

# Emergency Management Response Plan

(includes QLD Evacuation Plan)



Fernwood Women's Health Clubs Pty Ltd

(Insert Club Name)

Version 1.0

August 21

Strictly Private & Confidential

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## Version Control and Review

A document management system should be implemented to ensure both the clarity of the original release and to track any amendments and their source. At least one copy of the manual should be printed and located at the Emergency Control Point. All emergency control organisation members should have access to the emergency response plan.

This emergency response plan will be valid for a period of five years, however, should be reviewed at least annually, when site changes occur or following an incident. This plan was initially prepared by Lungela Pty Ltd and will be updated by Lungela Pty Ltd if contracted to do so. If Lungela Pty Ltd is not contracted to provide plan updates, this plan will become an uncontrolled document.

Version No.	Author	Date of Changes
1.0	Lungela Pty Ltd	August 21

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### Disclaimer:

This document has been produced by Lungela Pty Ltd at the request of the client. The information contained in this document has been developed for the express use of the client's employees and may only be referred to for the purposes of internal instruction or for guidance in responding to an actual or perceived emergency situation arising in connection with the organisation's activities at the site location. With the exception of the above mentioned circumstances and without limiting the rights under copyright reserved above, no part of this publication may be reproduced, stored in or introduced into a database or a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording or otherwise) or referred to or used for any commercial purpose or for any other purpose without the express written permission of the copyright owner and the publisher of this document. The Emergency Management Response Plan and Guidelines contained in this manual have been developed on the basis of site-specific information supplied by persons employed by or acting on behalf of the client. Information pertaining to building occupancy, operations, systems, equipment or configuration has been prima facie accepted by the authors of this manual and has not been independently verified for accuracy. At the time of preparation of this document, Lungela were not made aware of any alternate fire engineered solutions in the building(s), unless specified accordingly within this document. Lungela does not accept any liability including claims, demands, suits, judgements, damages or losses including any costs, expenses and legal fees that may occur against Lungela resulting from the use of this document by any party.

## Site Emergency Management Information

Controlling Entity:

Fernwood Women's Health Clubs

Site:

Type of Site:

Site Address:

Site Management Contact:

Site Management Phone:

Site Management Email:

Site Emergency Co-ordinator or Chief Warden:

Site Emergency Co-ordinator or Chief Warden Phone:

Site Emergency Co-ordinator or Chief Warden Email:

Site Fire Safety Advisor (FSA) Details (if applicable):

NA – QLD Only

Site Evacuation Assembly Area/s:

Primary –  
  
 Secondary –

Site Emergency Control Organisation (ECO) Details are held by:

Administration

Site Emergency Management Equipment and Plant –

Fire Extinguisher/s	YES or NO
Fire Hydrant/s	YES or NO
Fire Hose Reel/s	YES or NO
Fire Blanket/s	YES or NO
Sprinkler System/s	YES or NO
Fire Alarm - or Fire Alarm Panel	YES or NO
Smoke Detectors or Thermal Detectors	YES or NO

Red Break Glass Alarm/s – Manual Call Points	YES or NO
White Break Glass Alarm/s	YES or NO
Electronic Access Control System/s	YES or NO
White Break Glass or Green Button Door Release	YES or NO
Passenger Lift/s (Elevator/s)	YES or NO
Goods or Delivery Lift/s (Elevator/s)	YES or NO
Mobility Assistance Lifting Aids - Chairlifts or Similar	YES or NO

Special Site Hazards (if applicable):

Customers using headphones or earpieces during exercise – eye contact will be made to alert in case of emergency.  
 Customers engaged in equipment use which cannot immediately stop without possible injury – warning will be given and instructions to wind down or reduce activity to allow a safe stop.  
 Heavy weights, gym machinery and electronic gym equipment

Fire Engineering Solutions (if applicable):

NA

Additional Information (if applicable):

Limited staff in comparison to gym attendees at times, however, most attendees are aware of who staff are, and are able to follow direction in case of emergency.  
 All staff rostered on for any given shift act as wardens.  
 Club manager acts as CW when onsite, other staff step onto the role as needed.

## Site Checklist

### Mandatory for All Sites

Find the information/items listed below and check the box to indicate completion:

✓	Emergency Management
▪	Identify and confirm the location of the site Emergency Management Response Plan (EMRP)
▪	Identify and visually confirm the location of all marked emergency exits
▪	Confirm possible routes to emergency exits are clear of obstruction
▪	Identify method of notification of an emergency (Examples - Alarm, Verbal, PA announcement)
▪	Confirm Warden Team structure exists (Chief Warden and Wardens)
▪	Confirm all Warden roles are allocated (individual names or positional allocation)
▪	Confirm the emergency number to call emergency services (police, fire, ambulance)
▪	Confirm security contact number and location
▪	Confirm all internal escalation numbers and location (Example - Manager/Regional/WHS/HR)
▪	Confirm location of all first aid kits (Visually inspect and ensure each kit is fully stocked)
▪	Identify and confirm the location of the Safe Assembly Area
✓	Security Duress
▪	Confirm the location of the Emergency Process (Duress) policy and instructions
▪	Confirm the location of the security duress testing checklist
▪	Confirm the location of any or all security phones
▪	Confirm testing of lanyards and fixed buttons is being undertaken on a weekly basis
▪	Confirm process in place to rectify faulted devices
✓	Reporting
▪	Confirm location of Operations Procedure – Reporting Injuries/Accidents/Incidents
▪	Confirm understanding and working knowledge of reporting requirements in document
▪	Confirm no outstanding reportable injuries, accidents or incidents – including emergencies

### Sign Off:

Please enter full name and date of entry to indicate the above information is true and correct.

Name:	Date:

Note: Some of the information can be found in this document, other information may require observations of site, checking evacuation diagrams and/or locating items within the premise. Every box must be ticked for this document to be considered as compliant.



# Introduction

## Introduction

The following emergency response plan has been developed for the client listed under Controlling Entity, or Site in the Emergency Management Information section of this document. The information contained in this plan is designed to:

- Ensure the safety and wellbeing of staff and visitors during an emergency incident.
- Protect the site from theft or further damage during & after the incident.

All procedures provided in this document have been developed in accordance with Australian Standard AS 3745-2010 "Planning for emergencies in facilities". The objective of this Emergency Management Response Plan is to equip staff with the knowledge and skills to control and coordinate an emergency until the arrival of attending emergency services. In saying this, the focus should be the safe evacuation of staff and visitors rather than property protection or disaster mitigation.

An emergency can develop from any number of causes: fire, flood, bomb threat or chemical spill, just to name a few. Emergency management plays a critical role as part of an organisation's risk management process in providing a fundamental response process for all types of emergencies. To fully comply with Work Health & Safety Legislation, the client management should ensure that a process for identifying, assessing, controlling and reviewing hazards is implemented. This process will assist all parties identify key risk factors that may contribute to an emergency situation.

## Purpose and Scope

This emergency response plan sets out guidelines to enable the client to plan for and respond to internal and external emergencies. It applies to the property boundary, which encompasses any office, building, structure, grounds and ancillary structures. This manual has been prepared by Lungela Pty Ltd, in consultation with representatives of the client, specifically for reference in the event of an emergency situation or critical incident occurring at the site. This manual provides immediate general information and advice to persons dealing with emergency situations. This manual is not a substitute for training, experience and sound judgement; but if used properly, it will assist in emergency response and may help prevent an emergency from becoming a disaster.

This manual deals with emergency incidents that could reasonably be expected to arise at this site and that are usually attended to, in the first instance, by the client staff. The objective of this manual, therefore, is to provide guidance to the management and staff of the client to enable them to effectively implement and manage a prompt, coordinated organisational response to an actual or potential emergency situation or critical incident which could threaten the safety of persons or property onsite, or significantly disrupt site operations.

Supporting documentation should be stored with the manual to ensure all responding personnel have access to necessary information. This will include access to evacuation diagrams; emergency contact details; Emergency Control Organisation contact lists etc.

## Team Roles and Responsibilities

### Emergency Control Organisation (ECO)

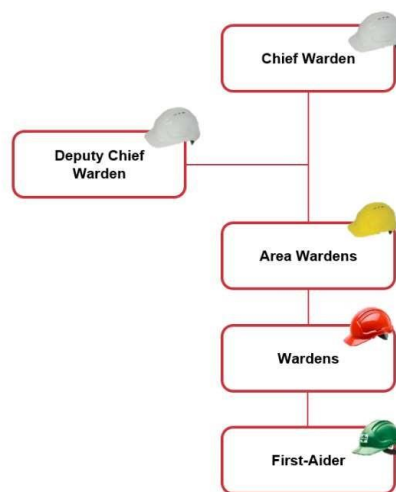
Staff members will be designated to form the client Emergency Control Organisation. These staff will initiate an appropriate response to emergency situations. Their primary role is to ensure that life safety takes precedence over asset protection.

The building housing the client's site should have a designated Chief Warden responsible for overall emergency management, including planning and operations, as well as Wardens who will undertake appropriate duties and responsibilities during an emergency event. Where possible, roles in the Emergency Control Organisation shall be attached to employment position descriptions, not to individual staff members. This ensures that when a staff member terminates their employment the emergency role is inherited by their replacement.

The primary role of the Emergency Control Organisation is to give top priority to the safety of the occupants and visitors of the facility during an emergency. Life safety shall take precedence over asset protection during an emergency.

#### Warden Identification

The members of the Emergency Control Organisation shall be identifiable by the use of either helmets / caps / hats / vests / tabards.



#### Usual ECO Structure and Identification

(Note: not all sites have exact structure as indicated - structure depends on size of site, number of floors or areas and number of occupants)

Emergency Control Organisation Position	Colour
Chief Warden	White
Deputy Chief Warden	White
Communications Officer	White
Area / Floor Warden	Yellow
Warden	Red
First Aid Officer	Green (white cross on green background)

## Role Checklist – Chief Warden

✓	<b>Pre Emergency Task</b>
▪	Maintain a current register of Emergency Control Organisation members.
▪	Maintain adequate numbers of Emergency Control Organisation members.
▪	Conduct regular exercises, and attend training and exercises as required.
▪	Ensure the Emergency Response Plan is updated regularly.
▪	Attend Emergency Planning Committee meetings.
▪	Ensure personal Emergency Control Organisation identification is available.
▪	Ensure PEEP's are in place.
▪	Ensure Emergency Control Organisation members are maintaining adequate emergency management housekeeping in their areas.
✓	<b>Emergency Task</b>
▪	Attend Emergency Control Point and take control.
▪	Determine nature of emergency and appropriate course of action – LOCK or LEAVE
▪	Call emergency services on 000 – ask for fire, ambulance or police.
▪	Notify Emergency Control Organisation members as appropriate.
▪	Ensure appropriate emergency processes are implemented.
▪	Evacuate or Lockdown immediately if there is danger to persons.
▪	Ensure Emergency Control Organisation are searching and actioning their areas.
▪	Advise neighbouring facilities if necessary, or possible.
▪	Prevent all persons from re-entering premises until deemed safe.
▪	Receive reports from Area Wardens on areas searched, and record on incident log.
▪	Note reports from Emergency Control Organisation on refusals, injuries or mobility impairments, taking note of location.
▪	Nominate someone to direct emergency services to building entrance.
▪	Brief emergency services on arrival – type, scope & location of incident.
▪	Ensure all persons are accounted for at assembly area (where possible).
▪	Where large numbers of persons are at the assembly area, assign someone to manage the assembly area.
▪	Provide first-aid to injured persons whilst waiting for emergency help.
▪	Notify emergency services immediately of injuries, even minor ones.
▪	When advised by emergency services that event complete, advise occupants to return to facility.

