

Woolnorth Wind Farm Holding Pty Ltd

Bluff Point Wind Farm

EMERGENCY RESPONSE PLAN

**Bluff Point Wind Farm
1665 Woolnorth Rd, Woolnorth TAS 7330**

TASMap: 3048 & 3049 1:25000 Easting 308840: Northing 5490473 (entrance)

Emergency Services: dial 000

SITE EMERGENCY CONTACT DETAILS

Station phone: 64 571298

Site Supervisor: 0428 388 370 (Adam Mullins)

Woolnorth Planner: 0400 899 738 (Anthony Thompson)

Directions From Launceston

Follow the Bass Highway (A2) to Smithton. Turn right onto Nelson Street (C215), turn left onto Davis Street (C215), over the Duck River bridge. This road turns into Montagu Road (C215) which then turns into Woolnorth Road (also the C215). From the duck river bridge in Smithton the Bluff Point Wind Farm is 40 kms to the entrance gate on the left hand side. At this point a swipe card activated gate is installed (card reader on right hand side near gate). At the gate there is also an intercom system that allows contact with the Site Supervisor who can open the gate remotely. Once through the gate, travel 3.7 km on the gravel road to the control building and report there. The control building is on the right hand side of the access road. The following map (Figure 1) details the route from Smithton.

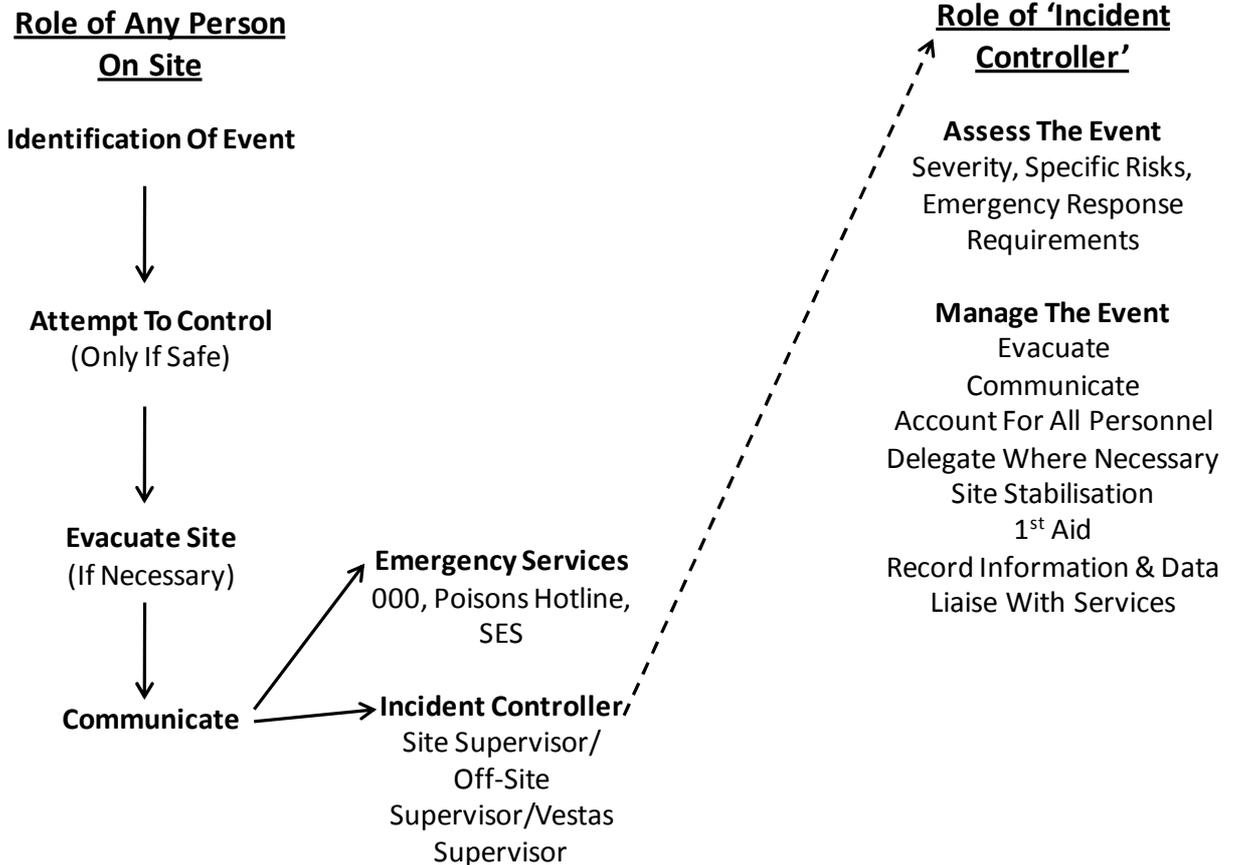
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Critical Emergency Response Steps & Info



