

9

Walsh Bay Arts Precinct Operational Plan of Management



Create NSW
Arts, Screen & Culture



Fire safety, emergency
management and WHS

Version control

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CONTENTS

1	Glossary of terms	4
	Abbreviations	4
	Definitions	4
2	Introduction	5
	Objective of this plan	5
	Who will use this plan?	5
	Scope	5
	Document framework	6
	Relationship to other documents	6
3	Background	7
	Precinct model – on-site stakeholders	7
	Precinct model – NSW Government agencies	8
	Maintenance management and obligations	9
4	Risk management	10
	Risk assessment and management process	10
	Managing the risks	10
	Events	11
	Tenants	11
5	Communication	12
	On-site communication	12
	Training and procedures	12
6	Emergency management strategy	13
	Preparation, maintenance and implementation of emergency plans	13
	Fire safety schedule and Annual Fire Safety Statement	13
	Education and training	14
7	Occupancy levels	16
	Precinct population limits	16
	Population limits for Pier 2/3	16
	Population limits for Wharf 4/5 and Wharf 4/5 Shore Sheds	17
	Population limits for Sydney Theatre Company (Wharf 4/5)	18
	Population control measures	18
	Special events	20
8	Incident and emergency management	21
	Emergency management	21
	Incident reporting process	22
	Training	22
	Communications	23
	Emergency response	23

Response and evacuation levels	24
Specific emergency response requirements	26
9 Precinct work health and safety	29
Work, health and safety management plan	29
10 Essential fire safety systems	31
Maintenance of fire safety and protection systems	31
11 Activity spaces	34
Stewards and wardens	34
Training and competencies	34
Risk assessments	34
Smoke isolation in spaces other than performance spaces	34
Smoke isolation in performance spaces	35
Use of pyrotechnics and flame/fire effects	42
12 General works	43
Maintenance of fire safety and protection systems	43
Undertaking construction works	43
Permit to work	43
Penetrations	43
Hazardous materials/substances	43
Gas	44
Spills and leaks	45
Hot works	45
Lift pit maintenance	45
13 Housekeeping	46
Responsibilities	46
Storage of goods	46
Clear corridors, doorways and circulation spaces	46
Prescribed clear areas and fire compartments	47
Storage of items under seating systems	52
Combustible free areas	52
Aprons	52
Vehicle and pedestrian access	53
14 Security management	55
Security measures	55
Crowd control	55
Unauthorised access	55
Theft	55
15 Appendix A – WHS forms	56
Hazardous materials register	56
Permit to work form	57
Hot works request form	58

Performance venue smoke isolation request form	60
Theatrical effects request form	62
16 Appendix B – the Emergency Response Procedure Manuals	63

1 GLOSSARY OF TERMS

Abbreviations

Interpretation: For the purposes of this document, the following apply:

- **ACO:** Australian Chamber Orchestra
- **ATYP:** Australian Theatre for Young People
- **BOH:** Back-of-house
- **CCTV:** Close circuit television
- **ERPM:** Emergency Response Procedures Manual
- **FDCIE:** Fire detection control indicating equipment
- **FER:** Fire engineering report
- **FEMP:** Fire and Emergency Management Plan
- **FRNSW:** Fire and Rescue NSW
- **OPM:** Operational Plan of Management
- **PEEP:** Personal Emergency Evacuation Plan
- **PPE:** Personal protective equipment
- **SDC:** Sydney Dance Company
- **SDS:** Safety data sheet
- **WBAP:** Walsh Bay Arts Precinct
- **WHS:** Work, health and safety

Definitions

Interpretation: For the purposes of this document, the following apply:

- **Annual Fire Safety Statement:** A statement certifying that the fire safety measures in the building/precinct can perform to the standard defined by the fire safety schedule or as originally designed and implemented. The fire safety certificate is issued at the completion of building works on the fire safety measures and is required before an occupation certificate can be issued.
- **Combat Agency:** An agency identified in the State Emergency Management Plan as the agency primarily responsible for controlling the response to a particular emergency, e.g. Department of Health, NSW Police Force, Fire and Rescue NSW, etc.
- **Facilities Manager:** The contractor engaged by Create NSW to manage the precinct facilities, including general repairs, maintenance, and ensuring statutory compliance.
- **Management in use procedure:** Protocols to address specific hazards or identified controls to mitigate incidents.
- **Precinct Manager:** The Create NSW representative who ensures that operations for the precinct are approved, safe, efficient and compliant.
- **Property Manager:** The nominated representative from the Create NSW Property Management Team responsible for monitoring the operations of the precinct and its facilities. This includes ensuring the precinct facilities are safe, fit for purpose, watertight, and are operated in a sustainable and efficient manner.

2 INTRODUCTION

Objective of this plan

The **Fire and Emergency Management Plan** (FEMP) has been developed in response to the Fire Engineering Reports devised for the Walsh Bay Arts Precinct, outlining the key design and operational responsibilities. This includes specific policies and procedures that govern the day-to-day operations of the precinct to mitigate emergency scenarios. The health and safety of the occupants of the buildings and the Walsh Bay Arts Precinct have been taken into consideration in the development of this plan.

This FEMP outlines the operational processes and procedures required to ensure the precinct is safe. It aims to:

- Facilitate identification of hazardous conditions that may trigger an emergency situation so that precinct stakeholders can work to eliminate or manage them.
- Provide guidance during an emergency or for handling sudden or unexpected situations.
- Prevent fatalities and injuries.
- Mitigate any damage to building, property, and equipment.
- Protect the environment and the community.
- Highlight resource demands, including equipment, trained personnel, supplies, so that any shortage can be rectified before an emergency occurs.
- Ensure associated risks managed or mitigated, including reduce or remove effects of emergency incidents or prevent emergencies from becoming larger incidents.
- Identify communication channel and chain of responsibilities.
- Promote safety awareness.
- Allow acceleration of resumption of normal operations.

Who will use this plan?

This document applies to all occupants, patrons, visitors and personnel employed within the precinct, including the Property Manager, Precinct Manager, Facilities Manager, tenants and tenant employees, event organisers, and any contractor engaged to work within the precinct.

Scope

This plan and the ERPM address emergency and safety requirements associated with the following hazards:

- Fire.
- Explosion.
- Medical emergencies.
- Building damage.
- Communication system failure.
- Flammables, explosives, chemicals and other hazardous/toxic substances.
- Gas leak and/or air conditioning contamination.
- Lift entrapment.
- Power failure.
- Natural disasters, e.g. severe storms, including flooding and wind.
- Water supply interruption.
- Assault.
- Civil disobedience and illegal occupancy.
- Personal harm.
- Terrorism.
- Pandemic diseases.

Document framework

This management plan is supported by the Fire Engineering Reports (FER) issued by ARUP for the WBAP and STC redevelopment, and the Emergency Response Procedure Manuals for Wharf 4/5 and Pier 2/3.

Fire engineering reports

The FER specifies the technical responses, systems and protocols designed to protect the precinct and its occupants. These reports have been developed in consultation with FRNSW and define the roles and responsibilities of the landlord and its tenants to operate and maintain fire mitigation principles.

The fire engineering reports are;

- Walsh Bay Arts & Cultural Precinct – (Revision B, 3 July 2019) Document #248853
- Walsh Bay - Sydney Theatre Company (Revision A, 3 July 2019) Document #250601

The FER is guided by the results of numerous investigations and assessments. This includes the *ARUP Pedestrian Planning Assessment – 14 September 2017*.

Emergency Response Procedures Manual

The FEMP will be governed by the Emergency Response Procedures Manual (ERPM) for both Wharf 4/5 and Pier 2/3.

Refer to the following documents for further details;

- Emergency Response Procedures Manual; Pier 2/3 (Version 1.8, 07 May 2020)
- Emergency Response Procedures Manual; Wharf 4/5 (Version 1.8, 07 May 2020)

Procedures documented within the ERPM will be reviewed annually with regular training sessions for all Emergency Control Organisation (ECO) members to maintain competency in the prescribed duties of each ECO position. Training will comply with AS 3745: 2010 Planning for emergencies in facilities in the frequencies specified in AS 1851: 2012 Routine service of fire protection systems and equipment. Training will be facilitated to maintain an awareness of emerging trends or amendments to procedures and local systems.

Relationship to other documents

Read this plan in conjunction with:

- Other sections of the Operational Plan of Management (OPM)
- *Emergency Response Procedure Manuals* for Wharf 4/5 and Pier 2/3
- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulation 2017*
- Environmental Planning and Assessment Act 1979
- Environmental Planning and Assessment Regulation 2000
- AS 3745: 2010 Planning for emergencies in facilities
- AS 1851: 2012 Routine service of fire protection systems and equipment
- Any other document cited in this plan

3 BACKGROUND

Precinct model – on-site stakeholders

Property management

Create NSW, as the landlord, has the overall responsibility for managing precinct operations to ensure it is safe for all users and visitors. It relies on the services and cooperation of other stakeholders, including the Facilities Manager, security contractor, event organisers, and tenants to achieve this. The Precinct Manager will act on behalf of Create NSW to liaise and coordinate with authorities for participation in any joint training exercises deemed necessary to enable the effective response for citywide emergency management and evacuation.

The Property Manager/Precinct Manager will review (and approve) the adequacy of the tenants, event organiser and Facilities Manager's safety and emergency response plans (as part of their contractual obligation) to ensure it aligns with the precinct objectives and governance.

Incident and emergency reporting

If an accident, incident or emergency takes place on-site it is the responsibility of the tenant, operator or witness to report details to the appropriate authorities and nominated representatives of Create NSW.

Chief Warden

Create NSW will nominate Chief Warden roles for the precinct, who will be responsible for the coordination and response to an alert and/or evacuation alarm in event of an emergency. The roles and responsibilities of the Chief Warden are set in the ERPM. This includes the Deputy Warden, authorised to act, should the Chief Warden not be available to respond.

Tenants

Each tenant is responsible for adhering to all safety procedures documented in the ERPM and FEMP and to ensure the tenanted areas are safe. Each tenant will nominate representatives to fulfil one or more of the ECO roles as part of the precinct operational strategy. Regular updates and reporting will be disseminated to tenants via email with safety and emergency procedures held as a standing agenda item at tenant meetings.

Emergency Planning Committee

The Emergency Planning Committee (EPC) will be led by Create NSW and include tenant representatives. The EPC terms are set out in the ERPM and membership consists of the following representatives;

- Director Property Create Infrastructure (Create NSW)
- Property Portfolio Manager (Create NSW)
- Wharf 4/5 Tenant Representative
- Pier 2/3 Tenant Representative
- Shore Shed Commercial Tenant Representative

Emergency Control Organisation

The Emergency Control Organisation (ECO) will operate as described in the ERPM and consist of the following roles;

- Chief Wardens
- Communication Officer
- Deputy Wardens
- Area Wardens
- Wardens

Meetings will be held quarterly with minutes distributed to all tenancies within the precinct.

Event organisers

The event organiser is responsible for carrying out all safety and emergency planning activities required within the approved events management plan, including implementing additional security and crowd control measures.

Patrons/visitors

Visitors or patrons will be expected to adhere to the procedures outlined in this document in event of an emergency, under the guidance of the ECO members.