✓	<b>Post Emergency Task</b>
▪	Organise security guards to provide 24-hour protection of premises.
▪	For persons that suffered injuries, ensure that you contact 'next of kin'.
▪	Report the incident to your building manager or real estate agent.
▪	Contact your insurer & report the incident, including injuries to staff.
▪	Organise counselling for staff that are traumatised by the incident.
▪	Write a brief report on what happened, injuries sustained & the actions you took.
▪	Contact tradespersons to secure the premises to prevent theft or further damage.
▪	After the incident, conduct a debrief with Emergency Control Organisation on what happened and why.
▪	Activate Business Continuity measures.

## Role Checklist – Assembly Area Warden, if appointed

✓	<b>Pre Emergency Task</b>
▪	Ensure evacuation kit is maintained regularly.
✓	<b>Emergency Task</b>
▪	Take control at assembly area, ensuring all persons remain in their allocated areas.
▪	Report to Chief Warden any updates as required, for example, casualties, missing persons.
▪	Communicate with persons at assembly area with updates from Chief Warden or management.
▪	Organise evacuated staff into work groups to ascertain if anyone may be missing.
▪	Prevent staff from leaving the site or waiting away from the Assembly Area until advised by the Chief Warden.
▪	Dispatch first aid officers as required at the assembly area.
▪	Be conscious of the attendance of media representatives, and ensure staff do not provide media statements.
▪	When given the all clear from the Chief Warden, facilitate sending occupants back to the building.
✓	<b>Post Emergency Task</b>
▪	Compile a report on actions taken during the emergency for the debrief.
▪	Rehabilitate Assembly Area site, if required.
▪	Participate in the debrief.

## Role Checklist – Area Warden, if appointed

If you detect a dangerous situation, commence an immediate evacuation of the area and notify the Chief Warden.

✓	<b>Pre Emergency Task</b>
▪	Confirm sufficient wardens for area of responsibility.
▪	Coordinate the completion of Personal Emergency Evacuation Plan (PEEP) documentation if required.
▪	Report on deficiencies of emergency equipment.
▪	Ensure that wardens have communicated the emergency response procedures to all occupants within their nominated areas.
▪	Have an intimate knowledge of the area, including egress routes, the location of emergency equipment and the presence of hazardous substances.
▪	Ensure that occupants are aware of the identity of their wardens.
▪	Coordinate safety practices (e.g. clear egress paths, access to first-attack equipment and disposal of rubbish) by wardens throughout their area of responsibility.
▪	Attend training and emergency exercises, as required by the Emergency Planning Committee.
▪	Ensure personal Emergency Control Organisation identification is available.
✓	<b>Emergency Task</b>
▪	Implement the emergency procedures for their area.
▪	Ensure that the appropriate emergency service has been notified.
▪	Check the floor or area for any abnormal situation.
▪	Commence evacuation if the circumstances warrant this, or if evacuation tones are sounding.
▪	Search the floor or area to ensure all persons have evacuated.
▪	Ensure an orderly flow of persons into protected areas, e.g. stairwells.
▪	Assist persons with mobility impairments.
▪	Communicate with the Chief Warden using phones or whatever means available and act on instructions.
▪	Co-opt persons as required to assist a Warden during an emergency.
▪	Confirm that the activities of Wardens have been completed and report this to the Chief Warden.
▪	Be available for briefing police and other authorised persons during an emergency.
✓	<b>Post Emergency Task</b>
▪	Compile a report on actions taken during the emergency for the debrief.
▪	Participate in the debrief.

## Role Checklist – Warden

**If you detect a dangerous situation, commence an immediate evacuation of the area and notify the Chief Warden.**

✓	<b>Pre Emergency Task</b>
▪	Ensure that all occupants are aware of the emergency response procedures.
▪	Carry out safety practices (e.g. clear egress paths, access to first-attack equipment and disposal of rubbish).
▪	Ensure personal Emergency Control Organisation identification is available.
▪	Attend training and emergency exercises, as required by the Emergency Planning Committee.
✓	<b>Emergency Task</b>
▪	Act as Area Warden if the Area Warden is absent. (note: Tier one sites only)
▪	Act as Chief Warden if required. (note: Tier two sites only)
▪	Search the floor or area to ensure all people have evacuated.
▪	Check that any fire doors and smoke doors are properly closed.
▪	Close or open other doors in accordance with the emergency response procedures.
▪	Ensure orderly flow of people into protected areas, for example, stairways.
▪	Assist occupants with mobility impairments.
▪	Act as leader of groups moving to nominated assembly areas.
▪	Report status of required activities to the floor or area warden on their completion.
✓	<b>Post Emergency Task</b>
▪	Compile a report on actions taken during the emergency for the debrief.
▪	Participate in the debrief.

## Role Checklist – First Aid Officer

✓	<b>Pre Emergency Task</b>
▪	Ensure first aid kits are adequate stocked, and checked every six months.
▪	Ensure you are aware of where all first aid kits are located.
✓	<b>Emergency Task</b>
▪	Treat first aid at injury location if evacuation is not required.
▪	During evacuations, follow instructions of Emergency Control Organisation members.
▪	Retrieve First-Aid kit and don First Aid identifier.
▪	Attend the Assembly Area, and report to Assembly Area Warden.
▪	Treat first aid for casualties during evacuation either at location or assembly area.
▪	Establish triage area at assembly area during evacuations.
▪	Brief ambulance officers at status of casualties, actions taken etc.
✓	<b>Post Emergency Task</b>
▪	Compile a report on actions taken during the emergency for the debrief.
▪	Participate in the debrief.

## LOCK-DOWN Checklist (LOCK)

✓	Responsible	Task
▪	Chief Warden	Attend Emergency Control Point, or safe area and take control.
▪	Chief Warden	Determine nature and area of threat.
▪	Chief Warden	Make lockdown announcement or send out communication to ECO
▪	Warden	Check immediate area to ensure personal safety
▪	Warden	Ensure all occupants Escape, Run, Hide.
▪	Warden	Gather and inform persons deemed to be moving to, or occupying, unsafe areas.
▪	Chief Warden	Ensure emergency services have been contacted
▪	Chief Warden	If safe, continue repeat announcements periodically.
▪	Chief Warden	Monitor any reports, especially location of threat.
▪	Warden	If safe, lock any and all doors possible.
▪	Warden	If safe, conduct a search to ensure all occupants are hidden.
▪	Warden	If safe, report your area locked down to Chief Warden (if coms available).
▪	Warden	If safe, remind occupants to remain hidden, quiet, with mobile phones on silent – until all clear, or stand-down is given by the Chief Warden.
▪	Warden	Find a suitable hiding place and remain hidden for duration of incident.
▪	Chief Warden	Arrange to prevent persons from entering premises until deemed safe.
▪	Chief Warden	Advise neighboring facilities if necessary.
▪	Chief Warden	Note reports from Emergency Control Organisation or others
▪	Chief Warden	Brief emergency services on arrival – type, scope & location of incident.
▪	Chief Warden	Follow attending emergency service instructions.
▪	Chief Warden	Liaise with all stakeholders as required.
▪	Chief Warden	Notify emergency services of reported injuries, even minor ones.
▪	Chief Warden	When advised by emergency services that event complete, advise occupants and ECO.
▪	Chief Warden	Instigate EVACUATION procedure
▪	Chief Warden	Ensure premise is secured after evacuation is completed
▪	Chief Warden	Attend assembly area
▪	Chief Warden	Conduct a roll call and assist emergency services and occupants.

\* Warden tasks can be performed by Area/Floor Wardens and Wardens



## EVACUATION Checklist (LEAVE)

✓	Responsible	Task
▪	Chief Warden	Attend Emergency Control Point and take control.
▪	Chief Warden	If the facility has a Fire Indicator Panel, Chief Warden to identify area in alarm and receive report from the Warden located in affected area on the situation.
▪	Warden	Conduct immediate search of their area looking for signs of danger.
▪	Warden	Evacuate persons immediately if there is danger present.
▪	Warden	If suitably trained, if safe, and all persons have been removed, attempt to put out the fire in a fire situation (if fire is no more than rubbish bin size).
▪	Chief Warden	Determine nature of emergency and appropriate course of action. Stage 1 – Remove persons from immediate area Stage 2 – Remove persons to alternate fire compartment. eg another floor Stage 3 – A complete building evacuation
▪	Chief Warden	Notify Emergency Control Organisation members as appropriate.
▪	Chief Warden	If evacuation required, announce to occupants the need to evacuate via communication system in the building.
▪	Chief Warden	Call emergency services on 000 – ask for fire, ambulance or police.
▪	Chief Warden	Nominate someone to direct emergency services to building entrance.
▪	Warden	Ensure that all occupants commence an evacuation of the premises.
▪	Warden	Conduct a search to ensure all occupants have evacuated, and report to your Area Warden the findings.
▪	Warden	Report to Chief Warden when area is cleared.
▪	Chief Warden	Receive reports from Area Wardens on areas searched. Record on evacuation log.
▪	Area Warden	The first available Area Warden/Warden shall assume the role of Assembly Area Warden – if one has not been nominated
▪	Warden	Assist with marshalling occupants to assembly area.
▪	Chief Warden	Advise neighboring facilities if necessary.
▪	Chief Warden	Prevent all persons from re-entering premises until deemed safe.
▪	Chief Warden	Note reports from Emergency Control Organisation on refusals, injuries or mobility impairments, taking note of location.
▪	Chief Warden	Brief emergency services on arrival – type, scope & location of incident.
▪	Chief Warden	Ensure all persons are accounted for at assembly area (where possible).
▪	First Aider	Provide first-aid to injured persons whilst waiting for emergency help.
▪	Chief Warden	Notify emergency services immediately of injuries, even minor ones.
▪	Chief Warden	When advised by emergency services that event complete, advise occupants to return to facility.
▪	Chief Warden	Organise security guards to provide 24-hour protection of premises.
▪	All	Conduct debriefs and reports.

\* Warden tasks can be performed by Area/Floor Wardens and Wardens

# Emergency Duress Lanyards and Devices

## Club Members Information and Use

### Emergency Duress Lanyard

In unstaffed hours if you are in the club alone you should carry an emergency duress lanyard with you while you train. In the event of an emergency, you can press the emergency duress. When you press this the emergency phone will ring. If you are able to answer, this will be security calling to check if you need fire, police, ambulance or security. You should respond to security accordingly.

In the event a member presses the lanyard but cannot answer the phone (if the phone rings out), security will log into the camera system to identify the emergency situation and respond accordingly. Security will call the relevant emergency service to attend and contact the club manager. If no identified risk is noted when viewing the cameras security will call the club manager for further advice on how to proceed.

### Emergency Phone

The emergency phone is a direct line with security, any time this rings, when you are in the club during unstaffed hours, you should answer this phone.

### Testing Procedure for Club Staff

1. Each club has a reception checklist that gets handed in daily to the club manager, one day of that week the reception checklist should include emergency lanyard and phone testing. For example – every Wednesday. This testing should be noted and recorded either in a book or an excel spreadsheet for reference, noting date, name of staff testing and tick off each device is working, a not for action to be taken for any devices not working.
2. The receptionist should call the security company and advise they are about to do a test of each duress. The security company waits on the phone while each one is pressed and checks that it works.
3. They would then commence a test of the security phone, security should call the phone and when answered, ensure communication is audible and clear.
4. Once each duress is confirmed working, they must be signed off on the checklist. If any were deemed not working, in the case of lanyards, the device must be immediately removed from use, in the case of fixed duress units, the device should be marked as not operational.
5. Immediately advise the manager of the faulted units and isolate accordingly.
6. Club managers must arrange replacement, repair or any other works required within 24 hours of notification.

## Evacuation Management

Evacuation involves the movement of staff, visitors and other personnel from an area of danger to an area of safety in as rapid and safe a manner as possible. The Chief Warden should assess the emergency incident before the decision to evacuate is made, having regard to the following:

- The seriousness and relevance of the threat to human safety,
- The proximity of hazards which may be relevant to the situation,
- The nature and type of hazards in the involved area, and
- The characteristics of, and hazards from, external sources.

