Ref: 074EDI

EMERGENCY RESPONSE PLAN

Interim Issue for SSDA

CFC - Warehouse and Distribution Centre

74 Edinburgh Rd,

Marrickville, NSW

Issued 11 January 2021

This Document is Valid until January 2025

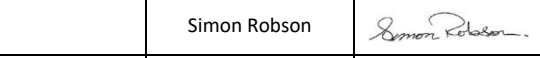
NOTE: This building will be subject to Fire Engineered Performance solution. At the time of production, the FER was not availble and all information is based on McKenzie Group Regulatory Compliance Report dated 21 Augiust 2020 Revision B. This Manual is to be reviewed at the completion of the building to ensure accuracy and compliance.

Document Control Schedule

A revision of this document including all attachments is to be carried out immediately following an incident or whenever a change is made to the contents by a nominated *"competent"* person. All details of the revision are to be annotated in this schedule.

This document is valid for a period of five (5) years from the date of initial issue. At the end of the period of validity *this document must undergo a full review and update prior to reissue*.

Should First 5 Minutes Pty Ltd cease to provide services to this property this will become an uncontrolled document.

VERSION	DATED	REVISION DETAILS	NAME	SIGNATURE
074EDI_V1.00	11/01/2020	Initial issue.	Simon Robson	

Emergency Procedures (Nominee Supervisor)

Simon Robson, First 5 Minutes Pty Ltd.

Emergency Procedures (Nominee Supervisor) QBCC Licence Number 1217050.

Scope

Develop, approve and certify emergency evacuation procedures for the controlled evacuation of buildings, structures and workplaces during a fire emergency.

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HOW TO CALL TRIPLE ZERO (000)

Stay focused, stay relevant, stay on the line

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. You can contact Police, Fire or Ambulance in life threatening or emergency situations.

Assess the situation

- Is someone seriously injured or in need of urgent medical help?
- Is your life or property being threatened?
- Have you just witnessed a serious accident or crime?

If you answered YES call Triple Zero (000).

Make your call

- Stay calm and call Triple Zero from a safe place;
- When your call is answered you will be asked if you need Police, Fire or Ambulance;
- If requested by the operator, state your town and location;
- Your call will be directed to the service you asked for;
- When connected to the emergency service, stay on the line, speak clearly and answer the questions.
- Don't hang up until the operator tells you to do so.

Providing location information

- You will be asked where you are;
- Try to provide street number, street name, nearest cross street and the area;
- In rural areas give the full address and distances from landmarks and roads as well as the property name
- If calling from a mobile or satellite phone, the operator may ask you for other location information;
- If you make a call while travelling, state the direction you are travelling, and the last motorway exit or town you passed.

Satellite phone services and Triple Zero (000)

All Australian satellite phone operators provide access to Triple Zero (000). If your provider operates via another country, you may not be able to access Triple Zero (000). Check with your satellite phone provider if you are unsure whether you can contact Triple Zero (000) from your satellite phone. Please DO NOT CALL Triple Zero (000) to test.

Instructions from the operator

- The operator may ask you to wait at a pre-arranged meeting point to assist emergency services to locate the incident.

Other languages and text-based services

- People with a speech or hearing impairment can use the One Zero Six (106) text-based service; (Cannot be used on a mobile Phone)
- If you can't speak English you can call Triple Zero (000) from a fixed line and ask for 'Police', 'Fire', or 'Ambulance'. Once connected you need to stay on the line and a translator will be organised;
- Further information in several community languages can be found on the Emergency information in other languages page.

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Emergency Control Organisation (ECO)

Chief Warden Contact Details	
Company Name:	
Contact Person:	
Address:	
Telephone:	
Email:	

Wardens Contact Details

The Managing Entity is responsible for ensuring that a register containing the contact details of the Wardens is kept up to date and a hard copy is printed off and inserted into this section. The hard copy record must be replaced each time that the register is updated/changed.

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EMERGENCY CONTACT NUMBERS

Building Owner Contact Details	
Company Name:	
Contact Person:	
Address:	
Telephone:	
Email:	

Managing Entity Contact Details	
Company Name:	
Contact Person:	
Address:	
Telephone:	
Email:	

EMERGENCY SERVICES	
Fire Emergency	Triple Zero (000)
Police Emergency	Triple Zero (000)
Medical Emergency (Ambulance)	Triple Zero (000)
SES	132 500
Poisons Information Centre	131 126

MEDICAL SERVICES	
Ambulance	Triple Zero (000)
Medical Practice - Business hours	
Hospital with comprehensive emergency facilities	

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KEY INFRASTRUCTURE/PUBLIC SERVICES – KEY CONTACTS	
Local Government Authority	
WorkCover Authority - reportable incidents	
Environmental Protection Agency	

UTILITIES	
Water supply	
Gas supply	
Power supply	

NEIGHBOURING SITES

COMPANY NAME	ADDRESS	CONTACT PERSON	TELEPHONE	EMAIL

FOREWORD

This Emergency Response Procedures has been prepared by *First 5 Minutes Pty Ltd* using the guidelines of Australian Standard (AS) 3745.2010 with a focus on the actions to be taken by the Emergency Control Organisation (ECO) and all occupants up to and once an emergency occurs. Specific response procedures have been inserted following an identification and analysis of potential emergencies likely to impact on the facility. It is designed to provide directions to ensure an appropriate response to an emergency up to the arrival of the attending emergency services.

Emergency Training

The Emergency Response Procedures also provides guidance on training requirements for the Emergency Control Organisation and all building occupants.

The Emergency Control Organisation and all building occupants are required to be trained in emergency procedures. All staff members and Wardens should also be instructed on the actions necessary on the activation of the Sound System and Intercom System for Emergency Purposes.

Given the requirement for emergency procedures training, occupant behaviour in an emergency is expected to be rational and positive.

Recovery

Once the emergency has been dealt with and all threat to life safety has been removed, the implementation of an incident or disaster recovery plan will usually be required. This document does not provide for any guidance in relation to an incident or disaster recovery situation.

Security

As this is a public document it does not make any reference or include activities of either a confidential or security matter. Those issues are outside the normal ECO role and are considered far too sensitive for public disclosure.

RULES OF INTERPRETATION

THE FOLLOWING RULES OF INTERPRETATION APPLY unless the context requires otherwise:

(a) Headings are for convenience only and do not affect interpretation.

(b) The singular includes the plural and conversely.

(c) A gender includes both genders.

(d) Where a word or phrase is defined its other grammatical forms have a corresponding meaning.

FIRST 5 MINUTES PTY LTD

First 5 Minutes Pty Ltd, Australia's leading fire and evacuation specialist, has been appointed to establish an Emergency Response Procedures for **CFC & Warehouse and Distribution Centre 74 Edinburgh Rd, Marrickville.**

Occupiers are reminded of their legal and moral obligations to make time available for Wardens and employees to participate in Emergency Control Organisation meetings and an annual evacuation exercise. This training will assist occupiers and employers in meeting their obligations under the **New South Wales Work Health and Safety Act 2011 and the Work Health and Safety Regulations 2017.**

This Emergency Response Procedures has been designed by *First 5 Minutes Pty Ltd* to meet the requirements of *Australian Standard 3745-2010*.

Please direct any queries relating to these procedures to any *First 5 Minutes* office. Contact details are available at www.first5minutes.com.au.

This Emergency Response Plan will require a review after the completion of the facility to obtain information in relation to the following :

Section 9 Fire Events

- Foreseeable on-site and off-site fire events and other emergency incidents (such as fires involving dangerous goods and battery energy storage systems) potential hazmat incidents.

This section disusses the types of fires and what is the required procedure in an emergency. This section will require to be updated in relation to the storage of baterry storage systems or Gas systems that could be used by Fork Lifts.

Annex G Risk Assessments

- Details the appropriate risk control measures that would need to be implemented to safely mitigate potential risks to the health and safety of firefighters and other first responders.

Section 20 Hazardous Material

- Other risk control measures that may need to be implemented in a fire emergency (due to any unique hazards specific to the site).

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This copyright does not apply to the sample threat check list at Annex C. The copyright to Annex C remains with the AFP Bomb Data Centre.

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1. BUILDING OCCUPANCY DETAILS

The following details are a guide for the Emergency Control Organisation and representatives of a Regulatory Authority.

Building Characteristics

The building has *a rise in storeys of 7.*

Building Classification

The classification of a building or part of is determined by the purpose for which it is designed, constructed or adapted to be used. The classifications for this building is *Class 5, Class 6, Class 7a and Class 7b*

Hours of Occupancy*

The normal hours of occupancy for this complex is 24 hours a day

**Note: This refers to the period of occupancy when there are Warden Representatives for all areas of the facility*.

Occupancy Numbers

Warehouse: Max of 200 employees on site at any one time.

Office **M**ax of 160 employees on site at any one time**.**

Occupancy Characterisitics

General

Building occupants are expected to generally comprise staff, contractors and visitors. The characteristics of these occupant groups will vary and are identified below.

Staff

Staff in the building will typically be related to the functional requirements of the building, with characteristics generally representative of the adult workforce. This may include people with varying ranges of abilities/ disabilities, however as the building in their workplace, they are expected to be awake, alert and familiar with the building layout and features.

Staff are expected to have a level of understanding of the fire safety systems and emergency procedures of the building. Some staff are also expected to assist during an emergency.

Contractors

Contractors may require access to areas of the building depending on the services they provide. They may not be familiar with emergency procedures or entire layout of the building; however, they are expected to have a level of familiarity of the building environment where they perform their duties or otherwise under the direction/ supervision of staff. Contractors are required to undertake site induction programs which can improve awareness and familiarity of the building emergency procedures.

Visitors

Visitors are considered to be representative of the general population and may be of varying ages and abilities. They may be unfamiliar with the building layout and emergency procedures. They may require staff directions or instruction in an emergency but are expected to be able to self-evacuate without physical assistance from staff.

Specific management procedures are recommended to manage visitors (e.g. induction program) and it is expected that visitors will be accompanied by staff at all times.

2. ESSENTIAL SAFETY MEASURES AND ALTERNATE SOLUTIONS

Fire Safety Systems and Equipment

Occupants of a building have an expectation that the building they occupy will be safe during day to day use. This expectation is also applied to their perception that the building's fire safety systems and equipment will continue to operate in an emergency.

Some examples of fire safety systems are:

Active systems

- Emergency Warning and Intercommunication Systems;
- emergency lighting;
- exit signs;
- sprinkler systems;
- fire hydrant systems;
- fire hose reel systems;
- smoke and heat vents;
- mechanical smoke-exhaust systems; and
- portable fire extinguishers.

Passive systems

- fire-isolated stairways, ramps and passageways;
- fire walls; and other fire-resisting building elements.
- smoke stop doors and compartments

Alert Signal Duration

There is a trained Emergency Control Organisation (ECO) within this facility. For a facility fitted with an Emergency Warning System the Alert signal is to be used to alert the ECO Wardens to respond to and investigate an alarm. The duration of the Alert signal shall not exceed 10 minutes. Best practice is to assess the response time required for the Chief Warden to respond to the Emergency Warning System Control and Indicating Equipment (CIE) and initiate investigations by the Wardens in the alarm area and use that as the guide for the time for automatic cascade to the Evacuation signal.

Installed Fire Safety Systems and Equipment

The fire safety systems and equipment that are installed in your building is indicated as follows. This list was current at the date of publication of this Emergency Response Procedures but may be subject to additions/deletions brought about by improvements or upgrades to this building/structure.

FIRE DETECTION

FIRE CONTROL ROOM (FCR)	A Fire Control Room is provided as an area from which control of the building occupants by the Emergency Control Organisation can be exercised. It is also used by the Emergency Services to coordinate fire-fighting operations. The FCR will contain all equipment associated with the required fire services in the building.
FIRE INDICATOR PANEL (FIP)	A Fire Indicator Panel (FIP) is an electric panel that is the controlling component of a fire alarm system. The panel receives information from environmental sensors designed to detect changes associated with fire, monitors their operational integrity and provides for automatic control of equipment, and transmission of information necessary to prepare the facility for fire based on a predetermined sequence. The FIP may also supply electrical energy to operate any associated sensor, control, transmitter, or relay (i.e. HVAC shutdown, security, electronic door locks etc).
ALARM SIGNALLING EQUIPMENT (ASE)	The primary purpose of the Alarm Signalling Equipment (ASE) is to monitor fire alarm signals to the fire brigade.
SMOKE DETECTORS	Smoke detectors are designed to sense the presence of fire, indicate its location and advise the Fire Service.
MANUAL CALL POINT (MCP)	A Manual Call Point is used to allow building occupants to signal that a fire or other emergency exists within the building. They are usually connected to a central Fire Indicator Panel which is in turn connected to an occupant warning system in the building and to the fire brigade or monitoring station. A Manual Call Point is operated by depressing the frangible face of the device. The body of a Manual Call Point shall be red in colour. A red Manual Call Point is mounted on the **FIP ONLY**.

EMERGENCY WARNING SYSTEM (EWS)

EXTERNAL ALARM INDICATOR (RED STROBE LIGHT)	The fire detection system shall operate one red strobe light to indicate a fire alarm. The strobe shall be located on the outside of the building, be visible from the main approach to the building and shall be as near as practicable to the Designated Building Entry Point. The word 'FIRE' shall be marked on or adjacent to the strobe in lettering not less than 25 mm in height on a contrasting background. The label shall be upright and clearly legible when the strobe is installed.
SPRINKLER ALARM BELL	The sprinkler alarm bell is to provide an audible alert that the sprinkler system has been activated. The bell shall be located on the outside of the building, be visible from the main approach to the building and shall be as near as practicable to the sprinkler installation. The bell can either be activated by water flow from the sprinkler system or by activation of a flow switch.
ALERT ALARM	The Alert Alarm is a slow repetitive BEEP which can either be actuated by activation of the fire detection system or manually by the Chief Warden.
EVACUATION ALARM	The Evacuation Alarm is a rise and fall tone that is the executive order for all occupants to immediately evacuate the building. It can be actuated by activation of the fire detection system or manually by the Chief Warden.

PUBLIC ADDRESS (PA) SYSTEM	A Public-Address system is installed to provide verbal communication between the Chief Warden and building occupants.

FIRE SUPPRESSION SYSTEM

SPRINKLER SYSTEM	Automatically distributes water upon a fire in sufficient quantity either to extinguish it entirely or to prevent its spread.

FIRST ATTACK FIREFIGHTING EQUIPMENT

FIRE EXTINGUISHERS	Fire extinguishers are installed in accordance with AS 2444 to provide occupants with equipment to attack a fire in its initial stages.
FIRE HOSE REELS	Fire Hose Reels are installed to allow occupants to undertake fire extinguishment in the initial stages of the fire. The fire hose reel system must have fire hose reels provided so that the nozzle end of a fully extended fire hose fitted to the reel and laid to avoid any partitions or other physical barriers will reach every part of the floor of the storey and internally within 4m of an exit. Fire Hose Reels are not to be used on fires with an associated electrical hazard.
FIRE HYDRANTS	A fire hydrant system must be provided to serve a building having a total floor area greater than 500 m²; and where a fire brigade is available to attend a building fire. The internally located fire hydrant is to provide coverage throughout all areas of the building.
FIRE BLANKETS	Fire blankets may be used on fires involving flammable liquids in cooking containers or containers such as deep fat fryers.

FIRST AID

FIRST AID KITS	A First Aid Kit is provided for the emergency treatment and life support for people suffering injury or illness. Contents of First Aid Kits should be suitable to the type of work carried out at the workplace. The *First Aid in the Workplace Code of Practice* advises that first aid kits for workplaces should not contain medications.
AUTOMATED EXTERNAL DEFIBRILLATOR (AED)	An Automated External Defibrillator (AED) is a portable electronic device that automatically diagnoses the life-threatening cardiac arrhythmias of ventricular fibrillation and ventricular tachycardia in a patient, and is able to treat them through defibrillation, the application of electrical therapy which stops the arrhythmia, allowing the heart to re-establish an effective rhythm. With simple audio and visual commands, AEDs are designed to be simple to use for the layperson.
EMERGENCY EYE WASH	Emergency eye wash equipment is used to drench or flush the eyes with water when dust, irritants, or chemicals enter the eye. The user needs to wash their eyes for at least 5 minutes.
SAFETY SHOWER	A safety shower is a unit designed to wash an individual's head and body which has come into contact with hazardous chemicals. Large volumes of water are used, and a user may need to take off any clothing that has been contaminated with hazardous chemicals. Safety showers cannot be used for flushing our eyes, due to the high pressure of water from the shower, which can damage a user's eyes.

MEANS OF ESCAPE

EMERGENCY EXIT SIGNS	Emergency exits and the paths of travel to emergency exits are normally indicated by an illuminated EXIT and/or directional EXIT sign.
EMERGENCY LIGHTING	Emergency lights are designed to safeguard occupants from injury by providing sufficient lighting to allow occupants to safely negotiate the paths of travel to an exit in the event of a partial or major failure of the buildings' mains power.
EMERGENCY POWER GENERATOR	An emergency power generator which is diesel powered is installed in this building.
EXIT DOORS	Exit doors are provided to give occupants a means of egress from any part of the building,
FIRE RESISTANT DOORS	A fire-resistant door-set is installed across an opening in a fire wall to maintain the fire resistance rating of that fire wall. A sign to alert persons that the operation of fire doors must not be impaired must be installed where it can be readily seen on, or adjacent to, a required fire door providing direct access to a fire isolated exit on the side that faces a person seeking egress.
SMOKE CONTROL DOORS	Smoke control doors are designed to allow occupants a safe path of travel to an emergency exit in the event of fire by restricting the impact of smoke on that path of travel. A sign to alert persons that the operation of smoke control doors must not be impaired must be installed where it can be readily seen on, or adjacent to, a required smoke control door on the side that faces a person seeking egress.
MAGNETIC FIRE / SMOKE DOOR HOLDERS	Magnetic fire / smoke door holders enable fire doors to be legally held in an open position to give ease of access through a building, in compliance with the Disability Discrimination Act. When de-energised by a relay controlled by the fire alarm system or other switch, the door is released to a closed position, checking the spread of smoke and flames.
DOOR FAIL SAFE DEVICE	Specific doors are provided with a clearly identified fail safe control switch on both sides of the doors which temporarily open the doors to allow occupants to evacuate. The doors will close automatically when the occupant passes through. The door opening devices are fitted with a back-up power supply capable of opening and closing the doors for a minimum of 60 minutes in the event of a power failure.
EMERGENCY DOOR RELEASE (EDR)	An Emergency Door Release (EDR) is similar in construction to a Manual Call Point (MCP). The body may be green, white or yellow in colour but must have the wording "Emergency Door Release" in a contrasting colour on the device. They are installed for use by occupants to override electronic door locks.
FIRE ISOLATED STAIRS / CORRIDORS	Fire isolated stairs and or corridors are designed to provide occupants with a safe means of egress from the building in the event of a fire.
SMOKE EXHAUST SYSTEM	A smoke exhaust system is installed to allow occupants sufficient time to evacuate before the paths of travel to the exits become untenable.

Performance Solutions

If construction work for a building involved a Performance Solution for a relevant performance requirement that includes a fire safety management procedure as a condition of the occupation and use of the building, then the Performance Solution/s are to be detailed in this section.

NOTE: This building will be subject to Fire Engineered Performance solution. At the time of production, the FER was not availble and all information is based on McKenzie Group Regulatory Compliance Report dated 21 Augiust 2020 Revision B

3. PREVENTION PROCEDURES

Prevention of fire is as important as the development of efficient means of fighting it. All occupants should be acutely aware of the need to avoid dangerous practices and of the danger to life and property in the event of fire getting out of control.

Management policies are procedures are recommended, where appropriate, to complement the physical fire safety measures as a part of the holistic fire safety strategy for the buildings. These will include:

- Emergency procedures based on AS 3745.
- Staff training;
- Fire safety management, such as the following:
    - No smoking policy within the building and at least one designated external smoke area;
    - Hot work permits (e.g. for cutting, welding, heating, angle grinding or any other related practices)
    - Procedures for system isolations;
    - Regular maintenance and testing of electrical equipment and appliances;
    - House-keeping measures, including avoidance of the accumulation of rubbish or storage within common areas, including the exits and the path of travel to the exits;
    - Record keeping, in particular as built documentation of fire safety systems (e.g. in FIP cabinet), the occupation certificate and the Fire Engineering Report upon which building approval was based;
    - Fire Orders and evacuation plans.Prevention

Wardens and occupants should be encouraged to take note of and bring to the attention of the Chief Warden or person in charge of their floor or area:

(a) Any accumulation of litter which may increase the danger of fire;

(b) Incorrect storage of flammable liquids;

(c) Incorrect storage of Dangerous Goods and/or Hazardous Materials;

(d) Any furniture, decoration, equipment or any other item that might restrict the width of the path of travel or impede access to the emergency exits;

(e) Missing, defective or discharged fire extinguishers;

(f) Any fire and smoke doors that are not kept shut (except during use) and any self-closing mechanism which is not operational. These doors should close and fully latch automatically and are not to be held open by wedges etc;

(g) Any obstructions in passageways;

(h) The storage of any article in fire hose reel cupboards.

Flammable liquids should be permitted only in special circumstances and only in minimal quantities.

All occupants should be encouraged to observe the greatest care when using matches, portable heaters, electrical appliances and other possible sources of ignition. Their immediate work area and/or surroundings should be kept neat and tidy.

No Smoking Guidelines

In relation to this workplace everyone that works or visits this facility is required to abide by the smoking ban within its precinct. This includes: employers; employees; voluntary workers; and customers. Each person conducting a business or undertaking must put in place a specific non-smoking policy for their facility.

As restrictions on smoking in enclosed public places have become more common, smokers are increasingly required to smoke outdoors. Problems arise when smokers cluster around entrances and exits, and near air-conditioning intake vents. People who enter and exit the building are exposed to environmental tobacco smoke and there may be problems with smoke drift into indoor smoke free areas. Smoke free legislation requires occupiers to take reasonable steps to prevent cigarette smoke drifting from areas where smoking is permitted into smoke free areas. For example, smoking is prohibited adjacent to the pedestrian access point to a building and any air-conditioning intake (refer to individual State or Territory Legislation for distances).

HOT WORK

A Hot Work permit system must be implemented for cutting, welding, brazing, soldering and other similar works. Hot work involving the isolation of an Essential Service must be strictly controlled by the person in charge of the workplace.

The following requirements are to be in place and followed when hot work is conducted on the premises.