Precinct model – NSW Government agencies

Agency roles

Some agencies have responsibilities in emergency responses and may be involved in:

- Responding to the emergency.
- Overseeing the control and command of an emergency response.
- Securing and/or evacuating the site.
- Ensuring the remaining building structures are safe.
- Cleanup of the site.
- Assessing the potential for off-site release of materials into the neighbourhood.
- Providing information.

Emergency planning and response in NSW is guided by the [NSW State Emergency Management Plan](#) (EMPLAN). The EMPLAN is issued under the authority of the Minister for Police and Emergency Services pursuant to the [State Emergency and Rescue Management Act 1989](#).

In cases of whole of state or area responses, the State Crisis Centre provides direct links to the Commonwealth and the Police Operations Centre. The State Emergency Operations Centre is the centre for the Coordinated Response of Emergency Management and relevant agencies.

NSW Police Force

The NSW Police Force are the lead agency responsible for preventing, detecting and investigating crime, monitoring and promoting road safety, maintaining social order and performing and coordinating emergency and rescue operations. NSW Police are responsible for operational matters and are the lead agency for counter terrorism in NSW.

Fire and Rescue NSW

Fire and Rescue NSW (FRNSW) is the State Government agency responsible for the provision of fire, rescue and hazardous materials services in cities and towns across New South Wales and is one of the key agencies involved in the response phase of most emergency or disaster events throughout NSW.

Environment Protection Authority

The NSW Environment Protection Authority (EPA) is the primary environmental regulator for New South Wales. They partner with business, government and the community to reduce pollution and waste, protect human health, and prevent degradation of the environment.

Other agencies

The following agencies may be required depending on the nature of the emergency:

- **Animal health emergency:** Agriculture NSW (Department of Primary Industries)
- **Aviation Emergency:** Emergency Operations Controller
- **Fire (urban):** Fire and Rescue NSW
- **Flood storm, tempest, tsunami:** NSW State Emergency Service

- **Hazardous materials:**
 - **Land based:** Fire and Rescue NSW
 - **State waters:** NSW Maritime and NSW Port Corporations
 - **Inland waters:** Fire and Rescue NSW
- **Marine oil spill:** NSW Maritime and NSW Port Corporations
- **Pandemic:** Department of Health
- **Major structural collapse:** Fire and Rescue NSW where a USAR (Urban Search and Rescue) response is required.

Maintenance management and obligations

The Facilities Manager

The Facilities Manager is contracted by Create NSW to undertake maintenance of the precinct base building facilities (including services equipment). This includes obligations for statutory approvals, certification and reporting for plant and equipment, facility fitout or upgrades, repair and maintenance works, operational controls and training, and other requirements to ensure the precinct is fit for purpose and safe.

4 RISK MANAGEMENT

Risk assessment and management process

Precinct risk audits

The Facilities Manager will engage a third-party consultant to undertake an annual risk audit for the precinct. The consultant inspects and examines precinct facilities and processes to identify any potential risks. Once the audit is completed and a risk register developed, the Facilities Manager consults with the Property Manager and tenants to determine how the identified risks can be mitigated, managed or eliminated. Once agreed or approved, facilities can be rectified, or processes revised or updated as appropriate. These risks may include:

- Technological hazards and loss of communication
- Fire
- Explosion
- Building collapse
- Major structural failure
- Unintentional release of products
- Deliberate release of products (e.g. hazardous biological agents, or toxic chemicals)
- Other terrorist activities
- Exposure to ionising radiation

Managing the risks

Risk mitigation

Any identified risks will be assessed and controlled using processes specified in *Work Health and Safety Act 2011* (NSW) and *Work Health and Safety Regulation 2017* (NSW) to meet the requirements of the *Work Health and Safety Regulation 2017* and associated codes of practice.

Risk impact

As part of the risk management process between the Facilities Manager, the Property Manager and tenants, the possible major impacts of each risk may be itemised, such as:

- Sequential events (e.g. a fire after an explosion)
- Evacuation
- Casualties
- Damage to plant infrastructure
- Loss of vital records/documents
- Damage to equipment
- Disruption of work

Risk action

Based on the possible impact assessment, processes will be developed to determine required actions. For example:

- Declare emergency
- Sound the alert
- Evacuate danger zone
- Close main shutoffs
- Call for external aid
- Initiate rescue operations
- Attend to casualties.
- Fight fire.

Resources

As part of the risk impact and action determination process, resources demand and locations will be considered, such as:

- Medical supplies.
- Auxiliary communication equipment.
- Respirators/defibrillators.
- Mobile equipment.
- Emergency protective clothing.
- Firefighting equipment.
- Ambulance.
- Rescue equipment.
- Trained personnel.

Events

Event management plan

Event organisers will be required to develop a targeted risk assessment for any event or broader activation of the precinct as part of the event management plan requiring the Precinct Manager's approval.

Primary risks

The main event related risks to address generally deals with population capacity, overcrowding, and event layouts to manage patron flows. The risk management requirements include:

- **Population density:** It is expected that the event organiser will address the densities experienced on Pier 3 and Wharf 4 and potential safety concerns due to the waterfront edge adjacent to stair landings. Risks to address include impacts from overcrowding.
- **Patron flow at aprons:** Event organisers will need to consider the narrowest sections of the aprons (primarily next to the apron stairs), control measures for patrons congregating at these locations, and measures (crowd control techniques) for maintain patron flow in these areas (e.g. signage, barriers or active staff supervision).
- **Event layout:** Event overlays will consider patron flows and queueing requirements and impact of popups or stands, if proposed.

Refer also to **Section 3: Event management** of the Operational Plan of Management (OPM) for further details.

Tenants

Before occupying the tenancy and as part of the tenants' ongoing occupation, they will be required to undertake a targeted risk assessment for each area and frequently review the last assessment (minimum once a year). Of particular concern are performance venues, workshops, function spaces and other spaces accessed by the public. This will be issued to the Facilities Manager and the Property Manager before allowing public or audiences in attendance.

The Property Manager reserves the right to request additional targeted risk assessments be provided for performance venues that undertake fit out with elaborate sets, staging or theatrical effects. These will remain the responsibility of the tenant and its authorised representatives.

5 COMMUNICATION

On-site communication

The modes of communications as recommended in the *Emergency Response Procedure Manuals* by TrimEvac for Wharf 4/5 and Pier 2/3 (pages 99 to 101). The Facilities Manager will ensure these communication methods are tested and maintained so that they will function in event of an emergency, including for mobile phones and two-way radios.

Training and procedures

On behalf of Create NSW, the Facilities Manager will conduct training as required to ensure that precinct emergency representative/wardens are versed and have competent understanding of communication procedures required for various scenarios. It is expected that authorised tenancy representatives will be involved in all required training.

At minimum, the precinct emergency representative/wardens will be trained in processes and responsibilities for the following:

- Reporting the emergency.
- Activating the emergency plan.
- Assuming overall command.
- Establishing communication.
- Providing medical aid.
- Alerting staff.
- Ordering response, including evacuation.
- Alerting external agencies, as necessary.
- Confirming evacuation is complete.
- Alerting outside population of possible risk, as necessary.
- Requesting external aid.
- Coordinating activities of various groups.
- Advising relatives of casualties.
- Providing medical aid.
- Ensuring emergency shut offs are closed.
- Sounding the all clear.
- Advising media.

All personnel with alerting or reporting responsibilities will be provided with a current list of phone numbers and email addresses of those people they may have to contact.

6 EMERGENCY MANAGEMENT STRATEGY

Preparation, maintenance and implementation of emergency plans

Plans and procedures

Under the *Work Health and Safety Regulation 2017*, all person(s) conducting a business or undertaking have a duty to prepare, maintain and implement emergency plans and procedures to ensure:

- An effective response to an emergency.
- Evacuation procedures.
- Notifying emergency service organisations at the earliest opportunity.
- Medical treatment and assistance.
- Effective communication between the person authorised by the person conducting the business or undertaking to coordinate the emergency response and all persons at the workplace.
- Testing of the emergency procedures, including the frequency of testing.
- Information, training and instruction to relevant workers in relation to implementing the emergency procedures.

Plan content

It is recognised that these must be relevant to:

- The nature of the work or activity being carried out.
- The nature of the hazards associated to the location, activity, service or products used.
- The size and composition of people attending, participating or directly affected.

Event Emergency Response Procedures Manual

An exceptional event or undertaking will be required to provide a site-specific event ERPM and must refer to the conditions of the agreed WBAP ERPM as part of the event management plan. All event ERPMs will be developed in compliance with relevant codes, regulations and accepted industry codes of practice and be approved by the Property Manager. The event organiser will be fully responsible for developing the ERPM but the Property Manager may assist by facilitating some activities.

A register and copy of all relevant and current statutory approvals and compliance certification related to the business or undertaking; such as the development certification, occupation and use certification, and equipment testing certification; will be provided to the Property Manager.

Fire safety schedule and Annual Fire Safety Statement

Obligations and responsibilities

Annual Fire Safety Statements (AFSS) and ongoing fire safety certificates for services and equipment will be maintained by businesses and users of the precinct and provided to Create NSW as the landlord.

The Facilities Manager (contracted to act on behalf of the Create NSW Property Team) will be responsible for managing ongoing maintenance obligations to AS 1851 and other activities required for meeting its Annual Fire Safety Statement commitment as required by the *Environmental Planning and Assessment Act 1979* and the *Environmental Planning and Assessment Regulation 2000*. This includes ensuring tenants maintain their responsibilities to service and certify fire and emergency systems specific to their own tenancy that is not part of the base building systems. A copy of the statement will be provided to Fire and Rescue NSW, in compliance with clause 172 of the *Environmental Planning and Assessment Regulation 2000* after it is issued.

Tenant responsibilities

Each tenant will be responsible for the maintenance, testing and certification of fire systems specific to their tenancy as determined by an agreement for lease with Create NSW, including for fire extinguishers, fire blankets, emergency lights, automated systems specific to a performance space and ensuring fire-resisting doors are operational and maintained. The tenant is not responsible for base building systems.

Documentation

A copy of the Annual Fire Safety Statement will be provided to FRNSW, in compliance with clause 172 of the *Environmental Planning and Assessment Regulation 2000*, as soon as possible after the certificate is issued. The fire safety certificate is a statement verifying that the fire safety measures in the building can perform to the standards defined by the fire safety schedule or as originally designed and implemented. The fire safety certificate is issued at the completion of building works for the fire safety measures and is required before an occupation certificate can be issued.

Documentation will be made easily available at key locations, including the FDCIE and the Precinct Office.

- Area plans and references to any hazards
- Documentation of [hazardous materials](#)
- Instructions on system shutdown or override to manage essential services
- Compliance signage and warnings for base building systems, where applicable

Maintenance personnel

Qualified and competent personnel will be engaged to inspect and verify the performance of each fire safety measure being assessed and test the operation of each item of equipment installed in the building premises that is included in the current fire safety schedule for the building. The fire safety certificate and the fire safety schedule will be prominently displayed in the precinct.