Incident Controller – Person with the most experience with the site conditions and emergency response planning (for all contacts see pg.16)

Primary Bluff Point Wind Farm Incident Controller - Adam Mullins (0428 388 370)

Secondary Bluff Point Wind Farm Incident Controller - Anthony Thompson (0400 899 738)

Emergency Service contacts (pg. 16) – 000, 012, Montagu Fire Brigade – 0427 871 032

Maps For Site – pg. 5-7, Location - TASMap: Grim3049 1:25000 E308840: N 5490473

Attendance Registration System - electronic system in Control Building - available online (see pg.11)

Emergency Equipment available on site (pg.14) – First aid, defibrillation unit, dry powder & CO2 & water fire extinguishers, low voltage rescue kit, wind tower rescue kit, wind tower evacuation kit, hub rescue kit, confined space rescue kit, SF6 (sulphur hexafluoride) spill kit, chemical/oil/fuel spill kits, dead & injured bird recovering kit water points, vehicle recovery kits, emergency information tube.

Key site details – The site is 1500 ha (half pasture, half forest) & 44km by road from Smithton, it has water points, helicopter landing sites, fuel and chemical storage, first aid and emergency response trained personnel and equipment, and a single building with services (Control Building).

Fuels, oils, chems - manifest at control building entrance - switchyard (25,000L oil), wind turbines (500L oil each), oil store (2000L oil, 1000L coolant, 100L fuel), garage (mixed chemicals – domestic quantities and hazards).

Hand Notes

Permanent marker pen is attached to the folder to take notes. This page can be pulled out as a single page holding the critical emergency response steps.

