كيو أوتو
Q-AUTO

Q AUTO LLC
EMERGENCY RESPONSE PLAN (ERP)

Field	Details
Document Title	Emergency Response Plan
Document No.	QA-HSE-ERP-057
Revision	Rev01
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Prepared by	HSE Manager
Approved by	Top Management
Document owner / review	HSE Department / Annual

Revision	Date	Description	Approval
Rev00	04 January 2026	Initial issue	Top Management
Rev01	28 September 2026	Expanded fleet/off-site response, EV and recovery arrangements; client interfaces and document references	Top Management

1. PURPOSE

The purpose of this Emergency Response Plan (ERP) is to establish procedures and responsibilities for responding effectively to emergency situations to protect employees, visitors, contractors, company property, and the environment.
This plan ensures that emergency situations are managed in a structured manner in accordance with recognized occupational health and safety management practices.

2. SCOPE

This ERP applies to Q Auto LLC facilities and activities, including vehicle showrooms, administrative offices, aftersales workshops, warehouses and storage, EV service areas, fleet and limousine operations, staff accommodation and journeys undertaken for company business. It applies to employees, contractors, visitors and customers. Off-site fleet, hired-vehicle and client-site activities shall use the additional arrangements in Section 21 and applicable site-specific emergency plans.

3. OBJECTIVES

The objectives of this Emergency Response Plan are to:

- Protect life and prevent injuries
- Minimize damage to property and equipment
- Ensure safe evacuation during emergencies
- Provide clear emergency response procedures
- Ensure coordination with emergency services

4. TYPES OF EMERGENCIES

- Fire emergency
- Medical emergency
- Electrical incidents
- Chemical spill or exposure
- Gas leak

- Vehicle accident within premises or on public roads
- Security threat
- Extreme weather
- Power failure
- Vehicle breakdown and stranded passengers
- EV charging or suspected battery thermal event
- Fuel spill or vehicle fire

5. EMERGENCY RESPONSE ORGANIZATION

Emergency Coordinator

Responsible for overall control of emergency response.

Responsibilities:

- Activate emergency response procedures
- Coordinate evacuation
- Communicate with emergency services
- Ensure safety of personnel

Fire Wardens

Responsibilities:

- Guide occupants to emergency exits
- Check designated areas during evacuation
- Assist with assembly point coordination

First Aiders

Responsibilities:

- Provide immediate medical assistance
- Coordinate with ambulance services

Supervisors

Responsibilities:

- Ensure employees follow evacuation procedures
- Conduct headcount at assembly points

Employees

Responsibilities:

- Follow emergency instructions
- Evacuate immediately when alarm is activated
- Assist visitors if necessary

6. EMERGENCY CONTACT NUMBERS

Emergency service	Contact
Police / Ambulance / Fire (Qatar)	999

Company and site-specific emergency contacts shall be maintained in a current controlled contact list and verified before work or mobilisation. The Rev00 telephone numbers must be reconfirmed before use.

7. FIRE EMERGENCY PROCEDURE

- Activate the nearest fire alarm and alert nearby personnel.
- Call emergency services when required.
- Only trained persons may attempt to extinguish a small fire if safe, with a clear escape route.
- Evacuate immediately to the designated assembly point.
- Do not use lifts or re-enter without authorisation.

8. EVACUATION PROCEDURE

- Stop work when the alarm sounds.
- Use the nearest safe emergency exit and follow fire wardens.
- Proceed to the designated assembly point and await instructions.

9. ASSEMBLY POINT PROCEDURE

- All personnel report to the designated assembly point.
- Supervisors conduct a headcount and report missing personnel.
- Keep persons at the assembly point until authorised release.
- Record headcount using the applicable site evacuation/headcount record.

10. MEDICAL EMERGENCY PROCEDURE

- Inform the supervisor immediately.
- Contact the designated first aider.
- Call emergency medical services on 999 when required.
- Provide assistance within competence until professional help arrives.

11. CHEMICAL SPILL RESPONSE

- Isolate the affected area and keep unprotected persons clear.
- Only trained personnel with suitable PPE and spill equipment may attempt safe containment.
- Report to HSE; major or uncontrolled spills require evacuation and emergency service escalation.

12. ELECTRICAL EMERGENCY

- Isolate power only if safe to do so.
- Inform competent maintenance personnel and prevent unauthorised access.
- Do not touch a person in contact with live electricity until the source is safely isolated.

13. POWER FAILURE

- Use emergency lighting and avoid lifts.
- Follow management and emergency personnel instructions.

14. EMERGENCY EQUIPMENT

- Maintain appropriate fire extinguishers, alarms, emergency lighting, exit signs, first aid kits and spill kits.
- Inspect emergency equipment at defined intervals and retain records.

15. TRAINING AND DRILLS

- Annual fire drills for relevant facilities.
- Emergency response, first aid and fire warden training appropriate to role.
- Fleet/transport scenario exercises, as applicable: road traffic incident, passenger medical emergency, vehicle fire or EV charging event, breakdown and recovery.
- Document attendance, observations, lessons learned and corrective actions.

Maintain fire-drill records using the current approved company form.

16. INCIDENT REPORTING

All emergency incidents shall be reported, recorded and investigated under QA-HSE-PRO-040. Where applicable legal, regulatory, insurance or client requirements specify a shorter notification deadline or additional reporting process, those requirements take precedence. Emergency response and immediate risk control shall not be delayed by reporting.