Education and training

Training requirements

To efficiently conduct evacuation across a large site such as the WBAP relies on the coordinated effort of competent and appropriately trained emergency and evacuation response personnel. Nominated representatives will form the ECO, undertaking warden roles with prescribed responsibilities and actions to respond to an emergency. Appropriate training and education will be undertaken at regular intervals to maintain the precinct in a state of readiness. Training will comply with AS 3745:2010 and the frequencies specified in AS 1851:2012. Training requirements are documented in the *ERPM – Emergency Control Organisation Training*.

The regular assessment of facilities, systems and personnel will be required to ensure effective emergency responses, including undertaking evacuation exercises involving tenants and occupants of the precinct.

Training process

Personnel will be adequately trained in emergency procedures. Access to information, training and instruction is set out in the ERPM and includes communication and escalation protocols, practising evacuations, identifying assembly points, location of emergency equipment, first aid arrangements and how to safely shut down machinery.

In determining the training requirements, the following will be considered:

- Emergency procedure training and induction for all staff, hirers and service providers;
- Provision of refresher training; and
- Provision of specific training for individuals who have a formal role in an emergency, for example fire wardens, floor wardens, security and first aid officers.

Tenants

As the precinct comprises shared facilities the induction and training requirements will extend across tenancies, their staff and/or agents and respective stakeholders using, or affected by, the operations of the precinct. Tenants will be consulted with and required to comply with the WBAP obligations.

Coordination and site personnel

The Property Manager will be responsible for the consultation and coordination of operations, including emergency response training with the Emergency Planning Committee and response personnel.

The precinct may be required to participate in joint training and exercises to enable the effective response for citywide emergency management and evacuation. Create NSW will coordinate these arrangements with relevant stakeholders.

Documentation

Where relevant, appropriate and current licenses or certificates of competencies must be included on a register and copies of licenses and certificates provided to Create NSW, e.g. for personnel including but not limited to security guards, divers, first aiders, fire services providers, maintenance contractors, etc.

The ERPM will be reviewed annually, after an incident, and following the completion of evacuation training to ensure its currency and improvement. Related ERPM training will also be undertaken on an annual basis as a minimum.

7 OCCUPANCY LEVELS

Precinct population limits

The population limits are set out in the fire engineering reports (FERs) for the precinct to comply with statutory and designed requirements.

Tenancies are to be used within the scope of the applied area criteria, as referenced in the FER, and in line with the naming profile of each space. It is not permissible to use areas such as workshops to operate a retail space, resulting in a different fuel load assessment and criteria.

Population limits for Pier 2/3

Level/floor/building	Spatial function	Population limit (persons)
Ground/mezzanine	Commercial 1	1340
Ground/mezzanine	Shared foyer	480
Ground/mezzanine	Bell office	45
Ground/mezzanine	Bell green room	100
Ground/mezzanine	Bell boardroom	30
Ground/mezzanine	Bell workshop (production, costume, tech.)	24
Ground/mezzanine	ATYP office	24
Ground/mezzanine	ATYP rehearsal 1	50
	Total for the level	2,093
Levels 1 and 2	ACO event space	250
Levels 1 and 2	ACO practice (practice 1 to 4, ad office)	12
Levels 1 and 2	ACO rehearsal	85
Levels 1 and 2	ACO auditorium	330
Levels 1 and 2	ACO control room	4
Levels 1 and 2	ACO office (office, reception, music library)	51
Levels 1 and 2	ACO green room	20
Levels 1 and 2	ACO media suite	2
Levels 1 and 2	Bell studio and rehearsal	320
Levels 1 and 2	Bell production office	8
Levels 1 and 2	ATYP theatre	230
Levels 1 and 2	ATYP production office	10
Levels 1 and 2	ATYP rehearsal 2	55
Levels 1 and 2	Shared foyer	10
	Total for Levels 1 and 2	1,387
	Total for Pier 2/3	3,480

Population limits for Wharf 4/5 and Wharf 4/5 Shore Sheds

Level/floor/ building	Spatial function	Population limit (persons)
Ground/mezzanine	Bangarra function	190
Ground/mezzanine	Bangarra studio 1	210
Ground/mezzanine	Bangarra office	45
Ground/mezzanine	Bangarra studio 1	20
Ground/mezzanine	Bangarra studio 2	20
Ground/mezzanine	Bangarra studio 3	20
Ground/mezzanine	Bangarra crew	10
Ground/mezzanine	SDC café	150
Ground/mezzanine	SDC studios 1, 2, 3, 4	270
Ground/mezzanine	SDC studio 5	221
Ground/mezzanine	SDC office	40
Ground/mezzanine	SDC company dancers	16
Ground/mezzanine	SDC PPY dancers	25
Ground/mezzanine	SDC instructors	15
Ground/mezzanine	SDC workshop	5
Ground/mezzanine	Choirs office 1	6
Ground/mezzanine	Choirs office 2	12
Ground/mezzanine	Choirs office 3	14
	Total for the level	1,289
Shore sheds Ground/mezzanine	Choirs rehearsal	155
Shore sheds G/M	Commercial 2	45
Shore sheds G/M	Commercial 3	350
Shore sheds G/M	Commercial 4	300
Shore sheds G/M	Plant	0
Shore sheds G/M	Plant	0
	Total for the level	850
	Total for level	2,139

Population limits for Sydney Theatre Company (Wharf 4/5)

Spatial function	Population limit (persons)
Wharf theatre 1 and 2	650
Dressing rooms	50
Rehearsal rooms	70
Rehearsal support	20
The loft	40
Administration	100
Scenic art	6
Costume/wardrobe	20
Kitchen	30
Theatre bar	200
Function space	200
Archive	3
Tech world	10
Props store	5
The walk	20
Plantroom	3
Production offices	15
Production meeting	30
Multimedia suite	10
Store	4
Atrium	20
Total	1,506

Population control measures

Responsibilities for managing precinct population

Create NSW will be responsible for the approval of public domain events and the monitoring of activations within the precinct, this includes maintaining a precinct schedule to ensure peak activations are managed and allow for forecasting of precinct occupation levels.

Tenants will be responsible for directly managing their own performances and events, including notification of any changes to standard operations that may impact the day to day operation of the precinct.

The precinct has been designed to allow for simultaneous operation of all venues, workshops and rehearsal spaces, with the FERs addressing associated modelling and emergency

scenario outcomes. The emergency management strategy for the precinct considers the allowed occupancy levels and the levels of support required, including allocation of roles, responsibilities and training.

It will be the responsibility of each tenant to manage, supervise and control prescribed occupation limits within their tenancy. Tenant control measures may include one or more of the following:

- **Ticketed events:** Manage volume of performance attendees through the sale and tracking of a limited ticket allocation.
- **Registrations:** Manage attendees by advance registrations and/or limited distribution of invitations. This will include tracking of RSVPs and anticipating crowd controls to allocate appropriate supervision.
- **Supervision:** Manage attendance through direct supervision. This may include the use of front-of-house staff, ushers, employees or precinct representatives. For each event and/or performance, the tenant will be required to allow for the attendance of an authorised representative (supervisor) for the duration of the activation.

Performance scheduling

The Walsh Bay Precinct is defined by the arts tenants operating within the Pier 2/3, Wharf 4/5, and Shore Shed tenancies and includes the operation of performance venues and workshop spaces. It is possible that some venues may cause congestion or higher population loads if scheduled concurrently with adjacent spaces or tenancies. These may require management procedures to mitigate impacts.

The following venues will ensure scheduling is considered with adjacent tenancies and venues whilst operating with an audience or full occupation. It will be the tenant's responsibility to coordinate the scheduling of event start times to manage patron arrival and departure flows. Scheduling and communication of activations may be supported by the Property Manager using an online portal or resource that allows tenants to populate and share scheduling details.