Maps



Figure 1 – Location of Bluff Point Wind Farm and direction from Smithton

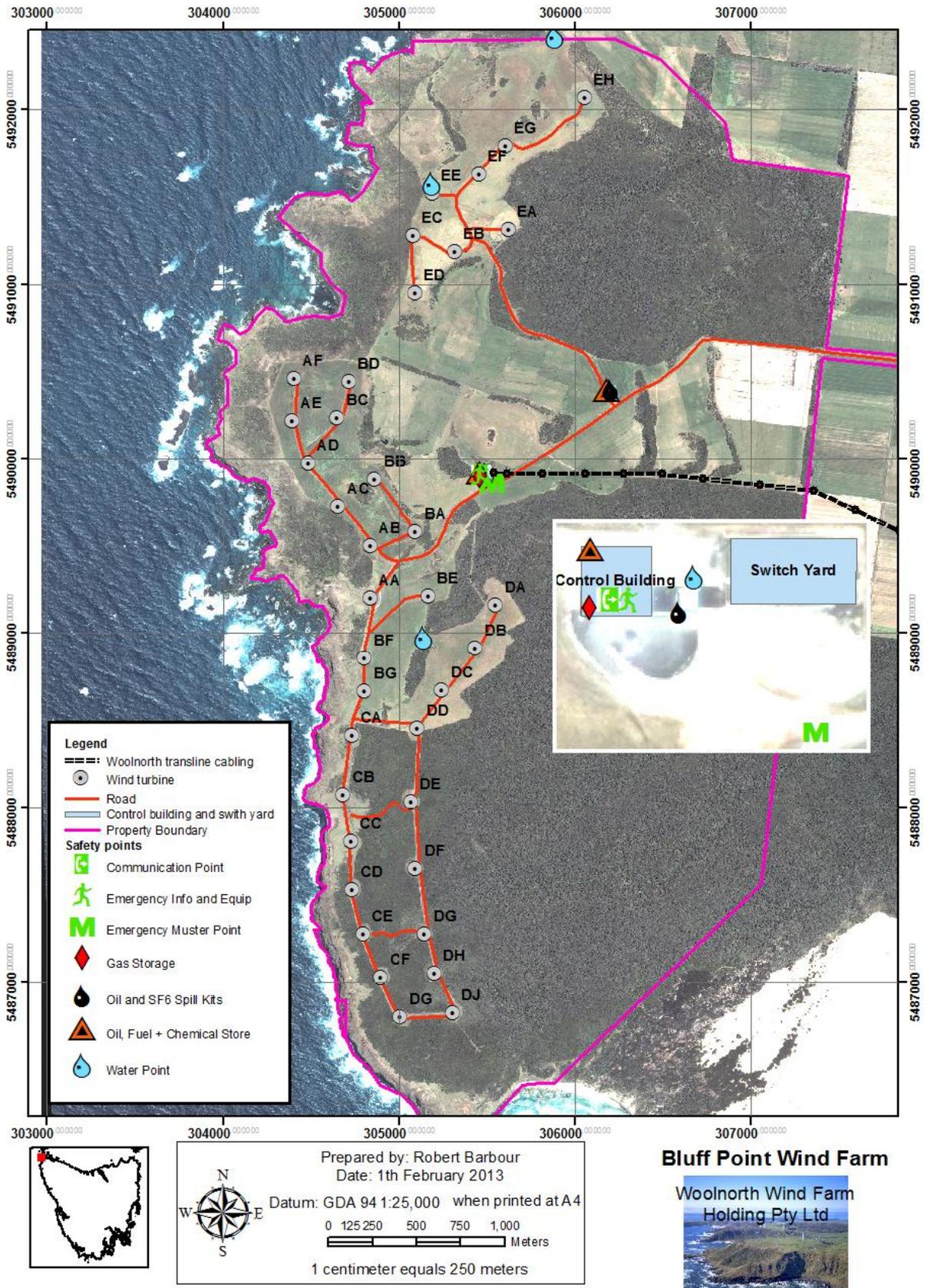


Figure 2 – Bluff Point Wind Farm layout

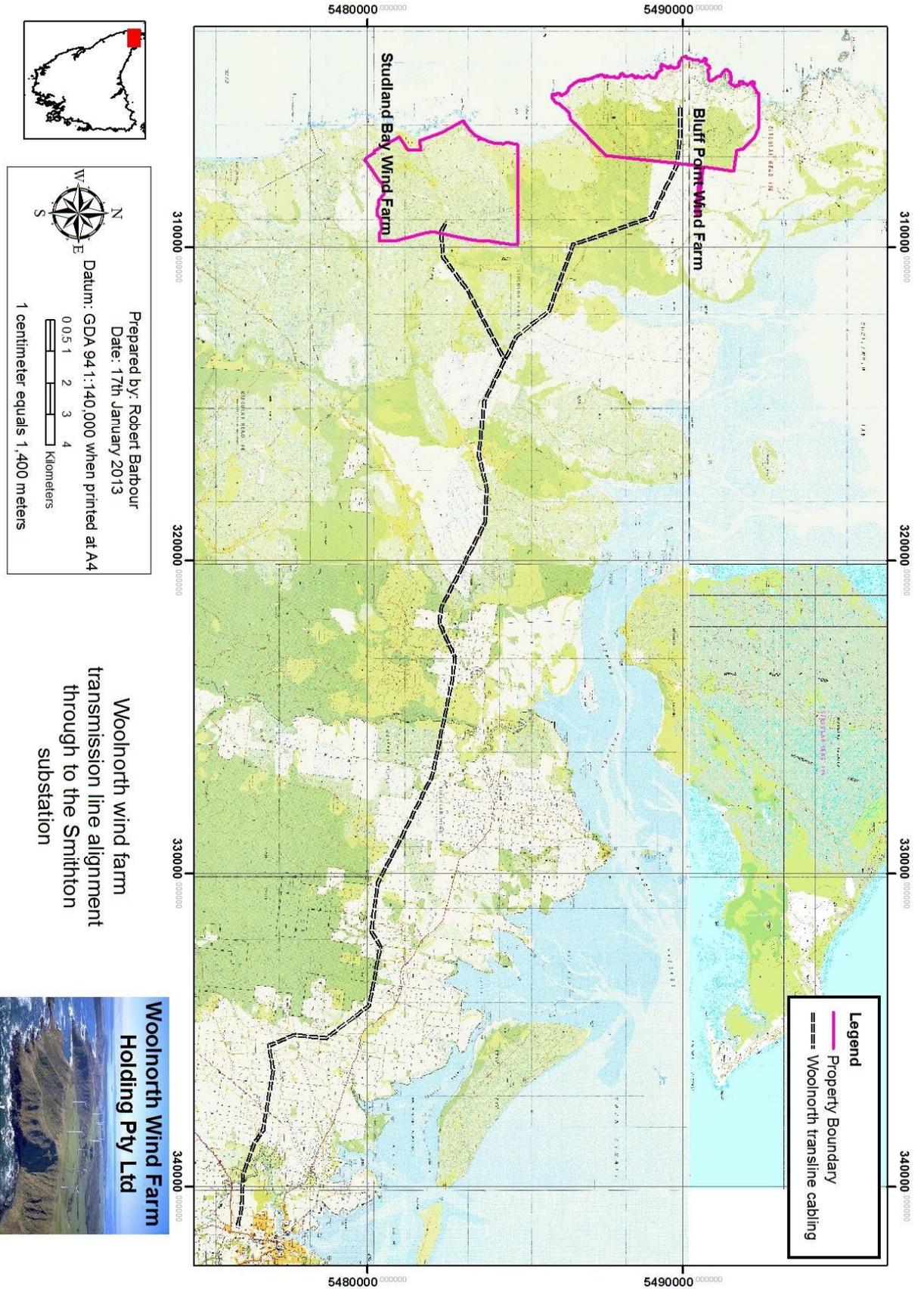


Figure 3 – Transmission line alignment from Bluff Point to the Smithton substation