The authority to order an overall evacuation of the facility shall rest with the Chief Warden or Warden present at the time.

The presence of fire or smoke (or both) in an emergency may govern the choice of evacuation routes and prohibit the use of nearby exits, in which case the nearest accessible exit should be used. For this purpose, prior staff knowledge of the building layout is of paramount importance since Wardens play a vital role in education of staff and in controlling any necessary evacuations.

Lifts, if installed, shall not be used in a fire emergency unless authorised by the firefighting authority. Electric power may fail or be switched off, causing people to be trapped in a lift. The lift shaft could act as a chimney and thus contribute to the spread of fire, heat, and smoke to other parts of the building.

Fire-isolated stairs, fire escapes and other safe routes shall be used. The special needs, in an emergency, of mobility impaired persons should be assessed at commencement of employment or impairment. Saving records and equipment is important, but time should not be spent doing this at the expense of evacuating people. Good communication is essential during the evacuation process with rapidly changing staff locations, as well as dealing with the emergency that led to evacuation. A head count should also be conducted if possible, once the evacuation is complete. It should be noted that conducting an accurate headcount is difficult and should not be relied upon. Ensuring that the building has been searched and cleared (where safe to do so) is more important. After all persons have been evacuated, the 'all clear' may be given to indicate that a zone or building is clear of people. After consultation with appropriate services, the Chief Warden shall indicate 'all clear' and advise of subsequent action.

### **Evacuation Options:**

The extent of evacuation from this facility is dependent on different types of emergencies. Consideration shall be given to the following evacuation options, as deemed appropriate:

#### **Full Evacuation:**

- Used to clear a building or facility of all occupants.
- Would normally be carried out in response to a potentially catastrophic, life-threatening situation or where the building cannot function due to a severe services malfunction.

#### **Partial Evacuation:**

- An alternative to a total evacuation in some buildings.
- Partial evacuation may include:
  - Evacuation into or through smoke and fire compartments.
  - Be used to evacuate individuals closest to a situation and to prevent congestion in the stairways.
  - Be utilised when evacuation of several floor is sufficient to protect occupants while the hazard is being eliminated.

### **Shelter in Place:**

- Allows occupants and visitors to remain inside a facility on the basis that an evacuation to an external-to-building location might reasonably expose evacuated people to a greater level of danger.

### **Other appropriate action:**

- Where safe evacuation of the building or secure shelter in the building is not possible, appropriate action is to be taken as seen fit. This may include full evacuation, partial evacuation or shelter in place, or other measures as determined by the type of intrusion or emergency.
- This can also be referred to as Lock-down, or Lock-in.

### **Evacuation Procedures:**

The following emergency procedures are designed to assist Wardens respond to any incident with potential to cause injury to persons or damage to property. These procedures take into consideration such factors as the use and characteristics of the building, structures and workplaces, appropriateness, and adequacy of physical facilities, organisational structures, human resources, and communication systems for all envisaged emergencies.

Whilst these procedures will assist Wardens respond to a range of incidents; fire, smoke and heat will probably present the greatest hazard. Typical issues for occupants of a building during a fire include:

- Restricted visibility.
- Inaccessible or dangerous passageways.
- Smoke logged stairways.
- Rapid spread of smoke through the building including floors remote from the fire.

### **Evacuation procedures for mobility-impaired persons:**

In the event that there are mobility-impaired persons at the site, the procedure will be as follows:

- Brief mobility-impaired persons when they have their orientation on what they need to do in the event of an emergency.
- During evacuation, reassure mobility-impaired persons.
- Mobility-impaired persons are to remain where they are until their area has been evacuated.
- When the area is clear, affected mobility-impaired persons to be moved into the safest area possible – as far away from the incident as possible and so not causing hazard for others leaving – until emergency services arrive.
- Warden to alert Chief Warden immediately and advise number of persons still on site and their location. If safe, a member of the Emergency Control Organisation to remain with the person until arrival of Emergency Services.
- Chief Warden is to notify Emergency Services on their arrival as to location and number of persons still on site.
- Provide assistance to emergency services if required.

## After Hours Procedures

In the event of an incident occurring after-hours when limited staff members are on duty, it will not be physically possible to follow the procedures outlined in this manual due to lack of personnel. The priority must be to assist persons in danger and alert attending emergency services as quickly as possible.

### After-hours procedures are as follows:

- The most senior person to assume the role of Chief Warden.
- Investigate the area for signs of danger.
- Immediately evacuate any persons in danger.
- Contact emergency services and report the situation.
- Evacuate to safe assembly area for premise
- Liaise with Emergency Services upon arrival
- Do not re-enter the premise until the all clear is given by the officer in charge of the attending emergency service

### Sites with Fire Alarms:

- Immediately self-evacuate upon hearing any alarm – this includes the Alert Tone
- Attend safe assembly area for premise
- Liaise with Emergency Services upon arrival
- Do not re-enter the premise until the all clear is given by the officer in charge of the attending emergency service

# Emergency Response Procedures

## Active Aggressor

**CODE BLACK**

This is a terrorist-style event where offender/s have come onto our premises and commenced causing harm, or threat of harm.

This is usually a non-coordinated event in which persons may have to act independently for their own survival.

### **Initiate immediate actions – Run, Hide, See/Tell.**

**Run** – Escape or look for a safe hiding space

**Hide** – Preferably in a lockable space, get down low, turn off lights (if possible), barricade entry if you must.

Turn mobile phones to “silent” and vibrate off

**See/Tell** – Call 000 and tell them who you are, what you have seen and where you are.

### **After the Active Aggressor has left the facility and it is safe to do so;**

#### **Chief Warden to:**

- Restrict physical access to buildings (e.g. electronic locking of doors, manual locking of doors).
- If possible and safe, restrict further vehicle access to the car park (bollards, gates etc.).
- If possible and safe, activate triage staging area.
- If evacuating parts of the facility, assess the safety of existing assembly area. If not safe, inform evacuees of alternate location to move to.
- Assist in establishing perimeters, liaising with Police, the leadership team, resolving the situation, and ongoing people care.

Only follow these steps if 'it's safe to do so' and you are not in any personal danger

#### **Area Warden**

- Attend Emergency Communication Point
- Communicate with Chief Warden
- Delegate tasks to Wardens
- Ensure First Aiders are available for persons needing medical attention

#### **Warden**

- Receive tasks from Area Warden
- Gather and inform occupants of the current situation
- Ensure regular updates are given to Area Warden on the welfare of occupants

# Armed Hold Up

**CODE BLACK**

**In the event of an armed hold-up, remain calm and do exactly what you are told.**

- Don't make any sudden movements, tell the offender what you are doing.
- Observe any special distinguishing features of the offender such as; height, clothing, tattoos, hair, and eye colour, race, weapons, clothing etc.

After the offender has left the premises,

- Raise the alarm and notify your Chief Warden.
- Provide a physical description of the offender.
- Be aware of where the offender went and what was touched. Secure it, but don't touch it yourself.
- Close premises and place a notice on the door
- Ask witnesses to remain.
- Avoid contaminating the crime scene. Do not touch anything the offender may have handled.

Only follow these steps if 'it's safe to do so' and you are not in any personal danger

## **Chief Warden:**

- Commence lock-in of the facility
- Ensure the emergency services have been notified on '000'
- Ensure that Area Wardens are advised of the situation, as appropriate
- Delegate tasks to Area Wardens e.g. Looking after witnesses
- Monitor the progress of the event and record any action taken in an incident log
- Gather CCTV footage (if available)
- Brief Emergency Services upon arrival

## **Area Warden:**

- When safe to do so: Attend emergency control point or,
- Liaise with Chief warden
- Receive and obey instructions from Chief Warden
- Delegate tasks to Wardens
- Ensure everyone is safe and accounted for on your floor/area
- Follow the rule of Nobody in, Nobody out whilst in lockdown
- Report back to Chief Warden regularly on the wellbeing of persons in their areas

## **Warden:**

- Take instruction from your Area Warden
- Gather and inform occupants on the situation
- Report any issues to Area Warden
- First Aid Officer
- In the instance somebody requires First aid:

# Assault

**CODE BLACK**

**In the event of an assault, when safe to do so, contact Chief Warden**

## **Who will ensure:**

- The assailant is secured (if possible) or that the assault is no longer occurring
- First Aid is provided if required
- All information is collected from the person making an allegation
- Provide support to the alleged victim if appropriate.
- Ensure Emergency Services are notified on 000

## **Chief warden in partnership with ECO and Management:**

- Commence lockdown of the facility (if required)
- Ensure the emergency services have been notified on '000'
- Ensure that Area Wardens are advised of the situation, as appropriate
- Delegate tasks to Area Wardens i.e Looking after witnesses
- Monitor the progress of the event and record any action taken in an incident log
- Gather CCTV footage (if available)
- Brief Emergency Services personnel upon arrival

## **Area Warden:**

- When safe to do so: Attend emergency control point or,
- Liaise with Chief Warden
- Receive and obey instructions from Chief Warden
- Delegate tasks to Wardens
- Ensure Witnesses are looked after
- Follow the rule of Nobody in, Nobody out whilst in lockdown
- Report back to Chief Warden regularly on the wellbeing of persons in their areas

## **Warden:**

- Take instruction from your Area Warden
- Gather and inform occupants on the situation
- Report any issues to Area Warden



# Bomb Threat

**CODE PURPLE**

In the event of a Bomb Threat, either a prank or a genuine warning of an impending bomb attack, use the information below to safely respond.

Bomb threats may come in one of the following forms:

**Written Threat** – The threat has been received in writing and once found:

- Keep the letter along with envelope or container it was found in
- Do not double handle
- If safe to do so – Place inside plastic envelope/sleeve to retain evidence E.g. Fingerprints
- Contact Chief Warden who will contact emergency services

**Telephone Threat** – The threat has been called through to us:

- Remain calm and retain information from the telephone conversation
- Try to get someone else's attention
- Keep the caller on the line for as long as possible
- Contact Chief Warden who will contact emergency services
- Complete the Bomb threat checklist paying particular attention to background noises, accents, speech patterns, etc.
- Give the Bomb Threat Checklist to the Chief Warden or Police immediately after the call.

**Suspect Object** – an object found with suspect 'circumstances of findings'

- Begin partial evacuation of the area, Isolating the suspect Object
- Contact Chief Warden who will contact Emergency services
- Wait for instruction from Chief Warden

## **IF A SUSPECT ITEM IS FOUND – DON'T TOUCH IT, DON'T MOVE IT – ISOLATE THE AREA IMMEDIATELY AND REPORT**

Categorizing the bomb threat

The Chief Warden (Deputy Chief in their absence) should Categorise the bomb threat after analysing the information they have received

### **Specific Threat**

- A threat that has been very detailed E.g. Description of the device, location of the device, time of placement etc.
- Not as common as Non-specific threat but more credible

### **Non-specific Threat**

- A simple statement to the effect a device has been placed
- Very little information about the device and its whereabouts have been given

Every threat has to be treated as genuine until proven otherwise, always inform the Chief Warden immediately who will evaluate the threat.

**The following options are a guide to help the evaluation:**

- Conduct a search of the premises where possible before raising the alarm with other occupants. You would only do this if the threat was non-specific and you had a high degree of certainty that the threat was not real.
- Commence a partial evacuation of the site and commence a search of the premises.
- Immediately evacuate the premises without conducting a search. You would do this if a specific threat was received, i.e. detonation time specified.

When conducting the search for a suspect object, the appropriate staff for each area should be the ones who lead the search. They are responsible for their areas and will know what belongs and what doesn't belong there.

**Things to look for:**

- A suspiciously labelled object.
- An object similar to that described in the threat.
- An object of unusual size, shape, and sound.
- The presence of pieces of tape, wire, string or explosive wrappings, or other unfamiliar materials.