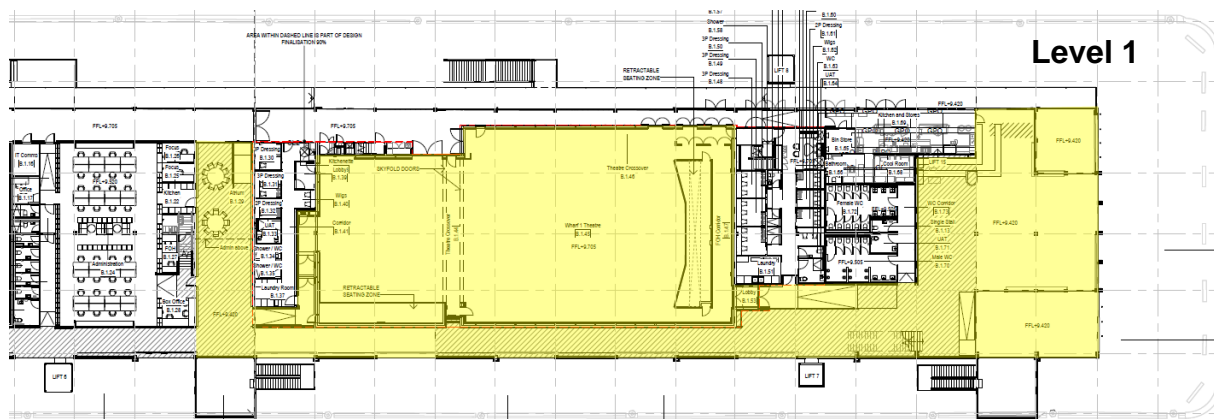


Figure 1 – Wharf 4/5 – Sydney Theatre Company

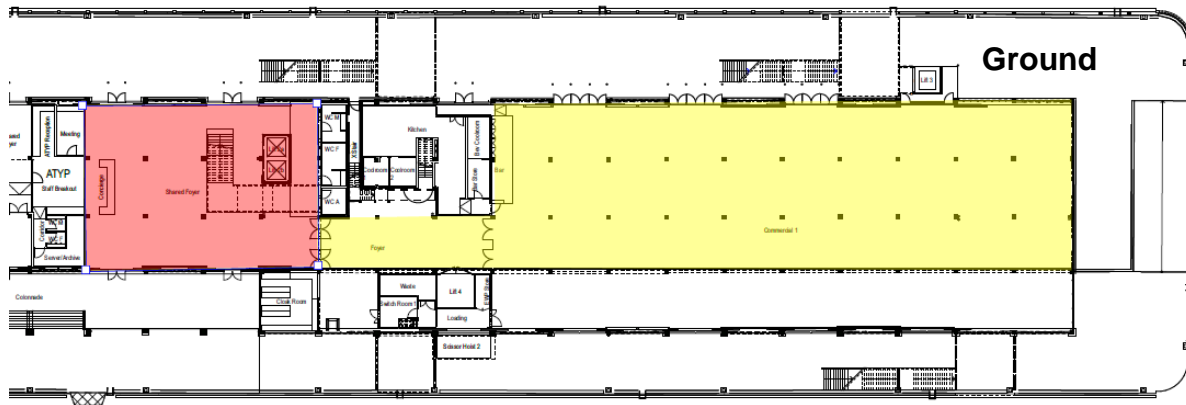


Figure 2 – Pier 2/3: Ground Floor – ACO, ATYP, Bell Shakespeare and Commercial 1

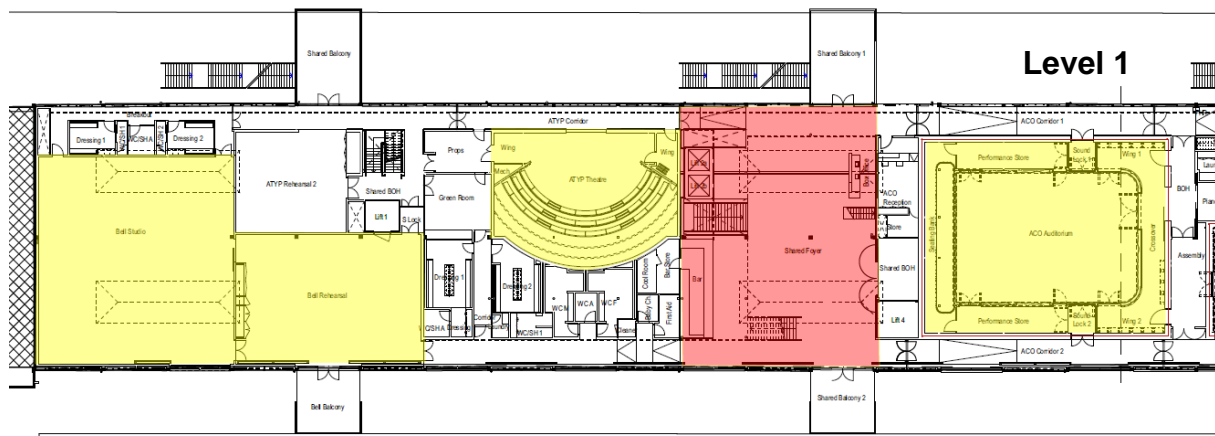


Figure 3 – Pier 2/3: Level 1 – ACO, ATYP and Bell Shakespeare

Special events

SSDA 8671 (WBAP) prescribes population limits and management strategies for the two pre-approved events, the Sydney Writers' Festival and the Biennale of Sydney including provision of a Targeted Event Management Plan prior to the commencement of any event.

For all requirements associated with these events and other events requiring development application approval, including the application of pre-event planning approvals, targeted risk assessments, installation protocols and event management requirements, refer to **Section 3: Event Management** of the Operational Plan of Management.

8 INCIDENT AND EMERGENCY MANAGEMENT

Emergency management

Types of emergencies covered by this strategy and the ERPM

The definition of an emergency varies from incident to incident, but typically involves any unplanned activity that causes death or significant injury, disrupts operations, causes physical or environmental damage or threatens the reputation or normal operations of a business. They may include:

- Crowd crush
- Fire and/or explosion
- Flood
- Severe weather
- Earthquake
- Civil disturbance
- High risk work
- Terrorist threat
- Medical emergency
- Biological or chemical incidents
- Communications failures
- Pandemics

Principles and priorities

The following principles and priorities will be applied in response to all incidents and emergencies as it relates to the day-to-day operation of the precinct:

Priority	Principle
1. Ensure safety	Save lives, prevent injury and provide first aid and/or arrange medical assistance when required
2. Protect the environment	Contain the impact of the emergency incident event to prevent harm to the environment
3. Protect property	Protect property from damage and contain the emergency incident event to limit further impact
4. Restore WBAP infrastructure	Restore essential infrastructure or provide alternate access to essential infrastructure
5. Restore WBAP operations	Restore the WBAP functions to normal operations

Emergency management obligations

Emergency management processes and procedures for the precinct will be developed and implemented in compliance with the Work Health and Safety Regulation 2017 to cover the following requirements:

- Effective response to an emergency.
- Evacuation procedures.
- Notification procedures for emergency service organisations at the earliest opportunity.
- Medical treatment and assistance.
- Effective communication between authorised person coordinating emergency response and other persons at the precinct.
- Testing of the emergency procedures, including the frequency of testing.
- Information, training and instruction to staff for implementing the emergency procedures.

The Property Manager will maintain a register and copies of all current statutory approvals and compliance certification that contribute or inform these processes and procedures, including the development certification, occupation and use certification, and equipment testing certification.

Incident reporting process

Incident reporting and register

The Facilities Manager maintains a register of any incident that occurs within the precinct. All incidents are initially reported to the Facilities Manager and depending on the nature and severity of the incident, the Facilities Manager will manage the incident or immediately report the incident to Create NSW and the appropriate NSW Government agency, as appropriate (e.g. SafeWork NSW). The Property Manager reviews the incidents register monthly and make sure any risks associated with the incidents are identified and managed, as appropriate.

Training

Emergency Control Organisation (ECO) training

Training as required by AS 3745:2010 to the frequencies required in AS 1851:2012 will be undertaken by members of the Emergency Planning Committee (EPC) and the ECO as recommended by the Emergency Response Procedures Manual to ensure the precinct is ready to respond to any emergency, including conduct evacuation from the precinct. This includes carrying out regular assessment of facilities, systems, and personnel required to ensure effective emergency responses; and undertaking evacuation exercises with tenants and other occupants of the precinct. At minimum, the training will be undertaken annually.

The Emergency Response Procedures Manual

Precinct occupants will be trained in emergency procedures, accessing information, communication, and escalation protocols, practising evacuations, identifying assembly points, location of emergency equipment, first aid arrangements and how to safely shut down machinery as detailed in the Manual. This may require the involvement of maintenance contractors engaged by the Facilities Manager, tenancy staff and/or agents, security contractor, and other stakeholders affected by the precinct operations. The Facilities Manager in consultation with the Precinct Manager will ensure all relevant personnel will complete all training obligations required.

Review of training requirements

The following will be continually considered to ensure training processes are appropriate and current:

- Inclusion of emergency procedure training and induction for all staff, hirers (event organisers) and service providers.
- Provision of refresher training.
- Provision of specific training for individuals who have a formal role in emergency response, e.g. fire wardens, floor wardens, security and first aid officers.

Procedures and training requirements will be reviewed annually, after an incident, and following the completion of evacuation training to ensure its currency and improvement.

Citywide emergencies

If the precinct is required to participate in joint training and exercises to enable effective response for citywide emergency management and evacuation, this will be conducted by the Precinct Manager in coordination with the Facilities Manager.

Training certificates

Provide to Create NSW (for registration) evidence of training that all relevant precinct stakeholders have completed the appropriate training, including appropriate current licences

or certificates. This is applicable to personnel including security guards, first aiders, divers, fire safety and protection systems services providers, etc.

Communications

The modes of communications nominated within the emergency system includes use of the following;

- Emergency warning intercommunication system (EWIS).
- Warden intercommunication point phones (WIP).
- Two-way radio (where provided).
- Mobile telephone.
- Telephones
- Public address systems (where provided).

The Facilities Manager will ensure these communication methods are tested and maintained to ensure they will function in event of an emergency.

Emergency response

Response triggers and alarms

An emergency response alarm or communication may be actioned by:

- Automated triggering of the detection systems
- Manual triggering of a call point (break glass or similar)
- Announcement over the emergency warning and intercommunication system (EWIS) by the Chief Warden or authorised representative

These may be triggered by:

- Smoke
- Fire and/or excessive heat
- Loss of water pressure and activation of the pressure transducer
- Accident causing damage to receivers or valves
- Local manual activation

Raising the alarm

Procedures for the precinct will be developed and implemented so that anyone who notices an emergency occurrence is able to act and activate or raise an alarm, if required. The procedures will include:

- Pre-planned responses to raised alarms.
- Alarm and communication procedures, including instructions on information to be provided to the emergency service including:
 - Location of the site
 - The type of emergency
 - Any casualties or injuries
 - What assistance is required
 - Any hazards that may be encountered
 - Your name and telephone contact number
- Details of the types of alarm systems installed, how they are operated, tested and maintained.
- Manual alerting instructions to initiate emergency procedures for the precinct (e.g. contact precinct emergency controller, activate manual call points).
- Contact numbers of adjacent facilities so that a nominated person can notify those facilities of an emergency that may have some impact upon them.

Precinct contacts

In event of an emergency, it may be necessary for the delegated representative to contact the landlord or neighbouring properties to communicate localised or precinct emergencies. The emergency contact details for the precinct are as follows:

- Create NSW - Property Manager/Precinct Manager
- The Facilities Manager
- Security contractor
- Pier 1 Sydney Harbour
- Pier 6/7 Apartments
- Management (Walsh Bay BMS – Pier 2/3 Shore Shed & Bond Store tenants)
- Roslyn Packer Theatre
- Sydney Theatre Company
- Other tenants

Personal Emergency Evacuation Plan (PEEP)

The precinct will operate a PEEP strategy to support the safe evacuation and movement of people with a mobility impairment or disability that may affect their ability to evacuate in an emergency scenario. This strategy consists of:

- Addressing the specific needs for disabled occupants through the design and fit out. This includes identification of evacuation paths, refuge areas and/or fire compartments for the safe movement and positioning of all occupants, allowing people to wait for assistance in areas designed to protect people from heat, smoke and toxic gases with direct access to an exit.
- Provision for stairway evacuation and mobility devices for people who use wheelchairs or who otherwise would need to be carried down the stairway.
- Tailoring of PEEPs for regular occupants with a disability such as disabled workforce, performers, students and or visitors attending or participating in arts and cultural programs.
- Information and copies of each PEEP is to be disseminated to people responsible for its implementation. This includes the tenant representative, Area Warden, Facilities Manager and Precinct Manager.
- Training for members of the ECO and nominated tenant representatives to identify, manage and evacuate occupants who may require assistance.

Each tenancy will be responsible for generating and managing PEEP's for their own tenancy. These may be tailored and delivered in consultation with the individual staff member, patron, visitor or associate. The ERPM includes instructions and a template to satisfy the details of the PEEP. Consideration shall be given to occupants and visitors who may be unlikely to act optimally in an emergency. This would include, but not be limited to, occupants and visitors who:

- Are accompanied by an assistant.
- Have a guide or companion animal.
- Use alternative forms of information and communication.
- Have an ambulatory disability.
- Use a wheeled mobility appliance, including wheelchair or scooter.
- Are easily fatigued.
- Easily experience acute anxiety in an emergency.
- Easily experience extreme confusion in an emergency.

Response and evacuation levels

Emergency services information package

An emergency services information package (as per Fire and Rescue NSW, Fire Safety Guideline, Emergency Services Information Package and Tactical Fire Plans), will be

prepared (and updated as required) by the Property Manager and/or the Precinct Manager with the following information:

- Contact details
- Emergency Response Procedures Manual
- Site plans – identifying the location and type of control valve or assembly that performs an activation, shutdown, isolate, transfer, bypass or other task.
- Schematic drawings
- Storage locations of hazardous materials
- Safety data sheets

These documents will be stored in the fire control room and a copy kept by the Chief Warden.

Localised responses

A localised response may include an initial response within a tenancy or site of an incident which may include:

- Use of installed firefighting equipment, e.g. deluge, hydrant systems.
- Fire suppression mediums, e.g. gas.
- First attack (first aid) firefighting equipment, e.g. portable fire extinguishers, hose reels.
- Emergency response or on-site firefighting teams, where staffing levels are appropriate.
- First aid officers/teams and use of equipment.
- Specialist equipment that may be available, e.g. warehouse lifting equipment.
- Raising of the alarm.