Purpose of Document

- To provide a procedure for use in the event of an emergency situation created by a fire, spill of oil or hazardous material or other major incident.
- To protect the safety of employees, contractors, farm staff, Emergency Service personnel and the public on this site and in any surrounding areas that may be affected.
- To protect the assets, property, and environment of Bluff Point Wind Farm and that fall under the management of Woolnorth Wind Farm Holding Pty Ltd (WWFH).
- To describe WWFH's approach to planning for emergency situations.

Definitions

WWFH:	Woolnorth Wind Farm Holding Pty Ltd (WWFH)
BPWF:	Bluff Point Wind Farm
PCBU:	Person Conducting a Business or Undertaking i.e. WWFH
Officer:	General Manager
Worker:	Persons engaged to carry out work or engaged by the duty holder of the PCBU
Incident Controller:	Person with the most experience with the site conditions and emergency response planning
Emergency:	An emergency can be defined as any hazardous or potentially hazardous situation where there is immediate danger to personnel, property or the environment generally. It can also be described as a situation which cannot be immediately brought under control by site Workers using available resources, where serious injury or death could be incurred, where significant property damage could occur or where serious environmental consequences could result.
Emergency Services:	Fire, Police, Ambulance, SES services

Emergency Planning Responsibilities

Emergency Response Plan

The Work, Health and Safety Regulations, 2012 (Part 3.2, Division 4, Section 42) requires a PCBU to prepare and implement emergency procedures and plans for the workplace. WWFH has adopted Hydro Tasmania's Emergency Preparedness procedure HSEP1201 and this procedure details responsibility for emergency planning. The Site Supervisor is responsible for ensuring plans are prepared, maintained and revised as necessary. The Officer (or delegate) is responsible for approving plans and ensuring requirements of the plans are implemented and communicated to Workers.

Where possible the plan will be provided to relevant emergency services for review. All Workers accessing the BPWF are obligated and have a duty of care to have an understanding of this plan (commensurate with their role) and when necessary assist in ensuring it is implemented to the greatest extent possible.

Emergency Preparedness Planning and Practice

WWFH prepares personnel, to the greatest extent possible and practical, for emergency situations through an annual schedule of activities including simulations, desktop and field based emergency scenario training. WWFH set this schedule (Jan-Dec inclusive) in January of each calendar year. The schedule's activities are risk focused (e.g. looks at practical likelihood and consequence) but also attempts to prepare personnel for a wide range of emergencies situations. The emergency preparedness sessions are documented and actions created to rectify any deficiencies or issues identified.

All permanent Workers on site are level 2 first aid trained.

Bush Fire Preparedness

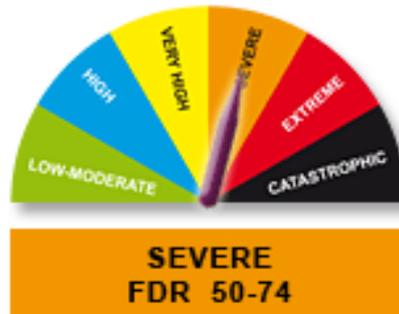
The wind farm and transmission line will be subject to impacts from fire, wildfire or controlled burns, from time to time. In order to limit the potential impacts of wildfire on personnel and assets, a Bush Fire Preparedness checklist is attached as Attachment 1. This checklist should be completed by WWFH by October 1 of each calendar year and works to prepare the site undertaken during October to ensure readiness for the fire season.

The Bushfire Preparedness checklist also includes actions to be considered during a bushfire emergency situation.

Fire Weather Monitoring

During the designated fire permit period (generally October 01 to March 30), site staff will monitor the Fire Danger Rating and Current Bushfires and Other Incidents on a regular basis (<http://www.fire.tas.gov.au/Show?pageId=colHome>).

If the Fire Danger Rating for the site is Severe or above, works on site shall be restricted including no hot works, no vegetation slashing or vehicle access off formed gravel roads.



If a bushfire or incident is identified in the local or immediate vicinity of the site, the Incident Controller will follow the details included in this plan under the heading Offsite Emergencies.