- The person and or company conducting the hot work must be a holder of a current Work Cover, Public Liability insurance and Professional Indemnity Insurance;
- The person and or company conducting the hot work must be suitably qualified to perform the hot work;
- The person and or company conducting the hot work must be made aware of precautions which must be observed as far as is practicable whenever an Essential Service is made inoperative;
- Fire extinguishers are to be located immediately adjacent to the hot work area within 10 metres. Installed building fire extinguishers are not to be relied upon;
- The immediate surrounds of the work area are to be cleared of combustible materials;
- The person and or company conducting the hot work must be made aware of facility Emergency Response Procedures ; and
- The person and or company conducting the hot work must at all times comply with Occupational Health and Safety Laws and Regulations.

If a fixed fire protection or detection system needs to be taken out of service approval is required for the impairment and the Fire System Log Book is to be filled in with details of the actions.

4. EMERGENCY RESPONSE PROCEDURES REQUIREMENTS

Introduction

This Emergency Response Procedures detailing in part Emergency Response Procedures has been developed for the guidance and information of the occupants of CFC & Wharehouse & Distribution CentreFacility 74 Edinburgh Rd, Marrickville

During an emergency, all occupants may have to be evacuated from this facility to a saf.e place of assembly. These procedures have been designed to enable the safe evacuation of the occupants. It is mandatory that these procedures be actively supported and adopted by all occupants.

General requirements

The Building Owner/Managing Entity must ensure this Emergency Response Procedures is kept in written or electronic form and is readily available to all employees.

Operation of the Building Emergency Management Manual

In the event of an emergency the smooth execution of the Emergency Response Procedures can be achieved only if everyone is thoroughly familiar with what is expected of them.

The risk of panic, personal injury and loss of property is significantly reduced by having an efficient Emergency Control Organisation, and in addition all other occupants trained in Emergency Response Procedures .

Types of Emergencies

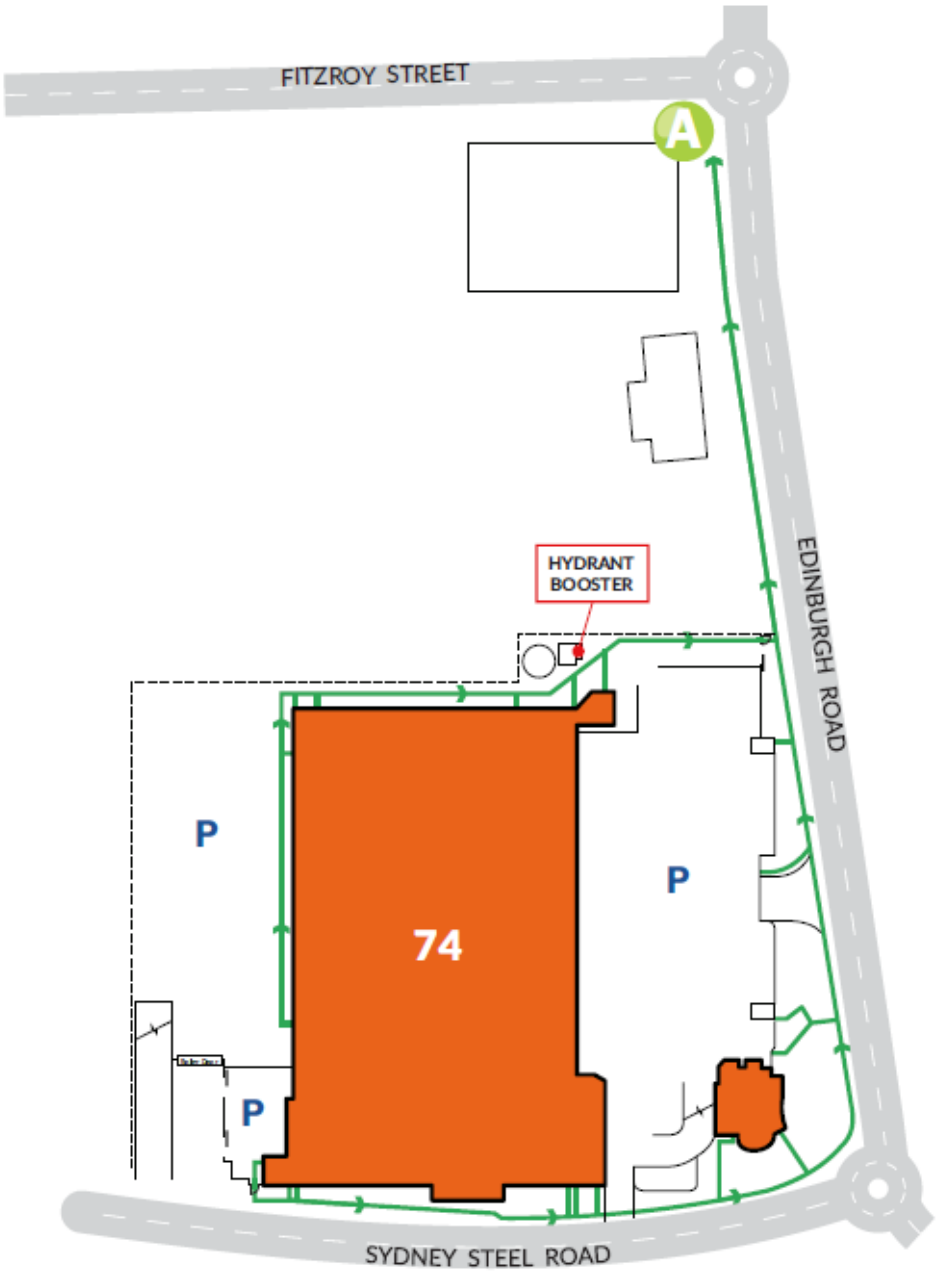
Australian Standard 3745-2010 lists the types of emergencies that could affect a facility. This can include:

- Bomb threat
- Building invasion/armed intrusion
- Bushfire
- Chemical, biological and radiological
- Civil disorder
- Cyclones, including storm surge
- Earthquake
- Fire
- Flood
- Hazardous substances incidents
- Industrial accident
- Letter bomb
- Medical emergency
- Severe weather/storm damage
- Structural instability
- Terrorism
- Transport accident
- Toxic emission

Evacuation Assembly Areas

An Evacuation Assembly Area has been established for this facility.

- ***The interim Evacuation Assembly Area is located on the corner of Fitzroy Street and Edinburgh Street. The footpath will accomadte the numbers as they are moved down Fitzroy street. (The ratio will be 1m² for eevery person)***



In some instances, it may be considered appropriate to evacuate to another approved safe area as nominated by the Chief Warden or the attending Emergency Services.

Master Emergency Communication Point

A Master Emergency Communication Point is a designated location within, or in close proximity to the building from where the Chief Warden will direct all emergency control operations during a period where an incident impacts on, or could impact on, the safety and well-being of building occupants.

- ***The Master Emergency Communication Point for this building is located at the fire control room located on the ground floor.***

Raising an Alarm

When an incident occurs, the alarm can be raised by:

(a) Ringing the Emergency Services by dialling Triple Zero (000);

(b) Someone witnessing the emergency (for example fire, gas leak, civil disorder) and reporting it to the Chief Warden;

(c) Operating any device that will sound the Emergency Warning System.

Outside Normal Working Hours (see Section 1)

If incident occurs in the immediate area that could impact on occupant safety or the emergency warning system sounds outside normal working hours, persons working in the facility should alert others in their area (if it is safe to do so), activate the emergency warning system by any available means, notify the relevant Emergency Service on Triple Zero (000) and leave their area via the emergency exits.

If the assembly area is in a remote location where an individual's personal safety may be placed at risk it is advisable, and if it is safe to do so, for the evacuee/s to remain in a well-lit area in close proximity to the facility entrance where they can also pass on any relevant information to the responding Emergency Service.

Do not re-enter the facility until directed that it is safe to do so by the senior Emergency Services Officer.

Note: If the alarm sounds or an incident occurs outside normal working hours, a person with a special need who cannot traverse the emergency exits should telephone the Emergency Services on Triple Zero (000) and pass on relevant information including their location within the building.

Persons with Disabilities

A person with disabilities is any person who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such impairment; or is regarded as having such impairment.

Consideration must be given to an accessible means of egress, safe holding areas and also the compilation of Personal Emergency Evacuation Plans (PEEPs). Refer to Section 6 for further information.

Use of Lifts

In a multi-level building an occupant or member of the public will normally have no indication of why an Emergency Warning System has sounded and as such, lifts should **NOT BE USED** by occupants or members of the public if the Emergency Warning System sounds or if there is physical evidence of a fire.

Lifts are not to be used in a fire, or suspected fire situation, because:

(a) Lifts may stop owing to electrical or mechanical failure;

(b) Smoke can enter lift cars and shafts;

(c) The lift may be called to the fire-affected floor;

(d) Lift doors with sensors may not close if smoke has broken the beam.

Certain lifts may be used to transport Emergency Services personnel or to evacuate a person with special needs strictly under the control of the attending Emergency Services.

Movement of Motor Vehicles during an Emergency

In the event of an incident requiring evacuation of the car park, measures must be implemented to immediately restrict the entry of vehicles into the car park and to allow occupants already in their vehicles to exit freely from the car park (if deemed safe to do so).

If the site and the car park are equipped with boom gates, Security, car park attendants or a nominated Warden must ensure the entry gate is locked in the down position to restrict entry and the exit gate is locked in the up position to allow all vehicles-in-transit to exit freely and drive away from the complex.

Care should be taken to avoid traffic jams in the immediate neighbourhood of the complex which could restrict the arrival of Emergency Services vehicles.

If this procedure cannot be implemented safely, or if a traffic jam occurs within the vehicle exit route from the car park, car park attendants and or Wardens are to instruct all drivers of vehicles-in-transit to stop engines, alight from their vehicles, secure their vehicles and evacuate the car park using the emergency exits. Drivers of evacuated vehicles must be restricted from re-entering the car park until the official All-Clear is given by the Chief Warden or attending Emergency Services.

For this procedure to work effectively there needs to be a communication system in place to allow instructions to be given to car park attendants (and or designated Wardens). In the absence of any specific instructions from the Chief Warden, upon an incident occurring within or which may impact on the car park precinct, the procedure detailed above shall be implemented.

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Response Colour Codes

The following colour codes may be used for Public Address or radio announcements for specific emergencies:

Type of Emergency	Response Colour Code
Fire/smoke	**Red**
Cardiac arrest/medical emergency	**Blue**
Bomb Threat	**Purple**
Internal emergency (*failure of or threat to essential services, hazardous materials incident.)*	**Yellow**
Personal threat (*armed hold-up, hostage, siege, situation involving high risk or injury or unarmed confrontation e.g. psychiatric, assault, geriatric, violence, suicidal threat*)	**Black**
External emergency	**Brown**
Evacuation	**Orange**

For ***all clear*** the relevant colour code shall be stated followed by ***all clear.***

Notes:

1. *The response to Personal Threat (Code Black) should be developed in consultation with external services and agencies such as State authorities and police.*
2. *The colour green SHOULD NOT be used to indicate* ***all clear.***
3. *Alternative forms of emergency identification rather than response colour codes, eg. Paging alert system using a number may be used if desired.*

All Clear

On being notified by a person in authority from the relevant Emergency Service that it is safe to return to the facility, the Chief or Deputy Chief Warden should proceed to the Assembly Area to announce the All Clear.

Employee Workplace Health and Safety Obligations

Employees must ensure that their workplace health and safety obligations are fully discharged to other persons (third parties) at the workplace pursuant to workplace health and safety legislation enacted in each State and Territory. Generally, this legislation requires employees:

(a) to take reasonable and practicable steps to ensure that they do not do anything, or fail to do something that creates a risk or increases an existing risk to the health of the employee or other persons at the workplace;

(b) not to willingly injure himself/herself or other persons at the workplace;

(c) to comply with employer instructions for workplace health and safety and to use appropriate protective equipment where this equipment has been supplied by the employer.

Employees who fail to comply with their workplace health and safety obligations may be prosecuted under relevant State legislation.

Training

A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking.

Induction and Annual Training of Employees in Fire Safety

A person conducting a business or undertaking must ensure that all employees other than their Emergency Control Organisation (ECO) representatives are advised of the procedures to be followed in the event of an emergency within the facility. This should include:

(a) The procedure to be followed in the event of an emergency incident;

(b) The means of escape from a building in the event of an emergency incident;

(c) The location and method of operating firefighting equipment, fire alarms or equipment warning of fire;

(d) The procedure for conducting visitors to an exit in the event of an emergency incident;

(e) If any person is not present at the designated safe place, reporting the fact to the person in charge of the building at the time.

The employees training should be conducted within two days of commencement of work in the building and should be repeated annually.

Emergency Control Organisation Personnel Training

Emergency Control Organisation (ECO) personnel shall receive instruction relevant to the position to which they are appointed. The ECO training program shall cover issues specific to the facility emergency procedures and should include:

(a) Fire safety features including installed alarms;

(b) The procedures for evacuation of the facility including the possibility of modification to set procedures where circumstances dictate a change is required;

(c) The location of the evacuation assembly areas;

(d) Emergency personnel identification;

(e) Emergency personnel authorities;

(f) The role and authority of each ECO member;

(g) Communication methods and systems.

ECO personnel shall receive skills maintenance instruction at intervals not exceeding six-months. The skills maintenance sessions are to be used to maintain the interest of personnel and improve their knowledge and skills.

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Evacuation Practice

Evacuation exercises shall be conducted to ensure that the procedures are satisfactory. Once it has been established that the procedures are satisfactory and workable, a program of evacuation exercises should be established for at least one year ahead. All evacuation exercises should be attended by observers with check lists. All evacuation exercises shall be prefixed by an announcement that indicates it is an evacuation exercise.

Evacuation exercises may be conducted either as partial evacuation exercises or a total exercise covering a facility. In any case, all areas of a facility shall participate in at least one emergency response exercise involving an evacuation each year.

An Emergency during an Emergency Response Exercise

A pre-determined word or phrase, for example, 'NO DUFF' shall be disseminated to all ECO members, for use when an actual emergency incident takes place during an emergency response exercise. The word or phrase shall signify that the emergency response exercise has been terminated and that the ECO are to stand by for further instruction.

NOTE: The word or phrase may be repeated in groups of three to overcome background noise and other distractions.

Evacuation Practice Record

The site management must keep a record (an ***evacuation practice record***), complying with the following paragraph, of each evacuation of the building carried out.

The evacuation practice record must state the following:

(a) the date of the evacuation;

(b) the times when the evacuation started and ended;

(c) any action to be taken as a result of the evacuation, including, for example, carrying out a review of the building's fire and evacuation plan or giving additional fire and evacuation instructions.

5. FACILITY EMERGENCY MANAGEMENT GROUP

Emergency Planning Committee

The EPC shall consist of not less than two people and shall represent the stakeholders in a facility. At least one member of the EPC shall be deemed competent in accordance with AS 3745-2010. The EPC shall meet at least annually, and a record of the meeting must be made and retained. In most facilities, the EPC would comprise senior management, tenants, Chief Warden and facility specialists.

Building owners, agents, occupiers, lessors or their representatives, should ensure that leases not only cover the safety of occupants in an emergency, but include obligations for occupants to participate in emergency planning and evacuation exercises and acknowledge the authority of designated wardens in emergency situations.

The EPC shall determine the number of ECO personnel required consistent with the nature and risk of the facility. The EPC shall also ensure that the personnel are appointed to all positions on the ECO but particularly, the Chief Warden group, and that arrangements are made for the training of ECO personnel, including evacuation exercises.

The EPC shall arrange the immediate replacement of Wardens who are no longer available and nominate suitable persons to cover short term absences.

Indemnity – Employer to Employee

Employees are appointed to an Emergency Control Organisation to support their employer to discharge an obligation that their employer has under health and safety legislation enacted in each State and Territory. When an employee is appointed to the Emergency Control Organisation by their employer the role as a Warden should be deemed to be part of their normal employment duties and as such protected under the Vicarious Liability provisions applicable to an employer/employee relationship. All employers are bound by the Vicarious Liability principles applicable to all their employees for all reasonable employee actions during the normal course of their employment.

For further clarification please consult with a legal practitioner.

Emergency Control Organisation

The Emergency Control Organisation (ECO) has been established to deal with all emergency incidents that may affect the safety and wellbeing of building occupants and members of the public who may be in the complex or within the precincts. The specific roles for each position are detailed in this section.

Emergency Response Team (ERT)

An Emergency Response Team (ERT) shall respond to an incident area and initiate the emergency control procedures for the site, generally as directed by the Chief Warden.

The ERT are specialist personnel, appointed to attend specific incidents, to contain, control or eliminate an emergency using emergency response equipment.

ERT personnel shall receive skills maintenance instruction relative to the risk associated with the site and the equipment needed to carry out their duties safely. The ERT members shall attend a skills retention activity in their specific procedures at intervals not greater than one year.

The ERT personnel should be thoroughly familiar with:

(a) the layout of the Site;

(b) all hazardous storage areas on the site;

(c) all exits, safe holding areas and alternative escape routes;

(d) the location of firefighting and safety equipment.

Selection of ECO Members

AS 3745-2010 recommends that persons appointed to the ECO should be physically capable of performing their duties, have leadership qualities and command authority, have maturity of judgment, have good decision-making skills and be capable of remaining calm under pressure, be familiar with their future areas of responsibility, be available to undertake their appointed duties, have clear diction and be able to communicate with the majority of occupants and visitors and be willing and able to undertake relevant training.

Number of ECO Members

AS 3745-2010 recommends that the number of ECO members shall be determined in accordance with: the size of the facility, floor or area; the number of occupants and visitors; the installed occupant warning equipment and the fire engineered and life safety features of the facility.

Identification of Emergency Control Organisation Members

During any emergency situation control will be greatly assisted by the quick identification of Wardens by occupants, members of the public and the Emergency Services. The use of either coloured caps, safety helmets, vests or tabards best achieve this identification. The appropriate colours are:

- Chief Warden White
- Deputy Chief Wardens White
- Floor or Area Wardens Yellow
- Wardens Red
- Emergency Response Team (ERT)Leader Yellow
- Emergency Response Team (ERT) Member Red

The Emergency Control Organisation may include trained First Aiders, a Communications Officer and Security Staff.

Objectives of the Emergency Control Organisation

The primary objective in an emergency is to ensure your own survival and safety. With this in mind, your objectives in order of priority should then be to:

(a) protect people endangered by the emergency. This could include conducting an orderly evacuation of the building's occupants, including members of the public who may be in the building at the time, to a safe place of assembly;

(b) protect property at risk by the incident;

(c) assist the Emergency Services;

(d) restore normality to the affected area.

IT SHOULD BE CLEARLY UNDERSTOOD THAT THE PRIMARY DUTY OF WARDENS IS NOT TO COMBAT EMERGENCIES BUT TO ENSURE, AS FAR AS PRACTICABLE, THE SAFETY OF THE OCCUPANTS AND THEIR ORDERLY EVACUATION FROM THE DANGER ZONE.

Maintenance of the Emergency Control Organisation

To maintain the effectiveness and efficiency of the Emergency Control Organisation a determined effort is required by all occupants of the building, particularly persons in charge of a workplace, to ensure the following is maintained:

(a) The nomination of suitable persons to carry out the duties of Wardens in the building to provide for the safety of occupants;

(b) A Warden Register containing the name, telephone number and location of all members of the Emergency Control Organisation within the building is implemented and maintained;

(c) Regular meetings of the Emergency Control Organisation should be convened to provide training for Wardens. Meetings should be held at intervals not greater than six-months. (Ref AS 3745;

(d) Evacuation exercises shall be held annually for the Emergency Control Organisation and building occupants to practice the building's emergency procedures. A debriefing of the Emergency Control Organisation to identify any deficiencies in the procedures should follow each exercise. All occupants are encouraged to participate in evacuation exercises to ensure they are familiar with Emergency Procedures. Participation in these exercises will assist Building Owners/Tenant Principals/Managers in meeting some of their obligations under the ***New South Wales Work Health and Safety Act 2011 and the Work Health and Safety Regulations 2017***.

Chief Warden

The Chief Warden during an emergency situation is required to respond immediately to the Master Emergency Communication Point (MECP), determine which Emergency Response Procedures should be implemented and bring the Emergency Control Organisation promptly into operation if necessary.

The Chief Warden's duty is to assume control of the incident and direct all occupants of the building from the time that an incident occurs until the arrival of the Fire Service or other Emergency Services.

The Chief Warden shall be provided with an up-to-date list of all Wardens, their telephone numbers and details of their location within the building.

The Chief Warden should be a person whose duties do not require frequent absences from the building, and whose normal work station should preferably be close to the Master Emergency Communication Point.

The Chief Warden should be aware of the likelihood of contractors working in the building.

Duties of Chief Warden

On becoming aware of an incident, the Chief Warden is to:

(a) Proceed to Master Emergency Communication Point (MECP) and take control;

(b) Establish communications with the affected area and assess the nature and extent of the emergency

Note: For example, communication can be by Warden Intercommunication Phone (WIP), Public Address (PA), telephone or runner.

(c) If an evacuation is required initiate evacuation procedures; and ensure all lifts are called to the ground floor and secured (if lift keys are available);

(d) Ensure the Emergency Services are notified Triple Zero (000).;

(e) Ensure that a Warden is despatched to meet the Emergency Services at the Designated Building Entry Point (DBEP) and direct them to the Master Emergency Communication Point (MECP);

(f) When an evacuation is conducted ensure that Floor/Area Wardens conduct a check of occupants and they must report any case of missing persons to the Chief Warden;

(g) Upon the arrival of the Fire Service the Chief Warden is to brief the Senior Officer on the actions taken by the ECO and the current status of the incident including any persons unaccounted for or mobility impaired persons and their location within the facility;

(h) If an unwanted (false) alarm or if the incident has been overcome, notify all areas.

Deputy Chief Warden

The Deputy Chief Warden is the understudy of the Chief Warden and will assume the Chief Warden's responsibilities whenever the Chief Warden is absent from the building. The Deputy Chief Warden is to assist the Chief Warden during an emergency, including acting as a Communications Officer if required.

It should be a matter of careful arrangement, for which the Chief Warden will be responsible, that either the Chief Warden or the Deputy Chief Warden is present during normal working hours. Switchboard operators should be informed of the location of the person on duty.

Area Wardens

An Area Warden shall be appointed for each part of the site to control the emergency evacuation procedures, generally as directed by the Chief Warden. However, Area Wardens should commence evacuation of their area if they consider the situation to be life threatening.

NOTE: The Chief Warden may direct occupants to remain in the building for an external incident where evacuation may place the occupants at risk. To this end the Chief Warden would normally direct when the occupants were to evacuate. Conversely if a fire was discovered the Area Warden would initiate immediate evacuation of their area.