**Areas of priority to be searched:**

- Outside areas including evacuation assembly areas.
- Building entrances and exits and, particularly, paths people will use to evacuate.
- Public areas within the building

**HOT-UP:**

The following questions provide a means of assessing if an item should be considered suspect:

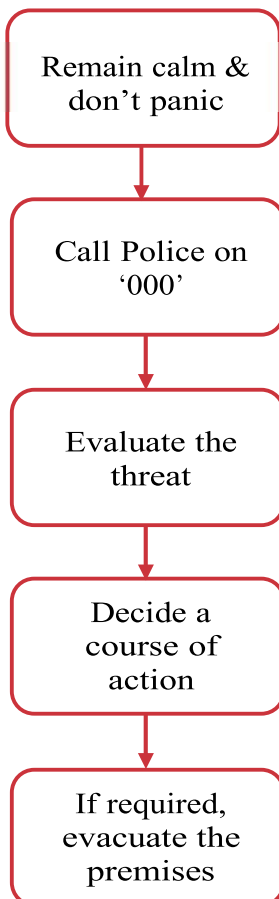
- Is the item unidentified?
- Is the item unusual or foreign to its environment? Is the item typical for its environment?
- Is the item obviously a bomb? Is the item hidden or concealed in any way?
- Has there been any unauthorised access to the area?
- Has there been a perimeter breach?



Once external and public areas have been declared clear, a search should be conducted beginning at the lowest levels and continuing upwards until every floor, including the roof, has been searched. Once a floor or room has been searched, it should be distinctively marked to avoid duplication of effort. The ECO members, due to their intimate knowledge of the building/areas, should assist the relevant authorities in these procedures. Once an area has been cleared, the Area Wardens should advise the Chief Warden.

- If you decide to evacuate, check that the exit route is clear of suspicious objects & leave doors open. This will minimise the blast effect if a detonation occurs.
- When evacuating, occupants can take their personal items with them as these can be confused with suspicious objects.
- Avoid using mobile phones or portable radios as these may trigger a detonation
- Ensure that the assembly area is far enough away to be unaffected from a blast zone

### Simple Summary



### ECO team to conduct De-brief of event

## Building Fire

CODE RED

**Use the information below to evacuate occupants in the event of a fire in the premises:**

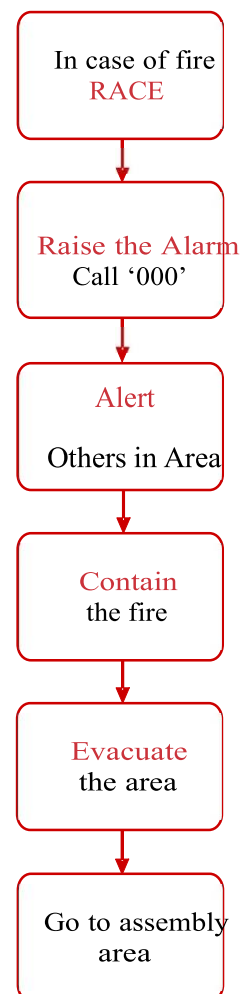
### **R.A.C.E:**

Raise the Alarm / Alert Others Nearby to Move / Contain the Fire (if safe to do so) / Evacuate

- When safe to do so, Contact '000' and/or notify Chief Warden who will contact '000'
- ECO Duties:
- If you see smoke, don't panic and remain calm.
- Only fight a fire if it is small (rubbish bin size) and you have been trained to use fire-fighting equipment.
- Prepare to evacuate – alert staff and make sure they know where the assembly area is.
- Check that the evacuation route is clear of fire, smoke and other obstacles.
- Notify other building occupants of the emergency.
- Leave the area and close all doors as you go, if safe to do so. This will help prevent the spread of fire.
- Evacuate persons in an orderly manner, evacuating those in immediate danger first.
- Conduct a secondary search in your nominated area to ensure all persons have been evacuated.
- Assist people with mobility impairments. If they cannot self-evacuate, relocate them to a safe place and notify the Chief Warden who will notify the Fire Brigade – don't leave them alone.
- Prevent all persons from re-entering the premises unless it is deemed safe.
- Ensure all persons are accounted for at the assembly area – where possible.
- Do not allow people to leave the assembly area if possible.

### **Important Notes:**

- Be aware that some occupants may ignore the alarms and/or refuse to evacuate unless they see signs of danger.
- Any person suffering a medical condition such as asthma, must be evacuated as a priority if there are signs of smoke.



**Only follow these steps if 'it's safe to do so' and you are not in any personal danger:**

**Chief Warden:**

- Emergency management decision LOCK or LEAVE.
- Ensure the emergency service have been notified on 000
- Ensure that Area Wardens are advised of the situation, as appropriate
- Delegate tasks to Area Wardens
- Begin the process of either Evacuation or Shelter in Place
- Monitor the progress of the event and record any action taken in an incident log
- Attend the assembly area if appropriate
- Begin roll call
- Brief Emergency Services personnel upon arrival

**Area Warden:**

- Liaison with Chief Warden
- Receive and carry out instructions from Chief Warden
- Delegate tasks to Wardens
- Ensure your Area is safe/clear as appropriate
- Report any actions or required information – such as refusals
- If appropriate, once the area is cleared, report into Chief Warden then attend assembly area

**Warden:**

- Take instruction from your Area Warden
- Gather and inform occupants on the LOCK or LEAVE decision
- Instruct ambulant persons on what to do
- Assist non-ambulant persons to safe area/fire breaks or leave with a buddy
- Report any refusals/Issues to Area Warden
- Attend the assembly area if appropriate
- Assist Chief Warden with Control of Assembly Area

## Bushfire

**CODE RED**

### **In all bush fire situations:**

- Direct all persons to move or remain indoors and close all windows and doors.
- Turn air-conditioning off or put on re-circulated air cycle to stop smoke from being drawn inside.
- Contact Chief Warden
- Contact emergency services on 000.
- Render any first aid if necessary.
- Monitor persons for symptoms of smoke exposure and duress.
- Chief Warden to inform staff and visitors of situation and any specific instructions.
- Wardens should patrol the site for ember ignitions extinguishing them where it is safe to do so.
- Advise attending fire personnel of areas where attention is needed.
- Chief Warden to contact the relevant bush fire agency to ascertain the extent of the threat and determine an appropriate course of action. Phone 000, if appropriate.
- Brief Emergency Control Organisation on the extent of the threat and place them on standby.
- Chief Warden to consider arranging transport to relocate persons off site if needed.
- Maintain contact with emergency services and act on any instructions given.
- Consider activation of Critical Incident Plan and/or Business Continuity Plan should the bush fire cause extended time away from the building.

### **If an evacuation is required:**

- Follow evacuation procedures, ensure all buildings are clear.

### **If you are caught in the open during a bushfire:**

This section is relevant for persons that may be located in more remote areas away from their usual building.

### **Anticipate the fire behavior and plan your course of action:**

- Move to a low fuel area.
- Don't try to outrun the fire – move across the front of the fire to the flanks (sides).
- Move downhill - the most intense fire will be at the top of hills. Don't try to run through the flames unless you can clearly see behind them. This means flames less than 1m high and less than 3m deep. Move towards the flanks or back of the fire, and look for lulls in the fire to find flames of less intensity.
- If there is no possibility of escape STOP, LIE DOWN & COVER UP as far as possible. If your clothes catch fire ROLL on the ground to extinguish the flames.
- If possible COVER your mouth and nose with a wet cloth.
- REMAIN CALM and avoid exhaustion – plan your actions.
- Find an area that won't burn - the bigger the better.
- Avoid direct flame contact by getting to an area devoid of bushfire fuel.
- Look for large water bodies such as lakes, dams or creeks.
- Avoid areas of swampy vegetation, which can burn intensely.
- Avoid swimming pools, water tanks etc. During a fire, water heats up very quickly and the oxygen is sapped out of the atmosphere, a state of collapse is reached in about three minutes.

## Chemical Spill/Hazard

**CODE YELLOW**

### **CAUTION - CONFIRM IF AREA SAFE TO APPROACH**

Do not enter any confined area where there is the slightest risk of being exposed to toxic atmospheres.

If in doubt - stay well clear (upwind if applicable) - inform Fire Brigade and keep persons away.

#### **Response guidelines:**

- Inform applicable maintenance personnel, cleaner/s and Chief Warden.
- On arrival at the scene ensure that the affected area has been evacuated and that persons assemble in a well ventilated, safe area, upwind from the spill.
- Prevent unauthorised access to area - do not allow any ignition sources or electrical equipment to be operated in the immediate vicinity of the spill.

Recovery of a minor spillage of a chemical, if it can be recovered safely, will be the responsibility of the person responsible for the chemical.

**Note: If there is the slightest doubt regarding safety of response personnel or others, do not attempt to recover any spillage.**

Consideration should be given to building environmental conditions and a decision made as to whether further evacuation of the area is required.

The person responsible for the chemical/s should continue to manage the spill as specified on the Safety Data Sheet (SDS) or by the Manufacturer / Supplier of the substance.

The spill should be contained as soon as possible, using appropriate absorbents if it is safe to do so, based on information at hand. Particular attention should be paid to drains as these may need to be dammed using sandbags or other appropriate bunding.

A chemical spill kit should be utilised if one is available.

The Fire Brigade should be contacted if the spill has caused an evacuation, entered drainage systems, is of a size or nature which is beyond the resources and / or competency of on-site personnel to safely and effectively mitigate, the substance involved is unknown, the substance is highly flammable / explosive / poisonous / hazardous or for any other reason where on-site personnel have even the slightest doubt about possible risks posed by the incident.

All information regarding the spill should be reported to the Officer-in-Charge of the Fire Brigade on arrival at the scene.

All waste should be removed consistent with regulatory requirements and the incident should be reported under applicable statutory requirements.

Notify the work-cover / work-safe Incident notification unit if required.

## Civil Disorder

**CODE BLACK**

Note: This section should be utilised for any condition or situation affecting the general security of the facility or persons. This could include, but not necessarily be limited to, civil disturbances, intrusion or bomb threats. If these conditions arise, properly trained local and State authorities should be contacted immediately.

### **Response guidelines:**

- Immediately inform Police and senior management.
- Attempt to monitor demonstrator/s.
- If there is a risk to occupant safety or of unlawful building entry, then direct staff as follows:
- Monitor crowd behaviors for early detection of possible trouble-makers
- If security is available, they should be prominently placed as a way of deterring individuals from unruly behavior.
- Take steps to restrict access to building or infiltration within the building by the demonstrator/s.
- Remove persons not directly involved in the scene if it is safe to do so.
- Secure critical records, equipment, and valuable items.
- Remove any objects which could be used as weapons or missiles by aggressive trespassers.
- Be mindful of possible diversionary tactics by demonstrators to mask criminal activity.

The Chief Warden should ensure that any group of demonstrators is kept under continuous discreet surveillance and attempt to ascertain size of group, composition, leader's identity, motives, intentions, mood, and location.

Removal of trespassers will usually be performed by Police (and Security where applicable).

From the moment that the possibility of civil disorder is first suspected, the safety of the site's occupants must be of paramount consideration to the Chief Warden and all necessary action is undertaken (particularly providing advanced warning to the site's occupants) to assure this.



## Contagious Illness/Disease

CODE BLUE

**All reports of contagious disease shall be treated in full confidence.**

### **Types of contagious disease:**

- Sexually transmitted diseases
- HIV
- Hepatitis B & C
- Tuberculosis
- Smallpox
- Cholera
- Pneumonia
- Gastro-enteritis
- Life threatening Influenza Viruses
- Health Department Notifiable Virus/Disease

### **Response guidelines:**

Any staff member or resident diagnosed as suffering from a contagious disease must immediately report the information to the site manager who should inform the Chief Warden.

The person should be isolated and cared for whilst action is being taken.

Upon receiving a report of contagious disease, the site manager shall contact the notify appropriate leadership roles within the premise, and if need be, seek medical advice.

A decision may need to be implemented to hold all persons on site, immediately, for identification and to enable instruction after receiving advice from authorities.