Site Roles and Responsibilities

The wind farm (Figure 2) and transmission line (Figure 3) are owned by WWFH. The wind turbines and balance of plant equipment at this site are maintained and operated by WWFH or their delegated contractors. The transmission line, for example, is managed via an operations and maintenance agreement with Tasnetworks. From an operational and practical perspective WWFH have a designated Site Supervisor who interfaces with WWFH staff and contractors. It would be anticipated that in the event of an emergency situation that the WWFH Site Supervisor, would coordinate the necessary emergency response as the Incident Controller.

Site Description

The wind farm site consists of offices, tea room, toilets, workshop and garage area, switch room, switchyard, 37 V66 Vestas wind turbines, 17 km of internal gravels roads, viewing platform, storage shed, chemical storage facilities, fences and other farm infrastructure, a 22KV underground cable network, 2 km of the 110kv transmission line and a 22kv distribution line as a support and an emergency power feed (see Figure 2).

Each wind turbine holds approximately 500L of gearbox oil, as well as lubricating greases, coolant, hydraulic oil (ca. 300L), nitrogen gas, SF6 gas (in the RMU at the base of the turbine only). The switchyard contains a transformer containing 25,000 L of transformer oil. The main switchyard circuit breakers contain a small volume of SF6.

The wind farm property (1500 HA) is located within an agricultural landscape that contains consolidated stands of mature native vegetation. The neighbouring land is made up of similar proportions of pasture and native forest and scrub. The wind farm is located at TASMap: Studland 3048 1:25000, or Easting 305500 Northing 5489882.

Site Communication Equipment

All technicians on site have either mobile phones or UHF radios. All mobile phone numbers are available at the Attendance Registration System at the front door of the control building. VDL farm staff are only contactable via their supervisors (see contacts list). At the front gate to the site there is also an intercom system that allows contact with the Site Supervisor who can open the gate remotely.

Site Security Systems

The only intruder alarm on the property is in the control building. The control box for the system is on the RHS wall as entering the front door of the building. To activate the system press the "ON" button and to deactivate the system type in the four digit pass code. The phone number for the security company managing the system (Mekina Security) is 03 6272 0000. The password for the deactivation of an alarm if it has been tripped is "WF121".

General Attendance Requirements

Requirements of All Workers

- All Workers (visitor requirements specified separately) must have completed the necessary inductions, for most persons this will include the corporate induction and site induction.
- All visitors to site must be accompanied at all times (by an inducted Worker) and visitors must not perform any work activities.
- It is the responsibility of all wind farm Workers to ensure that any visitors under their control and direction are briefed and understand the evacuation procedure.
- All Workers including visitors must utilise the site Attendance Registration System. This must be conducted immediately upon entry to the wind farm site, unless an emergency situation has been identified. The only exception to this are

- the VDL farm staff which do not sign in at the attendance board and manage their own emergency response protocols.
- All site rules and signs must be obeyed and all verbal directions given by the Site Supervisor are to be strictly followed.

Wind Farm Attendance Registration System (ARS)

Purpose

The ARS is designed to enable all persons in attendance at the Wind Farm to be accounted for in an emergency situation.

Entering the Wind Farm:

Upon entering the wind farm site, all persons shall proceed directly to the site Control Building and sign in to the ARS.

Leaving a Wind Farm:

Before leaving the wind farm site, all site personnel must sign out.

Emergency situation:

In an emergency situation that requires the evacuation of the Wind Farm or associated assets, an Incident Controller has the responsibility to access the ARS at the entrance to the Control Building, to determine the personnel on site. The Incident Controller will check off people to ensure complete evacuation. If Workers are unaccounted for, attempts to contact and retrieve these people will be made as a matter of priority if safe and practical to do so.

Chemical Information

Oil and fuel

Oil is located in the following equipment:

Location	Oil Type	Volume (L) (max)
Switchyard transformer	Transformer oil	25 000
Station services transformer	Transformer oil	500
Turbine gear box	Gear oil	400
Turbine hydraulic system	Hydraulic oil	300
Oil Store	Gear, hydraulic, transformer, general. Includes waste oil	1000

Gas

A number of large (g-size) gas bottles are stored at the control building in a designated cage. Gases commonly stored on site include nitrogen and less frequently oxyacetylene, oxygen and LPG (see site manifest).

Gas filled equipment is also present in the wind turbine including nitrogen filled accumulators in the hub area and SF6 filled circuit breakers in the ring main unit located at the base of each wind turbine tower. The main switchyard circuit breaker (A152) is also SF6 filled.

Hazardous chemicals

All hazardous chemicals are either stored in the chemical storage cabinet in the garage of the control building, the oil store or in a bunded freight container next to the white shed. A chemical inventory is provided at the entrance to the control building.

Site Emergency Equipment

The following emergency equipment is located on site.