Precinct responses

A precinct response may include an initial response as identified in the localised response and will also include the implementation of:

- Precinct coordination and liaison with emergency services.
- Enablement of control and command until arrival of emergency services.
- Once the emergency services have declared that their role is complete, control of the site will be handed back to the Chief Warden.
- Emergency management procedures will be developed to describe how the Chief Warden will deactivate the emergency response and facilitate restoration and reconstruction activities to resume normal operations of the precinct in consultation with affected stakeholders and tenants.

Citywide response

NSW has well established and tested emergency management arrangements under the *State Emergency and Rescue Management Act 1989* (SERM Act) and its subordinate *State Emergency Management Plan* (EMPLAN) and supporting plans and guidelines.

The Sydney Metropolitan Area has several large central business districts and has district Evacuation Management Subplans. The WBAP falls within the B Sub-Precinct area of the Sydney and North Sydney Central Business District (CBD) Evacuation Management Subplan, the Sydney CBD Evacuation Plan (SCBDEP) in short.

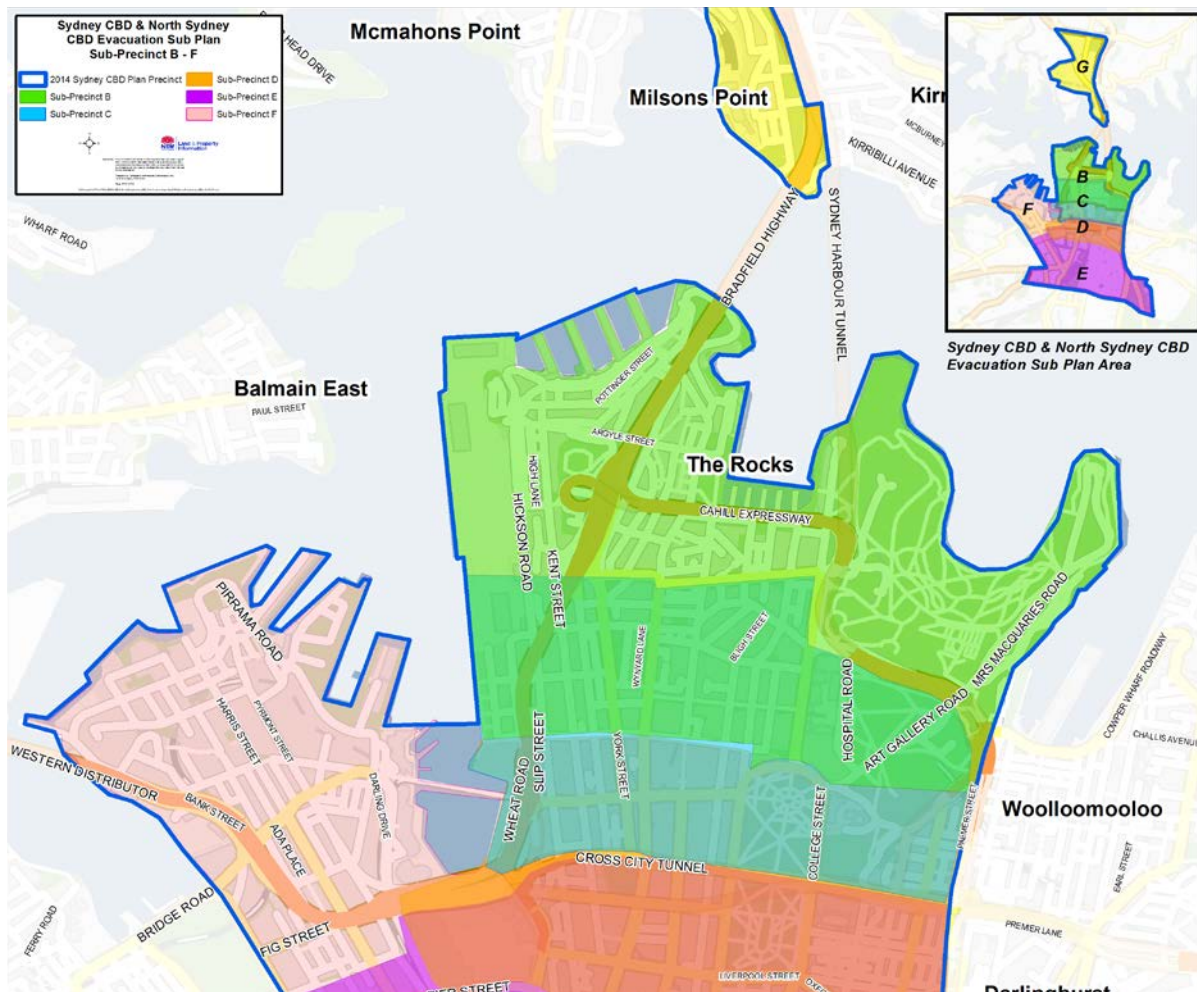


Figure 4 – The Sydney CBD Evacuation Plan (SCBDEP)

The SCBDEP focuses on the primary evacuation points in the CBD, escalation processes, communication channels, and directions to the public and alternative transport arrangements. It has been developed to consider a broad section of the community including residents, schools, community groups, property owners and managers, commuters and businesses. The plan caters for the worst-case scenario evacuation of a large section or all the CBD area combined with a loss or major disruption to our normal transport services.

Agencies with legislated authority can order an evacuation, including the appropriate Combat Agency with the NSW Police Force. NSW Police will generally enforce such orders and may use reasonable force in some circumstances detailed in the EMPLAN.

Specific emergency response requirements

Natural disasters

Procedures will be developed to provide guidance for managing natural disaster emergencies such as those outlined in *Natural Hazards: Public Health Considerations* by NSW Health, which identifies preparation, response and recovery approaches for natural disasters. The State Health Communications Controller would advise and communicate relevant alerts, warnings and information during a natural disaster that may include:

- Bushfire (including smoke air quality impacts)
- Dust storm
- Earthquake
- Extreme cold
- Extreme heat

- Flood
- Landslide
- Severe storm
- Tsunami
- Power outage
- Cleaning up the aftermath

Terrorism

Deter, detect, delay, and respond (D³R) are the core components of the proposed security protection strategy for the precinct. This is supported by security methods installed for the precinct, including signage, adequate lighting levels, and CCTV coverage to deter opportunistic crime from occurring. The operation processes to supplement these designed elements will be developed in consultation with the security contractor, the Facilities Manager, tenants and appropriate Government Authorities. The terrorism response for the precinct will take into consideration the following:

- The precinct will work within the requirements of the *NSW Counter Terrorism Plan* and the NSW Police Integrated Command and Control Model.
- Response to incidents of terrorism requires a diverse range of resources, skills and knowledge and requires clearly defined lines of command and control. The *NSW Counter Terrorism Plan* outlines responsibilities, authorities and the mechanisms to prevent, prepare for, respond to and recover from acts of terrorism within New South Wales.
- The NSW Commissioner of Police is responsible for the response to, and management of, a terrorist incident within NSW. NSW uses an Integrated Command and Control Model to effectively manage such an incident. Police will establish a Police Forward Command Post at the incident site under the command of a Police Forward Commander. If Police require support from other agencies, the Incident Command and Control Model provides for a Senior Police Officer (the Site Controller) to attend the site and take control of the supporting emergency services and functional agencies which may include transport, health, engineering and welfare services. In the event of an attack involving multiple locations, the Police Commander may appoint many Police Forward Commanders to manage the respective sites.
- For terrorist incidents, NSW establishes the State Operations Centre, a consolidation of the Police Operations Centre and the State Emergency Operations Centre. This unique arrangement is designed to effectively control both crisis and consequence management operations. The State Operations Centre is under the control of a nominated Police Commander.

Medical emergency

A medical emergency is an acute injury or illness that poses an immediate risk to a person's life or long-term health. Emergencies may require assistance by first aid officers and/or emergency services, such as ambulance.

The ERPM includes specific medical emergency response protocols and procedures including the allocation of a First Aid Officer as part of the ECO. This First Aid Officer will be nominated by Create NSW and provided with appropriate training and certification to fulfil the requirements of the role in response to medical response scenarios within the precinct.

First aid obligations are prescribed under the WHS Act and Regulations and may vary from one area to the next depending on:

- The nature of the activities or work being undertaken
- The types of hazards present
- The size, location, number and composition of people in the area

First aiders should attend training on a regular basis to refresh their first aid knowledge and skills and to confirm their competence to provide first aid. [Safe Work Australia's First Aid in](#)

[the Workplace Code of Conduct](#) recommends refresher training in CPR should be carried out annually and first aid qualifications should be renewed every three years.

Tenants are responsible for the provision of first aid resources within their own tenancy including:

- Provision of and access to first aid equipment and facilities
- Allocation of an adequate number of staff qualified to administer first aid
- Training for the use of any specialist equipment held by the tenant, and
- Maintenance and upkeep of equipment in good condition

When precinct events or activations are programmed beyond nominated performance venues the operator will ensure operational planning includes;

- Assessment of medical risks within the TEMP documentation to determine the appropriate provision of, and access to, first aid equipment and supervision
- An adequate number of trained or qualified medical staff are rostered for the event
- Training is provided for any specialist equipment held onsite, and
- Equipment and first aid supplies are well maintained and stocked

Fire, gas leak, explosion or spills

The ERPM includes specific emergency response protocols and procedures for these incidents. If a fire, gas leak, explosion or spill incident occurs the following principles will apply:

- Call 000 and ask for the Fire and Rescue NSW.
- Sound the Alarm to enable the evacuation of the facility to be enabled.
- Contain hazards, e.g. fire or spill (specify actions to minimise any secondary damage, if safe to do so, e.g. gas/plant shutdown, first aid firefighting, etc.).
- Rescue and first aid provision.
- Enablement of emergency and evacuation procedures.
- Some functions will be performed by all persons (e.g. evacuation) while others by nominated response roles (e.g. first aiders).
- Complying with direction and instruction from emergency services.
- Once the emergency services have declared that their role is complete, control of the site will be handed back to the Chief Warden for standdown.
- Cooperate with statutory investigation requirements, as may be required, to preserve evidence for internal and/or external investigations.

Pandemics (such as COVID-19)

Specific protocols will be in place in accordance with national and state public health orders such as the promotion of physical distancing and hygiene measures.

Development, implementation and monitoring of pandemic plans e.g. the COVID-19 Safety Plan (www.nsw.gov.au/covid-19/covid-safe-businesses) will be monitored by Create NSW.

9 PRECINCT WORK HEALTH AND SAFETY

Work, health and safety management plan

Responsibilities

The work, health and safety requirements included in this document comply with the requirements of the *Work Health and Safety Act 2011* and *Work Health and Safety Regulation 2017*. Create NSW (as the landlord) and its nominated contractors have the main responsibility for the health and safety of everyone at the precinct (workplace), including visitors.