Personal Protective Equipment (PPE) may be instigated/issued if deemed appropriate at the time.

Depending on advice, air circulation systems may be required to be switched off.

Persons remaining on site should be restricted to isolated areas – restrict movement through the premise as much as possible.

Any person instructed to remain in the building who does not follow instruction should be recorded for future action and reference as required.

Any person diagnosed with a contagious illness/disease should be instructed to remain away from the site for the duration of their illness.

## Deceased Person

CODE BLUE

**Use the information below in the event of an apparently deceased person:**

**Remain calm.**

**Inform:**

- First Aider
- Chief Warden
- Applicable Management
- Ambulance
- Police

**Response guidelines:**

Isolate the site where the incident has occurred.

Segregate any witnesses in a private area away from incident scene.

Segregate any friends / colleagues of the deceased in a private area away from incident scene.

Disperse any spectators.

Avoid contact with blood and other body fluids by using protective gloves.

If practicable, cover the body and make sure that it cannot be disturbed.

Do not interfere with any evidence.

Comfort witnesses / colleagues.

Collect accurate information (written & photographic - if feasible) about the incident.

If staff member is involved, request police to advise when next of kin have been informed.

Inform applicable senior management.

Complete detailed Incident Report.

# Earthquake

**CODE BROWN**

**The following information will help you assist persons during an earthquake.**

**If inside:**

**DROP – COVER – HOLD**

- Stay inside
- Do not use lifts or stairs (if applicable at the village)
- Get down as low as you can
- Take shelter in doorways, under tables, or beside an internal wall
- Stay clear of large areas with glass windows and/or roofs
- Keep away from windows or objects that could fall on you
- Hold something firm until the shaking subsides

**If outside:**

- Stay outside
- Take shelter clear of buildings, trees, power lines or other potential hazards
- Get down low and hold something firm for stability
- If in a vehicle:
- Stop in an open area until shaking stops
- Beware of downed power lines and road damage, including overpasses and bridges
- Listen to the radio for warnings before moving

**When the earthquake stops:**

- Do not move until you are sure it is safe to do so
- Chief warden to contact emergency services if required
- Check for signs of fire, hazardous material spill or major structural damage
- Turn off electricity, gas, and water
- Do not light matches/lighters or other ignition sources until checks have been completed for gas and fuel leaks
- Check for broken water, sewerage or electrical mains
- Account for all staff, residents and visitors if possible.
- Treat injuries. Do not move seriously injured persons unless they are in immediate danger
- Do not use telephone's immediately (to avoid congestion) unless there is a life-threatening situation
- Do not evacuate unless the area is immediately threatened or instructed to do so by Chief Warden
- Do not waste food and water as supplies may be interrupted
- Listen to the local radio station and heed warnings and advice on damage and service disruptions
- Try to avoid driving unless for an emergency (to keep roads free for emergency services)
- Do not enter damaged buildings
- Remain calm and assist others if possible

**CODE BLUE**

## Electric Shock

**The following information will help you assist persons that have received an electric shock.**

Electric shock may stun a person, stop their breathing and cause severe burns to skin and internal organs. Injuries can be fatal.

Avoid direct contact with the affected person while they are in contact with the source of the electrical current.

Break the contact by switching off the current if possible, or by contacting service provider.

For low voltage only (<1000volts): If the above action is not possible, stand on something dry (blanket, rubber mat, newspapers) and break the contact by pushing the affected person free with a wooden pole or board, or pulling with a loop of rope around an arm or a leg.

Note: Do not use any materials that conduct electricity (e.g. metal) or anything moist.

Only permit first aid when the situation is safe (i.e. when the current has been switched off).

**Ensure that the following are informed:**

- Ambulance
- Nearest First Aider
- Chief Warden

If the affected person is unconscious, resuscitation is the first priority.

Note: Even if believed to be minor - Always seek medical advice after an electric shock.

# Explosion

**CODE RED**

**If an explosion occurs, when safe to do so, contact Chief warden immediately**

Chief Warden to ensure:

- Emergency Services are promptly informed
- Casualties - seriously injured should be treated at the scene by first aiders.
- Persons suffering from minor injuries should be treated at the Assembly Area.
- Those that are obviously deceased must not be moved.
- Appropriately trained personnel should be deployed to combat any fires.
- Persons not engaged in on-scene response efforts should be evacuated to the assembly area (or other locations as determined by the Chief Warden).

## **Hazards:**

Appropriate staff should be deployed to isolate/shut down hazardous processes or equipment which could inhibit to rescue operations.

## **Search & Rescue:**

Emergency Services will normally perform this task.

## **Media:**

Refer media inquiries to the applicable management.

## **Building Damage:**

When safe to do so, action should be taken to quickly survey building for any sign of structural damage and if suspect - placed off-limits.

# Flooding

CODE BROWN

**The following information will help you in times of flooding.**

**Before a flood (Alert Phase):**

- On notification of impending severe storm, Chief Warden to advise all workers of the situation and give instructions on actions to take
- Monitor information sources:
  - Regional and local radio stations
  - Relevant websites
  - Bureau of Meteorology
  - SES Reports
- Liaise with local emergency services (e.g. SES)
- Remove or relocate documents, chemicals, equipment etc expected to be impacted by the flood
- Determine need for sandbagging as required by expected flood heights

**During a flood (Response Phase):**

- Move all workers indoors. If outdoors, workers must take extra precaution to avoid hazards such as flooded roads, downed electrical power lines, utility poles and trees
- Do not drive over flooded roads, causeways or bridges unless depth, washout, debris and flow rate can be determined as safe
- Do not walk into flood water that is deeper than gumboot height without:
  - A depth gauge stick.
  - Life vest.
  - Safety line.
- If there is any doubt, do not enter the water
- DO NOT attempt to wade across or swim through flood waters of any kind
- Liaise with Police and SES regarding road conditions and safe routes
- Be aware of possible contaminated water
- Be aware of animals, insects and parasites in or around flood waters

**After a flood (Recovery Phase):**

- Assess site for any potential contamination issues
- Inspect equipment for damage
- Additional Steps/ Quick reference guide
- Only follow these steps if 'it's safe to do so' and you are not in any personal danger
- Chief warden in partnership with Management
- Begin Evacuation procedure
- Ensure the emergency service have been notified on 000
- Notify First Aiders of casualties
- Ensure that Area Wardens are advised of the situation, as appropriate
- Delegate tasks to Area Wardens
- Begin the process of Evacuation
- Monitor the progress of the event and record any action taken in an incident log
- Attend the assembly area
- Begin roll call
- Brief Emergency Services personnel upon arrival

## Gas Leak

**CODE YELLOW**

The following information will help you assist persons that have been affected by a gas leak.

### **WARNING – CONFIRM AREA IS SAFE TO APPROACH.**

Do not enter any confined area where there is the slightest risk of being overcome by gas.

Where applicable, evacuate persons from the affected area and assemble them in a well-ventilated area where they are not exposed to further risk.

#### **Chief Warden to ensure:**

- Emergency Services are promptly informed
- Ensure Gas Supplier is informed
- Casualties – injured/overcome persons should be treated by first aiders in a safe ventilated area as soon as practicable.
- Persons suffering from minor injuries should be treated at the Assembly Area.
- Those that are obviously deceased should not be moved.
- Persons not engaged in on-scene response efforts should be evacuated to the assembly area (or other locations as determined by the Chief Warden).
- If safe to do so, isolate gas supply.
- Notify applicable facilities personnel.

#### **Ensure that there are no ignition sources in the affected area.**

#### **Before allowing re-entry:**

Ventilate the affected area.

Note: If major leak, it may become necessary to evacuate all, or a substantial part of the building.

## Internal Emergency

**CODE YELLOW**

**An internal emergency can arise due to certain building systems failures, structural concerns and or services failures. Such incidents can cause major disruption and inconvenience to the facility which in turn can lead to greater risk to the welfare of staff.**

**These may include:**

- Structure Damage
- Water leak/Burst pipe
- Air Supply Contamination
- Power Outage/Blackout
- Other Emergencies – as presented in this document

**All Persons action on seeing/being notified on Internal Emergency:**

- Quickly assess the situation
- Raise the alarm & notify Chief Warden
- Evacuate (if necessary)
- Assist and guide other people
- Take care not to move people from safety to danger

Only follow these steps if 'it's safe to do so' and you are not in any personal danger.

**Chief Warden:**

- Assess the situation and inform ECO (If necessary)
- Contact Emergency services on 000 (If necessary)
- Emergency management decision LOCK or LEAVE
- Communicate with Wardens and delegate tasks were appropriate
- Monitor the progress of the event and record any action taken in an incident log
- Attend the assembly area (If necessary)
- Brief Emergency Services personnel upon arrival

**Area Warden:**

- Liaise with Chief Warden
- Receive and carry out instructions from Chief Warden
- Delegate tasks to Wardens
- Ensure your Area is safe/clear as appropriate
- Report any actions or required information – such as refusals
- If necessary, once the area is cleared, attend assembly area and report into Chief Warden

**Warden:**

- Gather and inform occupants on the LOCK or LEAVE decision
- Assist non-ambulant persons to safe area/fire breaks or allocate a capable assistance person
- Report any refusals/Issues to Area Warden
- Attend assembly area if appropriate
- Assist Chief Warden with control of Assembly Area



**CODE YELLOW**

## **Lift Entrapment Emergency**

**The following information will help any person assist others that have been trapped in a lift.**

Notify Facilities or Maintenance (if applicable)

Notify Security (if applicable)

Notify Reception (if applicable)

Notify leadership/management for premise (if applicable)

**If the above is not applicable:**

**Notify Chief Warden, who should:**

- Notify lift company – there is also a contact point within most lift carriages that persons inside can activate.
- Advise trapped persons that action has been taken and assistance is on the way (you can usually talk through the nearest set of lift doors to where the carriage is located to do this).
- Ask occupants if there are any injuries as a result of the stoppage.
- Evaluate if emergency services are required. If so, call emergency services. Emergency Services may be required if the person inside the lift is injured, needing medical aid, or in extreme heat.
- Place signage around lift to advise other occupants the lift cannot be used.
- Provide ongoing moral support to those trapped in the lift.
- Once situation is rectified, ensure lift maintenance is carried out to ensure incident does not occur again.

## Lightning Storm

CODE BROWN

**The following information will help people remain safe during a lightning storm. This procedure is most relevant for those persons working outdoors.**

### **The 30/30 Rule:**

When thunder is heard within **30 seconds of a lightning flash**, take shelter inside and wait for **30 minutes after the last thunder** is heard to resume any activities outside.

If you're unable to take shelter inside, find the safest accessible location and stay there until the storm has passed.

**In the event of a Lightning Storm follow the actions as set out below:**

### **General Precautions:**

- Do not use or remain in mobile plant when outside.
- Stay inside buildings at all times, avoid small structures or fabric tents and keep clear of windows.
- Stay away from metal poles, fences, clothes lines etc.
- If driving, slow down or park away from trees, power lines or other objects that may be damaged by storm activity.
- Stay inside vehicles but do not touch any metal sections.
- Discard all metal objects.

### **If shelter is not available:**

- Crouch/squat (feet together), preferably in a hollow. Make yourself a small target.
- Keep hands off the ground
- Spread groups of workers out (do not touch)
- Remove metal objects from head/body.
- Do not lie down (the more of you that is in contact with the ground, the more 'attractive' you are to lightning).
- If your hair stands on end or you hear buzzing on nearby rocks, fences etc, move immediately. (At night, a blue glow may show if an object is about to be struck).
- Stay away from high and low points (hilltops, ridges & gullies), rock overhangs and shallow caves.
- Keep out of, and far away from, water bodies or watercourses.
- Never shelter under tree/s.

## Mail Handling – Suspect Mail

**CODE PURPLE**

**Use the information below to assist if a suspicious package or envelope is received:**

### **Mailroom/Receiving Staff:**

- Do not open the package.
- Advise your emergency warden and / or supervisor immediately.
- Move the item to an isolation area or clear flat surface.