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Duties of Area Wardens

The Area Wardens should be thoroughly familiar with:

(a) The layout of their area of responsibility;

(b) All exits, safe holding areas and alternative escape routes;

(c) The location of Wardens in their area. If there are changes of the Warden personnel, notify the Chief Warden and request training for the new Wardens;

(d) The existence of store rooms, blind passages, toilets, tea rooms and obscure areas in which persons could be located;

(e) The location of Manual Call Points and firefighting equipment

(f) The operation of equipment installed to assist in the evacuation of personnel from the building;

(g) Any person in their area with a special need who may require assistance during an evacuation of the building

(h) The likelihood of contractors working in their area.

Wardens

Wardens responsible for directing people out of a danger area should, in the first instance, position themselves so that they are:

– clearly visible
– not exposing themselves or any other person to danger
– able to exercise control over persons leaving the area.

Wardens should direct persons towards the exits using:

– a calm but firm voice
– smooth and commanding hand signals.

On becoming aware of an incident Wardens should immediately respond to a Warden Communication Point on their floor.

Duties of Wardens

Wardens' duties may include:

(a) Assuming control of their area in the absence of the nominated Floor or Area Warden;

(b) Alerting occupants;

(c) Contacting the Floor or Area Warden and/or Chief Warden and notify them of the incident;

(d) Stopping occupants from evacuating prematurely;

(e) Operating communications equipment;

(f) When directed, notifying all occupants to assemble at a staging area near the emergency exits in preparation for evacuation;

(g) When directed, guiding occupants through the emergency exits to the evacuation Assembly Area;

Note: If traversing a set of stairs all Wardens are to ensure that occupants do so in single file and that they maintain contact with the handrail at all times.

Note: If a Warden notes that the pace of an occupant is slowing the movement of others down a set of stairs then they must move that person aside on a landing until all others have passed.

(h) Assisting any person with a special need who may require assistance during an evacuation;

(i) IF SAFE TO DO SO and trained, operating first attack firefighting equipment, for example fire extinguishers and Fire Hose Reels;

(j) Ensuring fire and/or smoke doors are closed properly;

(k) Searching their area to ensure nobody has been left behind;

(l) Searching their area for suspicious articles (Bomb Threat Procedures);

(m) Ensuring lifts are not used during the evacuation;

(n) If directed, meeting Emergency Services personnel on their arrival in the Warden's area.

Duties of Emergency Response Team

On becoming aware of an incident on the site, the Emergency Response Team is to:

(a) proceed to the Master Emergency Communication Point and await direction from the Chief Warden;

(b) consult with the Chief Warden on the nature of the incident and carry out all instructions (for example to investigates for signs of smoke or fire or prepare to evacuate);

(c) control all emergency operations on the site.

6. PERSONS WITH SPECIAL NEEDS

Introduction

A person with special needs is defined in Australian Standard 3745-2010 as someone having physical, intellectual, visual or auditory disabilities or impairments, either temporary or permanent. There could be at least one person in any given building whose movement through emergency exits would be restricted in an emergency evacuation which will require special needs procedures being implemented within the workplace. Children may also be classified as a person who requires special assistance during an evacuation.

There is an added factor to be considered by the ECO where a person may hide an existing disability such as a heart condition or epilepsy and the disability does not become evident until an incident has occurred.

Personal Emergency Evacuation Plans

The person in charge of a workplace must identify any person under their control who has an impairment that may restrict their movement in an emergency. Personal Emergency Evacuation Plans (PEEPs) must be compiled for each identified person with a disability. The procedures must also include the details of person/s nominated to be the designated assistant/s.

Information on the PEEP shall be disseminated to all people responsible for its implementation. PEEPs should be held by the relevant Warden.

An example of a PEEP, as detailed in Australian Standard 3745-2010, is attached as an Annex to this document.

Categories of Impairments

Mobility Impairment

If a person cannot physically negotiate, use or operate stairs or door locks or latches in the path of egress then that person has a mobility impairment that would affect his or her ability to evacuate through the emergency exits in an emergency

Typical problems for people confined to wheelchairs includes manoeuvring through narrow spaces, going up or down steep paths, moving over rough or uneven surfaces, and negotiating steps or changes in level at the entrance/exit point of a building.

Visual Impairment

If a person cannot use or operate some part or feature in the path of egress or access displayed information like signage because that feature or information requires vision in order to be used or understood, then that person has a visual impairment that could affect his or her ability to evacuate in an emergency.

Hearing Impairments

If a person cannot receive some or all of the information generated by an occupant warning system, like an alarm signal or Public-Address voice instructions, then that person has a hearing impairment that could affect his or her ability to evacuate in an emergency unless alternatives are provided.

Speech Impairments

Speech impairments prevent a person from using building features that require the ability to speak. Speech impairments can be caused by a wide range of conditions, but all result in some level of loss of the ability to speak or to verbally communicate clearly.

Cognitive Impairments

Cognitive impairments can be caused by a range of conditions, including but not limited to developmental disabilities, alcoholism, Alzheimer's disease, Parkinson's disease, traumatic brain injury, stroke, and some psychiatric conditions, but all result in some decreased or impaired level in the ability to process or understand the information received by the senses.

All standard occupant warning systems require a person to be able to process and understand information in order to safely evacuate a building.

Assistance

Management should as a part of their risk management practices, have nominated personnel to assist any occupant or visitor with special needs. This may be as simple as someone guiding a person with limited eyesight through the emergency exits to the Assembly Area if an evacuation is ordered.

Level of Assistance

Guidance

- Explaining how and where the person needs to go to get to an emergency exit.
- Escorting the person to and or through an emergency exit.

Minor Physical Effort

- Offering an arm to assist the person to or through the egress path.
- Opening the door(s) in the egress path.

Major Physical Effort

- Operating a stairway descent device.

A Person with Special Needs in an Incident-Affected Area

A person with special needs in an *incident-affected area* should be guided to a Warden Communication Point and the Chief Warden notified. The Chief Warden is to arrange priority evacuation with the Emergency Services. If the person with the special needs is located on a level with direct access to a road or open-space, then that person should be immediately removed from the building.

In any other case where there is no direct access to a road or open space, once all other occupants have been evacuated, the person with special needs may be placed in a safe holding area, for example in a

designated fire and or smoke isolated safe haven or on the landing in the emergency exits with a Warden or responsible person to provide comfort and reassurance.

A Person with Special Needs in a Non-Affected Area

On becoming aware of an incident which could place the safety and well-being of occupants at risk, any person with special needs should be notified and prepared for movement either from the building or to a safe area such as the landing within a fire isolated stair, a fire isolated corridor or into a fire and or smoke isolated safe haven.

Outside Normal Hours of Occupancy (see Section 1)

Should the building Emergency Warning System sound in the area where a person with special needs is outside the normal hours of occupancy, that person should immediately ring Triple Zero (000) and ask for the Fire Service. Once connected they should pass on the following information to the operator:

- their name and the address of the building and the fact the alarm system has sounded (or type of incident that has occurred);
- their degree of assistance required; and
- their location within the building.

Should their own personal safety be at risk whilst awaiting the arrival of the Fire Service the person should make a second call to Triple Zero (000) and inform the operator they are making their way to the emergency exit.

Note: Any person who has hearing or sight impairment should not be alone in the building after normal working hours.

7. EVACUATION PROCEDURES - CODE ORANGE

Traumatic incidents can overwhelm a person's ability to cope. Different people have different reactions, and the degree to which they are affected and for how long will depend on many factors. The greater the significance of the incident to a person, the more likely the person is to suffer some effects.

Research indicates that people unfamiliar with specific alarms (such as visitors) will usually react in the following manner:

(a) Ignore the alarm in the hope that it may be an unwanted (false alarm) or the situation will resolve itself;

(b) Complete what they are doing when the alarm occurred, for example people will remain in a check-out queue, continue with a phone call or continue eating a meal;

(c) Locate any family or friends before trying to evacuate;

(d) React in a similar way to others around them;

(e) Most people will not panic. This usually occurs only when a person thinks they have no way out of a dangerous situation and are desperate to escape;

(f) They will usually maintain a passive role, expecting to be told what to do by someone in authority.

It is this last feature that enables members of the Emergency Control Organisation (ECO) to control crowds and implement an appropriate response provided the ECO Emergency Response Procedures are followed.

During an evacuation should the Chief Warden be unable to continue manning the Master Emergency Communication Point (MECP) owing to the nature of the emergency or because of threat of injury, the Chief Warden is to advise all floors, if possible, that they are leaving the MECP.

The Senior Officer from the Fire Service or responding authority, on taking control of the incident, may take over the duties of the Chief Warden. The Chief Warden should remain at the MECP to render assistance as required.

Evacuation Procedures

The situation should be assessed before the decision to evacuate is made. Consideration should be given to the following factors:

- the location of the incident,
- the severity and extent of the incident,
- if a fire is involved, the proximity of any flammable material,
- if a fire is involved, whether the first attack appliances are controlling the fire,
- the nature and type of occupants in the vicinity,
- IF IN DOUBT - EVACUATE. It is better to have the trouble of resettling occupants than to risk loss of life.

Authority to Initiate Evacuation

The authority to evacuate a floor/compartment/area is vested in the Warden present at the incident. Initiating an evacuation involving multiple areas of or the entire building is vested in the Chief Warden pending arrival of the Fire Brigade and thereafter on the advice of the Officer in Charge of the Fire Brigade.

Stages of Evacuation

If there are no members of the Emergency Control Organisation present all occupants of the building are to commence immediate evacuation of the building if their safety is threatened or on the sounding of the evacuation alarm in their area.

Initial evacuation should be conducted in three distinct stages depending on the severity of the incident.

Stage 1 - Removal of Persons from the Immediate Danger Area

Employees are removed from the affected compartment into the next compartment, for example from a room to the corridor. Doors should be closed to confine smoke and fire in the affected compartment.

Stage 2 - Removal to a Safe Area

If the severity of smoke or heat warrants further evacuation, employees should be moved through fire and/or smoke control doors to safe areas on the same level.

Stage 3 - Complete Evacuation of the Site

Should the emergency necessitate evacuation of the site, Wardens are to direct employees to the assembly area via the emergency exits.

Controlled Evacuation of a Low-Rise Building

For a controlled evacuation of a low rise building the sequence is:

(a) The incident affected area;

(b) The areas adjacent to the incident affected area;

(c) If the situation warrants so then complete evacuation of the building

Priority Groups for Evacuation

Occupants are divided into four priority groups for evacuation:

PRIORITY 1. *Ambulatory persons* who require only a Warden to guide or direct them to a place of safety.

PRIORITY 2. *Semi-ambulatory* persons requiring just a helping hand.

PRIORITY 3. *Non-ambulatory* persons who have to be physically moved or carried.

PRIORITY 4. Aggressive, violent or resistive persons. These persons may place Wardens in danger.

Note: *If circumstances permit persons in Priority 1 may assist in the evacuation of occupants in Priority 2.*

Shelter in Place (No Evacuation)

Shelter in place (no evacuation) is an emergency response option that 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.

An assessment of the shelter or refuge to determine the suitability and sustainability of the shelter should be carried out for certain emergencies, where shelter in place option is being considered.

Sheltering in place is a defensive action and is an alternative to evacuation where occupants can take to protect themselves against an incident originating outdoors, and for which there is forewarning. A shelter is a pre-determined interior room or area of the building, which, with special provisions, can provide a barrier to protect the occupants from the external environment.

Buildings alone can provide protection to a varying degree but are limited and effective only under certain conditions.

Irrespective of where you are sheltering in place is similar, and the basic steps remain the same:

(a) Shut and lock all windows and doors;

(b) Turn off all air handling equipment (heating, ventilation, and/or air conditioning, both supply and exhaust) within your ability to do so;

(c) No sheltering rooms have been assigned at this time. Individuals are advised to remain where they are until further instructions become available;

(d) Use the internet or turn on a TV or radio and listen for further instructions;

(e) When the “all clear” is announced, open windows and doors, turn on ventilation systems and go outside until the building’s air has been exchanged with the now clean outdoor air.

Emergency Lockdown

If an emergency lockdown is required:

- Move out of corridors or public areas and seek safety in the nearest room or facility;
- Close, lock and barricade doors;
- Turn off lights, close blinds or curtains;
- Turn mobile telephones to silent (Remember, the screen will illuminate if a call is received when in silent mode);
- Move away from line of sight from windows and doors;
- Move behind large solid objects for protection;
- Lay down on the floor and place your arms over your head for protection;
- Remain calm and quiet;
- Ring Triple Zero (000). Leave the line open if you cannot speak;
- DO NOT respond to fire alarms or other building alarms;
- DO NOT open the door to persons claiming to be police, security etc. unless their identity can be verified.

Evacuation of Contractors during an Emergency

During an incident that will require the evacuation of the facility the Chief Warden is to ensure that the Contractor/Visitor Sign-in Register is checked to confirm if contractors are working within the building or its precincts. If it is found that there may be contractors on site the Chief Warden is to ensure that personnel are despatched to check the area/s they are working in.

If the Emergency Warning System does not extend to the area that the contractor is working in consideration should be given to issuing contractors with two-way radios for the duration of the period that they will be working in the remote areas.

Duties of Chief Warden during an Evacuation (Code Orange)

On becoming aware of an incident, the Chief Warden is to:

(a) Proceed to the Master Emergency Communication Point (MECP) and take control;

(b) Establish communications with the affected area and assess the nature and extent of the emergency;

Note: For example, communication can be by Warden Intercommunication Phone (WIP), Public Address (PA), telephone or runner.

(c) If an evacuation is required initiate evacuation procedures; and ensure all lifts are called to the ground floor and secured (if lift keys are available);

(d) Ensure the Emergency Services are notified;

(e) Ensure that a Warden is despatched to meet the Emergency Services at the Designated Building Entry Point (DBEP) to direct them to the Master Emergency Communication Point (MECP);

(f) When an evacuation is conducted ensure that Floor/Area Wardens conduct a check of occupants and they must report any case of missing persons to the Chief Warden;

(g) Upon the arrival of the Fire Service the Chief Warden is to brief the Senior Officer on the actions taken by the ECO and the current status of the incident including any persons unaccounted for or mobility impaired persons and their location within the facility;

(h) If an unwanted (false) alarm or if the incident has been overcome, notify all areas.

Evacuation of Contractors during an Emergency

During an incident that will require the evacuation of the facility the Chief Warden is to ensure that the Contractor/Visitor Sign-in Register is checked to confirm if contractors are working in the facility. If it is found that there may be contractors in the building the Chief Warden is to ensure that personnel are despatched to check the area/s they are working in.

If the Emergency Warning System does not extend to the roof or Plant Room areas consideration should be given to issuing contractors with two-way radios for the duration of the period that they will be working in the remote areas.

Area Wardens - If an Evacuation is required (Code Orange)

If an evacuation is required, the Area Warden is to:

(a) Direct Wardens to assemble occupants at a staging area (for example in the vicinity of the emergency exits or lobby) in preparation for an evacuation;

Note: In an area where there is a high number of occupants and there is more than one staging area, the Area Warden is to ensure as far as practicable (and dependent on the location and type of incident), that there is an equal distribution of occupants at each of the points.

(b) When all occupants have assembled at the staging area, direct Wardens to commence evacuation via the emergency exits to the evacuation Assembly Area. A Warden should be directed to lead the occupants to show the way. Care is to be exercised when opening doors to the stairs as occupants from other floors may be descending;

(c) Direct Wardens to conduct a final check of their area to ensure it is clear of occupants. Instruct Wardens to check toilets, strong rooms and all occupiable spaces in their area;

Note: This action is more important than a later physical count of the occupants. A minimum of two people is required to conduct the final check.

(d) Advise the Chief Warden that their area has been evacuated;

Note: The Area Warden or a designated person is to report to the Chief Warden at the MECP and advise the status of the evacuation for their area. The Area Warden shall also render assistance to the Chief Warden such as controlling all entry to the site.

(e) Proceed to the evacuation Assembly Area and remain in charge of occupants until the All Clear is given.

Note: The Area Warden should seek assistance from fellow employees or occupants if too few Wardens are available during the emergency.

Wardens - When an Evacuation is required (Code Orange)

When an Evacuation is required, Wardens should be prepared to:

(a) Wait until the emergency exits are clear before entering. If the emergency exits are congested, wait for a few moments and check again or use the alternative exit;

(b) A Warden should lead the occupants in single file down any stairs to the Assembly Area. A second Warden should follow the evacuees and ensure they all stay together. Keep calm and avoid running or lagging behind;

Note: If traversing a set of stairs all Wardens are to ensure that occupants do so in single file and that they maintain contact with the handrail at all times.

Note: If a Warden notes that the pace of an occupant is slowing the movement of others down a set of stairs then they must move that person aside on a landing until all others have passed.

(c) If it is necessary to cross a street, traffic rules must be observed;

(d) Provide assistance to any person who falls or trips;

(e) Ensure the noise level is kept to a minimum;

(f) Allow room for Emergency Services personnel who may also be using the emergency exits;

(g) When directed conduct a final check of their area to ensure it is clear of occupants. Wardens are to check toilets, strong rooms and all occupiable spaces in their area;

(h) Prevent any person from re-entering the area or building, unless authorised to do so by the Chief Warden or senior Emergency Services Officer;

(i) Prevent substances such as food or drinks which could create a hazard, from being taken into the emergency exits;

(j) Permit only non-bulky personal items, such as purses, wallets or handbags, to be carried into the emergency exits for an evacuation other than a bomb threat or IED incident.

R.A.C.E

Whilst each emergency can differ the RACE procedure offers a set of immediate generic responses which are easily memorised and appropriate in most circumstances. They are:

R REMOVE

If safe to do so, remove or rescue any persons in immediate danger.

A ALERT

Alert other occupants. Notify the appropriate Emergency Services. This usually involves calling the Emergency Number and or operating the nearest Manual Call Point (Break Glass).

C CONTAIN / CONTROL

Close doors, and if safe to do so, deal with the threat.

E EVACUATE / EXTINGUISH

Evacuate to the Assembly Area and remain there until advised otherwise by a person in authority. Extinguish the fire only if trained in the use of the equipment and it is safe to do so.

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8. MEDICAL EMERGENCY – CODE BLUE

For all **MEDICAL/FIRST AID** related incidents or emergencies call Triple Zero (000).

IN THE EVENT OF A SUSPECTED CARDIAC ARREST OR IF THERE IS A NEED FOR URGENT MEDICAL ASSISTANCE:

REMAIN CALM: Do not panic.

BASIC LIFE SUPPORT

D - Check for **DANGER**. Ensure the area is safe for yourself, others and the patient.

R - Check for **RESPONSE** – ask name – squeeze shoulders.

S - Send for **HELP**. Dial Triple Zero (000) for an ambulance or ask another person to make the call.

A - **AIRWAY**. Open mouth if foreign material present. Clear airway with fingers.

B - Check for **BREATHING**. Not breathing – start CPR. Normal breathing - place in recovery position & monitor breathing.

C - Start **CPR**. Give 30 chest compressions (almost 2 compressions / second) followed by 2 breaths

D - Attach Automated External **DEFIBRILLATOR** (AED) if available and follow its prompts

Note: ***DO NOT*** *stop CPR when applying pads.*

Continue Cardio Pulmonary Resuscitation (CPR) until qualified personnel arrive or signs of life return.

Note: Never leave patient alone. Do not move patient unless exposed to a life-threatening situation. Provide support and appropriate assistance until emergency help arrives.

RAISE ALARM: Call for help – **Ring Triple Zero (000)** and ask for the Ambulance Service.

Advise your location, patient's age/sex, symptoms & signs, any prior medical illnesses, medication (see questions below).

INFORMATION THAT MAY BE REQUIRED FOR THE AMBULANCE SERVICE:

1. YOUR LOCATION:
   - Number Street name and suburb; and
   - Nearest cross street, access point; and
   - Street Directory map number and reference.
2. What is your contact number? (extension or mobile)
3. What is the medical problem?
   - description of complaint (short breath / sweating / where & what type of pain)
4. How old is he / she? (approximate age if not sure)
5. Is he / she conscious? (YES OR NO)
6. Is he / she breathing? (YES OR NO)

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Automatic External Defibrillator (AED)

If an Automatic External Defibrillator (AED) is used within the first 3-5 minutes of a person suffering a *sudden cardiac arrest* it can dramatically increase a patient's chance of survival from what is at present less than 5% to as much as 70%. AEDs are designed to be used by almost anyone with little or no experience.

An AED will automatically analyse the heart rhythm of a pulse-less patient. If the patient is in *ventricular fibrillation* or *ventricular tachycardia* it will shock the patient's heart in an attempt to restore its rhythm to normal. AEDs will not deliver a shock to patients who do not require it.

When a heart is in *ventricular fibrillation* it is still receiving nerve impulses from the brain. These impulses are simply firing so chaotically that the heart cannot produce a "beat;" and as such will not pump enough blood to keep the circulatory system flowing through the body. Brain cells will begin to die after four to six minutes without oxygen.

The heart will continue an uncoordinated twitching or fluttering until it no longer receives electrical impulses from the brain at which point it will totally stop. This finality can only be interrupted if the heart is shocked back into a normal rhythm. An AED stops the heart from its spasm by shocking it. This allows the nerve impulses a chance to recommence their normal pattern, which, in turn, allows the heart to take up beating at its normal pace.

The **ONLY** decisive treatment for ventricular fibrillation is **DEFIBRILLATION**.

SAFETY

- ✓ **DO NOT** operate an AED if under the effects of ALCOHOL or DRUGS
- ✓ **DO NOT** use on children below 8 years or under 40 kg *unless using paediatric (child) electrode pads*.

  Note: AEDs are NOT to be used on children under one year of age.
- ✓ **DO NOT** use on conductive surfaces such as water, fluids or metal
- ✓ **DO NOT** touch the patient when shock therapy is being delivered.
- ✓ **DO NOT** use in an explosive environment, e.g. oxygen enriched, gaseous or fume environment

If the AED indicates that a shock is required, make sure that everyone is "CLEAR" of the patient. Tell everyone assisting you to stay clear of the patient and ensure that you are clear of the patient as well. When everyone is clear of the patient press the shock button on the AED. (*Fully automatic AED will shock the patient automatically and will give an audible warning prior to delivering the shock*)

/ Step by Step use of AED

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STEP BY STEP USE OF AN AED

The AED will guide you through the entire process until help has arrived. Follow the visual & voice prompts of the AED.

1. Call Triple Zero (000).

   If you see someone collapse, immediately call Triple Zero (000) and get the paramedics on-route. If there are other people there, nominate someone specific to call Triple Zero (000) and explain the situation. This decreases confusion about who should do what and ensures that the emergency call is made.

2. Check the patient's airway and breathing.

   If someone has collapsed, you should immediately determine whether they are breathing. If the patient is breathing, you know that they have a pulse. If the patient is not breathing, check that the airway is clear. Once the patient's airway has been checked and cleared, check for breathing. If the patient is not breathing commence CPR.