Equipment type	Location	Remarks
First aid kits	Control building, all site vehicles	Fixed wall mounted kit in control building, mobile kits in control building and designated vehicles
Defibrillator	Control Building	Wall mounted in control building near lunch/crib room
Fire extinguisher – dry powder	Control Building (various locations), Oil store, every wind turbine nacelle base, site vehicles	Identified by standard signs
Fire extinguisher – CO2	Control Building and Switch room	Identified by standard signs, for use on electrical fires
Low Voltage Rescue Kit	Located in control building workshop cabinet	For rescue of personnel in low voltage (1000v) emergency situations.
Wind tower rescue kit	Located in nacelle of each wind turbine. Spare kit located in control building workshop cabinet	For rescue of incapacitated persons from tower ladder
Wind tower evacuation kit	Located in nacelle of each wind turbine. Spare kit located in control building workshop cabinet	For emergency evacuation of wind turbine
Hub rescue	Located at SBWF (full kit), BPWF stretcher only	For retrieval of injured personnel from wind turbine hub
Confined space rescue kit, including tripod	Located at SBWF only	For retrieval or injured personnel from confined spaces
Oil/Hydrocarbon spill kit	Located in control building workshop area, oil store, SWITCH ROOM	For clean-up and containment of hydrocarbon spills
SF6 (sulphur hexafluoride) spill kit	Located in control building workshop area	For clean-up of SF6 spills and contaminated equipment
Dead Bird/bat recovery kit	Located in control building	For collection and storage

	sign in/entry area	of dead birds or bats
Injured bird/bat recovery kit	Not yet procured	For collection of injured bird and bats
Portable water extinguisher	Located in control building sign in/entry area	For bushfire suppression
Portable radios & designated network	Located in control building and carried during work	Emergency communication devices. Carried during access to wind turbines. Site and cross site coverage. Cannot be used with emergency services.
Vehicle recovery kits	Located in some site vehicles	For use to extract bogged vehicles
Emergency information	Primary wind farm emergency meeting/muster point	Contains maps, site contacts, critical response information

Bluff Point Wind Farm Contacts

Name/Position	Office Phone	Mobile
<u>Woolnorth Wind Farm Holding Pty Ltd</u>		
Adam Mullins (BPWF Site Supervisor)	03 6457 1298	0428 388 370
Anthony Thompson (Woolnorth Planner)	03 6457 1317	0400 899 738
Lance Lovell (Regional Coordinator)		0439 380 410
Robert Barbour (ESH Advisor)		0407 835 261
Chris Sims (ESH Manager)		0428 347 942
Rick Haines (Engineering & Projects Manager)		0429 320 240
Stephen Ross (General Manager)		0447 518 223
<u>Woolnorth Tours</u>		
Helen Schuring	03 6452 1493	0428 340 579
<u>VDL</u>		
Peter Van Zyl (Operations Manager)	03 6452 2911	0427 255 968
Paul Niven (Business Manager - Dairy)	03 6452 2911	0448 006 316
<u>Tasnetworks</u>		
Operations Centre	03 62743705	
<u>Emergency Services</u>		
Fire, Police and Ambulance	000	
Poisons Information Service	13 11 26	
SES	13 25 00	
Smithton Medical Centre	03 6452 2555	
Police – non Emergency	131 444	
Montagu Fire Brigade (Phillip Wilson)		0427 871 032
Mekina Security	03 6272 0000	Code - WF121

What to do in an Emergency

Onsite Emergencies

Identification of an Emergency

Everyone is authorised and has a duty to raise the alarm in the case of an emergency, either by contacting a Site Supervisor or Emergency Services (**by dialling 000**). An alarm may also be automatically initiated if systems detect a fire in the control building or a fault error may appear on various displays should an issue arise in a wind turbine or any of the electrical control equipment located in the switch room or switchyard. The latter alarms do not trigger an audible alarm.

Controlling Events or Local Evacuation

If there are opportunities to control the escalation of an emergency to ensure no further risk or harm, steps should be taken to do this. HOWEVER, this is only to be attempted if it can be done without further harm to yourself or others. If immediate action cannot be undertaken safely to prevent escalation then the local area needs to be evacuated and all potentially immediately affected personnel contacted (e.g. those in the local area or immediate vicinity). Workers (including other site personnel) will congregate to an area safe distance from the emergency situation and wait for further advice from the Incident Controller or Emergency Services. If necessary, an Incident Controller may decide a site wide evacuation may be required and this should be at a designated site emergency meeting point.