### **Wardens:**

- Investigate the situation. Try to obtain information on the sender and the recipient.
- Limit touching or movement of the item and ensure a record is kept of all contact points/people.
- Only attempt to verify contents if you have appropriate screening equipment.
- Contact emergency services on 000.
- Notify your Chief Warden of the emergency.

### **Chief Warden:**

- Ensure that emergency services have been notified.
- Contact management and advise of the situation.
- Notify neighbours if appropriate.
- Meet and brief emergency services.
- Keep records of what you were told, what you saw and the actions you took.
- After the incident, conduct a debrief with affected staff and wardens.

### **Do not:**

- Wet the item.
- Place the item in a container.
- Invite others to look at the item.
- Use mobile phones or two way radios in the vicinity of the item.

# Medical Emergency

**CODE BLUE**

**Use the information below to assist someone who has suffered an injury or serious illness.**

**These may include:**

- Illness
- Electric shock
- Contagious disease
- Venomous animal bites/Stings
- Cardiac event
- Possible stroke
- Fainting
- Seizures
- Deceased Person
- Or any other medical incident requiring an ambulance or urgent medical attention.

**Notify First Aid who will take control, be prepared to assist in any way, including calling emergency services for assistance.**

**If First Aid is not available, or contactable - Notify Chief Warden who will:**

- Call 000 and request an ambulance – the operator will ask to describe the condition of the casualty and may give some first-aid advice over the telephone.
- Commence first-aid treatment on the casualty as quickly as possible. This should be given by someone trained in First Aid. Where possible, prevent persons without First Aid training from treating the casualty.
- Avoid moving the casualty unless absolutely necessary.
- If the casualty is conscious, provide reassurance whilst they receive first aid treatment.
- Consider if area should be isolated from bystanders and implement through ECO.
- Nominate someone to direct emergency services to the building entrance.
- Make sure there is a clear path for ambulance officers to access the casualty.
- Provide ambulance officers with a brief update on the casualty's condition. First-aiders should remain with the casualty to assist ambulance officers.
- Instigate contact the casualty's 'next of kin' and provide them with details of the incident.
- Keep a record of what happened, how it happened and when it happened.

**CODE BLACK**

## Personal Threat

The following information will assist you when exposed to a Personal Threat situation:

**If a person's behavior is threatening and out of control:**

**Do not place yourself at risk – it is better to raise the alarm than get directly involved**

**When there is no alternative:**

- Obey the person's instructions as much as possible
- Do not argue or provoke the person.
- Do not attempt to physically suppress the person.
- Back away and alert bystanders to move away from the area.
- Talk slowly, quietly, firmly and simply.
- Do not make any quick or sudden movements.
- Keep a safe distance between yourself and the offender.

Take note of exits or other possible escape routes. Try to get as close as possible to those exits.

**Make it easy for the person to leave the building/area.**

**If there is no other procedure in your premise:**

- Report violent/threatening persons to the Chief Warden, if safe to do so.
- Chief Warden may instigate a lockdown for the whole premise.
- If you cannot get hold of Chief Warden, activate a manual call point.
- Contact the police if a weapon is involved, or where intervention is required.

**After the person has left the premise:**

- Chief Warden may instigate a lock-in
- Record description of offender, what was said, touched etc as soon as possible. Use the personal threat checklist.
- Isolate the area until Police arrive.

## Severe Storm

**CODE BROWN**

**Use the information below in the event of heavy rain (causing flash flooding), hail, severe thunderstorms, strong wind and tropical storm events – if there is no opportunity to leave before arrival:**

**On notification of impending severe storm, Chief Warden should:**

- Move staff indoors. If outdoors, staff must take extra precaution to avoid hazards such as flooded roads, downed electrical power lines, utility poles and trees. Avoid driving during severe storms wherever possible.
- Close all windows, curtains, blinds and external doors.
- Remain inside the building during the storm, keeping away from exposed windows.
- Move computers and valuables away from windows or items that may fall.
- Turn off electrical appliances and unplug them from wall sockets where possible.
- Be aware that lightning strikes may cause power failure which will affect services such as lighting, lifts, heating or air conditioning, ventilation and building fire systems.

In the event of damage to the building, seek shelter under tables or desks and away from items such as machinery and other objects that may fall or slide. In multi-story buildings, the central core is usually the safest place to seek refuge.

Refrain from using the telephone during thunderstorms.

**Chief Warden to advise when the storm has passed and give the ALL-CLEAR.**

## Shelter-In-Place – LOCKDOWN

**CODE BLACK**

**In the event of civil disorder, armed intrusion, or personal threat it may be necessary to activate a shelter in place/lockdown procedure:**

### **Notify Chief Warden who will;**

Contact Police (000).

Alert all occupants.

Raise the lockdown alarm/signal (Announce – LOCKDOWN, LOCKDOWN, LOCKDOWN)

### **For as long as it is safe to do so, Wardens will:**

- Lock main access doors and side doors.
- Lock individual rooms and offices, if possible.
- Cover windows.
- Move persons to a safe point below the window lines and away from the entrance or exit.
- Administer first aid if necessary.
- Ensure only authorised personnel are to be allowed access to the premises.
- Ensure that all persons remain inside buildings.
- Ensure that persons remain calm and quiet.

All occupants should maintain security procedures until official notification is provided by the Chief Warden.

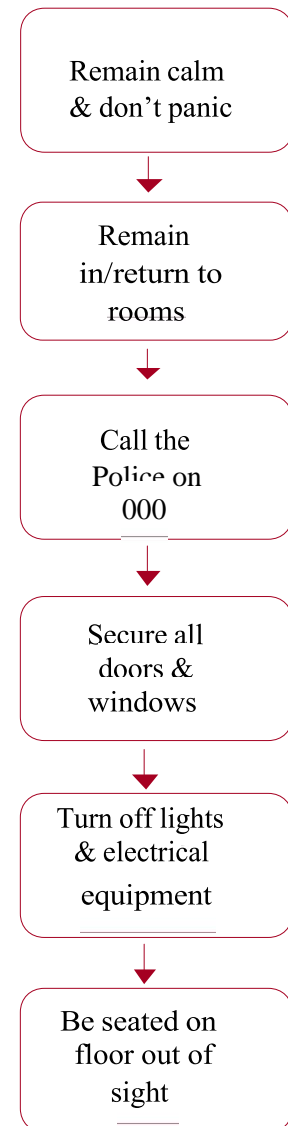
When a lockdown is complete, Chief Warden will consider if evacuation is required to account for all persons

### **If Evacuation Occurs After Lockdown:**

Announcement will be made – “STAND DOWN” or “ALL CLEAR” (evacuation tone may be set off after this)

All Occupants Should Attend Assembly Area (conduct a roll call)

### **Basic Procedure**



## **Snake Bite**

**Snake bites are rare. Most species of snakes will keep to themselves, unless provoked. The following information will assist you in preventing and dealing with snake bites:**

### **When coming across a snake:**

- Do not approach the snake. Maintain your distance and slowly walk away.
- Do not provoke the snake in any way.
- Do not try to catch the snake or scare it off.
- Watch the snake from a distance, preferably from a safe elevated vantage place. Make a note of any defining features, such as coloration, size and length.
- Call a qualified snake catcher and direct them to the animal.

### **If bitten by a snake:**

- Call for medical help and '000' immediately.
- Remain calm and minimise movement if possible. This will slow down the venom circulation.
- If the snake is still visible (or within striking distance), move away to minimise the risk of a second bite.
- If possible, make a note of any defining features of the snake such as coloration, size, and length. This will assist medical teams in determining the type of treatment necessary.
- Conduct first aid.
- Apply a pressure bandage over the area of the bite.
- Apply the bandage tightly without stopping the blood supply to the affected area.
- Splint the bandaged limb.
- Ensure the patient does not move. If possible, lie the patient down and ensure the bitten area is kept level to minimise blood flow.

Symptoms may include: puncture marks and inflammation, nausea, headaches, blurred vision, respiratory weakness, drowsiness, problems speaking or swallowing, dark urine.






### **Preventing snake bites:**













































Snakes are attracted to an area in pursuit of food and habitat. By decreasing the availability of these factors it is possible to reduce the likelihood of snakes entering the vicinity around your location.







- Make sure that any outdoor eateries or cooking areas are kept clean to keep rodents, frogs and insects away.
- Keep the location grounds well maintained. Mow lawns, clear dead leaves and trim low lying bushes on a regular basis. This will reduce the available habitat for snakes and increase your visibility.
- Any material such as timber, firewood, rocks or iron sheeting, should not be left lying around as this provides snakes with excellent hiding places.







## Emergency Equipment – Examples

Type	Example	General Information
<b>Chemical Spill Kits</b>		<ul style="list-style-type: none"> <li>Allows for containment of chemical spills.</li> </ul>
<b>Emergency Lighting</b>		<ul style="list-style-type: none"> <li>When power goes out, the emergency light turns on and illuminates the area to direct you to the nearest exits.</li> </ul>
<b>Evacuation Box / Kit</b>		<ul style="list-style-type: none"> <li>The evacuation kit contains essential documents and equipment that will be needed to manage people welfare while at the assembly area for an extended time.</li> </ul>
<b>Exit Signs</b>		<ul style="list-style-type: none"> <li>Shows the egress out of the building.</li> </ul>
<b>Fire Blanket</b>		<p>A fire blanket consists of a piece of a fire-resistant fabric (usually woven glass fibre) that can be used to smother a small fire or wrap around a person whose clothing is alight.</p> <p>To use the fire blanket:</p> <p>Pull on the tabs to release the fire blanket</p> <p>Open the fire blanket and hold it in front of you to shield your body, hands and face from the fire</p> <p>Cover the burning material completely, ensuring there are no gaps for oxygen to reach the fire</p> <p>Shut off any gas or other fuel supply involved in the fire, and contact the Fire Brigade if it hasn't been done already.</p> <p>Leave the blanket in place for at least 30 minutes to allow the oil or fat to cool. Wait for the Fire Brigade to advise it is OK to remove.</p> <p>Always read the instructions for your fire blanket before use.</p> <p>NOTE: Fire blankets are not designed for re-use! It is essential that you dispose of your fire blanket once it has been used.</p>