3. Locate an AED.

   If there is an AED nearby ask a bystander to take over CPR while you apply the AED chest electrode pads to the patient. Uninterrupted CPR is an important factor in increasing the recovery rate of a person who suffers a cardiac arrest. Always ensure that someone is providing CPR for the patient unless the AED machine is actively analysing or shocking the patient.

4. Turn on the AED.

   Follow the visual & voice prompts of the AED.

5. Attach the electrode pads to the patient's bare chest. (Expose the patient's bare chest whether male or female)

   First ensure that the adhesive AED pads are attached to a cable which is plugged into the AED machine. Once this has been done bare the patient's chest (including a female) and attach the adhesive AED pads in the appropriate locations. The AED should include a diagram (generally on the adhesive pads themselves) indicating where each pad goes. Some AEDs uses a one-piece chest pad that makes placement easy.

6. Always follow the instructions of the AED.

Note: CPR should not be interrupted while the adhesive electrode pads are being applied.

First Aid

Refer to Code of Practice "First Aid in the Workplace" in each jurisdiction for establishing first aid practices.

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9. FIRE EMERGENCY – CODE RED

If fire or the presence of smoke is noted, take the following action:

(a) Dial Triple Zero (000) to notify the Fire Service, activate an alarm initiating device if installed, and notify the Chief Warden. Commence evacuation of occupants from the immediate area;

(b) Investigate the source of the fire or smoke and if trained in the use of the fire equipment and it is safe to do so, attempt to fight the fire with the correct fire extinguisher or a Fire Hose Reel;

(c) DO NOT enter smoke-filled spaces as smoke is TOXIC.

Note: There are more detailed procedures on the following page.

Classification of Fires

The types of fire are classified as:

CLASS A Ordinary free-burning materials such as paper, clothing, packing materials, wood and textiles.

FOR CLASS 'A' FIRES, USE:	Water	(Red)
	Foam	(Red with Blue Band))
	Dry Chemical (ABE Only)	(Red with White Band)
	Vaporising Liquid	(Red with Yellow Band)

CLASS B Liquids such as petrol, paint lacquers, thinners, oils, greases and many chemicals in liquid form.

FOR CLASS 'B' FIRES, USE:	Foam	(Red with Blue Band)
	Carbon Dioxide	(Red with Black Band)
	Dry Chemical	(Red with White Band)
	Vaporising Liquid	(Red with Yellow Band)

CLASS C Fires involving flammable gases.

FOR CLASS 'C' FIRES, USE:	Dry Chemical	(Red with White Band)

CLASS D Fires involving metals, for example potassium, sodium, magnesium. Special extinguishers are required.

CLASS E Fire involving electrical equipment. To fight these fires, use only extinguishers that are non-conductors of electricity.

FOR CLASS E FIRES USE:	Carbon Dioxide	(Red with Black Band)
	Dry Chemical	(Red with White Band)
	Vaporising Liquid	(Red with Yellow Band)

CLASS F Fires involving cooking oils and fats. *Where significant potential exists for a fire involving cooking oils and fats, WET CHEMICAL type extinguishers and FIRE BLANKETS should be provided.*

FOR CLASS 'F' FIRES USE:	Carbon Dioxide	(Red with Black Band)
	Dry Chemical [BE only]	(Red with White Band)
	Wet Chemical	(Red with Oatmeal Band)

– IF POSSIBLE, TURN THE POWER OFF FIRST –

– NEVER USE WATER, FOAM OR WET CHEMICAL EXTINGUISHERS ON ELECTRICAL FIRES –

Operating a Manual Call Point

A Manual Call Points (MCP) is a device that is connected to the Fire Indicator Panel (FIP) which when operated will send a signal to the alarm monitoring facility and to get a response from the Fire Service.

MCPs have a frangible face. The frangible face on older types of MCPs was made of thin glass while the newer version has a scored plastic fascia. In both cases they are operated by applying pressure to the frangible face of the device.

Duties of Chief Warden during a Fire Emergency

On becoming aware of a fire within, or which impacts on, the building, the Chief Warden is to:

(a) Proceed to the Master Emergency Communication Point (MECP) and take control;

(b) Establish communications with the affected area and assess the nature and extent of the emergency;

Note: For example, communication can be by Warden Intercommunication Phone (WIP), Public Address (PA), telephone or runner.

(c) If an evacuation is required initiate evacuation procedures; and ensure all lifts are called to the ground floor and secured (if lift keys are available);

(d) Ensure the Emergency Services are notified, ring Triple Zero (000);

(e) Ensure that a Warden is despatched to meet the Emergency Services at the Designated Building Entry Point (DBEP) to direct them to the Master Emergency Communication Point (MECP);

(f) When an evacuation is conducted ensure that Floor/Area Wardens conduct a check of occupants and they must report any case of missing persons to the Chief Warden;

(g) Upon the arrival of the Fire Service the Chief Warden is to brief the Senior Officer on the actions taken by the ECO and the current status of the incident including any persons unaccounted for or mobility impaired persons and their location within the facility;

(h) If an unwanted (false) alarm or if the incident has been overcome, notify all areas.

Area Wardens - On Becoming Aware of a Fire in Their Area

On becoming aware of a fire in their area, an Area Warden is to:

(a) Ensure the alarm has been raised and that the Fire Service has been notified, ring Triple Zero (000);

(b) Direct Wardens to assemble occupants at a staging area (for example in the vicinity of the emergency exits or lobby) in preparation for an evacuation;

Note: On a floor or in an area where there is a high number of occupants and there is more than one staging area, the Area Warden is to ensure as far as practicable (and dependent on the location and type of incident), that there is an equal distribution of occupants at each of the points.

(c) When all occupants have assembled at a staging area, direct Wardens to commence evacuation via the emergency exits to the evacuation Assembly Area. A Warden should be directed to lead the occupants to show the way. Care is to be exercised when opening doors to the stairs as occupants from other floors may be descending;

(d) Direct Wardens to conduct a final check of their area to ensure it is clear of occupants. Instruct Wardens to check toilets, strong rooms and all occupiable spaces in their area;

Note: This action is more important than a later physical count of the occupants. A minimum of two people is required to conduct the final check. Report the details of any persons who are unaccounted for to the Chief Warden who will relay the information to the Emergency Services.

(e) Advise the Chief Warden that their area has been evacuated;

Note: The Area Warden or a designated person is to report to the Chief Warden at the MECP and advise the status of the evacuation for their area. The Area Warden shall also render assistance to the Chief Warden such as controlling all entry to the building.

(f) Direct Wardens to attempt to extinguish the fire (if trained in the use of the equipment and it is safe to do so);

(g) Provide updates to the Chief Warden on the status of the evacuation and fire in their area;

(h) If the fire cannot be contained, order the Wardens to withdraw and close doors to slow the progress of the fire;

(i) Proceed to the evacuation Assembly Area and remain in charge of occupants until the All Clear is given.

Note: The Area Warden should seek assistance from fellow employees or occupants if too few Wardens are available during the emergency.

Wardens - On Becoming Aware of a Fire in Their Area

On becoming aware of a fire in their area, the Warden is to:

(a) Try to remain calm and think. DO NOT panic;

(b) Warn everybody in the immediate vicinity and ensure all occupants are evacuated from the incident area;

(c) Alert the Fire Service by ringing Triple Zero (000) and advise the Chief Warden.

Use of Fire Extinguishers

Note: If the decision is made to fight the fire, the person/s doing so must be trained in the use of the installed fire equipment and it must be safe to do.

(a) Determine type of fire and exact location. Where possible, keep the doorway or path of escape at your back and have another person back you up with another fire extinguisher;

(b) Select right type of extinguisher;

(c) Be sure you know how to use the extinguisher. If in doubt, READ THE INSTRUCTIONS;

(d) Remove from bracket and whilst clear of the fire remove the anti-tamper seal and pin and test the fire extinguisher to ensure it will operate;

(e) Proceed to the area of the fire and initially from a distance of no closer than 2 metres direct the agent in a sweeping motion at the base of the fire. As the fire diminishes in intensity slowly approach the fire while discharging the fire extinguisher until the fire is extinguished;

(f) Keep low to avoid smoke;

(g) Remember, direct the extinguishing agent at seat of the fire, NOT at the smoke.

Note: Dry Chemical Powder fire extinguishers can be of two distinctly different types. The powder in an A, B, E rated extinguisher may react adversely with cooking oils and/or fats.

Fire Hose Reels

All occupants should know the location and method of operation of any installed Fire Hose Reel/s.

Note: If the decision is made to fight the fire, the person/s doing so must be trained in the use of the Fire Hose Reel and it must be safe to do so.

To use a Fire Hose Reel:

(a) Try to remain calm and think. DO NOT panic;

(b) Warn everybody in the immediate vicinity and alert the Fire Service by ringing Triple Zero (000);

(c) Advise the Chief Warden;

(d) Do not use on electrical fires – REMEMBER water will conduct electricity;

(e) Whenever possible, *two people* should be used to unroll a hose from the Fire Hose Reel, that is, one to control the nozzle and one to ensure the hose runs off the reel freely and is not caught around doors or corners;

(f) Before using the Fire Hose Reel, ensure that the water is TURNED ON before proceeding to the fire. There is a stopcock lever (or tap) at the base of the Fire Hose Reel (some will not release the nozzle out until this is done);

(g) Check the water is capable of being turned on and off at the nozzle;

(h) Direct stream at the base of the fire and apply in a sweeping motion.

Kitchens and Food Preparation Areas

Kitchen areas pose high risks as heat or flames used in food preparation can cause fires. Special considerations are necessary:

(a) All areas must be kept clean and grease free;

(b) Oils/spirits/fats must be stored away from a possible ignition source;

(c) All kitchen staff must be aware of the location and method of operation of fixed fire systems, alarms, extinguishers and fire blankets;

Use of Fire Blankets

Fire Blankets may be used on fires involving flammable liquids in cooking containers or containers such as deep fat fryers.

Note: If the decision is made to fight the fire, the person/s doing so must be trained in the use of the Fire Blanket and it must be safe to do so.

Method of use:

(a) Do not panic. Try to remain calm and think;

(b) Warn everybody in the immediate vicinity and alert the Fire Service by ringing Triple Zero (000);

(c) Advise the Chief Warden;

(d) Carefully and slowly cover the burning object with the blanket;

(e) Turn off heat source and leave the blanket in place until cool.

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Deep Fat Fryer Fire

To extinguish a deep fat fryer fire:

(a) Do not panic. Try to remain calm and think;

(b) Warn everybody in the immediate vicinity and alert the Fire Service by ringing Triple Zero (000);

(c) Turn off power (if it is safe to do so);

(d) Slide a close-fitting metal lid or fire blanket over the vat;

(e) If available, operate a fixed extinguisher system, a Wet Chemical or B E rated Dry Chemical Powder fire extinguisher. Initially, stand well back when operating extinguishers on deep fat fryer fires.

10. BOMB OR SUBSTANCE THREAT PROCEDURES - CODE PURPLE

Introduction

An Emergency Control Organisation (ECO) must assess threats to determine a course of action. There is no set procedure for counteracting bomb threats; all vary in circumstance and motive. The ECO must use reasoning and a realistic and analytical assessment to manage a threat to overcome it regardless of its origin or intent.

Remember, a threat is only a threat until something tangible is found.

Threat Overview

Bomb threats are usually a form of communication, written or verbal, delivered by electronic (email, FAX, Web Chat, SMS etc), oral (telephone, tape recording), or other medium (letter) which are frequently used to disrupt business or cause alarm. These procedures are designed to help people respond to and deal with a threat in accordance with current directions provided by the Australian Federal Police and *Australian Standard 3745-2010.*

These procedures are designed to help you assess the level of the threat and, on the information available, decide on a course of action.

The following points provide an overview of the initial actions to take when a threat is received.

Telephone Threat Procedures

Any person receiving a telephone threat should observe the following:

(a) **Keep calm**. If possible attract the attention of a fellow worker or Raise the F5M Threat Check list and attract the attention of a fellow worker. The display of the form should immediately alert to the nature of the phone call;

(b) **Keep the caller** on the line as long as possible to gather information;

(c) Use the threat check list provided. *The check list can be used as evidence against the perpetrator of the threat in any subsequent legal proceedings*. (Annex C of this manual);

(d) **Obtain as much detail** as possible about the bomb and its location;

(e) **Listen carefully** for any background noises, speech mannerisms, accents or other details that might give a clue to the age, sex, identity and location of the caller;

(f) **DO NOT discuss the call** with other occupants in order to minimise distress; be discreet with the information and take direction from Chief Warden or a Manager;

(g) **Immediately after the threat**, contact your immediate supervisor, the Chief Warden and notify the Police;

(h) **Complete the threat report form** (reverse of check list) and hand it to the Chief Warden or, in their absence, the Police when they arrive.

Written Threat

Once it has been confirmed that a message is a bomb threat, the message and envelope or its container should be placed in a paper envelope or paper folder for further examination by Police/Forensics. Do not photocopy the letter or note.

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Threat Received by Email

It is possible that a threat may be received as an email. In this event evidence is still available within the software. To preserve the evidence:

(a) Save an electronic copy of the email and any attachments;

(b) Print a hard copy of the email for referencing the details of the threat;

(c) Notify the Chief Warden and the Police.

Threat Evaluation

Following the receipt of a threat the Chief Warden must consider the level of threat and decide on the appropriate action, using the threat report, results of searches by the Emergency Control Organisation and information obtained from building occupants and the Police. The threat may be assessed as:

– NON-SPECIFIC THREAT. For example, a call made by a child and/or with childish laughter in background or where little detail is received.

– SPECIFIC THREAT. For example, a call made in a calm deliberate manner where greater detail regarding timing, location or type of device is given.

To help determine the level of threat from a suspect item found during a search, consideration must be given to:

- calling Triple Zero (000);
- whether the item was hidden;
- is it obviously a device;
- is it similar to the original threat description;
- is it typical of all other items in the area;
- has there been a report of unauthorised persons being on site;
- is there evidence of forced entry?

Other factors that may provide assistance are:

- a threat is only that until something obvious is found;
- a perpetrator will infrequently give warning of an attack;
- the consequence for issuing a threat is not as severe as the placement or initiation of a device.

Person with Special Needs

On being notified that a threat has been received, Floor or Area Wardens should ascertain the location of any person with special needs in their area. If a decision is made to evacuate the building, the Chief Warden should arrange for a person with special needs to be removed from their floor using a lift. All lifts must be checked for any suspect object prior to use.

Types of Search

Essentially there are three methods for conducting a search: search by supervisors, occupants or special search teams. Each has advantages and disadvantages as detailed below.

Supervisory Search

A supervisory search is discretely undertaken by supervisory staff members without alerting other staff members to the threat. Each supervisor searches their own area of responsibility; however, because this is only a superficial 'walkthrough' search, it is only 50–65 per cent effective.

Occupant Search

Generally, occupants are best qualified to search their respective areas and should be readily able to assess items that do not belong. This type of search is relatively fast and efficient and may avoid privacy problems but may require additional staff training. Some staff may baulk at the risk of searching if not adequately briefed and reassured. This form of search is gauged to be 80–90 percent effective.

Initiating search

There are several methods to initiate search, namely:

- by sending a message over the public-address system which can be encoded to allay panic and unnecessary disruption (e.g. CODE PURPLE);
- by using a 'telephone cascade system' i.e. contact three people who in turn contact another three and so on; or
- the use of a dedicated Emergency Control Organisation (ECO) communication system.

Direct personal contact is also an option.

Search Procedure

WARNING:

Hand-held radio transceivers and mobile phones **MUST NOT** be used during a bomb emergency because, under certain conditions, transmissions can trigger an electrically-detonated or radio-activated bomb.

Two-way radios if available should be carried and should be on, allowing for the transmission of warning messages to the searchers. However, whilst safe to receive they should not transmit whilst in the threat area or near a suspect package.

Radio or mobile phone transmissions. A minimum of 25 metres from the device is recommended as the safe distance for transmissions.

The Police will often request the building occupants to conduct a search. All Wardens should be instructed in Bomb Threat Strategy during their routine training. Police will not normally search a building following receipt of a threat because:

- Police are unlikely to know the layout of the premises and the various places in which a device can be concealed;
- Police will not know what should be in a particular place and what should not. Staff members should know and be able to search more thoroughly.

Note Places of public assembly cannot be searched while members of the public are present.

Detailed searches take a considerable amount of time. Occupants may not be permitted to return for some hours. Consideration should be given to their welfare, for example in summer or wet weather, relocation to a more comfortable location with shade or shelter or for provision of refreshments.

If a search is decided upon, Wardens should be directed to search their area and report the location and appearance of any suspicious item.

Wardens should look for anything:

- that should not be there;
- that cannot be accounted for;
- that is out of place.

If a suspicious object is found:

- No one is to touch it or move it;
- Clear people away from the immediate vicinity;
- Secure the area;
- Inform your supervisor;
- Initiate evacuation;
- Inform the police.

Assembly Area

The designated safe assembly area is to be well away from the building, out of line-of-sight and well clear of windows.

The evacuation Assembly Areas should be searched by Wardens nominated by the Chief Warden. The Wardens used for this search should be from an area away from the threat.

The designated safe assembly area is to be well away from the building, out of line-of-sight and well clear of windows. For biological threats evacuate upwind and upslope of the building. A minimum distance of 150 metres is recommended. More details on evacuation distances are given in the next section.

Detailed Room Search

Divide the room into sections, for example halves or quarters. Search teams should:

(a) Listen for any unusual sounds;

(b) Conduct a passive search only (that is, look without touching);

(c) Operate with one team progressing clockwise and one team anti-clockwise, checking the area as follows:

- floor to waist level
- waist level to head level
- head level to ceiling.

(d) Mark the area as clear, using chalk marks, Post-It labels, etc.

Courses of Action – The Decision to Evacuate

The Police will normally leave the decision to evacuate to the Emergency Control Organisation or building management. The Police may provide advice or make recommendations.

Option to do Nothing (Disregard Threat)

It may be tempting, when receiving a threat from an intoxicated person or a child, to adopt this course of action. The Chief Warden must be absolutely sure it is a prank call. If there is the slightest doubt, the Chief Warden must adopt one of the other options.

Option to Search and Evacuate only if a Suspicious Object is Found

This choice means people will be in the building for a longer period if there is a device present. Evacuation will proceed if a suspicious object is found. If nothing is found, and there are no other significant factors, the Chief Warden may then consider that the building can be declared safe. The Chief Warden may consider this option appropriate if the threat level is assessed as low.

Option to Search with Partial Evacuation

When the threat level is considered to be moderate and there is no reason to believe an initiation to be imminent, the Chief Warden might consider partial evacuation, retaining essential staff members and search teams.

Evacuate Immediately Without Search

In the event of a call that the Chief Warden considers to be a high risk there may be a case for evacuation as quickly as possible, without conducting a search, especially where there is a possibility of imminent initiation.

When the time of an initiation has been disclosed in a threat, the Chief Warden must ensure search procedures are terminated well before the deadline, even if the device has not been found. All searching *must cease no later than 20 minutes before the time given*.

Where the threat stipulates a 'time-to-explosion' but it does not eventuate, **ALLOW AN ABSOLUTE MINIMUM OF TWENTY MINUTES** to elapse before reoccupation, commencing or continuing the search. Obviously where evacuation was ordered without search, then search must be undertaken before reoccupation. Regardless of the scenario, search results should guide the decision to re-enter the premises.

Evacuation

If the evacuation of a part of or complete evacuation of the building is ordered, the procedures are similar to an evacuation for a fire. Wardens are to:

(a) Direct occupants to the nearest exit and instruct them to take all personal items with them. Guide them to the nominated Assembly Area using a path of egress away from the suspect item if the location is known. Wardens should ask occupants to visually check their area for any suspicious articles as they leave their floor or area;

Note: In some buildings it may be necessary to direct occupants to another floor or area or to use a specific exit or escape route.

(b) Conduct a final check of all areas including toilets, strong rooms, plant rooms, store rooms and all other occupiable spaces to ensure they are clear of occupants;

(c) Advise the Chief Warden when their area has been evacuated. Ensure internal doors, except fire doors, are left open if possible, and that occupants do not re-enter the building;

(d) Proceed to the nominated Assembly Area and remain in charge of occupants until directed to return to the building.

Note: Never assemble personnel in front of, or directly below glassed areas.

Threat After Hours

Should a threat be received outside normal working hours, the recipient should report the matter to the Police, alert other persons/tenants occupying their area, and evacuate the building using the emergency exits. Do not re-enter the building until advised by Police that it is safe to do so.

The Decision to Reoccupy

Once an evacuation has been completed the Chief Warden and/or building management will decide when to reoccupy the building. If a suspicious object has been found, the Police will assume control until the object/building is declared safe. After this, the Chief Warden will then assume control.

Australian Bomb Data Centre *"Bombs: Defusing the Threat"*

The Australian Bomb Data Centre *"Bombs: Defusing the Threat"* handbook contains procedures and recommendations derived from the experiences of national and international police, and security and law enforcement agencies. It provides clear guidance on how to develop in-house policy and strategies to counter bomb threats. Further, it aims to:

- examine the threat;
- briefly describe different types of IEDs;
- introduce liaison with police;
- advise how to handle threats if and when they occur.

Bombs: Defusing the Threat complements Australian Standard 3745-2010.

For more information relating to the *"Bombs: Defusing the Threat"* handbook, visit the AFP's Australian Bomb Data Centre (ABDC) website.

With acknowledgment to the Australian Bomb Data Centre, Australian Federal Police Weston ACT for the use of extracts of material on Bomb Threat Procedures included in this Emergency Response Procedures and the sample threat check list at Annex C.

11. IMPROVISED EXPLOSIVE DEVICES – CODE PURPLE

An Improvised Explosive Device (IED) is a device fabricated in an ad hoc manner which contains explosive components designed to, or capable of, causing unlawful injury or damage.

Improvised Explosive Devices (IEDs) can be mail bombs; courier delivered bombs; placed bomb or Vehicle Borne Improvised Explosive Device (VBIED) and can be explosive, noxious or incendiary in nature. IEDs are easily disguised and the size and shape can vary greatly. Suspicious objects must be reported to management to determine if the object belongs to anyone. If the ownership cannot be proven, these procedures should be initiated. The Chief Warden and Police are to be notified and the object's potential threat is to be evaluated.

Incendiary Devices

Incendiary devices or fire bombs are designed to cause a fire. An incendiary device can be quite small in size and carried unnoticed by the perpetrator for long periods before being placed. A small incendiary device poses a high risk in buildings, structures and workplaces in which high numbers of people assemble because they can be placed without bringing attention to the offender.

Mail Bomb

All mail should be checked for suspicious articles. The details of all suspicious letters and parcels, and records of verbal threats should be retained for future reference.