The Facilities Manager

The Facilities Manager is contracted by Create NSW to undertake management of the precinct base building facilities and process, including primary duty of care for work, health and safety issues, including the following:

- Observing all legal requirements regarding health and safety.
- Resourcing and implementing health and safety procedures and programs.
- Planning to carry out all work safely on-site.
- Making sure that all work is conducted without risk to workers' health and safety.
- Identifying health and safety training required for an activity.
- Ensuring workers undertake appropriate and specific safety training.
- Consulting workers about health and safety.
- Investigating hazard reports and making sure corrective actions are undertaken.
- Making sure workers can quickly receive and respond to information regarding incidents, hazards and risks.

Tenants

Before occupying the tenancy, tenants will be required to submit a copy of their Work, Health and Safety Plan to Create NSW. Each tenant will be responsible for updating their plan based on any amendments to precinct procedures and will be required to submit a copy of the plan annually on the anniversary of their occupation.

Events and safety certifications

As part of pre-planning requirement for any event approval for the precinct, the event organiser will be required to submit a Work, Health and Safety Plan as part of the events management plan. If an event organiser's activity requires the installation of any equipment requiring safety certification, the safety certification will be obtained from a qualified person and submitted to the Precinct and Property Manager.

Site induction and prequalification

The Facilities Manager undertakes site induction for all contractors and staff attending the precinct. The method used is an online platform whereby all training and induction records are stored in the system. All visitors to the precinct are required to sign in through an on-site app that allows the Facilities Manager to track personnel present on-site. This ensures all visitors are authorised to do so. Also, any contractor engaged by the Facilities Manager is prequalified to ensure they have the skills, competencies / licences / qualifications and training suitable for the works required. This includes requiring contractors to submit safe work method statements for all high risk activities.

Precinct documentation

The Facilities Manager will manage access to as-built documentation for the precinct, including those available at the FDCIE and Precinct Office, including:

- Area plans and references to any hazards.
- Documentation of hazardous materials, including asbestos.
- Instructions on system shutdown or override to manage essential services.
- Compliance signage and warnings for base building systems, where applicable.

Record keeping and documentation

Appropriate records and documentation will be retained, including:

- Planning documentation (including safety checklist/permits).
- Hazard control plan (including risk assessment).
- Site, production and utility maps (where appropriate).
- Emergency plans and procedures staff training records.
- Copies of permits, licenses and certificates as necessary.
- Contractor safe work procedures.
- Maintenance or repair records where necessary (e.g. maintenance records, electrical testing records, etc.).

Waterfront edge protection

Due to the location of the precinct and its waterfront location, waterside response may be required and may include underwater responses undertaken by divers. Dive work is a specialist response requirement and will require suitably skilled persons to undertake dive work. To ensure the safety of all visitors, given the waterfront location of the precinct, water edge protection and monitoring controls will be established including:

- CCTV monitoring of waterside edges around the aprons.
- Provision of waterside response and emergency management by the Facilities Manager and security contract acting on behalf of Create NSW.

Wayfinding and signage strategy

Precinct signage will include directional signage, egress, access and emergency signage in and around the facilities. These may include associated security, safety and compliance signage.

Monitoring and review

The Property Manager, Precinct Manager, Facilities Manager or their nominee will ensure that the Walsh Bay Arts Precinct OPM Fire and Emergency Management are regularly audited, inspected and reviewed to ensure compliance in accordance the Work, Health and Safety Management Plan.

The monitoring and review process will include:

- Compliance to NSW Government legislation, *WHS Act 2011* and *WHS Regulation 2017*, *Environmental Planning and Assessment Act 1979* and the *Environmental Planning and Assessment Regulation 2000*.
- Compliance with maintenance requirements as required by the *Environmental Planning and Assessment Act 1979* and the National Construction Code, including AS 1851:2012.
- Conformance with AS 3745:2010.
- Event management.
- Contractor management and contractor compliance.
- Isolation of smoke detection systems.
- Hazardous chemicals management.
- Electrical maintenance.
- Training requirements.

10 ESSENTIAL FIRE SAFETY SYSTEMS

Maintenance of fire safety and protection systems

Generally

Refer to clause '6 Emergency management strategy', 'Fire safety schedule and Annual Fire Safety Statement' for maintenance requirements.

Areas where fire hose reels have been omitted

Some areas within the precinct are not equipped with fire hose reels and to mitigate fire risks to these areas type ABE portable fire extinguishers (recommended by AS 2444 for fires in carbonaceous solids or electrical equipment) have been provided. These extinguishers are suitable for materials presents at mercantile storage and display areas, showrooms, and workshops. The areas identified will also require general good housekeeping to minimise fuel loads and clear access to be maintained, including clear access to and from fire safety and protection systems such as sprinkler valves and portable fire extinguishers.

Wharf 4/5

The nominated areas and the anticipated fuel loads are:

- Mezzanine – SDC Workshop Mezzanine & Studio 5 Balcony
 - Office furniture, documentation and electrical equipment
 - Design materials and samples including small quantities of paint, fabric, timber & composite materials
 - Electronic equipment, theatrical effects and road cases
 - Staging equipment including components made from steel, alloy, timber and fabric
- Mezzanine – Bangarra Dressing Room and Green Room
 - Small electrical items
 - Make-up, personal belongings and clothing
 - Costumes, stage props and performance elements
 - Furniture including chairs, lounges, tables and shelving

Pier 2/3

The nominated areas and the anticipated fuel loads are:

- Mezzanine – Commercial change room and WC
 - Personal belongings
 - Small electrical devices
 - Storage, shelving and lockers
- Mezzanine – Precinct Comms room and Event Store
 - Office furniture, documentation and electrical equipment
 - Storage, shelving and lockers
 - Electronic equipment, theatrical effects and road cases
 - Staging equipment including components made from steel, alloy, timber and fabric
 - Printed material, banners and signage

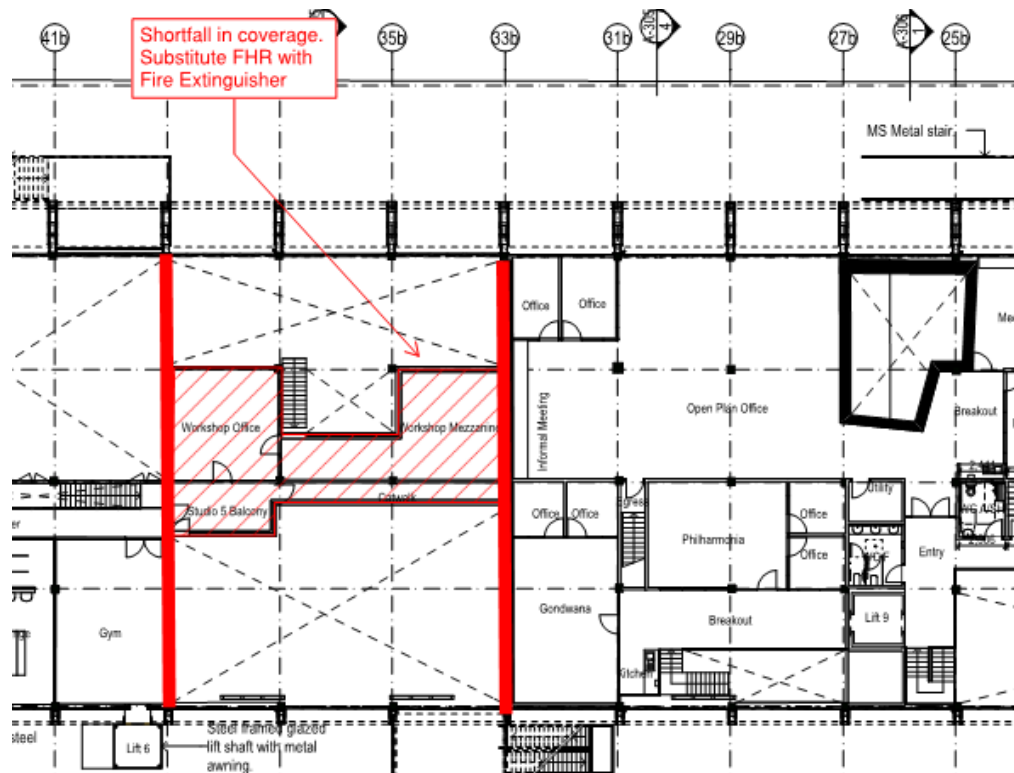


Figure 5: Areas of fire hose reel shortfall on Mezzanine level of Wharf 4/5 (highlighted in red)

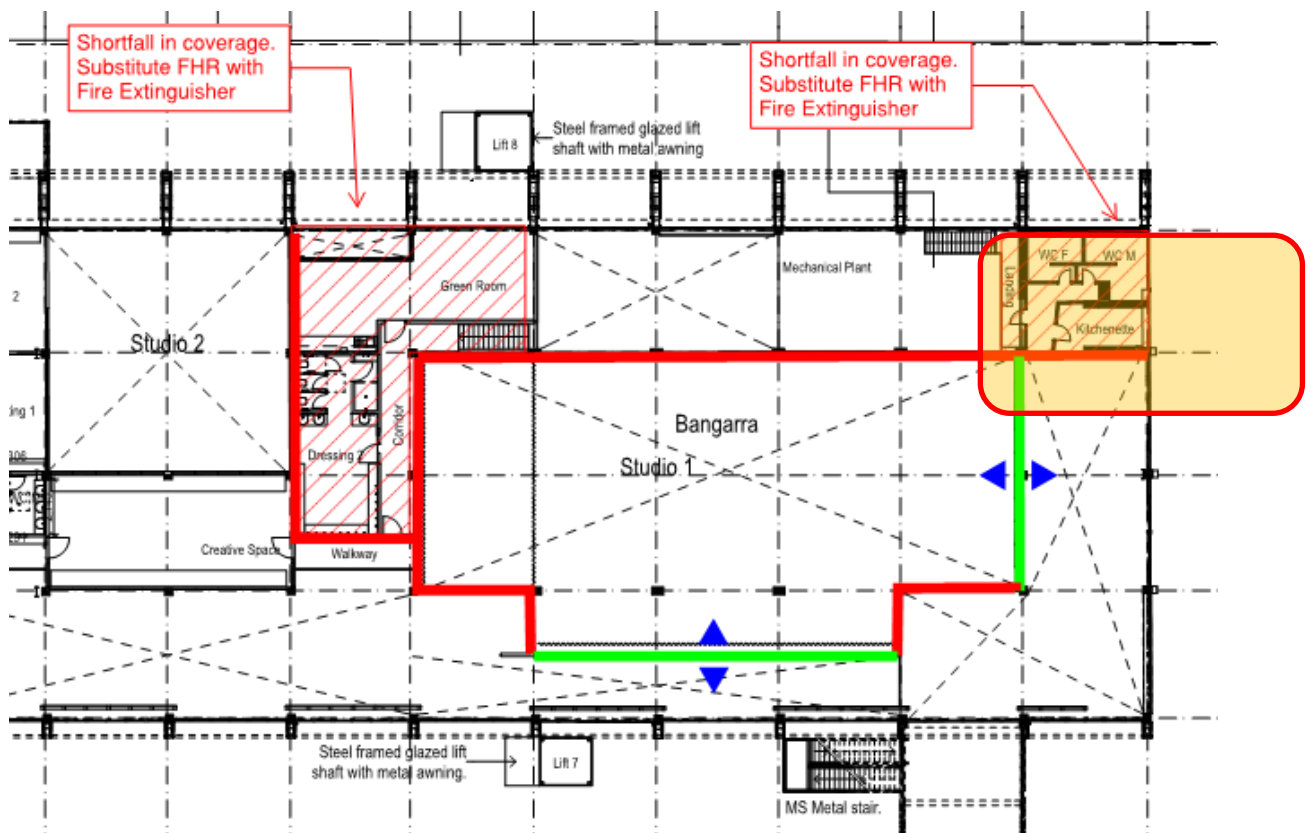


Figure 6: Areas of fire hose reel shortfalls on Mezzanine level of Wharf 4/5 (highlighted in red)