Type	Example	General Information																																																																																		
<div>Fire Extinguishers</div> <div></div>		<p>A fire extinguisher is a cylinder containing a fire fighting agent (under pressure) which can be discharged onto a fire.</p> <p>Do not attempt to fight a fire unless you are trained</p> <div><div><div>Portable Fire Extinguisher Guide</div><div>T +61 3 9890 1544 F +61 3 9890 1577 E shop@fpaa.com.au S technical@fpaa.com.au W www.fpaa.com.au</div><div></div></div><table><thead><tr><th colspan="2"></th><th colspan="6">Type of Fire, Class and Suitability</th><th rowspan="2">Comments</th><th rowspan="2">D</th></tr><tr><th>Pre 1997</th><th>Current</th><th>Extinguishing Agent</th><th>A Wood Paper Plastic</th><th>B Flammable &amp; Combustible Liquids</th><th>C Flammable Gases</th><th>E Electrically Energised Equipment</th><th>F Cooking Oils and Fats</th></tr></thead><tbody><tr><td></td><td></td><td>Water</td><td>✓</td><td>✗</td><td>✗</td><td>✗</td><td>✗</td><td>Dangerous if used on flammable liquid, energised electrical equipment and cooking oil/fat fires</td><td rowspan="7">Use only special purpose extinguishers and seek expert advice.</td></tr><tr><td></td><td></td><td>Wet Chemical</td><td>✓</td><td>✗</td><td>✗</td><td>✗</td><td>✓</td><td>Dangerous if used on energised electrical equipment</td></tr><tr><td></td><td></td><td>Foam<sup>1</sup></td><td>✓</td><td>✓</td><td>✗</td><td>✗</td><td>LIMITED</td><td>Dangerous if used on energised electrical equipment</td></tr><tr><td></td><td></td><td>Powder (ABE) (BE)</td><td>✗</td><td>✓</td><td>✓</td><td>✓</td><td>✗</td><td>Look carefully at the extinguisher to determine if it is a BE or ABE unit as the capability is different</td></tr><tr><td></td><td></td><td>Carbon Dioxide</td><td>LIMITED</td><td>LIMITED</td><td>✗</td><td>✓</td><td>✗</td><td>Not suitable for outdoor use or smouldering deep seated A Class Fires</td></tr><tr><td></td><td></td><td>Vaporising Liquid</td><td>✓</td><td>LIMITED</td><td>LIMITED</td><td>✓</td><td>✗</td><td>Check the characteristics of the specific extinguishing agent. 5 Yearly servicing must be done by QDS &amp; SGG licensed persons.</td></tr><tr><td></td><td></td><td>Fire Blanket</td><td>LIMITED<sup>2</sup></td><td>LIMITED</td><td>✗</td><td>✗</td><td>✓</td><td><sup>2</sup> Fire Blankets may be used as a thermal barrier against radiated heat and to control a fire in clothes being worn by a person</td></tr></tbody></table><div><div>LEGEND</div><div>✓ = the class or classes in which agent is most effective ✗ = not recommended for those class of fires For more information go to: <a href="http://www.fpaa.com.au">www.fpaa.com.au</a> LIMITED = indicates that the extinguisher is not the agent of choice for the class of fire, but it may have a limited extinguishing capability <sup>1</sup> Substances such as alcohol or acetone mix with water and therefore require special foam <sup>2</sup> FPA Australia ABN 90 056 366 576</div></div></div>			Type of Fire, Class and Suitability						Comments	D	Pre 1997	Current	Extinguishing Agent	A Wood Paper Plastic	B Flammable & Combustible Liquids	C Flammable Gases	E Electrically Energised Equipment	F Cooking Oils and Fats			Water	✓	✗	✗	✗	✗	Dangerous if used on flammable liquid, energised electrical equipment and cooking oil/fat fires	Use only special purpose extinguishers and seek expert advice.			Wet Chemical	✓	✗	✗	✗	✓	Dangerous if used on energised electrical equipment			Foam <sup>1</sup>	✓	✓	✗	✗	LIMITED	Dangerous if used on energised electrical equipment			Powder (ABE) (BE)	✗	✓	✓	✓	✗	Look carefully at the extinguisher to determine if it is a BE or ABE unit as the capability is different			Carbon Dioxide	LIMITED	LIMITED	✗	✓	✗	Not suitable for outdoor use or smouldering deep seated A Class Fires			Vaporising Liquid	✓	LIMITED	LIMITED	✓	✗	Check the characteristics of the specific extinguishing agent. 5 Yearly servicing must be done by QDS & SGG licensed persons.			Fire Blanket	LIMITED <sup>2</sup>	LIMITED	✗	✗	✓	<sup>2</sup> Fire Blankets may be used as a thermal barrier against radiated heat and to control a fire in clothes being worn by a person
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		<p>Fire Extinguisher chart provided by the Fire Protection Agency of Australia</p> <p>Safety measures when first attack firefighting: o Only attempt to fight a small fire, i.e. waste paper bin.</p> <p>Make sure you have a clear escape path. Stay upwind of the smoke.</p> <p>Never work alone – make sure someone is there to assist you.</p> <p>Check that you have the correct extinguisher for the type of fire.</p> <p>Pull the PIN in the handle and test the extinguisher before you approach the fire.</p> <p>Aim the extinguisher at the base of the fire.</p> <p>Squeeze the handle of the extinguisher.</p> <p>Sweep the extinguisher from side to side across the base of the fire.</p> <p>Make sure that the fire is out. If it reignites, repeat the above process.</p>																																																																																		

Type	Example	General Information
<b>Fire Hydrant</b>		<ul style="list-style-type: none"> <li>The Fire Brigade attach their canvas hoses to this hydrant. This provides more pressure than the standard water system.</li> </ul>
<b>Fire Indicator Panel &amp; Emergency Warning Intercomms System</b>		<ul style="list-style-type: none"> <li>The Fire Indicator Panel will show the zone affected so the Chief Warden can direct the wardens to the affected area to identify danger. The Emergency Warning Intercommunication System also allows messages to be broadcast to parts or all of the facility, including communication via the Warden Intercommunication Phones (Red Phones).</li> </ul>
<b>Hose Reel</b>		<ul style="list-style-type: none"> <li>Hose reels consist of a length of 20mm diameter plastic hose, up to 36 meters long and fitted with a nozzle. Works similar to a garden hose. Use only for combustible solid fires.</li> <li>Operating instructions:  Turn on the stop valve  Run out the length of the hose as required  Turn on the water at the nozzle, direct the stream at base of fire  Ensure you leave a direct egress path between you and the nearest exit door/egress route</li> </ul> <div style="display: flex; justify-content: space-around; align-items: center;">    </div>

Type	Example	General Information
<b>Manual Call Point / Break Glass Alarm</b>		<ul style="list-style-type: none"> <li>The manual call point / break glass alarm will activate the fire alarm in the building when the glass is pressed in / broken.</li> <li>If the Fire Indicator Panel is linked to the fire brigade, the call to fire brigade will be made when the alarm is activated.</li> <li>It is recommended that 000 is also called to inform the Fire Service of the type and severity of the fire to allow additional resources to be dispatched if required.</li> <li>If not connected to the Fire Service the break glass alarm should have signage above it indicating "Local alarm only in case of fire break glass and ring 000". Breaking the glass will only activate the fire alarm in the building but will not contact the Fire Service.</li> </ul>
<b>Megaphone / PA System</b>		<ul style="list-style-type: none"> <li>Allows for announcements to be made in the event of an emergency.</li> </ul>
<b>Smoke Detector</b>		<ul style="list-style-type: none"> <li>Used to detect smoke presence within an area. Once triggered the fire alarms will be activated automatically if they are linked to a Fire Indicator Panel.</li> </ul>
<b>Sprinklers</b>		<ul style="list-style-type: none"> <li>Sprinkler heads are triggered by heat. When heat reaches a set temperature, the glass inside the sprinkler head expands and bursts, opening the sprinkler and releasing water. Each sprinkler head is activated independently, such that when the fire and heat spread, more sprinklers are activated.</li> </ul>

# Definitions

Terminology	Description
Armed Person	A person who is in possession of an offensive weapon, or instrument. Note: where it is strongly suspected that a person is carrying a weapon or instrument, he or she should be treated as an armed person.
Assembly area	The designated place or places where people assemble during the course of an evacuation.
Bomb	A device of any size or shape, which can look obvious or be camouflaged, may vary in its sophistication, and may not necessarily explode (i.e., incendiaries, toxic / noxious substances, sharps, animals / reptiles). May also be referred to as an improvised explosive device (IED).
Bomb threat	A threat, written or verbal, delivered by electronic, oral or other medium, threatening to place or use an explosive, chemical, biological, or radiological device at a time, date, place or against any specific person or organisation.
Chief Warden	The person who is in overall charge of emergency management, planning and operations. This may or may not be the person in charge of the facility, depending upon local circumstances and timing.
Competent Person	A person who has acquired through training, education, qualification, experience, or a combination of these, the knowledge and skill enabling him / her to correctly perform the required task.
Confrontation	A situation involving high risk of injury to personnel by a person (or persons) who may or may not be armed.
Emergency	Any event which arises internally, or from external sources, and which may adversely affect persons or the community generally, and requires an immediate response.
Emergency Control Organisation (ECO)	A person or persons appointed by the Emergency Response Planning Committee to direct and control the implementation of the facility's emergency response procedures.
Emergency Coordination Centre (ECC)	The coordination centre during an emergency.
Emergency Response Planning Committee (EPC):	Persons responsible for the documentation and maintenance of an Emergency Response Plan.
Emergency Management Response Plan (EMRP)	The written documentation of the emergency arrangements for a facility, generally made during the planning process. It consists of the preparedness, prevention and response activities and includes the agreed emergency roles, responsibilities, strategies, systems and arrangements.
Emergency Response Procedures	A documented scheme of assigned responsibilities, actions and procedures within a designated section of the emergency response plan, to respond to and manage emergencies.

Terminology	Description
Evacuation	The orderly movement of people from a place of danger.
Evacuation Diagram	Emergency and evacuation information about the facility, comprising a pictorial representation of a floor or area and other relevant emergency response information.
External Emergency	An event that arises externally to the site and may necessitate allocation of resources to an external site or preparation for reception of a significant number of victims (or both).
Facility	A building, structure or workplace that is, or may be, occupied by people (occupants).
Internal Emergency	A sudden event which arises internally and which may be caused by an internal or external source, and may adversely affect the safety of persons in the site, requiring an immediate response by the occupants.
Medical Emergency	Any event in which trained personnel are required to respond effectively to a medical crisis within or beyond the accepted routine of the site or facility.
Mobility Impaired Person	A person with physical, mental or sensory impairment, either temporary or permanent, who requires assistance during emergency evacuation.
Occupant	A person attending a facility on a permanent or temporary basis, such as an employee, contractor, student or resident, but not a visitor.
Occupant / visitor with a M.I. (mobility impairment)	A person who requires: More time or difference forms of communication, compared with other occupants, to respond to an emergency; or Assistance to respond to an emergency or evacuate from a facility.
Personal emergency evacuation plan (PEEP)	An individualised Emergency Response Plan designed for an occupant with mobility impairment who may need assistance during an emergency.
Refuge	An area on a floor or area that is specifically designed to protect people from heat, smoke and toxic gases and which provides direct access to an exit.
Safe place	A place of safety within a building, structure or workplace which is not under threat from an emergency; and from which people are able to disperse after escaping the effect of an emergency to a road or open space. A roadside or open space.
Training exercise	An activity simulating an emergency event through activation of alarms and deployment of personnel, in order to: Review / test the planning process and procedures; Identify needs and planning inadequacies; demonstrate capabilities and communication; and Foster working together as a team.
Visitor	A person who is within a facility who is temporarily visiting the facility and is not: Employed at or for the facility, either on a permanent casual, temporary, contracting basis; A resident; or Studying at the facility Note: Visitors include customers and clients.

Terminology	Description
Warden	A person available on-site, with clearly defined responsibilities in relation to the facility's Emergency Response Plans.
Warden intercommunication point (WIP)	The location on a floor or evacuation zone that includes a handset provided through which instructions can be received from the intercommunication panel via the emergency intercom system.
Workplace	<p>Any place where work is, or is to be, performed by:</p> <p>A person engaged for work for gain or reward, or on a voluntary basis;</p> <p>A person conducting a business or undertaking; or</p> <p>As defined by the relevant Commonwealth, State and Territory Work Health and Safety statutes for the definition of 'workplace'.</p>

# Sample - Bomb Threat Checklist

## Remember

- REMAIN CALM
- Keep caller talking
- DON'T HANG UP
- Gain attention of a supervisor

## Record:

- Time/Date call received:
- Telephone number of caller (if obtainable):
- Phone number call received on:
- Exact wording of Threat:

## Important Questions to Ask:

- Where exactly is the bomb? What does it look like?
- What time is it going to explode?
- What will make the bomb explode?
- Who put the bomb there?
- What kind of device is it?
- Why was it put there?
- When was it put there?
- Where are you calling from?
- Can you give me your name and contact details?

## Analysis of Callers Voice:

- Australian or accent
- Male, female, child, estimate age, angry, calm, obscene, giggling, other
- Fast, slow, slurred distorted, distinct, stutter, lisp, other
- English fluency: Good / Fair / Poor
- Familiar with area?

## Background Noise:

- None, TV/radio, train, aircraft, traffic, construction, sirens, other

## Your Details:

Name:

Who did you report the call to?

What time/date did you report the call?