The maximum size of a device is restricted by Australia Post limitations on the weight and dimensions of an article that can be sent through the Australia Post system. Mail bombs could of course be distributed by means other than Australia Post such as couriers. Irrespective of size, mail bombs have the potential to cause death or serious injury.

Mail bombs normally fall into three categories, HIGH EXPLOSIVE, INCENDIARY and NOXIOUS devices all designed to cause damage, injury or death.

Mail bombs are usually designed to operate ON OPENING or THE REMOVAL of an inner article from an envelope or package. These devices are targeted against an individual such as someone who would open such items under normal conditions. These devices are designed to withstand the heavy handling that would be expected in the postal system and would not normally be on a timing mechanism because of the length of time for delivery.

The detection of mail bombs involves five stages of action and counter action. Stage 1 and 2 are conducted by the recipient and Stages 3 to 5 by the responding Emergency Services.

Stage 1

Stage 1 is carried out on the initial receipt of the article where the recipient will conduct a visual inspection.

The recipient would be looking for:

(a) An envelope or parcel that is lopsided or uneven;

(b) A package that is excessive in weight for its size;

(c) Excessive tape or other securing material;

(d) An article from an unknown source;

(e) Wires or metallic material protruding from the article;

(f) Postage in excess of what would be required to have the article forwarded.

The recipient also has the ability to speak to the addressee and have them confirm that they were awaiting delivery of the item.

Stage 2

At Stage 2 a more in-depth analysis is applied where the observations from Stage 1 are correlated with our sensing abilities such as smell. *(These are both "normal daily practices" in mail handling at any time during Stage 1 and 2. Where suspicion is raised, the Emergency Services must be notified and no further action other than notification and evacuation should be carried out by the recipient).* Caution must be exercised in the movement of the article at both Stage 1 and Stage 2 if there is any suspicion about the object.

If the item is suspect at Stage 1 or 2 then the recipient would as a matter of course notify the Police.

It is important that a safe isolation area be designated for the placement of any suspect articles. This must never be in an item such as a filing cabinet where the build-up in gas pressure would magnify the explosive potential of the device. An area that should be considered is adjacent to a window or open door where the potential of the gas would dissipate thereby lessening the structural damage to the building.

Stage 3 to 5

The 3rd Stage will involve specialist assistance such as the Police or Military Bomb Technicians. If at Stage 3 the Technician confirms that the article IS NOT an IED then the recipient will normally deliver the article to the addressee.

If it is found to be an IED then at Stage 4 the Technician would render the device safe or neutralise the device for safe handling.

At Stage 5 evidence is collected and Police Investigators usually take control.

Bomb Threat Evacuation Guide

THREAT DESCRIPTION	EXPLOSIVE QTY	MIN[1] (m)	MAX[2] (m)
Pipe Bomb Small	100g	80	575
Pipe Bomb Medium	500g	100	860
Pipe Bomb Large	2.5kg	130	1,135
Briefcase/Suitcase	23kg	185	1,520
Compact Sedan	230kg	270	1,915
Sedan	450kg	300	2,030
Passenger/Cargo Van	1,800kg	375	2,410
Small Moving Van/Delivery Truck	4,540kg	440	3,280
Large Moving Van/Delivery Truck	13,600kg	525	4,730

Radio or mobile phone transmissions: minimum of 25 metres from the device is recommended as the safe distance for transmissions.

[1] *The minimum withdrawal distance is intended for use by essential personnel with adequate frontal and overhead protection.*

[2] *The maximum evacuation distance is governed by the greater of the throw distance for fragmentation or the glass breakage/falling hazard distance.*

Courier Delivered Bomb

In the case of a courier article, Stage 1 and Stage 2 of the mail bomb procedures should be followed upon initial receipt of the item.

A courier delivered bomb differs from a mail bomb in that the perpetrator has the ability to set a timer or trip/motion device when it is delivered. This means that a courier delivered device has the potential to detonate without any further intervention by the perpetrator. Once an item has been identified as suspicious it MUST NOT be touched or moved from that point on.

The degree of warning for a courier delivered bomb will vary. It may not be accompanied by a warning, it could have a written threat or there could be a telephone bomb threat after delivery.

In all cases of a suspected courier delivered bomb immediate evacuation of the area must be carried out. Notify the Chief Warden, your own Management and the Police and under no circumstances must the item be touched or moved. The evacuation route should avoid the area where the suspect item is placed even if this means selecting an alternative safe evacuation pathway that would not normally be used in emergencies.

Placed Bomb

Placed bombs come to attention either as an accidental discovery or after a warning and subsequent search. Placed bombs can take on many shapes from the obvious such as a stick of commercial explosive with a burning fuse to the indistinguishable such as a sealed package.

In all cases of a suspected placed bomb immediate evacuation of the area must be carried out. Notify the Chief Warden, your immediate supervisor and the Police and under no circumstances must the item be touched or moved. The evacuation route should avoid the area where the suspect item is placed even if this means selecting an alternative safe evacuation pathway that would not normally be used in emergencies.

Vehicle Borne Improvised Explosive Device (VBIED)

A Vehicle Borne Improvised Explosive Device (VBIED) may be defined as any vehicle capable of carrying a large amount of explosive. VBIEDs are by far the largest version of IEDs. A VBIED is capable of wide-scale devastation and it is usually used as an indiscriminate act of terrorism.

A VBIED is any means used to deliver a large amount of explosive usually to the external boundary of a building or into underground carparks or loading docks.

The security of basement and off-street car parks should be increased as the level of perceived or known threat from a VBIED increases. The ability to isolate the likely points where an unauthorised vehicle can be parked, externally or within a building, structure or workplace may decrease the impact.

In a situation where a VBIED is evident, the evacuation of a building's occupants must be controlled. In some circumstances, the evacuation of occupants may not be possible. It may be safer to remain within the building, structure, or workplace provided that people are assembled as far away from the device as possible and provided people are not in the line of sight of the device. IEDs of this size and nature historically detonate within a short period of being placed. However, if sufficient time is available occupants should be directed to a path of egress that is furthest away from the VBIED and, if possible, this means of egress should be protected by walls or other structural supports.

Evacuation

If the evacuation of the building is required for an IED, Wardens are to:

(a) Direct occupants and members of the public to the nearest exit that is away from the location of the IED and guide them to the nominated assembly area unless informed of an alternative location by the Chief Warden or responding Emergency Services officers. (If time permits, the assembly area and evacuation route must be searched prior to occupants reaching it to ensure that it is safe);

Note: Never assemble personnel in front of, or directly below glassed areas of a building.

(b) If safe to do so, conduct a final check of all areas including toilets, strong rooms, plant rooms, store rooms and all other occupiable spaces to ensure they are clear of occupants;

(c) Advise the Chief Warden when the floor has been evacuated. Ensure internal doors, except fire doors, are left open if possible;

(d) Proceed to the nominated assembly area taking personal items with you and remain in charge of occupants until directed to return to the building.

Vehicle Movement

The Chief Warden should instruct that the car park be closed and vehicle movement halted.

If a Device Detonates

Following the unexpected detonation of an explosive device the duties of the Emergency Control Organisation may include:

(a) protecting yourself from falling debris;

(b) DO NOT use naked flame as there may be gas present;

(c) ensuring First Aid is given to those injured;

(d) notifying the relevant authorities;

(e) isolation of electric power, if it is safe to do so;

(f) initiating controlled evacuation; or

(g) conducting a search of the floor, if safe to do so.

Reducing the Risk

All occupants of a building should be alert and made aware of the importance of advising the relevant authorities, such as the local police, of any concerns or suspicious activities.

A National Security Hotline has been established to further strengthen Australia's national security arrangements. It complements the activities being undertaken as part of the Commonwealth Government's national security public information campaign.

The Hotline is set up to receive information from members of the community who wish to report any activity which they feel may be relevant to national security and warrant further investigation. It also provides information on a wide range of national security matters.

Because buildings and business organisations differ so much, managers and occupiers should contact their local Police Crime Prevention Officer who will provide specific practical advice. Issues to be considered should include:

- minimising the number of entry points;
- implementing access control such as visitor registration and identification and a procedure for escorting visitors;
- locking cupboards, cabinets and areas that are not regularly occupied;
- initiate security check procedures to be carried out at the close of business;
- maintain a high standard of housekeeping with regular disposal of rubbish;
- installing good quality locks that are checked and serviced regularly to prevent unauthorised access;
- installing intruder alarms that will give early warning of persons attempting to force entry into the building;
- installing closed circuit television monitors;
- conducting a regular audit of security procedures.

With acknowledgment to the Australian Bomb Data Centre, Australian Federal Police Weston ACT for the use of extracts of material on Bomb Threat Procedures included in this Emergency Response Procedures and the sample threat check list at Annex C..

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12. EARTHQUAKES – CODE BROWN

Personal Safety Guidelines

Earthquakes strike without warning. Generally, the SAFEST PLACE to be is in the OPEN – away from buildings. However, if you are in a building when the earthquake strikes, you should NOT attempt to run from the building. Outside the building you may be met with falling debris and power lines. It is safer for you to remain in the building. Expect aftershocks.

Basic guidelines for personal safety if an earthquake strikes while you are indoors:

(a) Try to remain calm and stay inside until the shaking stops;

(b) Move away from windows, outside walls, and anything that could fall;

(c) Restrict your movements to a few steps to a nearby structurally safe place such as a set of fire stairs.

(d) If possible, take cover from falling debris next to a desk or substantial table or move to an internal corner of a room or in a doorway, sit down and crouch and protect your face and head with your arms;

(e) DO NOT use lifts or escalators;

(f) DO NOT use matches, candles or any naked flame in case of broken gas lines;

(g) Only use telephones in an emergency (do not expect an immediate response from the Emergency Services);

(h) If trapped do not move about or kick up dust, cover your mouth with a handkerchief or clothing. Tap on a pipe or wall so rescuers can locate you. Shout only as a last resort as shouting can cause you to inhale hazardous quantities of dust.

REMEMBER – DO NOT ATTEMPT TO RUN FROM THE BUILDING

If you are outdoors:

(a) Stay outside until the shaking stops;

(b) Keep well clear of buildings and other structures, power lines, trees and vehicles;

(c) Keep off roadways, footpaths and do not stand under shop awnings;

(d) If in a vehicle, stop in an open area and listen to your car radio for emergency broadcasts.

Once the tremor has stopped, look around for injured persons and reassure others in your area.

Duties of the Emergency Control Organisation

Chief Warden. The Chief Warden shall:

(a) Stand by to record reports from each Floor or Area Warden;

(b) Direct Wardens, where available, to inspect all public areas and report back any structural damage, hazard or injured personnel;

(c) As a precaution against possible broken or fractured lines it may also be necessary to isolate electrical and plumbing services;

(d) Unless conditions otherwise dictate Floor or Area Wardens should be advised to direct occupants to remain where they are until the immediate danger is over. Conditions outside could be worse than inside.

Floor or Area Wardens and Wardens. When the earthquake stops Wardens should direct all occupants to remain in their present safe refuge points until they have carried out a safety check. Wardens should then inspect their area and report to their Floor or Area Warden, who will then report to the Chief Warden, on the following:

(a) Any injuries; their nature, severity and who is giving first aid;

(b) Any hazards such as fallen or exposed electrical wires, precariously balanced material such as hanging ceilings, beams, etc;

(c) Any unfamiliar odours;

(d) The condition of any stairway as far as they can see from their level;

(e) If considered safe to do so, Floor or Area Wardens will direct occupants to assemble in safe areas, as close as possible to the Emergency Exits and await further instructions.

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13. CIVIL DISTURBANCE - CODE BROWN

Causes

Industrial unrest, emotional international situations or unpopular political decisions may lead to public demonstrations that could threaten the security of a building.

Responsibility

The Chief Warden should coordinate the response to an incident until the arrival of the Police, to whom they should provide as much assistance as required.

Action

As soon as the Chief Warden is aware of civil disorder occurring inside or in the vicinity of the building, the following action should be taken:

(a) Notify the Police and request assistance (call Triple Zero (000) and ask for the Police Operator);

(b) Notify supervisors;

(c) Restrict entry to the building;

(d) Confine the presence of demonstrators to the ground floor;

(e) Restrict contact between demonstrators and building occupants;

(f) Alert other members of the ECO.

Offices should be locked. Cash, valuables and files should be secured. Windows, blinds and curtains should be closed, and staff directed not to agitate the demonstrators.

The Chief Warden should promote an air of confidence and calm.

14. PERSONAL THREAT – CODE BLACK

This section refers to armed confrontation, hostage seizure, siege or other situation involving high risk of injury.

*NOTE: In incidents involving workplace confrontation or threat of personal harm it is imperative that nothing is done to provoke the situation. As such in many of these situations the raising of the alarm will have to be done discreetly, for example do not activate the building Emergency Warning System or operate a Manual Call Point (**WARNING**, in buildings where there is electronic security access control in place activation of a General Fire Alarm (GFA) can disarm/unlock electronic security door locks allowing unimpeded access to all areas by unauthorised persons).*

General Procedures

If you are confronted by an armed or unarmed intruder:

(a) If a duress alarm is installed and it is safe to do so discreetly operate it;

(b) Obey the intruder's instructions, do what you are told and nothing more, and do not volunteer any information;

(c) Stay out of danger if not directly involved in the incident, if it is safe to do so, leave the building, warning others along the way if possible and safe to do so then discreetly raise the alarm. Call the Police and notify Management;

(d) If directly confronted be deliberate in one's actions if ordered to carry out an instruction by the offender. The act should be carried out with due consideration to one's safety;

(e) Discreetly telephone the Police emergency number if able to do so without danger and to keep the phone line open. Alternatively, ask some other responsible member of the staff, by way of pre-determined gesture/s or key word/s, to phone the Police if it is safe to do so;

(f) Carefully observe any vehicle used by the offender/s, taking particular note of its registration number, type, colour, and number of occupants and their appearances;

(g) Immediately after the offender/s have/has left, mark off any areas where they stood or touched. Do not allow anybody in these areas until the Police have checked for fingerprints and other clues;

(h) Observe the offender/s as much as possible. In particular, take note of the speech, mannerisms, clothing, scars, tattoos or any other distinguishing features, and record these observations in writing as quickly as possible after the incident, as the Police will want your individual impressions of what happened before your memory is influenced by discussion with others;

Note: For this purpose, some suggestions for describing an offender are set out at the end of this section.

(i) Ask all witnesses to remain until the Police arrive and explain to the witnesses that their view of what happened, however fleeting, could provide vital information when placed together with other evidence;

(j) Exclude all members of the media from the area and allow only the authorised person to make statements.

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During an Armed Incident Procedures

During an incident:

(a) Tell yourself to stay calm. Do not attempt to be a hero – try to accept the situation and be prepared to wait;

(b) Do not speak unless spoken to and only if necessary;

(c) Be as compliant as possible;

(d) Do not be argumentative with either the offender or other staff;

(e) Do not make suggestions to the offender. If your suggestion is wrong the person may think you planned it that way;

(f) If safety permits, operate any installed “duress” alarm;

(g) Try to be observant;

(h) Notice the offender’s mannerisms, clothing, speech and so on;

(i) Try not to involve other staff in the incident.

Precautions

There are steps you can follow for your safety

(a) Comply with company security and access protocols and policies;

(b) Be aware of people loitering for extended periods that appear agitated and may be holding bulky items;

(c) Advise your Manager if you see anyone acting strangely or suspiciously;

(d) Keep rear and side doors locked from external access at all times. Minimise the points of entry to lessen the chance of unauthorised persons gaining access to the premises;

(e) If your company holds cash on the premises keep cash in any till drawer to a minimum. Never discuss cash transactions or procedures involving the holding or movement of cash with any person other than staff who have a direct need to know;

(f) Till drawers should be locked when not in use and the key must be in your control at all times;

(g) Do not discuss security procedures with anyone other than staff members who have a direct need to know;

(h) Record the telephone numbers of your Security Company and the Police near the telephone;

(i) Keep offender and weapon description forms and learn how to complete them correctly;

(j) Be knowledgeable about the location and operation of all security and duress alarms.

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After an Incident

After an incident as the offender leaves:

(a) Gauge height using markers on door, if provided;

(b) Secure the premises or at minimum your immediate area;

(c) If safe, observe which direction offender goes, the type of car, its colour and its registration number;

(d) Do not touch any areas the offender touched;

(e) Cordon area off;

(f) Attempt to keep witnesses there until Police arrive;

(g) Post sign on front door *Closed Due to Robbery/Security Incident.*

Describing the Offender

Armed intruders are not commonly apprehended while committing the crime, so Police rely heavily on factual information supplied to them by eyewitnesses. Working to a system is always effective and staff should develop a systemised approach to observing the offender.

Here are some prompts to help you with your descriptions:

BUILD	Thin, fat, normal, stocky, pot-bellied, solid, lean, angular.
AGE	Lines around eyes, wrinkled forehead, age spots or lines on hands, lines on neck.
NAME	Offenders might use nick-names or a name that can be associated with one of the offenders.
HAIR	Think about the style as well as the colour. Was hair short, long, straight, curly, in a pony-tail, wavy, receding, afro, woolly, thick, crew-cut?
EYES	Colour and shape. Wide, close together, narrow, sleepy, squinting, deep-set, protruding, blood-shot, slit, closed.
COMPLEXION	Skin tone and colour can indicate the offender's ethnicity. Descriptive terms could include fair, dark, olive-skinned, tanned, pimply, acne-scarred, Latin, Anglo-Saxon or Aboriginal.
MANNERISMS	Think about the posture. Descriptive terms could include slouched, round-shouldered, erect or relaxed.
FACE	Bushy eyebrows, big nose, thin lips, pouting lips or dimpled cheeks. Look for a beard, moustache, moles, broken or missing teeth, capped or bad teeth, pimples, freckles, scars, etc.
CLOTHING	What was on the upper body? Lower body and feet? Any rings? Wearing gloves, sunglasses (what type), spectacles, ear-ring/s, or a watch? What disguise was worn? Ski mask, balaclava, stocking, overalls, raincoat, etc.
HANDS	Tattoos, rings, missing digits, colouration, scars, staining.

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After the incident - Describing the Weapon

It is difficult for those who are not familiar with firearms to give an accurate description of a weapon. To help you more accurately describe the weapon, you may find the following of value:

- TYPE Shotgun, rifle, revolver, pistol, air rifle, machine gun.
- ACTION Bolt, lever, pump, semi-automatic, automatic.
- BARREL Sawn off, single, double, side by side, over and under.
- STOCK Cut down, wood, metal, normal, plastic, coloured.

Never assume that the gun is a replica! Many of the more unusual brands of guns look like toys and most replica guns look more real than the original.

If you are a victim of crime, it is important to remember that help is at hand. The most common effect of crime is for the victims to blame themselves for its occurrence. Generally, we have a perception of being invulnerable. When our vulnerability is revealed by a violent crime, it is easy to believe that we were somehow the cause and deserve the blame.

It is normal to be scared and it is imperative for you to remember that you are not on your own. If you prefer to handle the problem independently the Victims of Crime Association will provide further advice.

/ Personal Threat Summary List on next page

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Summary

PERSONAL THREAT	
For all workplace incidents/emergencies relating to a **PERSONAL THREAT, ARMED OFFENDER etc** call Triple Zero (000) immediately. **PERSONAL THREAT INCLUDE ASSAULT, ARMED HOLD-UPS, ROBBERY, PERSONS AT RISK (Suicide etc)**	
REMAIN CALM	DO NOT panic or raise your voice. Avoid direct eye contact. DO NOT make any sudden movements.
DO NOT TAKE RISKS	Hand over whatever is requested. Do not do anything which may antagonise the offender.
DO ONLY WHAT YOU ARE TOLD	DO NOT volunteer any additional information.
NOTE OFFENDER'S CHARACTERISTICS	Sex, height, voice, clothing, tattoos, jewellery, any distinctive clothing and note areas the offender has touched (after the offender has left, ensure other persons do not contaminate areas that the offender has touched). Note type of vehicle used for escape, registration number if possible and last known direction.
ALERT	If safe to do so without endangering yourself alert other staff members.
ISOLATE	Remain in a secure area such as locking your office door. Stay away from windows and if possible close blinds.
TELEPHONE	**REMAIN CALM**. Ring Triple Zero (000) immediately and follow the instructions given by the operator including giving your name and location and details of the incident.
RECORD	Record the offender's description and details such as serial numbers of any items taken or any other details you feel may be relevant to the Police.
Listen out for instructions from the Chief Warden or responding emergency services personnel.	

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15. ACTIVE ARMED OFFENDER GUIDELINES -CODE BLACK

Reference: 'Crowded Places Advisory Group' (CPAG) on behalf of the Australia-New Zealand Counter- Terrorism Committee (ANZCTC).

These procedures should be read in conjunction with *Australia's Strategy for Protecting Crowded Places from Terrorism; Improvised Explosive Device Guidelines for Crowded Places, Chemical Weapon Guidelines* and the *Hostile Vehicle Mitigation Guidelines for Crowded Places.*

RESPONSE OVERVIEW

Initial response

Because of the dynamic and unpredictable nature of active armed offender incidents there is no single best practice that crowded place owners and operators can build into their plans, arrangements and training activities. The primary objective of any initial response planning should be to minimise the offender's access to victims. Therefore, owners and operators should develop, and practise strategies aimed at evacuating people and isolating the offender.

ESCAPE:

The priority is to remove victims from close proximity to the offender.

Occupants of crowded places should consider evacuating the site if it is safe to do so. People should leave behind most belongings (except for mobile phone) and determine the safest escape route before beginning to move. Maintaining situational awareness and making good use of available concealment or cover while moving is also important.

HIDE:

If unable to safely evacuate, shelter in place ensuring people take advantage of available cover and concealment from offender.

If safely evacuating the venue is not possible, occupants of crowded places should attempt to hide in a secure area where they can lock the door, blockade the entrance with heavy furniture, cover windows, turn off lights and remain silent. Mobile phones or other personal electronic devices should also be turned to silent. Avoid congregating in the open.

If the option of hiding is adopted, individuals should continually re-assess the situation and their opportunities to safely evacuate or better secure themselves within the premises. They may also need to consider options to incapacitate the active armed offender in the event they are located. This can include using or throwing available objects or using aggressive force when confronted. Such action should only be taken as a last resort and in order to protect life.

TELL:

The more information people can pass on to the police or owners and operators the better, but NEVER at the expense of an individual's own safety or the safety of others.

If it is safe to do so information should be provided immediately to the police via Triple Zero (000). People passing on information to law enforcement may be asked to remain on the line and provide any other information or updates that the operator requests.

Consideration should always be given to providing information and advice to others who may be unfamiliar with the site, the nature and extent of the threat, or what they should do to remain safe.