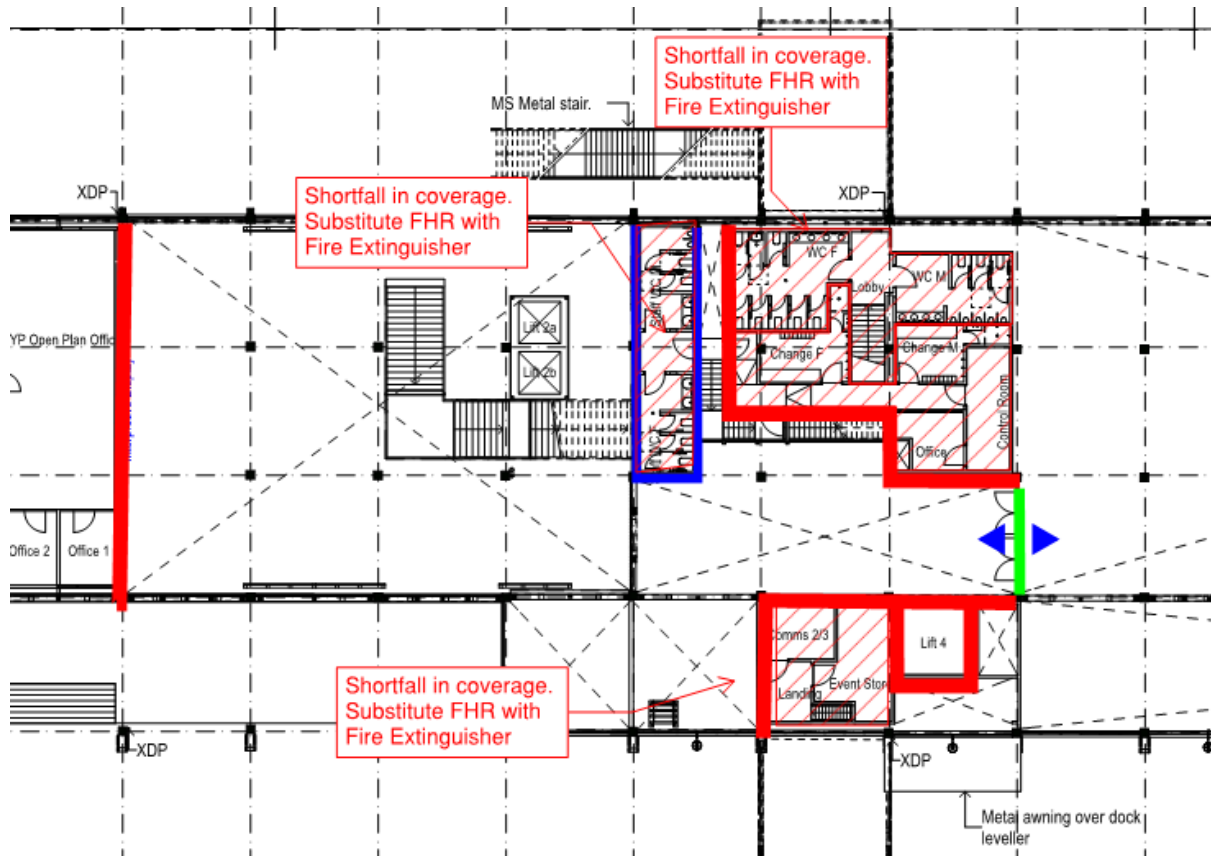


Figure 7: Areas of fire hose reel shortfalls on Mezzanine level of Pier 2/3 (highlighted in red)

11 ACTIVITY SPACES

Stewards and wardens

All performances, public workshops and functions are to be supervised by a nominated representative of the tenant to assist with the management of emergency scenarios. The nominated representative may fulfil the role of the Area Warden, though it is not a requirement. In allocating supervision responsibilities, the tenant must ensure adequate support of other tenancy spaces operating concurrently.

A nominated person may fill this authorised representative role, such as:

- Front-of-house Manager.
- Event Manager.
- Usher.
- Stage Manager,
- Technical Supervisor.
- Workshop leader.
- Other dedicated staff position.

The nominated representative will maintain responsibility for monitoring the activity with capacity to activate the manual alarm activation system in the event of a fire.

In the case of an emergency or activation of the fire systems, Wardens will be required to wear the nominated warden identification clothing consisting of a coloured vest and hat as directed within the ERPM, fulfilling the responsibilities of their role as prescribed in the ERPM.

Training and competencies

Nominated Wardens tasked with supervising performance spaces will be required to undertake appropriate training. Training is a requirement of AS 3745-2010 and set out within the ERPM, including the responsibilities of the ECO members and each of their roles.

Risk assessments

Refer to clause '4 Risk management', 'Tenants'.

Smoke isolation in spaces other than performance spaces

Roles and responsibilities

Smoke isolation of spaces, excluding performance spaces, will be managed by the Property Manager and approved by Create NSW in advance. Isolation of spaces not covered by a local performance space isolation system will be managed by the Property Manager or its nominated representative and controlled from the FIP.

Risk assessments

Any space, zone or area operating in a smoke isolated state must have a targeted risk assessment completed as a component of the application. Prior to carrying out works, the risk assessment will be submitted with the *Smoke isolation request form* for approval by Create NSW. The Property Manager reserves the right to request additional content to address works associated with an isolation request. Responsibility for the provision of this documentation remains with the tenant and/or its authorised representatives.

As part of the risk assessment control measures may be applied that necessitate the provision and use of PPE or additional controls as prescribed in a SWS. The tenant is obligated to comply with all relevant codes and legislation relating to the use of theatrical effects, hazardous materials and or hazardous work activities.

Isolation procedure management

If smoke isolation is required, the procedures for management is summarised as follows:

- An isolation request form and risk assessment are required to be issued for approval by the Property Manager or authorised delegate who will notify of any approval. (Refer to 'Appendix A – Theatrical request form' in this document.)
- The isolation zones will be clearly identified and communicated to all affected parties.
- The Facilities Manager will undertake pre-isolation visual inspections within venues and adjacent spaces.
- The Chief Warden will ensure capable staff is in place to supervise and coordinate any responses.
- The Chief Warden or delegated staff will undertake isolation of the zone at the FDCIE.
- Nominated wardens and/or staff (e.g. Stage Manager) will supervise the isolated area.
- Clear isolation zone of smoke and undertake reactivation checks.
- Reinstate request is communicated to Chief Warden following visual inspections
- System checks and safe to operate notification confirmed by Property Manager or authorised delegate.

Smoke isolation in performance spaces

Performance spaces affected

Smoke isolation of essential fire safety systems has been designed for the following performance spaces to mitigate false alarms. These areas are nominated within prescribed zones and supported by an *Isolation procedure* and an *Isolation technical instruction* document for each space.

- Australian Chamber Orchestra Performance Space
- Australian Theatre for Young People Theatre
- Bangarra Studio 1
- Bell Shakespeare Studio
- Bell Shakespeare Rehearsal Room
- Sydney Dance Company Studio 5
- Sydney Theatre Company Wharf 1 and 2 and the combined Wharf 3 configuration

Theatrical effects where isolation may be required

Isolation of performance spaces may be required for the use of smoke and haze effects, pyrotechnics, flame and fire effects or other special effects that generate fine particles. These may be used in a rehearsal and/or performance environment and carried out under the direct supervision and control of a nominated tenant representative such as the Stage Manager (Authorised Tenant Supervisor). Tenants operating performance venues in an isolated state for the purposes of a rehearsal, performance or event must notify Create NSW in advance.

Detection system

Only the performance specified zone may be isolated, with detectors in the remainder of the building remaining active at all times. A dedicated control panel will be provided for isolation of each nominated performance space (one panel per performance venue). This panel will be configured to time-out automatically after four hours to mitigate the detection system remaining accidentally isolated after a performance or rehearsal has completed. The system may be re-activated prior to the expiry of the four-hour period by an approved operator within the limits of the prescribed procedures to undertake this action. Re-activation of the system must be undertaken if the venue is to be vacated and left unsupervised.

A break glass point, Manual Call Point (MCP), will be provided at the backstage area of the performance spaces and at every exit within the performance spaces. The break glass point will manually activate the alarm within the building when triggered. The MCP's must be kept clear of obstructions and obstacles to ensure they remain easily accessible.

The buildings sprinkler system will remain active at all times. Activation of the sprinkler system will result in a fire trip signal being sent to the Fire Indicator Panel (FIP) which will immediately activate all fire safety measures as per normal conditions.

Authorised tenant supervisor

Each performance space that is operated in an isolated state must be supervised by an authorised representative of the tenant. The activation of the local isolation controls must be carried out by an approved person who will fulfil the role of the authorised tenant supervisor, undertaking the direct supervision and control of the performance space.

To fulfil the responsibilities of the authorised tenant supervisor, the person must maintain a role with clear sightlines to all areas of the stage or have direct communication to a performance crew member who is deemed capable and competent to identify a fire hazard. The responsibility to fulfil the supervision responsibilities of the stage will vary with the type of stage effects used that prescribe the isolation of the venue. As part of the application to isolate a performance venue the tenant will submit a risk assessment to determine the controls required to mitigate the identified risks. This may include the allocation of additional supervisory roles for use of pyrotechnics and theatrical effects, provision and monitoring of CCTV with coverage of performance and high risk areas and control measures to limit fuel loads, risks and provision of additional first response firefighting solutions and training.

The authorised tenant supervisor may be any of the following employees who has undertaken training and been approved to operate the system;

- Stage Manager
- Technical Supervisor
- Stage Supervisor
- Venue Supervisor
- Other dedicated performance (BOH) role undertaken by a member of staff

Training

Authorised tenant supervisors must be an employee of the tenant and will be required to undertake training to satisfy the requirements to safely isolate a performance space. This training will align with fire warden training and be carried out at a minimum period of every twelve months. A training log will be maintained for registered attendees and held by Create NSW.

Training will include identification and location of first aid firefighting measures and techniques to use this equipment, outlining the responsibilities of the role in an emergency. Instruction will also be provided on how to:

- Apply for an isolation permit.
- Undertake pre-isolation checks.
- Undertake isolation procedures.
- Supervise isolated venues.
- Reactivation procedures.
- Reporting.