Your work location:

Your signature:



# Sample - Personal Emergency Evacuation Plan (PEEP)

A Personal Emergency Evacuation Plan should be developed for any persons with mobility impairments needing assistance to evacuate. Mobility impairments should be registered in a central register, and all PEEP's available during an emergency.

Personal Emergency Evacuation Plan (PEEP)		
Occupant Name		
Location		
▪ Building / Facility		
▪ Floor		
▪ Room Number		
Is an Assistance Animal Involved?	▪ Yes	▪ No
Are you trained in the emergency response procedures, including evacuation procedures?	▪ Yes	▪ No
Preferred method of receiving updates to the emergency response procedures	▪ Text	▪ Email
	▪ Braille	▪ Other _____
Preferred method of notification of an emergency	▪ Visual alarm	▪ Personal Device
	▪ SMS	▪ Other _____
Type of assistance required		
Equipment required for evacuation		
Egress procedure (provide step by step process)	1. 2. 3. 4.	
Designated assistants and contact details	Name: Phone: Mobile: Email:	Name: Phone: Mobile: Email:
Are your assistants trained in the emergency response procedures, including evacuation?	▪ Yes	▪ No
Are your assistants trained in the evacuation equipment?	▪ Yes	▪ No
Details, or diagram, of preferred route for assisted evacuation		

Sample – Action Log

Name:

Date:

Site:

Incident:

Location:

Time	To/From	Type	Name	Notes	Action

# Emergency Planning Committee Checklist

✓	<b>Responsibility. The Emergency Planning Committee has...</b>
•	At least two members
•	At least one management representative
•	Meets at least annually to discuss the program, and minute the meeting
•	Identified events that could reasonably produce emergency situations.
•	Ensured an Emergency Response Plan has been developed.
•	Nominated a review period of the Emergency Response Plan (not exceeding 12 months).
•	Nominated a validity period of the Evacuation Diagrams (not exceeding 5 years).
•	Ensured the Emergency Response Plan is identifiable and available to the appropriate persons.
•	Established an Emergency Control Organisation (Emergency Control Organisation) to operate in accordance with Emergency Procedures.
•	Ensured the register of Emergency Control Organisation members is current and readily available.
•	Established arrangements to ensure the continuing membership and operation of the Emergency Control Organisation.
•	Established strategies to ensure that visitors are aware of emergency response procedures.
•	Ensured training and exercises are being conducted, with the following as a minimum: Emergency Planning Committee – 1 session per year Chief Warden – 2 sessions per year Warden – 2 sessions per year Staff/occupant awareness – 1 session per year Evacuation drill – 1 per year
•	Ensured that emergency response procedures are tested at least annually.
•	Ensured that the Emergency Response Plan is reviewed at the end of the validity period, after an emergency, an exercise or any changes that affect the Emergency Response Plan.
•	Ensured that a permanent record of events for each emergency is compiled and retained.
•	Ensured that a permanent record of training and exercising events is compiled and retained.

# Additional Information

The following information provides supporting information around the information, forms, and checklists within this document.

## Response Policies

The client shall have an Emergency Response Plan, appropriate documentation and trained staff that can cope with internal and external emergencies as and when they arise.

The client shall have an Emergency Response Planning committee to assist with emergency prevention, preparedness, alerts, response and recovery. Each emergency response will be triggered by an event that is classified as an emergency and will be managed in accordance with the procedures contained within this document.

In developing this plan, any limitations that may impede response should have been identified. This plan should therefore reflect these impediments and provide alternative guidelines, where appropriate. Consideration should be given to the environmental consequences of any incident, plan or action pertaining to this manual.

## Communication

An effective communication system is essential for an adequate emergency response. The client will utilise multi-modal communication in emergency responses, including such devices as mobile phones, land lines, Emergency Warning Intercommunication System panels, and PA systems.

Multi-modal communication systems will enhance the site's response capacity, and will ensure continuity of communication in the event of failure of the primary communication systems. Note: care should be exercised with cellular phones, radio sets and other equipment producing radio waves in situations such as bomb threats.

## Emergency Management Response Plan

The client Emergency Management Response Plan will take into account such factors as the appropriateness and adequacy of physical facilities, organisational structures, human resources and communication systems for internal emergencies and, where appropriate, for external emergencies.

## Training

During an emergency, the smooth operation of these emergency guidelines is achieved only if all Wardens and other occupants are thoroughly familiar with what is expected of them. Therefore, it is necessary to institute education, training sessions and periodic exercises to test the organisation, the procedures and occupant responses.

### Training and exercising shall be conducted as follows:

- Emergency Response Planning Committee – twelve monthly
- Chief Warden, Deputy Chief Warden and Communications Officer – six monthly
- Wardens and Area Wardens – six monthly
- First attack fire fighting – every two years
- Occupants – twelve monthly
- Evacuation Drills – twelve monthly

To ensure a uniform approach to fire safety advice and training, attendance at the appropriate level of training shall be within three months of appointment.

## Exercises

Emergency Response Exercises shall be conducted to appropriately test the Emergency Control Organisation, Emergency Management Response Procedures and responses of staff and visitors. These exercises should be

conducted during operating hours, to gauge Emergency Control Organisation response and identify and correct any deficiencies in communication system(s), training, Emergency Management Response Procedures, or their implementation. It is also recommended that an exercise be conducted out of normal operating hours for those responsible for after-hours activities / events.

### **General Authority & Indemnity**

Once an emergency is declared, the powers of the Chief Wardens and Wardens shall overrule all normal management procedures. Wardens shall have the authority to marshal all staff and any visitors. The purpose of these powers is to ensure that during an emergency situation, life safety takes precedence over property protection and production matters. These guidelines require consideration to be given to ensure the protection of Wardens, the person or persons refusing to comply, and other personnel in the area when a refusal situation arises. Any staff member responding in the event of an emergency shall be indemnified by The client against civil liability resulting from workplace emergency response assessment, education, training sessions, periodic exercises or evacuation of a building where the personnel act in good faith and in the course of their emergency duties.

### **Emergency Service Agencies roles**

#### **Police:**

- Coordination of emergency operations where there is no designated combat agency.
- Control of the ground surrounding a Fire Ground (area surrounding incident) and support for the Fire Brigade by securing the area, controlling evacuations, and coordinating resource support.
- Initial reconnaissance of the area affected by an emergency.
- Traffic and crowd control.
- Control of evacuations.
- Recovery and identification of dead and injured and notification of next of kin.
- Disaster victim registration.
- Security of evacuated areas and personal property of the dead and injured.
- Coordination of rescue operations.
- Establishing temporary mortuaries.

#### **Fire:**

- In the event of an emergency involving fire, structural collapse, gas leak or chemical spills, the Fire Brigade will assume overall control of the incident.
- A fire ground may be declared by the senior member of the fire service.
- A fire ground is an area involved in the actual fire and any surrounding area that fire services personnel are required to work in, park or place appliances, hoses etc. or otherwise deem as necessary to enable them to combat the fire or hazard.
- Persons within the declared fire ground will act in accordance with directions issued by the senior member of the fire brigade on scene.

#### **Ambulance:**

- Provide ambulance transport and pre-hospital care for all injured persons.
- Provide and / or assume the responsibility for transport of designated medical teams and their equipment to the site of an emergency.
- Provide coordinated communications for all health systems involved in emergency responses.

## Risk Assessment and Matrix

The risk assessment process identifies the hazards considered probable for this site. Each hazard is assessed using the Risk Matrix below. They are then assigned a Risk Rating (high, moderate, low) and a specific Evacuation Procedure. Refer to the site specific information for site specific risks with emergency priority rating.

Due to the large number and variety of potential hazards, incidents are grouped by type, and then assigned a specific Colour Code as per AS3745. This approach removes the need to develop numerous unique response plans for each and every hazard and in-turn reduces the confusion experienced by the emergency team.

The Chief Warden may broadcast the Colour Code when reporting an emergency incident, using a paging system or verbally. The purpose of this discreet reporting method is to reduce any anxiety or panic that may be experienced with a detailed broadcast message stating the actual emergency incident.

Incident Type	Incident Colour Code
Fire / smoke	Code Red
Medical Emergency	Code Blue
Bomb Threat	Code Purple
Infrastructure and other internal emergencies	Code Yellow
Personal threat	Code Black
External emergency	Code Brown
Evacuation	Orange

	<b>Very Likely</b> Could happen any time	<b>Likely</b> Could happen sometime	<b>Unlikely</b> Could happen but very rarely	<b>Very Unlikely</b> Unlikely to ever happen
<b>Catastrophic</b> Kill or cause permanent disability or ill health	1	1	2	3
<b>Major</b> Long term or serious injury	1	2	3	4
<b>Moderate</b> Medical attention and several days off work	2	3	4	5
<b>Minor</b> First aid needed	3	4	5	6

<b>1 - 2</b>	HIGH PRIORITY	Immediate action required
<b>3 - 4</b>	MEDIUM PRIORITY	Implement safeguards immediately and / or assess and monitor situation.
<b>5 - 6</b>	LOW PRIORITY	Implement safeguards as considered necessary.

## Commercial Example of Applied Risk Matrix:

<b>Risk</b>	<b>Likelihood</b>	<b>Consequences</b>	<b>Rating</b>	<b>Response Strategy Color</b>
Air supply contamination	Unlikely	Major	3-Medium	Yellow
Armed hold up	Unlikely	Major	3-Medium	Black
Assault	Unlikely	Moderate	4-Medium	Black
Bomb Threat	Likely	Major	2-High	Purple
Chemical Hazard	Unlikely	Moderate	4-Medium	Yellow
Civil Disorder	Unlikely	Minor	5-Low	Black
Crowd Unruly Behaviour	Unlikely	Minor	5-Low	Black
Deceased Person	Unlikely	Catastrophic	2-High	Blue
Drowning	Unlikely	Catastrophic	2-High	Blue
Electric Shock	Likely	Major	2-High	Blue
Evacuation	Likely	Minor	4-Medium	Orange
Explosion	Unlikely	Catastrophic	2-High	Red
Fire	Unlikely	Major	3-Medium	Red
Gas Leak	Unlikely	Major	3-Medium	Yellow
Internal Emergency	Likely	Major	3-Medium	Yellow
Lift Breakdown	Likely	Minor	4-Medium	Yellow
Medical Emergency	Likely	Moderate	3-Medium	Blue
Suspicious mail	Unlikely	Moderate	4-Medium	Purple
Syringes found	Unlikely	Moderate	4-Medium	Yellow
Threatening Person	Unlikely	Moderate	4-Medium	Black
Threats- written/recorded	Unlikely	Minor	5-Low	Purple
Water Leak / Flood	Likely	Minor	4-Medium	Yellow
Water supply interruption	Likely	Moderate	3-Medium	Yellow

Whilst the above is suitable as a generic Risk Matrix, and response codes have been attributed, within this document as mitigations, it is highly recommended that the above information, and risk assessment, be replicated and altered accordingly, if this example does not suit your premise.

This sheet can be replaced by the altered document, or reference noted to indicate location.

## Media Management

Media management is a critical part of the site emergency response and communication activity. It is absolutely essential that only authorised personnel speak to the media. Authorised personnel shall be given appropriate training to ensure an adequate understanding of media objectives and compliance with procedures. Please refer to the site-specific information for details of authorised personnel.

### Media Briefing Area

The Chief Warden, if required, shall identify an appropriate media briefing area located in a safe position that will not impact on emergency response and / or emergency services operations.

### Process for Unauthorised Employees

All other employees, when approached by the media, should politely decline to speak and gather relevant details which can then be passed on to an authorised spokesperson.

### Details to gather include:

- Time and date of the call / enquiry.
- Journalist's Name and publication.
- Reason for the enquiry.
- Journalist's deadline.
- Journalist's contact number, including mobile.



## Evacuation Signs/Diagrams

Site Evacuation Signs/Diagrams should be attached to this document after this heading page.