Reporting an Emergency

It is highly important that the communication of an emergency is conducted promptly and accurately. Communication should be conducted directly with an Incident Controller (such as Site Supervisor) for the site or Emergency Services (by dialling 000). Depending on the severity and escalation potential of the incident, it is preferred that an Site Supervisor is called rather than the Emergency Services but this decision will be made, without scrutiny or criticism, by the Worker identifying the emergency.

It is useful to relay the following information during the notification of an emergency:

1. date
2. time
3. name of caller
4. exact location of caller
5. exact location of the event
6. full description of event or warning
7. the caller's (your) contact phone number and or alternative means of communication.

If Emergency Services are contacted (by dialing 000) it is essential to follow their instructions (where safe to do so), provide information that is as accurate, clear and concise as possible, and remain on the line until they no longer require you to do so.

Try and keep the device used to contact emergency services in close proximity and within reception should emergency service need to contact you again.

Evacuation Procedure

The type of emergency situation will affect the nature of an evacuation. Large bushfires threatening the entire site, for example, may require an entire site evacuation, in which case the Incident Controller will define the Muster Point. A fire in one of the control building rooms, however, would only require evacuation to the Muster Point outside the control building. All evacuations should be conducted in a safe, calm and controlled manner, following the requirements of the Incident Controller.

Emergency Management - Incident Controller

All Site Supervisors on the wind farm are Level 2 first aid trained and refreshed annually. The Site Supervisor, or if not present, the person with the most experience with the site conditions and emergency response planning (see pg.16), should take charge and must ensure appropriate steps are taken to implement this plan and manage the emergency (i.e. act as the Incident Controller). The control and coordination of an emergency situation may be handed over to a more senior Worker if they become available. If emergency services have been called then the emergency services may assume control on arrival, with the wind farm's Incident Controller providing assistance as necessary. The nature of these delegations will depend on the nature of the emergency and relevant competencies of the people responding to the incident. The Incident Controller is responsible for making sure the actions in this plan occur by delegating and coordinating tasks to the appropriate people on- and off-site, rather than by attempting to implement and control the emergency event on their own. All Workers are expected to assist in an emergency situation to the extent they are competent and experienced and it is safe to do so.

Upon the identification or communication of an Emergency, a Worker is expected to make a judgment on the situation, validate the communication if necessary, determine the severity of the incident, and proceed with the appropriate responses. The following responses should be considered (see pg. 3):

1. If safe to do so, attempt to control or limit the extent of damage or injury and stabilise the situation.
2. Ensure the safe evacuation of all people on site, which must include the accounting of all personnel following the evacuation.
3. Communicate with the Emergency Services and the site Incident Controller (see pg. 16 for delegation priority list) are requested as required.

4. The Incident Controller is to assess the severity of the event, the specific risks that currently exist and that could develop, and coordinate the emergency response.
5. Managing the event may include continuation of the evacuation including accounting for all personnel, communication with emergency services, delegation and coordination of the response, continued stabilisation of the situation (e.g. first aid, spill response, relocating flammable material).
6. On arrival of Emergency Services, the Incident Controller should provide advice to those services on the emergency situation and any other information relevant to the emergency and/or the site.
7. That attempts to prevent any environmental incident (e.g. oil spill, multiple bird collision event) from developing/spreading further are taken. This could include closing down of plant.
8. Keep a formal log of events associated with the emergency including communications, decisions made and incidents reported.

Note: Whilst an important and necessary task, control and coordination of the emergency situation should be prioritised over logging events.

Control Point

The control point for managing an emergency and liaising with Emergency Services will normally be the Control Building. In the event of an emergency that results in this location being considered unsafe, the control point may be relocated by the Incident Controller, such as at the muster point. Where possible the control point should have access to communications equipment such as telephones, radio and computers. A temporary control point may be set up at the point of a localised emergency if deemed necessary by the Incident Controller. Personnel involved in the emergency should be made aware of where the control point is situated.

Wind Farm Operational Requirements

In an Emergency, there are no specific requirements for the operation of the wind farm, i.e. the wind farm is simply left running as normal. This is the default position, however, if there is a specific risk to personnel or infrastructure by leaving the wind farm operating during an emergency then the necessary steps to reduce this risk must be taken. This decision will be made by the Incident Controller on a case by case basis.

Offsite Emergencies

Bushfires pose a significant and real threat to wind farm personnel and wind farm and transmission line assets. If, during undertaking fire weather monitoring, a Worker becomes aware of a fire in the local or immediate area they shall take the appropriate action to ensure site personnel are made aware of the situation and as required request a site wide evacuation to a designated safe point (preferable a site emergency meeting/muster point). An Incident Controller will monitor the fire situation by listening to ABC Local radio (91.7 FM or online www.abc.net.au) and by monitoring the Tasmanian Fire Service web site (Current bushfires and other incidents page www.fire.tas.gov.au). Detailed advice on the situation is provided and the Incident

Controller will ensure, to the greatest extent possible, site personnel are aware of the situation and act accordingly.