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INDIVIDUAL'S ACTIONS

When attacks involving firearms and other weapons occur it is important to be prepared to react quickly. Considering your potential options and actions in advance will help you to make more informed decisions quickly in a stressful and chaotic environment. The following advice may help with pre-planning your response options.

ESCAPE

Your priority action should be to remove yourself and others from close proximity to the offender/s, or areas that they might reasonably access. The following actions may influence the decisions you make in safely assessing your available options:

Under immediate attack – Take cover initially but attempt to leave the area as soon as it is safe to do so.

- Leave most of your belongings behind (except for mobile phone);
- Do not congregate in open areas or wait at evacuation points;
- Provide guidance to people that might be unfamiliar with the area;
- Make good use of available cover and concealment opportunities;
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender;

Nearby attack – Leave the area immediately and move quickly from where the attack is located, but only if it is safe to do so.

Cover from gunfire

- Brickwork or concrete walls;
- Vehicles (engine block area);
- Large trees & fixed objects; and
- Earth banks/hills/mounds.

Concealment from view *(in addition to above options)*

- Building walls and partitions (internal and external);
- Vehicles;
- Fences and other large structures; and
- Blinds/curtains.

HIDE

If you don't believe you can safely evacuate, then you may need to consider hiding in place. Constantly re-assess the situation and your options based on the best available information.

- Avoid congregating in open areas, such as corridors and foyers;
- Consider locking or barricading yourself and others in a room or secure area;
- Secure your immediate environment and other vulnerable areas;
- Move away from the door, remain quiet and stay there until told otherwise by appropriate authorities, or you need to move for safety reasons;
- Silence mobile phones and other devices that may identify your presence;
- Try to contact police on Triple Zero (000) or others to advise of your location and situation;
- Assess and re-assess better options for sheltering in place either within your current location or at an alternative location;
- Choose a location which may enable access to a more secure area; and
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.

TELL

The more information you can pass on to the police or owners and operators the better, but NEVER at the risk of your own safety or the safety of others.

If it is safe to do so, think about obtaining the following information:

- Exact location of the incident;
- Description of the offender/s and whether they are moving in any particular direction;
- Details of any weapons being used;
- Number of people in the area and any that have been injured; and
- The motive or intent of the offender/s (if known or apparent).

Provide this information immediately to the police via Triple Zero (000) if this can be achieved safely. You may be asked to remain on the line and provide further information that the operator requests or if the situation changes.

Consider providing information and advice to others that may be in your area that may be unsure of the current location of the threat and what they should do. Whether you are able to safely do this, and the communication methods available to you, will be determined by the circumstances and your own assessment of the situation.

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Police Response

In an Active Armed Offender scenario, a police officer's priority is to protect lives. One of their priority actions to achieve this will be to locate the offender and effectively manage that threat as quickly as possible, which could mean initially moving past people who need help.

As more police resources become involved they will attempt to quickly provide support and guidance to persons affected by the incident.

At some stage, they will conduct a 'clearance' search of the location to ensure that all persons involved or impacted by the incident are located, and to make the scene safe.

Please remember: Upon arriving at the scene, it is possible police officers may initially not be able to distinguish you from the offender(s);

- Police officers will be armed and could point guns in your direction;
- Avoid quick movements or shouting and keep your hands in view;
- They may initially move past you in search of the offender/s;
- Be aware that police may enter your location at some stage to secure the building and locate people that have hidden from the threat; and
- Promptly follow any instructions given by emergency responders.

Information and advice

In life-threatening situations or in the case of an emergency, **call Triple Zero (000)**.

Suspicious or unusual behaviour should be reported to local police by phoning 131 444 or by contacting the National Security Hotline on 1800 123 400, if the information is not time-critical.

For all other inquiries, contact police in your jurisdiction. Contact details can be found at www.nationalsecurity.gov.au/crowdedplaces.

16. CHEMICAL, BIOLOGICAL OR RADIOLOGICAL INCIDENTS – CODE YELLOW

Introduction

Incidents that may be encountered may include chemical, biological or radiological (CBR) agents. These agents often have a legitimate purpose in buildings, structures and workplaces. They can range from fumes from paints to gas leaks to the most potent of chemical, biological and radiological properties. In all cases, there must be sound and conforming practices and training to facilitate the housing of such goods and these issues are outside the scope of this document.

This section of the Emergency Response Procedures deals with the actions required when CBR contaminates are introduced either through accidental or purposeful actions by first providing an overview and then direct Emergency Response Procedures which are focused on personal and general actions.

Differences between a chemical and a biological agent

Chemical and biological agents can be dispersed in the air we breathe, the water we drink, or on surfaces we physically contact. Dispersion methods may be as simple as opening a container, using conventional (garden) spray devices, or as elaborate as detonating an improvised explosive device.

Chemical incidents are characterised by the rapid onset of medical symptoms (minutes to hours) and easily observed signatures (coloured residue, dead foliage, pungent odour, dead insects, fish, and animals).

Biological incidents are characterised by the onset of symptoms in hours to days. Typically, there will be no characteristic signatures because biological agents are usually odourless and colourless. Because of the delayed onset of symptoms in a biological incident, the area affected may be greater due to the movement of infected individuals.

Purposeful Introduction

Any act to purposefully introduce chemical, biological or radiological contaminants would usually be an act of terrorism or criminal intent. This is a wilful act designed to cause damage and harm. The response to purposeful introduction of airborne contaminants is detailed further on in this section.

Chemical Agents

Chemical agents may be a solid, liquid or gas and in some cases the agent may be odourless, colourless and tasteless. Chemical agents may be inhaled, ingested or absorbed through the skin and can have immediate or delayed effect.

A chemical agent can be disseminated by a spraying device, leaking package or a container either bursting or exploding. A chemical agent may cause incapacitation, serious injury or death.

The following are examples of more sinister chemical agents:

- Sarin gas
- Ricin toxin

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If a volatile chemical substance is released inside a building or enclosed space, people should:

- Minimise the chance of exposure by moving away from the release and avoiding skin contact;
- Do whatever it takes to find uncontaminated air quickly – exit the enclosed space if they can do so without passing through a contaminated area or break a window to access clean air;
- Follow the directions of emergency responders; and
    - When safely away from the chemical source:
        - Remove outer clothing if contaminated and place in a sealed plastic bag;
        - Wash with soap and water, flush skin with lots of water, and flush eyes with water if they are irritated;
        - Put on clean clothes if possible;
        - Seek medical attention if they have been exposed to the chemical, even if there are no immediate symptoms.

The Chemical Agents emergency response summary is:

- Call Triple Zero (000) and advise the emergency services of a chemical incident including:
  - The exact location of the incident;
  - The wind direction to enable the emergency services to attend from an upwind approach;
  - The estimated number of victims;
  - The victims' symptoms.
- Shut down the air handling system. This includes all types of fans or air circulation equipment.
- Isolate the incident area and if inside move people outside. If outside move all people upwind and at all times to a level above the point of release.
- Follow the instruction of the attending emergency services.

If a volatile chemical substance is released in an outdoor or open space, people should:

- Avoid any obvious plume or vapour cloud;
- Consider wind direction and move upwind and uphill, if possible;
- If exposed, decontaminate as above;
- If not exposed, walk away from the site and into a building to shelter in place;
- Where possible, seal the building to create a temporary barrier between people and the contaminated air outside – this can include closing doors, closing windows, turning off fans and air conditioning systems, and sealing windows and doors with plastic sheeting and duct tape; and
- Monitor the Internet, TV, and radio for official news and instructions as they become available.

Biological Agents

Biological agents are typically non-volatile and are imperceptible to the naked eye. Biological agents will usually be imbedded in a delivery medium such as a powder or liquid. They can be disseminated by a dispersion device such as an aerosol sprayer. Biological agents are normally ingested or inhaled and while they are not absorbed through the skin these agents can penetrate through an open wound.

The following provides some examples of biological agents:

- Plague bacteria
- Smallpox virus
- Anthrax bacteria

Self-protection is important if exposure to a biological agent is suspected. The following should apply:

- Put the package down and try not to disturb it any further;
- If possible, cover it/seal it;

- Cover your hands but do not put your hands near your mouth;
- Hold your breath until you are able to move away;
- Preferable stay in your office along with your colleagues who were present at the time the suspect exposure occurred;
- Seal the room so that others are prevented from entering;
- Ideally, move to a second secure area where you are safe from further exposure to the material and at which you are less likely to contaminate persons who have not been exposed.

Unlike chemical agents where symptoms are quickly apparent, it is unlikely that any person will know of their exposure to a biological agent because there is a greater lead time before the symptoms are apparent.

Biological Agent Emergency Response Summary

The Biological Agents emergency response summary is:

- If indoors isolate the area and move those who have not been exposed outdoors and upwind of the point of release;
- Prevent others from entering the area;
- Call Triple Zero (000) and advise the emergency services of the suspected biological incident including:

▪ The description of the potential contaminant and the package/device.

▪ The action taken to isolate the area.

▪ Visible signs of distress.

- Follow the instructions of the attending emergency services.

Radiological Agents

Radiological agents are likely to be material such as medical or industrial isotopes. However, it is important to note that these agents can be combined with an improvised explosive device to form a “dirty bomb”.

Authorised radiological materials should carry appropriate markings and great care must be taken when handling packages which carry the radioactive markings. In all cases, there must be sound and conforming practices and training to facilitate the housing and use of such goods but these issues are outside the scope of this document.

The types of radiation are:

- Alpha rays (the alpha rays will only travel centimetres and generally will not penetrate the skin);
- Beta rays (beta rays are more penetrating than alpha rays and it may cause burns to skin. This agent travels only a few metres);
- Gamma rays (gamma rays are very penetrating. It will travel hundreds of metres, depending upon the material’s strength).

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The effects of radiological agents will depend upon the dose and length of exposure. The medium-term effects may include:

- Vomiting;
- Fatigue;
- Skin burns;
- Bleeding;
- Increased risk of infection;
- Hair loss.

It is unlikely that exposure will be known to any individual as radiological agents are undetectable by the human senses.

Self-protection is important if any individual suspects any type of exposure to radiological agents, the following should apply:

- Reduce your exposure time to radiological agents to a minimum;
- Keep away from the suspected source. The further you keep away from the source the better;
- Use the cover of heavy or thick material to shield yourself from radiation;
- After getting clear of the incident area, consider removing your outer garments if you think there may have been airborne radioactive particles
- If inside move outside but keep well away from others. If outside move upwind again keeping away from others to prevent cross-contamination.
- Wash exposed skin and hair area;
- Seek immediate medical advice.

Radiological Agent Emergency Response Summary

The Radiological Agents emergency response summary is:

- Call Triple Zero (000) and advise the emergency services of the incident including:
  - The potential exposure to radioactive material;
  - The exact location of the incident and the suspect material
  - The wind direction to enable an upwind approach;
  - The state of the radioactive material particularly if exposed to fire;
  - The approximate number of people exposed.
- If it is safe to do so, cover the suspect material with a heavy or thick material. If this course of action is taken be absolutely sure to minimise your personal exposure to the suspect material.
- If the suspect material is inside, prevent others from exposure by sealing off the area and isolating access to the material

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- If the suspect material is outside move upwind and isolate access to the material;
- Follow the instruction of the attending emergency services.

Summary

It is difficult to define what may be a suspicious item. Only you will know if any specific item is suspicious or out of the ordinary.

Product identification and gathering of information starts from the moment that the incident has been noticed. Some of the characteristics could be:

– How did casualties react (initial symptoms may be gradual and non-specific) – developed a cough, felt fatigued, had chest pain (pulmonary), became disorientated, collapsed after prolonged exposure, immediately collapsed;

– What did the material look like - solid, liquid, gas?

– Are there any hazardous materials stored in this area?

Pass on all information to the Senior Officer from the responding Emergency Service.

The following is a list of precautions for guidance:

– All occupants need to be aware of the need for security in the building;

– Do not leave unsecured areas of your tenancy unattended;

– Question any strangers on your floor or within your tenancy;

– Check for unattended or unusual packages;

– Know your building's emergency procedures;

– Know the emergency contact telephone numbers including your Chief Warden;

– People handling mail must remain vigilant and cautious but remember that most reports of suspicious packages are unwanted (false) alarms;

– All personnel who handle mail must be aware of emergency procedures;

– Where possible the sorting and handling of mail should be done in an area that can be easily contained;

– If a suspicious letter or package has been received but has not been opened place the item in a plastic bag and seal it. Place all items in a second plastic bag and seal it also;

– Stay in the immediate work area. This applies to co-workers in the same room. Prevent others from entering the area and becoming contaminated. Wait for help to arrive;

– Call for help from your immediate supervisor or ring Triple Zero (000) to ask for the Fire Service Hazardous Materials (HAZMAT) Unit. Advise them of the exact location (street address, building, and floor number), the number of potentially exposed people, a description of the package/device, action taken (e.g. item covered with a black coat);

– If there has been any handling of suspicious mail all persons who may have been exposed are to be aware that they must keep their hands away from their face to avoid contamination of the eyes, nose and mouth;

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– If possible, and without leaving your work area, wash your hands.

If it is thought that the suspicious item may contain an explosive device, follow normal mail bomb emergency procedures and evacuate the area.

Persons in charge of a workplace should ensure that a list of all emergency contacts is maintained. This list must contain, but not be confined to, the Emergency Services number – Triple Zero (000), individual local area Emergency Services (station) contact numbers, local authority (council), Environmental Protection Agency, electrical authority, private electrical contractor, gas supplier/authority and plumber.

17. SUSPECTED BIOLOGICAL ITEM (WHITE POWDER)

Mail Handling Emergency Procedure Guidelines

All employees must be aware of the following points when handling mail:

Responding Authority

The Fire Services in all parts of Australia are the Authority who are equipped and trained to deal with a response to a Chemical, Biological, Radiological or Nuclear (CBRN) incident.

The Police will be the responding Authority for all Improvised Explosive Device (IED) incidents.

Mail Opening Procedures

- If possible, a dedicated room should be set aside for mail handling / opening;
- Personal Protection Equipment (PPE) and other equipment must be available – impermeable gloves (e.g., disposable surgical gloves), face mask, large garbage bags or disposable plastic paint drop sheets, A4 sized plastic sleeves;
- Risk assessments for level of threat should be conducted on a regular basis;
- During periods that are assessed as low risk, staff may possibly open mail without having a face mask fitted but in the interest of hygiene it is recommended that impermeable disposable surgical gloves be worn at all times;
- As the perceived level of threat increase so too does the importance of utilising all available PPE;
- All incoming mail must be screened for suspicious items dependent on the risk assessment;
- Employees who will be opening mail must receive training in mail handling procedures;
- Warning / instructional signs should be displayed in the room.

Identifying Suspicious Mail Items

When looking for suspicious items the following features should attract attention:

- Unexpected deliveries left in the office;
- Excessive postage has been paid;
- The weight is unexpectedly high for the size of the article;
- There are holes that could have been made by wires;
- There are stains or grease marks;
- Letters have stiffening in them;
- Foreign mail, air mail and special delivery items;
- Restrictive markings such as “confidential” or “personal”;
- Hand written or poorly typed address;
- Incorrect titles;

- Titles but names omitted;
- Misspelling of common words;
- No return address;
- Excessive securing material such as tape or string;
- An unusual odour.
- Visual distractions such as large stickers or messages on the wrapper e.g. “fragile”, “do not bend”, “handle with care”, “urgent” and so on.

Suspected Biological Item - Contained

Remain calm at all times to prevent unnecessary alarm to other employees or members of the public.

- All occupants must remain in the room. This is to prevent possible cross contamination of other staff members who have not been directly exposed. Remember you are not in immediate danger;
- Ensure you are wearing a face mask and impermeable gloves;
- Close all entrances and windows to isolate the immediate area;
- Place envelope / item into an A4 plastic sleeve then place this into a second A4 plastic sleeve and place in a prominent location;
- Shut off fans and or air-conditioning plant where possible to do so without leaving the room;

(NOTE: If a Manual Call Point is available operating this device will normally shut down the air conditioning system)

- Call Triple Zero (000) and ask for the Fire Service Operator (HAZMAT) and give them the details of the suspect item. Move as far as is practicable away from the suspect item;
- Contact your building Chief Warden.

Suspected Biological Item - Spillage

Remain calm at all times to prevent unnecessary alarm to other employees of the public.

- All occupants must remain in the room. This is to prevent possible cross contamination of other employees who have not been directly exposed. Remember you are not in immediate danger;
- Ensure you are wearing a face mask and impermeable gloves;
- Close all entrances and windows to isolate the immediate area;
- Where practicable cover the suspected contaminant with an upturned waste receptacle or other covering such as plastic garbage bag, plastic sheet, coat or similar. All action must be in a smooth and calm way to prevent creating turbulence which may cause the agent medium (e.g. powder) to become airborne;
- Shut off fans and or air-conditioning plant where possible to do so without leaving the room;

(NOTE: If a Manual Call Point is available operating this device will normally shut down the air conditioning system)

- Call Triple Zero (000) and ask for the Fire Service Operator (HAZMAT) and give them the details of the suspect item. Move as far as is practicable away from the suspect item;
- Contact your building Chief Warden.

Critical Points for Employees

Keep your hands away from your face, especially the mouth and eyes.

TEST

Avoid:

TOUCHING,

EATING,

SMELLING,

TASTING

If possible after following the procedures wash any contaminated skin. Use extreme care if removing contaminated clothing.

Suspected Mail Improvised Explosive Device (IED) Detected

Remain calm at all times to prevent unnecessary alarm to other employees or members of the public.

- DO NOT MOVE THE ITEM;
- Evacuate the immediate area and notify your immediate supervisor;
- DO NOT use mobile telephones or radios within the vicinity of the suspect item;
- Call Triple Zero (000) and ask for Police Operator and give them the details of the suspected IED. This action would be carried out by the most senior person or the building Chief Warden;
- Evacuate the floor / area;
- Contact the building Chief Warden.

Summary

With the current level of threat nationally a high level of preparedness is required with the ability to escalate the level of local action at short notice.

Having specific documented procedures in place, trained staff and all necessary tools for dealing with mail handling incidents will enhance the safety of all staff.

If you require further information please go to the Australian National Security web site at http://www.nationalsecurity.gov.au/Pages/default.aspx or ring the National Hotline on 1800 123 400.

/ Guides

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GUIDE

Suspected Biological Item - Contained

Remain calm at all times to prevent unnecessary alarm to other employees or members of the public.

- All occupants must remain in the room. This is to prevent possible cross contamination of other staff members who have not been directly exposed. Remember you are not in immediate danger;
- Ensure you are wearing a face mask and impermeable gloves;
- Close all entrances and windows to isolate the immediate area;
- Place envelope / item into an A4 plastic sleeve then place this into a second A4 plastic sleeve and place in a prominent location;
- Shut off fans and or air-conditioning plant where possible to do so without leaving the room;

(NOTE: If a Manual Call Point is available operating this device will normally shut down the air conditioning system)

- Call Triple Zero (000) and ask for the Fire Service Operator (HAZMAT) and give them the details of the suspect item. Move as far as is practicable away from the suspect item;
- Contact your building Chief Warden.

Critical Points for Employees

Keep your hands away from your face, especially the mouth and eyes.

TEST

Avoid:

TOUCHING,

EATING,

SMELLING,

TASTING

If possible after following the procedures wash any contaminated skin. Use extreme care if removing contaminated clothing.

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GUIDE

Suspected Biological Item - Spillage

Remain calm at all times to prevent unnecessary alarm to other staff or members of the public.

- All occupants must remain in the room. This is to prevent possible cross contamination of other employees who have not been directly exposed. Remember you are not in immediate danger;
- Ensure you are wearing a face mask and impermeable gloves;
- Close all entrances and windows to isolate the immediate area;
- Where practicable cover the suspected contaminant with an upturned waste receptacle or other covering such as plastic garbage bag, plastic sheet, coat or similar. All action must be in a smooth and calm way to prevent creating turbulence which may cause the agent medium (e.g. powder) to become airborne;
- Shut off fans and or air-conditioning plant where possible to do so without leaving the room;

(NOTE: If a Manual Call Point is available operating this device will normally shut down the air conditioning system)

- Call Triple Zero (000) and ask for the Fire Service Operator (HAZMAT) and give them the details of the suspect item. Move as far as is practicable away from the suspect item;
- Contact your building Chief Warden.

Critical Points for Employees

Keep your hands away from your face, especially the mouth and eyes.

TEST

Avoid:

TOUCHING,

EATING,

SMELLING,

TASTING

If possible after following the procedures wash any contaminated skin. Use extreme care if removing contaminated clothing.

18. BUILDING SERVICES / SYSTEMS FAILURE – CODE YELLOW

Introduction

Building services/systems will include statutory features installed within a building to protect the health and safety of the occupants. The range of building services/systems includes services such as Electrical Power, Lighting, Lifts, Gas Service, Heating Ventilation and Air Conditioning systems (HVAC), Fire Safety Systems (Fire Detection/Suppression Systems), Emergency Evacuation Lighting, Communication Systems, Waste Treatment and Water Supply.

The temporary failure of an individual service or system may not present a risk to the health and safety of the occupants that requires either evacuation or an immediate shut down of the building. However, the temporary failure of a combination of features (for example all the fire safety systems and the evacuation lighting) or the temporary failure of a particular service during adverse conditions (for example the failure of the HVAC system during extreme weather conditions) may require the evacuation of part or the entire building until the service(s) are restored.

Building services / systems that could be involved include:

Air Conditioning Services	Services Sewerage Systems
Mains Power Supply	Bathroom and Toilet Facilities
Fire Alarm Systems	Emergency Warning Systems
Gas Supply	Security Systems
Lift Services	Escalator

Occupant's Action

In the event of a building services/systems failure occupants should consider the following action:

(a) Immediately advise their workplace manager, immediate supervisor or Warden who will notify the Chief Warden;

(b) Remain calm and continue with their normal work activities provided the temporary failure allows them to do so;

(c) Ensure that they do not use building services such as lifts/toilet facilities and so on that may not be functioning correctly;

(d) Follow the directions of Wardens if there is a need to evacuate the building;

(e) Move to the designated assembly area; and

Remain at the evacuation assembly area until directed to return by the Chief Warden or the officer in charge of the responding Emergency Service.

Chief Warden's Action

The Chief Warden shall consider the following action:

(a) Immediately report the building services/systems failure to the Facility Manager;

(b) Place the Emergency Control Organisation (ECO) on standby and allocate some ECO members to control the use of affected services/systems;

(c) Ensure that building occupants do not use building services such as lifts that may not be functioning correctly;

(d) Implement a manual system of communication; and

(e) Evaluate the need to evacuate the building; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building.