17. RECORDS

The following records must be maintained:

- Fire drill records
- Emergency equipment inspections
- Emergency contact register
- Evacuation maps

18. RELATED DOCUMENTS

Document	Reference / verification
HSE Policy	QA-HSE-POL-001
HSE Management Manual	QA-HSE-MAN-002
Incident Reporting & Investigation Procedure	QA-HSE-PRO-040
Risk Assessment Procedure	QA-HSE-PRO-009
Emergency Contact Register	Current controlled contact list (site-specific)
Evacuation Map	Current site-specific evacuation map
Assembly Point Headcount Form	Applicable site headcount record
Fire Drill Record	Current approved fire-drill form

19. REVIEW REQUIREMENTS

- Annually
- Following an emergency incident or drill
- After facility, fleet or operating changes
- When legal, contractual or client requirements change
- When exercise findings or lessons learned require revision

20. FLEET AND OFF-SITE EMERGENCY RESPONSE (CORPORATE)

This section supplements the premises-based arrangements. Drivers shall follow local law, emergency-service instructions and applicable client/site procedures. No employee shall enter an unsafe scene or attempt a rescue beyond their competence.

20.1 Road traffic collision / passenger injury

- Stop safely where practicable; secure the vehicle against further movement and warn approaching traffic without creating additional risk.
- Contact Qatar emergency services on 999 when injury, fire, serious collision or immediate danger is suspected; provide accurate location, vehicle details, number of people and hazards.
- Do not move injured persons unless needed to avoid immediate danger; provide first aid only within training and competence.
- Move uninjured passengers to a safe location away from traffic if it is safe to do so; account for all occupants.
- Notify the operations supervisor and HSE promptly, preserve evidence when safe, and comply with police and client reporting requirements.
- Do not resume the journey until the vehicle and driver are confirmed fit and an alternative transport decision is authorised.

20.2 Breakdown and passenger protection

- Where possible stop in a safe location, activate hazard warning lights and assess traffic, weather and passenger exposure.
- Do not conduct roadside repairs or enter live traffic lanes; contact the approved 24/7 recovery provider and operations supervisor.
- Arrange safe onward transport for passengers when needed, with special consideration for children or persons needing assistance.
- Use only competent and authorised recovery personnel; prevent unauthorised towing or unsafe lifting.

20.3 Vehicle fire / EV charging or battery event

- Stop, isolate and evacuate occupants to a safe distance; raise alarm and contact emergency services on 999.
- For an EV with smoke, abnormal heat, hissing, venting or suspected battery involvement, do not touch high-voltage components, open battery enclosures or attempt intervention.
- Keep persons clear, communicate that an EV/high-voltage battery may be involved and follow emergency responder instructions.
- Only trained and equipped personnel may use extinguishing equipment where a safe escape route exists; do not delay evacuation.
- Do not reconnect, restart, charge, move or recover an affected EV until authorised by competent specialists and relevant responders.

20.4 Fuel / chemical spill

- Stop the activity if safe; isolate ignition sources and keep people upwind/clear of the affected area.
- Avoid contact and prevent discharge to drains only where this can be done safely by trained personnel with appropriate equipment.
- Escalate major, uncontrolled or hazardous spills to emergency services and the responsible supervisor/HSE.
- Dispose of contaminated material through approved waste arrangements and record the event.

20.5 Medical emergency during transport

- Stop at a safe location and contact 999 where emergency assistance is required.
- Provide location, symptoms and passenger count; provide first aid only within training.
- Notify operations and arrange protection of other passengers and safe continuation or replacement transport.

20.6 Extreme weather, security or route disruption

- Stop or divert when safe if visibility, flooding, heat, security or road conditions make travel unsafe.
- Contact operations for route and passenger arrangements; comply with police, emergency service and client/site instructions.
- Do not enter flooded roads or restricted/unsafe locations.

20.7 Client/site interface

- Before work at a client location, confirm the emergency alarm, muster location, site control room, ambulance access, emergency contact numbers and notification hierarchy.
- The client/site emergency system governs on its premises where required. Integrate Q Auto response, passenger accountability, transport/recovery and incident reporting with the client arrangements.
- Contract-specific contacts, maps, scenarios, response resources and exercise schedule shall be documented in the relevant Contract HSE Plan or ERP annex, not assumed in this corporate plan.

Control	Required verification / record
Contacts	Site/client contact list verified before use
People	First aiders, wardens, drivers, supervisors and recovery provider roles communicated
Vehicles	First aid provision, fire equipment and emergency information checked as applicable
Routes / sites	Location-specific access, muster and emergency arrangements confirmed
Exercises	Scenario-based drill/exercise record, findings and corrective actions
Reporting	QA-HSE-PRO-040 and applicable client reporting interface

21. EMERGENCY READINESS AND RECORDS22. Approval

Rev01 is the controlled corporate Emergency Response Plan approved by Q Auto Top Management. The authorised approval date and signatures shall be maintained in accordance with Q Auto document-control requirements. Prior revision signatures are not transferred.

Prepared by: Jundel Tiro
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Signature: _____

Q AUTO LLC MANAGEMENT APPROVAL

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