Potential Emergency Events at BPWF

Event Type	Location/Examples	Compounding Site Factors	Emergency Response
Fire/Explosion	Forest/scrub/pasture	Entrapment risk due to single egress route (C,D Circuit)	Evac or Safe Zone (Turbine Base, Hardstand)
	Assets (Control Building, Substation/Switchyard, Sheds)	Nil	Evac
	Turbine	Restricted access/egress	Specialised/Assisted Evac
Serious Harm Incident	Electrocutions, Falling From Heights, Vehicle Accident	Remoteness	Retrieval and/or Transport
Serious Operational Incident	Storm Event, Catastrophic Turbine Failure, Crane Collapse	Remoteness, Limited Site Resources	Personnel Safety Management
Environmental Incident	Oil/Fuel Spill, Multiple Bird Collision Event	Remoteness, Limited Site Resources	Initial Containment, Observe, Record

Communication and Review

The plan will be annually discussed and reviewed by site personnel at a toolbox meeting (November is suggested) or other meeting convened separately. The objectives of the discussion will be to ensure all site Workers are aware of the plan and what steps are required in an emergency situation.

The plan is to be reviewed by WWFH on an annual basis and updated as required.

Attachment 1 – Bushfire Preparedness Checklist

AROUND BUILDING PREPARATIONS	
	Any shrubs and small trees around buildings (20m) selectively removed
	All grass out to 35m slashed low and maintained throughout the fire permit period
	Rubbish heaps and other fuels removed to a safe distance (none within 25m)
	All vegetation under trees removed to a height of at least 2 metres
	Roof and gutters cleared of leaf debris
	Dry leaves and bark removed from lawns and gardens in the inner and outer zone
	Vents into roof spaces screened with fine wire mesh
	Gaps in external roof and wall cladding sealed
WATER SUPPLIES AND FIREFIGHTING EQUIPMENT PREPARATIONS	
	Fire fighting water supply available (reticulated or min. 20,000 litres static supply) fitted with 50mm outlet with BSP male thread fitted with a 65mm STORZ adaptor as per Tasmania Fire Service specifications (installed on the storage tank), or the tank will have a suitable opening (minimum 250mm in diameter) in the top of the tank
	A fire fighting pump (independent of 240v power supply) with 60 m of hose (19 mm+ nominal bore), necessary fittings and an appropriate sized variable jet nozzle fitted will be available in operating condition at all times during the fire permit period
	Buckets, mop, rake available, standard garden hose, internal tap fitting for garden hose
	Ladder, torch available
	Battery operated radio available
	Check designated farm water supply points and ensure access is adequate.
PREPARATION AROUND FARM	
	Check turbines in vegetated areas of C&D circuit and ensure vegetation in the previously cleared areas is not greater than 250mm
	Check 2 fire breaks in C&D circuit and ensure they could be used by all site vehicles
PREPARATIONS WHEN FIRE BREAKS OUT, IF STAYING AT DESIGNATED SAFE AREA	
	Prepare fire pump and attach hoses
	Remove or move any outdoor equipment away from building e.g. 20m.
	Check roof and gutters for leaf debris and clear
	Plug all down pipes (using sock filled with sand/soil), and fill gutters with water

	Fill baths, sinks and buckets with water
	Remove dry leaves and bark from nearby if time
	Close all doors, windows and window shutters
	Ensure site personnel are safe and accounted for
	Place wet towels and blankets against gaps under doors and windows
	Ensure appropriate PPE is available
	Monitor ABC local radio on 91.3 FM or online http://www.abc.net.au/hobart/programs/webcam_radio.htm?ref=listenliveradio or access www.fire.tas.gov.au
IF LEAVING BEFORE THE FIRE ARRIVES	
	Only if safe to do so
WHEN THE FIRE ARRIVES	
	Extinguish sparks, embers and spot fires close to buildings if safe to do so
	When too hot to stay outside, go into the house to protect yourself from radiant heat
	Take firefighting equipment, ladder, hose and fittings inside
	Connect hose to laundry tap
	Frequently check inside the house and in the roof cavity (using the ladder) for any fires – turn power off if extinguishing near electrical wiring (therefore may need alternative generator power supply for building pump)
	Extinguish any fires that break out inside
AFTER THE FIRE HAS PASSED	
	Go outside as soon as possible and use water to extinguish any fires posing an immediate threat to your home
	Patrol your property for several hours and douse any embers that land on or near your home
	Check the roof cavity frequently from inside your home for any fires
	Drink water frequently to avoid dehydration
	Help your neighbours if possible