NOTE: If there is a failure of the building electrical system or fire safety systems the evacuation of occupants must be ordered and completed before the battery power for the emergency lighting system for example, emergency lights and/or exit signs (especially in stairwells) begins to fail.

Facility Manager's Action

The Facility Manager shall consider the following action:

(a) Take control of the incident;

(b) Ensure that the Chief Warden has performed the nominated tasks;

(c) Action any task not yet performed by the Chief Warden;

(d) Conduct a situation analysis to determine the impacts of the temporary services/system failure;

(e) Liaise with the building security provider to ensure the security of the entire building;

(f) Make contact with the provider of the defective service or such other utility service provider to determine the timing when services will recommence;

(g) Advise occupants of the situation including advice on the estimate period of temporary failure;

(h) Make provisions to ensure that the subsequent commencement of supply (such as power surge) does not create further emergency/crisis/issues;

(i) Organise contractors to conduct interim repairs to any system/service that is critical to the safety or security of occupants and the critical functionality of the building systems including all emergency warning systems;

(j) Consider the use of temporary/portable substitutes to counter the temporary failure;

(k) Advise occupants of ongoing developments;

(l) Audit the facility to identify any secondary damage resultant from the incident; and

(m) Arrange for contractors to carry out permanent repairs to the faulty building system.

(n) Once an emergency is completed and/or at an appropriate time, the Facility Manager must conduct a debriefing of the incident. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.

NOTE: The service provider should be involved in any actions to prevent repeated building services/systems failure and all external maintenance contractors' work should be randomly reviewed.

19. LIFT ENTRAPMENT - CODE YELLOW

The temporary failure of lifts may cause stress to those persons entrapped so quick response to rectify the situation and to provide moral support is required. It will also have a short-term impact on entering and leaving the building for other occupants.

Every situation is different. In every case, the Chief Warden should make a determination regarding the course of action to take.

Caution: The safety of those inside the lift car is of primary importance. Emergency evacuation is dangerous and should only be done by a professional lift technician or trained Fire Service personnel.

Step 1

The Chief Warden or their delegate is to establish contact with the people in the lift through the communication system (phone or intercom) or through the lift doors. Explain that the lift is experiencing a temporary problem and that qualified personnel are being called to release them. Assure passengers that they are safe and **MUST NOT** attempt to free themselves by prying doors or similar dangerous activities. Try to determine the location of the car in the lift shaft, the number of people and if anyone is injured or if any life-threatening situation exists. Find out if the lights are on in the lift car and what happened immediately before the lift car stopped.

Passengers should be asked if anyone tripped the stop button. If so, the button should be returned to its original position. This could solve the problem immediately.

Try to keep passengers calm and assure them that you will get them out as quickly and safely as possible. Either the operator or a designated person should stay in communication with passengers.

Contact the Facility Manager.

Step 2

The Facility Manager will call the lift service company and request emergency service. Tell them that people are in a stalled lift. Ask the operator to provide you with the Estimated Time of Arrival (ETA) of support personnel.

Step 3

Once emergency notification is completed, let the people in the lift know that help is on the way, and give them an ETA if possible. Keep them informed.

Note: If a life-threatening emergency exists and the lift company's ETA is too long, call the Fire Service.

Building ECO personnel should never attempt any evacuation without lift service company or Fire Service personnel involvement.

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Instruction of Employees

Ensure that employees are appropriately instructed on how to react in the event of elevator entrapment

Entrapped Person Procedures

- Do not attempt to open the elevator doors. This is very dangerous and could result in injury to your or others in the lift car;
- Press the button that is marked, 'Push to call'. Please note, you must hold down the button for 5 seconds;
- A monitoring centre operator will answer your call for help:
- Once the operator receives your call, please tell the operator;
  - Your name and building address;
  - Your situation;
  - Your lift number (located above the panel) and building location.

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20. HAZARDOUS MATERIALS

Introduction

Hazardous material (HAZMAT) can be defined as a substance or material in a quantity or form that may pose an unreasonable risk to health, safety or property when stored, transported and used in commerce.

The most common hazardous substances are chemicals. We use chemical products almost every day of our lives. It may be aspirin for a headache, antiseptic for a cut, paint for the walls or a cleaning powder for the bathroom or toilet.

They may seem harmless, but even these ordinary things can make you very sick if they are used incorrectly.

Breathing in the dust of substances such as asbestos and lead, can be a health hazard, especially over a long period of time.

RISK ASSESSMENT

A risk assessment of all areas where dangerous goods are stored must be conducted and an action plan formulated for the most likely incidents that could be envisaged to occur. This would include:

- small spillage action;
- large spillage action;
- small fire action;
- large fire action;
- location of hydrants or other equipment;
- clean up and disposal equipment; and
- Personal Protection Equipment (PPE) for each material.

The action plans would be practiced on a regular basis to prepare the ECO and ERT for a possible incident at all storage areas.

Safety Data Sheets (SDS)

A Safety Data Sheet (SDS), previously called a Material Safety Data Sheet (MSDS), is a document that provides information on the properties of hazardous chemicals (HAZCHEM) and how they affect health and safety in the workplace. For example, an SDS includes information on:

- the identity of the chemical,
- health and physicochemical hazards,
- safe handling and storage procedures,
- emergency procedures, and
- disposal considerations.

The SDS should always be referred to when assessing risks in the workplace.

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Reviewing SDS

An SDS must be reviewed periodically to keep it up to date, for example when any new or significant information becomes available on the hazards of the material. Otherwise, a SDS must be reviewed and re-issued every 5 years.

Duties under the WHS Regulations

The Work Health and Safety Regulations (WHS Regulations) require the manufacturer or importer of a hazardous chemical to prepare an SDS for the chemical. Additionally, a supplier must provide the manufacturer or supplier's current SDS for the hazardous chemical on first supply to a workplace and upon request.

All SDS are to be maintained on site with a copy readily available for the responding Emergency Service held at the main entrance to the site.

Personnel Health and Safety

Any hazardous material can affect personnel by:

- Inhalation;
- Absorption;
- Ingestion.

It is extremely important that any personnel who have been handling or exposed to any hazardous material:

- Wash thoroughly after use;
- Wash thoroughly before eating;
- Wash protective equipment;
- Keep gloves away from eyes; and
- Change filters on respirators at regular periods.

The safety of personnel requires that all employees who handle or may come into contact with hazardous materials have an adequate knowledge of Dangerous Goods and how to safely respond to incidents. This can be enhanced by familiarisation of the areas where the material is stored, conducting risk assessments, putting in place action plans and practicing the plans.

General Group Classification System for Dangerous Goods.

In order to understand the dangers associated with hazardous materials, you need to have a basic knowledge of:

- General Group Classification for Dangerous Goods;
- The HAZCHEM Code;

Dangerous goods by their nature or their quantity constitute a hazard from explosion, fire, poisoning or from their corrosive effect.

Class labels for dangerous goods

Australian Standard (AS) 1216 sets out details of the design and selection of labels appropriate to the classes, divisions and subsidiary risks of dangerous goods as designated in the Australian Dangerous Goods Code (ADG Code).

NOTE: Further information on the classification of dangerous goods and the transportation requirements for such goods is provided in the ADG Code.

The main subdivisions for dangerous goods are:

Class 1 - explosives:

Class 2 - gasses: compressed, liquefied or dissolved under pressure, e.g., acetylene, compressed nitrogen and liquid oxygen.

Class 3 - flammable liquids. Note that the term flammable has now replaced the more confusing but equivalent term inflammable.

Class 4 - flammable solids of substances. This ground includes such materials as flammable solids, substances liable to spontaneous combustion, and substances that liberate flammable gases on contact with water. Examples are: calcium carbide, sodium, naphthalene.

Class 5 - oxidising substances. This group contains material that liberates oxygen or cause oxidative processes which may stimulate the combustion of other materials. Organic peroxides form the most hazardous group in Class 5 and are flammable, act as strong oxidisers and are liable to explosive decomposition, e.g., chromium trioxide, potassium permanganate, and Methyl Ethyl Ketone Peroxide (MEKP).

Class 6 - poisonous (toxic) and infectious substances. These include materials which may cause death or serious injury to human health if swallowed, inhaled or by skin contact; and disease producing organisms.

Class 7 - radioactive substances.

Class 8 - Corrosives - includes solids or liquids which possess in their original state, the common property, or being capable of damaging tissue. In addition, the substance may cause damage to other goods or the means of transport or storage if leakage occurs from its container, e.g., sulphuric acid, sodium hydroxide.

Class 9 - miscellaneous dangerous substances, not included in the above groups.

SIGNS

At any workplace where the aggregate quantity exceeds the allowed quantity the occupier shall display warning notices. These signs are to be located:

- at the entrance to the site;
- outside the storage building/area;
- outside the room in which the material is stored;
- on storage tanks.

The sign usually has details of the material such as the name and UN number. It will also have a HAZCHEM Code. The HAZCHEM emergency action code provides the responding emergency service or on-site team with information on the correct initial action to be taken to prevent the escalation of an incident. It is used in Australia and New Zealand for the bulk transport and storage of Dangerous Goods.

HAZCHEM CODE

The HAZCHEM Code advises on:

- Firefighting media;
- Personal protection requirements;
- Risk of violent reaction;
- Spillage handling;
- Evacuation consideration.

NUMERALS

The numerals in the code denote the firefighting media:

- 1. Jets
- 2. Fog
- 3. Foam
- 4. Dry Agent

If the code has the numeral "1" then all other agents can be safely used. "2" use fog, foam or dry agent. "3" use foam or dry agent. "4" use dry agent only.

As we can see we can come down the list but agents above cannot be used.

LETTERS

The letters ranging from "P" to "Z" denote the action and level of protection for the personnel responding to the incident.

If the letters P, R, S, T are used the material can be diluted with spillage washed into drains with large quantities of water. Due care must be taken to avoid unnecessary pollution of watercourses.

If the letters W, X, Y, Z are used the material must be contained. You must prevent by any means available, spillage from entering drains and water courses

The letter V means that the material can be violently or explosively reactive.

The letter E means you should consider evacuation if there is any doubt on the ability to contain the situation.

Full means the use of full body protection and CABA and BA means the use of breathing apparatus and gloves.

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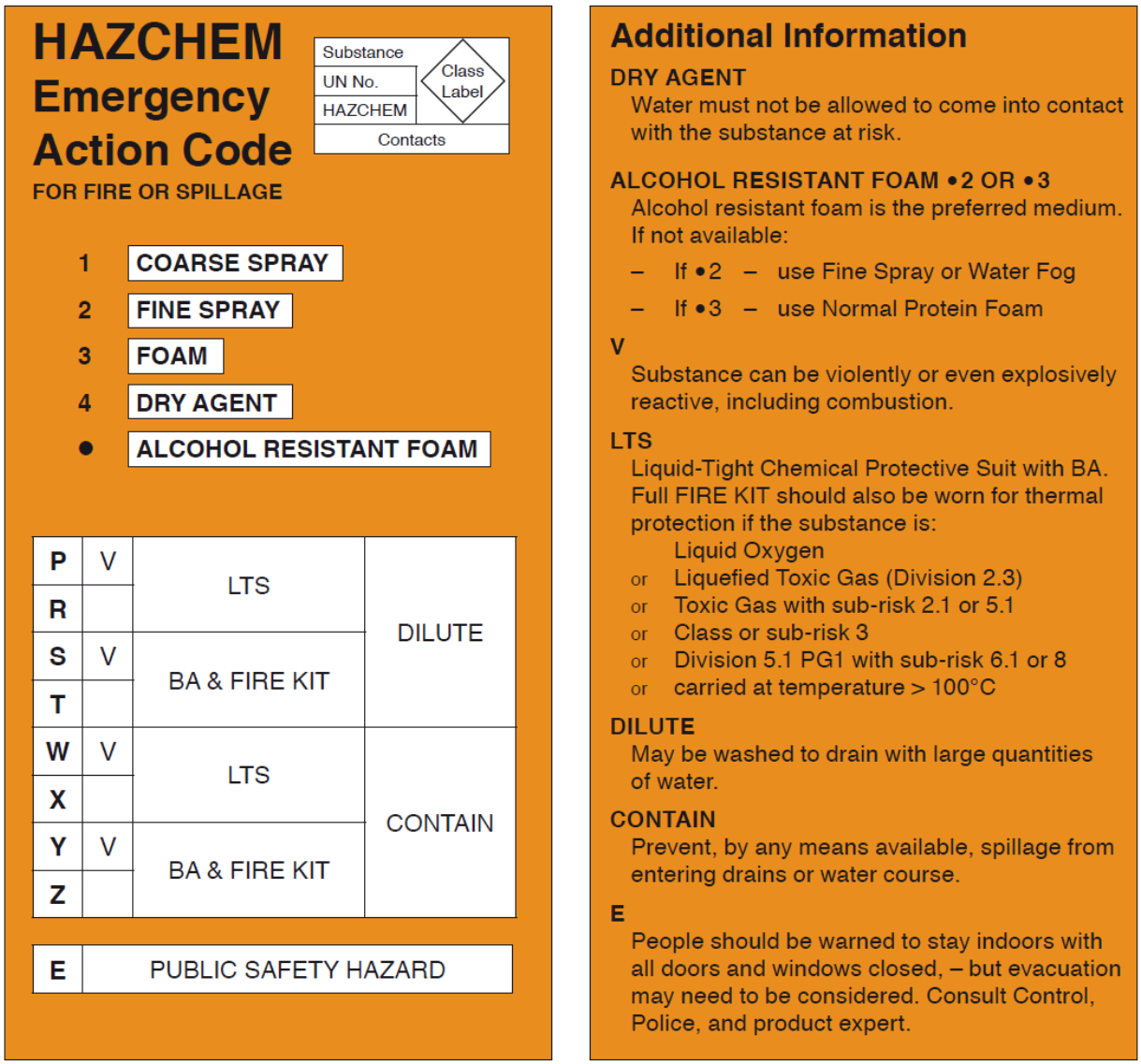
HAZCHEM Code

The HAZCHEM emergency action code (see Figure 1) provides emergency services personnel with information on the correct initial action to be taken to prevent the escalation of an incident. It is used in New Zealand for the transport of bulk dangerous goods and is also often used on dangerous goods stores. It is shown on Emergency Information Panels and may also be found on the labels of chemical products.

- Firefighting media.
- Personal protection requirements.
- Risk of violent reaction.
- Spillage handling.
- Evacuation consideration.



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EMERGENCY NUMBERS AND INFORMATION

IN AN EMERGENCY, CALL 000 FOR EMERGENCY SERVICES (FIRE BRIGADE, AMBULANCE, POLICE)

HELP THEM TO HELP YOU BY GIVING THE FOLLOWING INFORMATION:

Identification:

Your Name/Organization

Call Back No./Location

Event:

Product(s) Involved

Quantity

Type of vehicle/Container

Deaths/Injuries

Time/Exact Location

Help: on site/to be called

Other Helpful Information:

Consignor/Origin

Carrier

Consignee/Destination

Car/Truck/Trailer/Flight No.

Bill of Lading/Waybill No.

IN CASE OF POISONING, CALL POISONS INFORMATION CENTRE 131 126

Annex A Definitions

For the purpose of this document, the definitions from AS 3745-2010, the Building Code of Australia (BCA), Occupational Health and Safety legislation (OH&S), Australian Federal Police Bomb Data Centre and those below apply.

First 5 Minutes Pty Ltd acknowledges the origination of the definitions and that it has no copyright interest with those used from the above nominated published sources.

Active Armed Offender

An armed offender who is actively engaged in killing or attempting to kill people, and who demonstrated their intention to continue to do so while having access to additional potential victims. In accordance with ANZCTC Active Armed Offender Guidelines for Crowded PlaceS.

Area

A floor, zone or place within a building, structure or workplace that may be occupied by people.

Assembly area(s)

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 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 improvised explosive, chemical, biological, or radiological device at a time or date or place or against any specific person or organization.

- **Courier-delivered bomb**

  An improvised explosive device (IED) delivered by a courier.

- **Improvised Explosive Device (IED)**

  A device fabricated in an ad hoc manner, which contains explosive components designed to, or capable of, causing unlawful injury or damage.

- **Mail bomb**

  An improvised explosive device (IED) sent through the postal system.

- **Placed bomb**

  An improvised explosive device (IED) hand-delivered or purposefully placed.

- **Vehicle bomb**

  Vehicle Borne Improvised Explosive Device (VBIED). An incident in which a vehicle is used as the means of delivery of a large 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 a specific person or organization. It is not necessary for any other action to be taken by the offender.

Building, Structure and Workplace

A building, structure or workplace that is occupied by people, i.e. offices, warehouses, factories, public buildings, shopping complexes, apartment buildings, or a place that may be occupied by people.

Chief Warden

The person selected to head the Emergency Control Organisation. The Chief Warden shall have a good knowledge of the building, structure and workplace.

Designated Building Entry Points (DBEPs)

In compliance with AS1670.1 each building with an Automatic Fire Alarm that is required to be connected to a Fire Brigade or independent monitoring centre must have a Designated Building Entry point (DBEP). The DBEP will normally be the main entrance to the building. The regulatory authority may require large buildings to be equipped with multiple DBEPs.

Emergency Control Organisation (ECO)

A person or persons appointed by the emergency planning committee to direct and control the implementation of the facility's Emergency Response Procedures .

Emergency

An event that arises internally, or from external sources, which may adversely affect the occupants or visitors in a facility, and which requires an immediate response.

Emergency Management Manual

The written documentation of the emergency event arrangements for a facility generally made during the planning process. It consists of the preparedness, response and recovery activities and includes the agreed emergency management roles, responsibilities, strategies, systems and arrangements.

Emergency Plan

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 Planning Committee (EPC)

Persons responsible for the documentation and maintenance of an emergency plan.

Emergency Planning Consultant

A person who has acquired through training, education, qualification and experience the knowledge and skill enabling him/her to advise on human behaviour, fire safety systems, evacuation methodology, emergency preparedness and response and the development of an emergency plan.

Emergency Prevention

The measures taken, including the regulatory and physical measures, to ensure that emergencies are prevented or their effects mitigated. The goal of emergency prevention is to eliminate or reduce the incidence or severity of emergencies.

NOTE: Examples of emergency prevention are: good house-keeping measures including reduction removal of excessive fuels loads; and policies/procedures and training in the safe use of installed equipment.

Emergency Response Procedures

A documented scheme of assigned responsibilities, actions and procedures within a designated section of the emergency plan, to respond to and manage emergencies.

Emergency Response Team (ERT)

Specialist personnel, appointed to attend specific incidents, to contain, control or eliminate the emergency using emergency response equipment.

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.

Evacuation Exercise

An emergency response exercise in which the exercise simulates an emergency that requires an evacuation.

Emergency Alarm Initiating Device (EAID)

An Emergency Alarm Initiating Device (EAID) is part of the group which has the broad term Emergency Call Point (ECP). It is similar in construction to a Manual Call Point (MCP) but is white in colour. They are installed for use by occupants to actuate the EWS within the structure **ONLY** and will not advise the Fire Service.

Emergency Call Point (ECP)

The term Emergency Call Point (ECP) refers to a group of devices that are used to raise an alarm. The devices include, Manual Call Points, Emergency Alarm Initiating Devices, Pull Alarms, Duress Alarms and Emergency Telephones.

Emergency Door Release (EDR)

An Emergency Door Release (EDR) is similar in construction to a Manual Call Point (MCP) but is green/white in colour. They are installed for use by occupants to override electronic door locks.

Emergency Warning and Intercommunication System (EWIS)

A combined emergency warning and intercommunication system that facilitates both way communications and control during an emergency.

Emergency Warning Systems (EWS)

A system to provide a distinctive audible signal, verbal address, and visible signals as required, for emergency alarm purposes.

Evacuation Route

1. An ***evacuation route***, in relation to a building, means:
    a. a path of travel from any place in the building, through a final exit of the building, to a place of safety outside the building; or
    b. otherwise, a path of travel from a common area of the building, through a final exit of the building, to a place of safety outside the building.
2. An ***evacuation route*** includes the space above a path of travel.

Evacuation time

Evacuation time means the time calculated from when the emergency starts for the occupants of the building to evacuate to a safe place appropriate to:

a. the number, mobility and other characteristics of the occupants; and

b. the function or use of the building; and

c. the travel distance and other characteristics of the building; and

d. the fire load; and

e. the potential fire intensity; and

f. the fire hazard; and

g. the fire hazard properties; and

h. any active fire safety systems installed in the building; and

i. fire brigade intervention.

Facility

A structure or workplace that is, or may be occupied by people (occupants).

NOTE: See relevant Commonwealth, State and Territory occupational health and safety statutes for the definition of 'workplace'.

Fire Safety System

Fire safety system means one or any combination of the methods used in a building to:

(a) warn people of an emergency; or

(b) provide for safe evacuation; or

(c) restrict the spread of fire; or

(d) extinguish a fire,

and includes both active and passive systems.

Fire Service

This term only refers to statutory authorities established under an Act of Parliament having as one of its functions the protection of life and property from fire and other emergencies. It may be a professional brigade with full-time fire-fighters, or a volunteer brigade. Many companies employ their own private fire services. The standard of these private fire services varies greatly. They are excluded from the definition of a fire service.

Fire and Evacuation Instructions

Fire and evacuation instructions for a building, means general evacuation instructions, first-response evacuation instructions or evacuation coordination instructions for the building.

Managing Entity (Occupier)

The managing entity, of a multi-occupancy building, means the entity that is the occupier of, or in control of, the general access areas of the facility.

Examples of entities that may be managing entities of buildings include a body corporate or the owner of a building.

Manual Call Point

Operation of a Manual Call Point (MCP) shall require the breaking, or appear to require the breaking, of the frangible element to manually raise the alarm. The frangible element which is capable of being broken or appearing to be broken forms part of the front cover of an MCP.

The body of a Manual Call Point shall be red in colour.

Master Emergency Communications Point (MECP)

The location within the building from where a warning system can be activated and from where instructions can be relayed to the Warden Intercom Points.

Occupant

People at a facility, whether inside or outside it, whether permanent or temporary.

Occupant warning equipment

Systems and devices that operate to alert people within a facility to an emergency.

NOTES:

1 *Examples of occupant warning equipment are emergency warning and intercommunication systems (EWIS), sound systems for emergency purposes (s.s.e.p.), smoke alarms, pagers, visual warning systems including strobe lights, hand-held alarm devices, and intercom systems.*

2 *Occupant warning equipment may operate as part of a fire detection and alarm system and may function in conjunction with other emergency detection systems, such as those for storms, earthquakes and bomb threats.*

Occupant/visitor with a disability

A person who requires–

(a) more time or different forms of communication, compared with other occupants, to respond to an emergency; or

(b) assistance to respond to an emergency or evacuate from a facility.

