Theron	082 884 9402	Ensure Emergency Plan is up to date. Liaise with Emergency Services. Relevant Training to Employees. Account for all employees post Incident. Report to Responsible Official post incident.
Area Coordinator Admin/Logistics	Isak Lotter	083 280 6355	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Workshop	F van Tonder	083 675 4766	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Tyre Bay/Risk	Tinus Langenhoven	082 884 9365	Account for all employees in area. Report to Emergency Coordinator.
Fire Team Member Admin/Logistics	As per training and appointed		Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.

Amalgamated Bulk / Matola Logistics

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	REINHARDT TRANSPORT GROUP	PART:	1: LEGAL AND OTHER REQUIREMENTS	
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Designation	Name	Contact Number	Responsibility
Responsible Official	A. Aucamp	083 280 6355	Media Liaison
Emergency Coordinator	Werner van der Merwe	079 893 8942	Ensure Emergency Plan is up to date. Liaise with Emergency Services. Relevant Training to Employees. Account for all employees post Incident. Report to Responsible Official post incident.
Area Coordinator Admin/Logistics	Werner van der Merwe	079 893 8942	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Workshop	Carlos Veiga	066 474 2763	Account for all employees in area. Report to Emergency Coordinator.
Area Coordinator Tyre Bay/Risk	Tinus Langenhoven	082 884 9365	Account for all employees in area. Report to Emergency Coordinator.
Fire Team Member Admin/Logistics	Al-Dez van Nieuwenhuizen	060 998 5024	Fighting of fire without endangerment of being engulfed until fire has been extinguished or until fire department arrives on scene.

14 APPENDIX 2

Chrome Carriers / Nkwe Bulk

Emergency Centre	Contact Number
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	REINHARDT TRANSPORT GROUP	PART:	1: LEGAL AND OTHER REQUIREMENTS	
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Fire Department	014 590 3333 / 4444
Ambulance Rustenburg	014 597 6612
Ambulance National	10177 / 014 597 6612
Ambulance Private	082 911 / 0861 789 911
SAPS Rustenburg	10111 / 014 590 4115
Electricity Department	014 590 3198
Water Department	014 590 3088

Reinhardt Transport /Transmac Nigel

Emergency Centre	Contact Number
Fire Department	011 814 8112
Ambulance Nigel	014 597 6612
Ambulance National	10177 / 014 597 6612
Ambulance Private	082 911 / 0861 789 911
SAPS Nigel	10111 / 014 590 4115
Electricity Department	014 590 3198
Water Department	014 590 3088

Amalgamated Bulk / Matola

Emergency Centre	Contact Number
Fire Department	082 806 1611
Ambulance Komatipoort	082 567 2350
Ambulance National	10177 / 082 911
Ambulance Private	031 790 1443
SAPS Komatipoort	013 793 7321 / 10111
Electricity Department	013 790 0245
Water Department	013 790 0990

S HAULIERS

Emergency Centre	Contact Number
Fire Department	082 806 1611
Ambulance National	10177 / 082 911 / 084 124

	REINHARDT TRANSPORT GROUP	PART:	1: LEGAL AND OTHER REQUIREMENTS	
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Ambulance Private	082 851 2388 / 060 635 3387
SAPS Burgersfort	013 231 0201 / 10111
Electricity Department	013 231 1000
Water Department	013 231 1000

Alpha Energy Nigel

Emergency Centre	Contact Number
Fire Department	011 814 8112
Ambulance Nigel	014 597 6612
Ambulance National	10177 / 014 597 6612
Ambulance Private	082 911 / 0861 789 911
SAPS Nigel	10111 / 014 590 4115
Electricity Department	014 590 3198
Water Department	014 590 3088