Occupier

The entity that is the occupier of, or in control of, the general access areas of the facility.

Performance Solution

A performance based approach to the fire safety issues as recognised by the Building Code of Australia, (BCA). This approach allows the fire safety provisions within the building to be designed in the most flexible, cost-effective and practical manner to best suit the specific building and its occupancy.

Person conducting a business or undertaking (PCBU)

A person conducting a business or undertaking (PCBU) is the main duty holder under the WHS Act. They are usually the employer and may be a partnership, company, unincorporated body or association, a sole trader, a government department or statutory authority.

A volunteer organisation is a PCBU if it employs one or more paid workers.

Throughout this document a PCBU may be referred to as an 'occupier'.

Persons with Special Needs

A person who is unable to effectively, or who requires assistance to respond to an emergency in, or participate in an evacuation from a facility.

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) a place of safety within a building:

(i) which is not under threat from a fire; and

(ii) from which people must be able to safely disperse after escaping the effects of an emergency to a road or open space; or

(b) a road or open space.

Staging area

An area in a facility where occupants and visitors are intended to gather in preparation for an evacuation.

Visitor

A person who is within a facility who is temporarily visiting the facility and is not—

(a) employed at or for the facility, either on a permanent casual, temporary, contracting basis;

(b) a resident/inmate; or

(c) studying at the facility.

NOTE: Visitors include customers and clients.

Warden Intercom Point (WIP)

The location on a floor or evacuation zone, where equipment is provided through which instructions can be received from the controlling emergency control panel via the emergency intercommunication system.

Workplace

Any place where work is, or is to be, performed by:

(a) a worker who does work whether the person engaged works for gain or reward or on a voluntary basis; or

(b) a person conducting a business or undertaking.

NOTE: This definition includes places commonly recognized as workplaces, such as offices, shops, factories, construction sites and hospitals. It also includes many other types of less obvious workplaces, such as mines, underground tunnels, railway stations, care facilities, goals, etc.

(See relevant Commonwealth, State and Territory Occupational Health and Safety statutes.)

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Annex B Emergency Calls

Persons in charge of a workplace should ensure that a list of all emergency contacts is maintained. This list must contain, but not be confined to, the Emergency Services number – Triple Zero (000), individual local area Emergency Services (station) contact numbers, local authority (council), Environmental Protection Agency, electrical authority, private electrical contractor, gas supplier/authority and plumber.

Emergency Alerts

Emergency Alert is the national telephone warning system used by emergency services to send voice messages to landlines and text messages to mobile phones within a defined area about likely or actual emergencies.

Emergency Alert is just one way of warning communities and will not be used in all circumstances. Emergency Alert relies on telecommunications networks to send messages, and message delivery cannot be guaranteed.

There are a range of reasons why you may not receive a text message on your mobile phone including your text message inbox was full or your mobile phone was switched off or not in coverage.

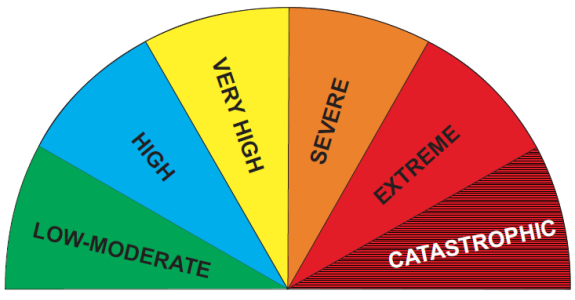
You need to remain alert, monitor the outside environment for signs of the event and actively seek information. Tune into your emergency broadcasters: ABC and commercial radio stations, and SKY News TV, for fire updates and warnings during the fire season.

Fire Danger Rating (FDR)

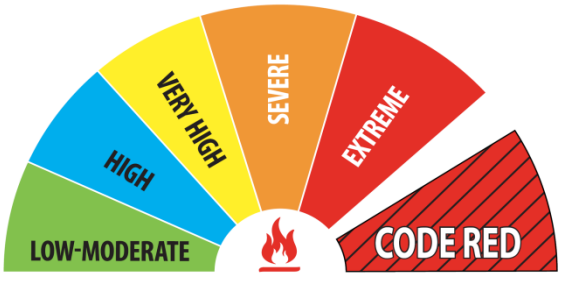
The Bush Fire Danger Ratings give you an indication of the possible consequences of a fire, if one was to start.

Bush Fire Danger Ratings are based on predicted conditions such as temperature, humidity, wind and the dryness of the landscape.

The higher the fire danger rating, the more dangerous the conditions.



QLD, ACT, NSW, SA, WA, NT, TAS



VIC

WEB SITES:

BUREAU OF METEOROLOGY (BOM) http://www.bom.gov.au	**QUEENSLAND** QFES http://www.fire.qld.gov.au/ QLD RFS http://www.ruralfire.qld.gov.au SES http://www.emergency.qld.gov.au/ses
VICTORIA MFB http://www.mfb.vic.gov.au/ CFA http://www.cfa.vic.gov.au SES http://www.ses.vic.gov.au	**WESTERN AUSTRALIA** DFES http://www.dfes.wa.gov.au SES http://www.ses-wa.asn.au/
SOUTH AUSTRALIA SAMFS http://www.samfs.sa.gov.au Country Fire Service http://www.cfs.sa.gov.au SES http://www.ses.sa.gov.au	**TASMANIA** Tasmanian Fire Service http://www.fire.tas.gov.au SES http://www.ses.tas.gov.au/
NEW SOUTH WALES Fire and Rescue NSW http://www.fire.nsw.gov.au/ Rural Fire Service http://www.rfs.nsw.gov.au/ SES http://www.ses.nsw.gov.au/	**ACT** Fire and Rescue http://esa.act.gov.au/actfr/ Rural Fire Service https://esa.act.gov.au/actrfs/ SES http://esa.act.gov.au/actses/
NORTHERN TERRITORY NT Fire and Rescue Service http://www.pfes.nt.gov.au/Fire-and-Rescue.aspx NT Police, Fire and Emergency Service http://www.pfes.nt.gov.au/	

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Annex C Sample Threat Check List

first5 MINUTES

THREAT CHECK LIST

KEEP CALM. DON'T HANG UP.

WRITE DOWN EXACT WORDING OF THREAT

ACTION

Report call immediately to your Chief Warden.

Telephone number: _____

GENERAL QUESTIONS TO ASK

1. What is the threat? ☐ BOMB ☐ CHEMICAL ☐ BIOLOGICAL ☐ RADIOLOGICAL
2. When is the bomb going to explode? _____
   or
   When will the substance be released? _____
3. What type of bomb is it? _____
   or
   What type of substance is it? _____
   Is the substance ☐ LIQUID ☐ POWDER ☐ GAS ☐ OTHER _____
4. How large is the bomb? _____
   or
   How much of the substance is there? _____
5. Where did you put it? _____
6. What does it look like? _____
7. When did you put it there? _____
8. How will the bomb explode? _____
   or
   How will the substance be released? _____
9. Did you put it there? _____
10. Why did you put it there? _____
11. What is your name? _____
12. Where are you? _____
13. What is your address? _____

BACKGROUND NOISES

Street noises:	YES ☐	NO ☐	House noises:	YES ☐	NO ☐
Aircraft:	YES ☐	NO ☐	Local Call:	YES ☐	NO ☐
Voices:	YES ☐	NO ☐	Long distance:	YES ☐	NO ☐
Music:	YES ☐	NO ☐	STD call:	YES ☐	NO ☐
Machinery:	YES ☐	NO ☐			

Other: _____

OTHER CHARACTERISTICS

Sex of caller: MALE ☐ FEMALE ☐

Estimated Age: _____

CALL TAKEN

Date: ___/___/___ Time: _____

Duration of call: _____

Number called: _____

PERSON WHO RECEIVED CALL

Name (Print): _____

Telephone Number: _____

Signature: _____

THREAT DETAILS

CALLERS VOICE

Accent (specify): _____

Any impediments (specify): _____

Voice (loud, soft, etc): _____

Speech (fast, slow, etc): _____

Diction (clear, muffled): _____

Manner (calm, emotional, etc): _____

Did you recognise the voice? _____

If so, who do you think it was? _____

Was the caller familiar with the area? _____

THREAT LANGUAGE

Well spoken:	YES ☐	NO ☐
Incoherent:	YES ☐	NO ☐
Irrational:	YES ☐	NO ☐
Taped:	YES ☐	NO ☐
Message read by caller:	YES ☐	NO ☐
Abusive:	YES ☐	NO ☐

Other: _____

Hand completed card to chief warden or police

Please complete back page

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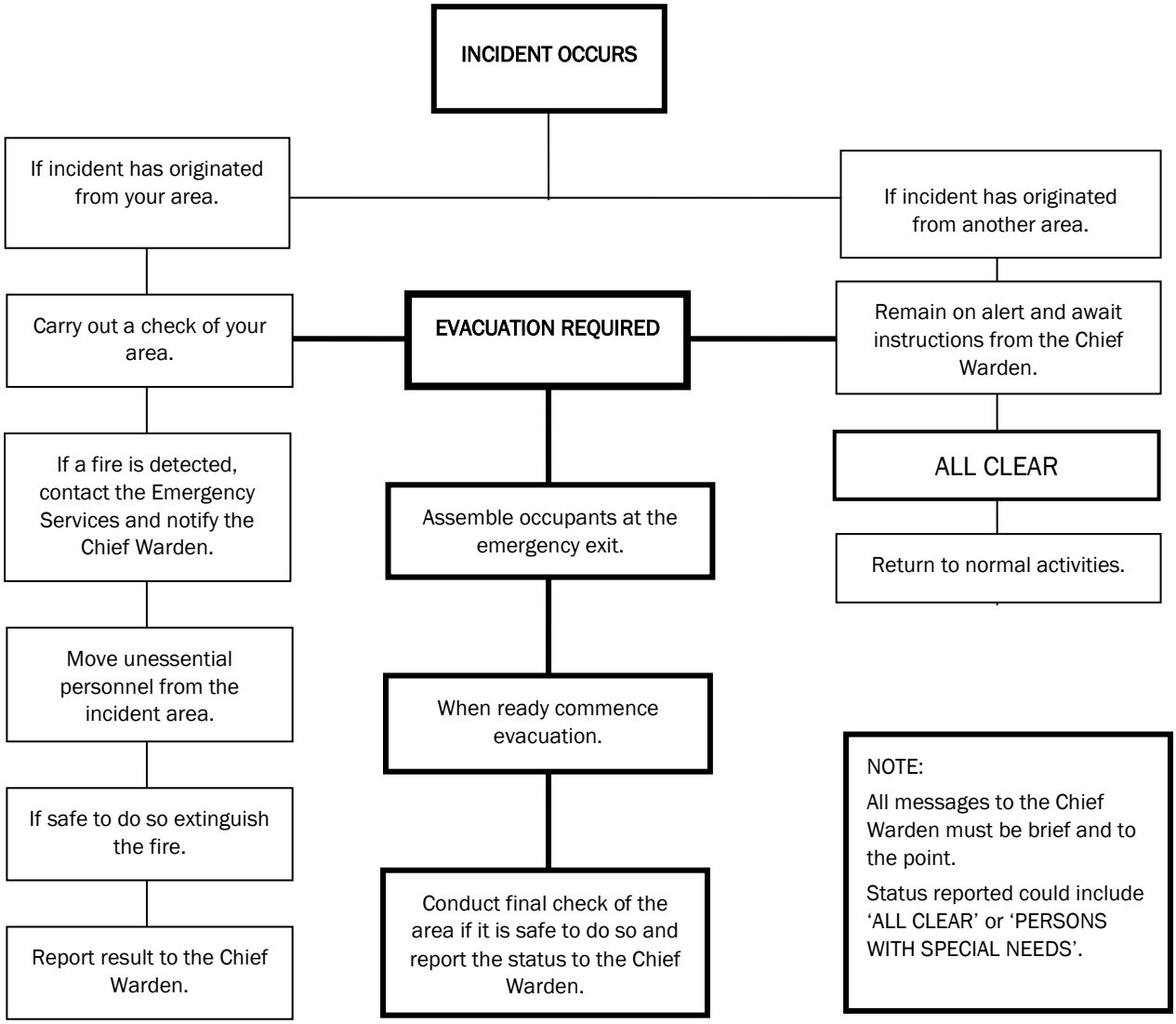
Annex D Emergency Procedure Flow Charts

WARDEN EMERGENCY PROCEDURES



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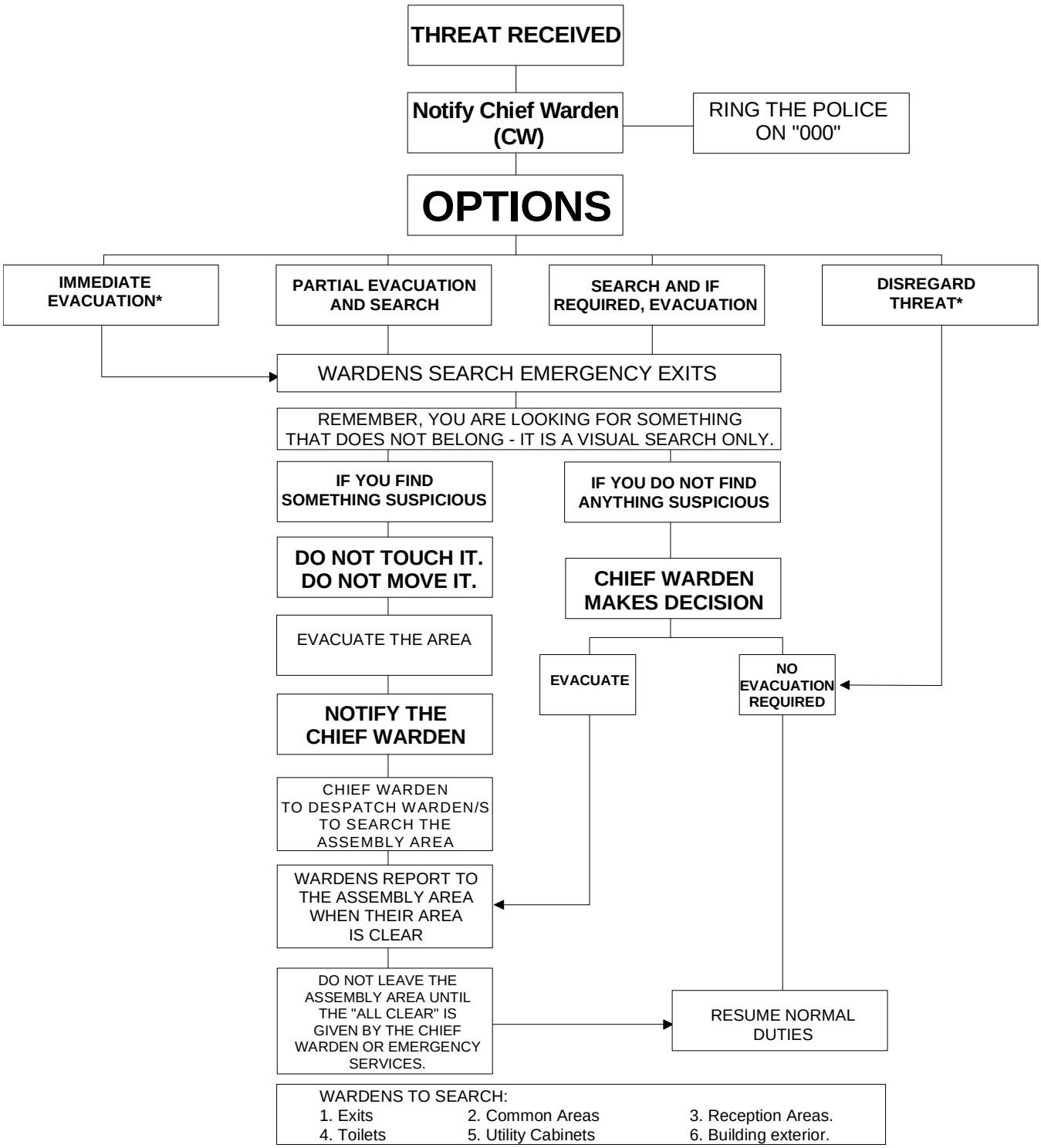
Bomb or Substance Threat Strategy Flow Chart



*Decisions made by the Chief Warden

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Annex E Example of a "Personal Emergency Evacuation Plan"

PERSONAL EMERGENCY EVACUATION PLAN

Occupant's Name: _____

Location: _____

Building/Facility _____

Floor _____

Room Number _____

Is an Assistance Animal involved? YES ☐ NO ☐

Are you trained in the Emergency Response Procedures (including the evacuation procedures)? YES ☐ NO ☐

Preferred method of receiving updates to the Emergency Response Procedures : (Please state, e.g. text, email, Braille etc.)

_____

Preferred method for Notification of Emergency: (Please state, e.g. visual alarm, personal vibrating device, SMS, etc.)

_____

Type of assistance required: (Please list procedures necessary for assistance.)

_____

_____

_____

Equipment required for evacuation: (Please list.)

_____

_____

_____

Egress procedure: (Give step by step details.)

_____

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1.

2.

3.

Designated assistants and contact details: (Please list name, phone, mobile, email.)

The designated assistants have been trained in the Emergency Response Procedures : (including the evacuation procedures)

YES ☐ NO ☐

The designated assistants have been trained in the evacuation equipment:

YES ☐ NO ☐

The following diagram **details the preferred route** for assisted evacuation.

A diagram showing the location of the person who requires assistance and the path of travel to a place of safety is to be inserted here.

This diagram will **ONLY** be relevant to an individual and their location within the building and a generic diagram **CANNOT** be inserted.

Date of Issue: _____ Review Date: _____

Occupant approved: _____ Date: _____

(signature)

Annex F Example of Record of Fire Evacuation Instruction

Fire and Evacuation Instruction Record

Company _____

Address _____

General Evacuation Instruction (GEI)

The location of the fire safety reference points for the building; and

The procedures for evacuating the building safely in the event of an incident which could impact on the safety of occupants.

First Response Evacuation Instruction (FREI)

The method of operation of manually operated fire alarms and firefighting equipment in the building, including at least one of the following:

a. Training in the use of the fire alarms and firefighting equipment; or

b. A demonstration of the use of manually operated fire alarms and fire equipment that are identical, or at least similar to, the fire alarms and firefighting equipment.

Date	Training Type	Staff Member's Name	Staff Member's Signature	Instructor's Name
	GEI / FREI			
	GEI / FREI			
	GEI / FREI			
	GEI / FREI			
	GEI / FREI			
	GEI / FREI			
	GEI / FREI			
	GEI / FREI			

Annex G Emergency Identification and Analysis

Identification and analysis of potential emergencies likely to impact on the facility was undertaken for the facility to determine which events required consideration as emergencies in this document.

Facility Risk Assessment Matrix

Description of Task			Risk Rating	
Persons At Risk A. Staff Members B. All Occupants C. Public	**Likelihood** 1. Rare 2. Possible 3. Likely 4. Almost Certain 5. Certain (ISO 31000	**Consequences** 1. Insignificant 2. Low 3. Moderate 4. Major 5. Catastrophic (ISO 31000)	1-3 Tolerable (T)	No further action is required unless circumstances change. Monitor situation.
			4-8 Moderate (M)	Satisfactory, additional minor actions may be required. Re-assess at review date.
			9-15 High (H)	Unsatisfactory, priority action must be taken. Review current methods and re-assess.
			16-25 Very High (V)	Serious and imminent danger. Immediate action must be taken. Re-assess after control measures.

Hazard N°	Hazard Identified	Persons at Risk	Control Measures In Place	Likelihood 1-5	Consequences 1-5	Risk Score = Consequence X Likelihood	Are Existing Control Measures Adequate
1	Fire – Minor Internal	A, B, C	Fire equipment in place. Fire detection system in building. Expected rapid response from Fire Brigade. Emergency Response Procedures in place. ECO trained in reacting to fires. Appropriate Signage is in place for the First Responders to be aware of Hazmat hazards.	1	2	2 Tolerable	Yes
2	Fire – Major Internal	A, B, C	Fire equipment in place. Fire detection system in building. Expected rapid response from Fire Brigade. Emergency Response Procedures in place. ECO trained in reacting to fires. Appropriate Signage is in place for the First Responders to be aware of Hazmat hazards.	1	5	5 Moderate	Yes
3	Medical Emergency	A, B	Emergency procedures in place. If necessary trained First Aid personnel and First Aid kits available. Refer to Code of Practice "First Aid in the Workplace" for requirements.	3	2	6 Moderate	Yes
4	Bomb or Substance Threat	A, B, C	Bomb and Substance threat procedures in place. ECO trained in Bomb and Substance threat procedures.	2	3	6 Moderate	Yes
5	Civil Disturbance	A, B, C	Emergency Response Procedures in place. Expected rapid response from emergency services.	1	3	3 Tolerable	Yes
6	Earthquake	A, B, C	Emergency Response Procedures in place. ECO trained to be self-reliant as impact will be extensive.	2	4	8 Moderate	Yes

7	Personal Threat	A, B	Emergency Response Procedures in place. ECO trained in Personal Threat response. Access security in place. Expected rapid response from emergency services.	2	3	6 Moderate	Yes
8	Active Armed Offender	A, B, C	Emergency Response Procedures and control measures in place. ECO trained in Active Armed Offender response. Expected rapid response from emergency services.	2	4	8 Moderate	Yes
9	Chemical, Biological, Radiological	A, B, C	Emergency Response Procedures in place. ECO trained in reporting procedure. Expected rapid response from emergency services.	1	5	5 Moderate	Yes
10	Building services / systems failure	A, B	Emergency Response Procedures in place. Possible delay in response from Emergency Services and Utilities	2	2	4 Moderate	Yes
11	Lift entrapment	A, B	Emergency Response Procedures in place. Expected rapid response from emergency services and contractors.	2	2	4 Moderate	Yes
12	Hazardous materials incident	A, B, C	Emergency Response Procedures and control measures in place. Expected rapid response from emergency services. Appropriate Signage is in place for the First Responders to be aware of Hazmat hazards.	2	4	8 Moderate	Yes
13	Bushfire	A, B, C	Emergency Response Procedures , prevention procedures and control measures including early evacuation in place. May not be a response from emergency services.	2	4	8 Moderate	Yes
14	Severe Storm	A, B	Emergency Response Procedures in place. Pre-incident procedures to prepare occupants and protect the infrastructure and equipment.	2	4	8 Moderate	Yes
15	Flood / Storm Surge	A, B	Emergency Response Procedures in place. Pre-incident procedures to prepare occupants and protect the infrastructure and equipment.	2	3	6 Moderate	Yes
16	Cyclones	A, B, C	Emergency Response Procedures in place. Pre-incident procedures to prepare occupants and safeguard the facility.	2	4	8 Moderate	Yes