Risk assessments

Tenants operating performance venues in a smoke isolated state must undertake a targeted risk assessment as a component of their application. The risk assessment must be submitted with the [Smoke Isolation Request Form](#) for approval by Create NSW prior to venues being isolated. The Property Manager reserves the right to request additional content for performance venues that undertake fit-out with elaborate sets, staging or theatrical effects. These will remain the responsibility of the tenant and its authorised representatives.

As part of the risk assessment control measures may be applied that necessitate the provision and use of PPE or additional controls as prescribed in a SWS. The tenant

maintains an obligation to comply with all relevant laws, legislation and regulations relating to the use of theatrical effects, hazardous materials and or hazardous work activities.

Isolation procedure – management summary

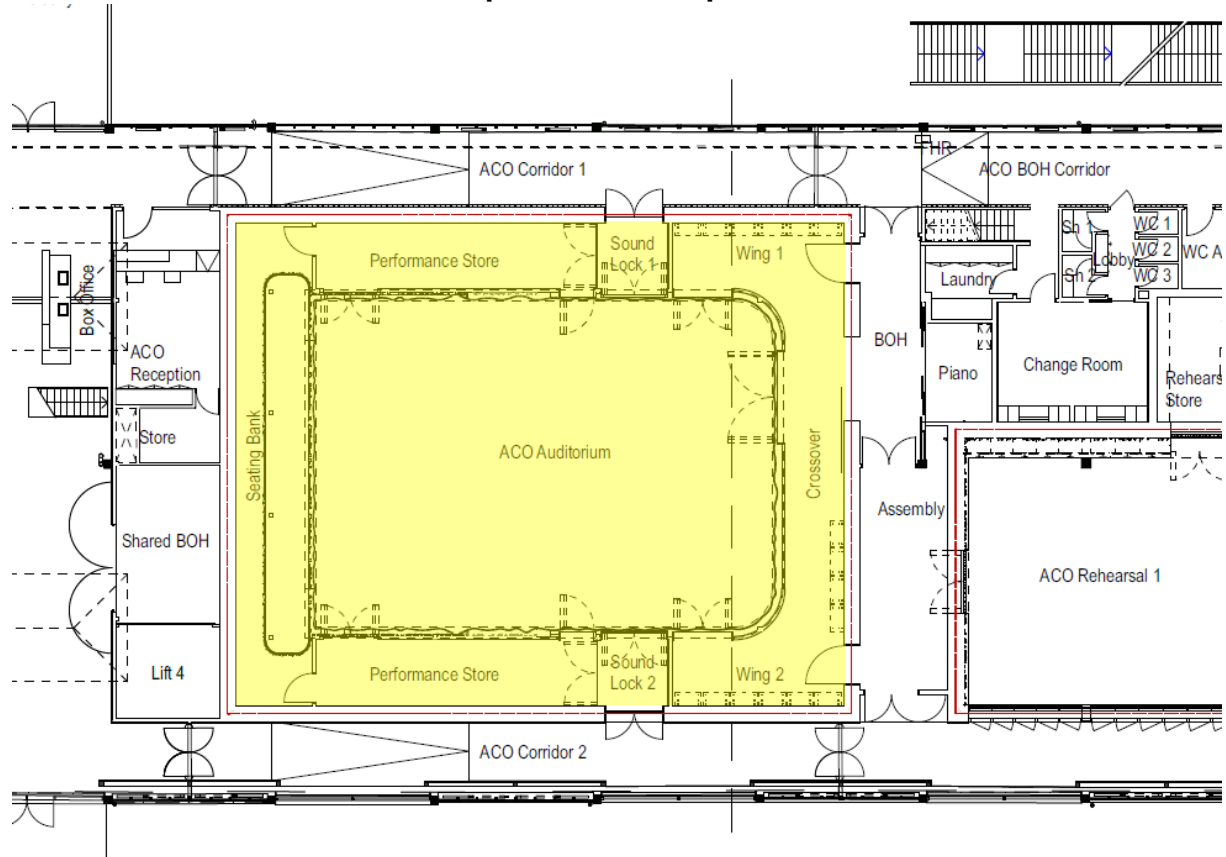
If smoke isolation is required, the procedures for management is summarised as follows:

- An isolation request form and risk assessment are required to be issued for approval by the Property Manager or authorised delegate who will notify of any approval. (Refer to 'Appendix A – Theatrical request form' in this document.)
- The isolation zones will be clearly identified and communicated to all affected parties.
- The Facilities Manager will undertake pre-isolation visual inspections within venues and adjacent spaces.
- The Chief Warden will ensure capable staff is in place to supervise and coordinate any responses.
- The Chief Warden or delegated staff will undertake isolation of the zone at the FDCIE.
- Nominated wardens and/or staff (e.g. Stage Manager) will supervise the isolated area.
- Clear isolation zone of smoke and undertake reactivation checks.
- Reinstate request is communicated to Chief Warden following visual inspections
- System checks and safe to operate notification confirmed by Property Manager or authorised delegate.

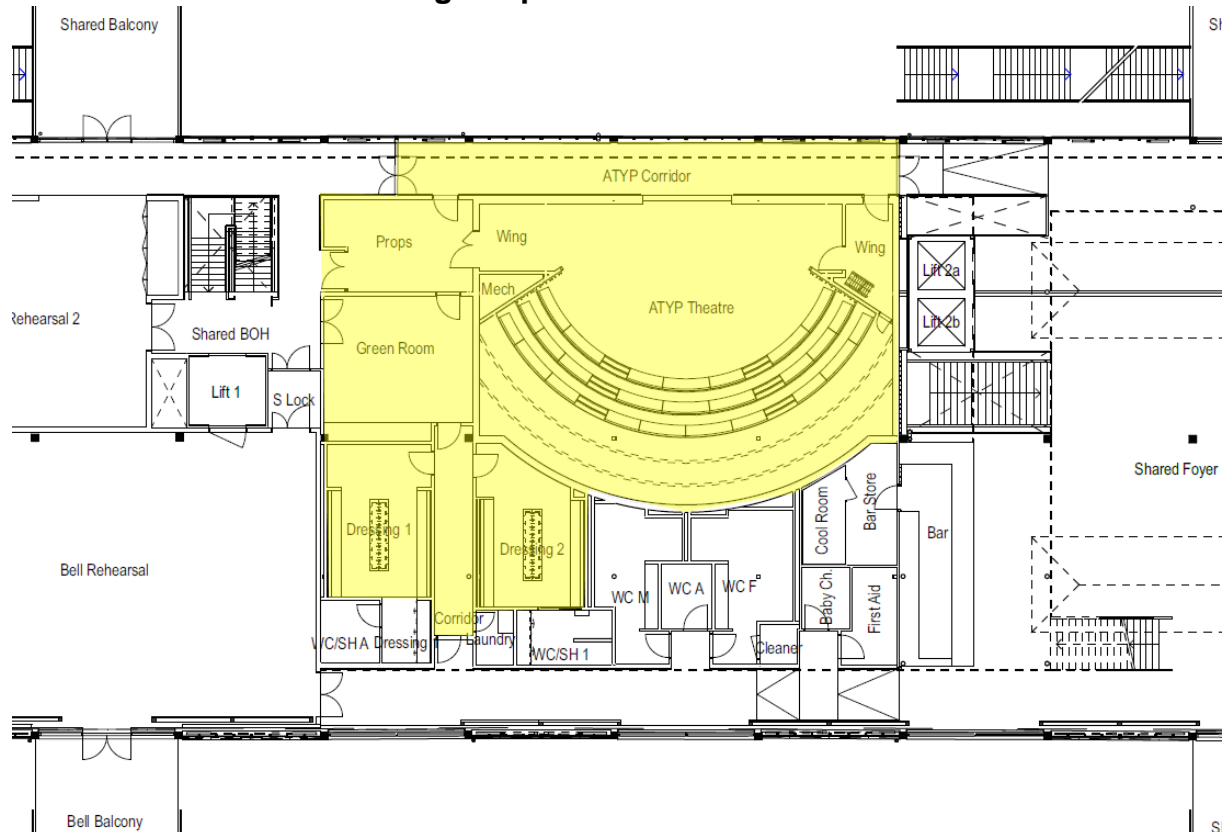
Venues are not to be left unattended whilst isolated. This includes the period required to clear the room of smoke prior to reinstating the system.

Isolation zones plans

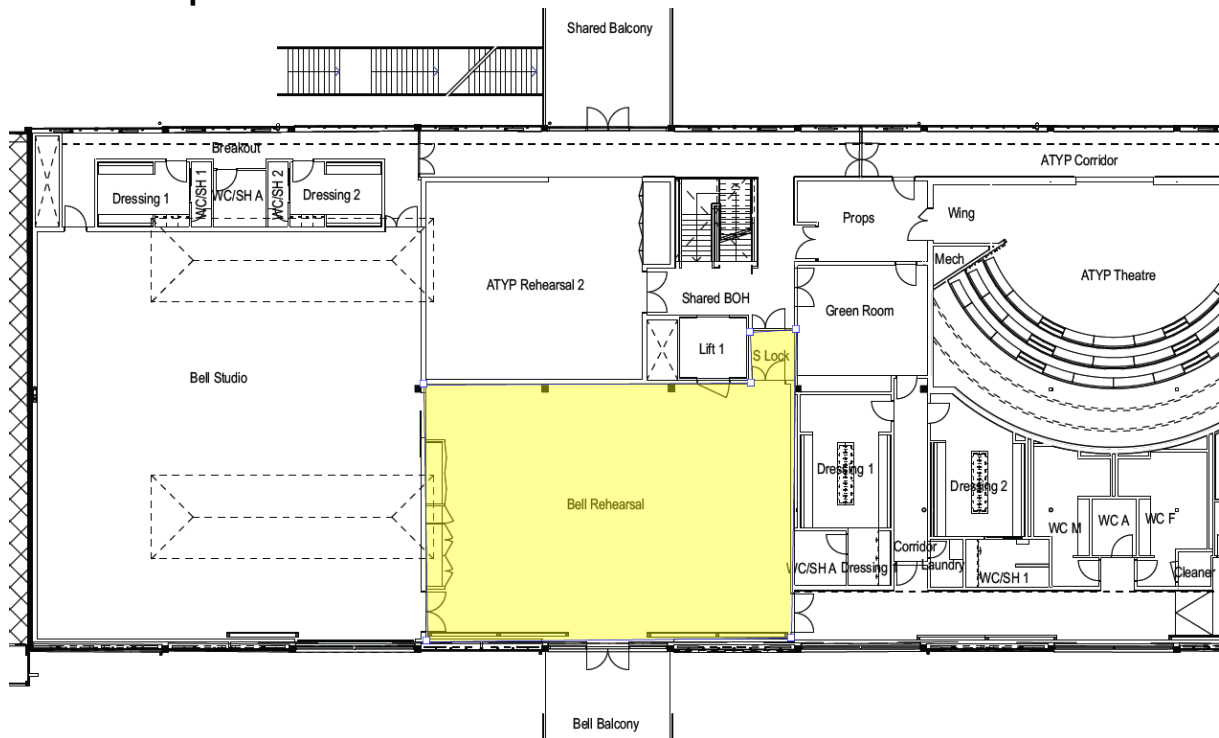
Australian Chamber Orchestra performance space



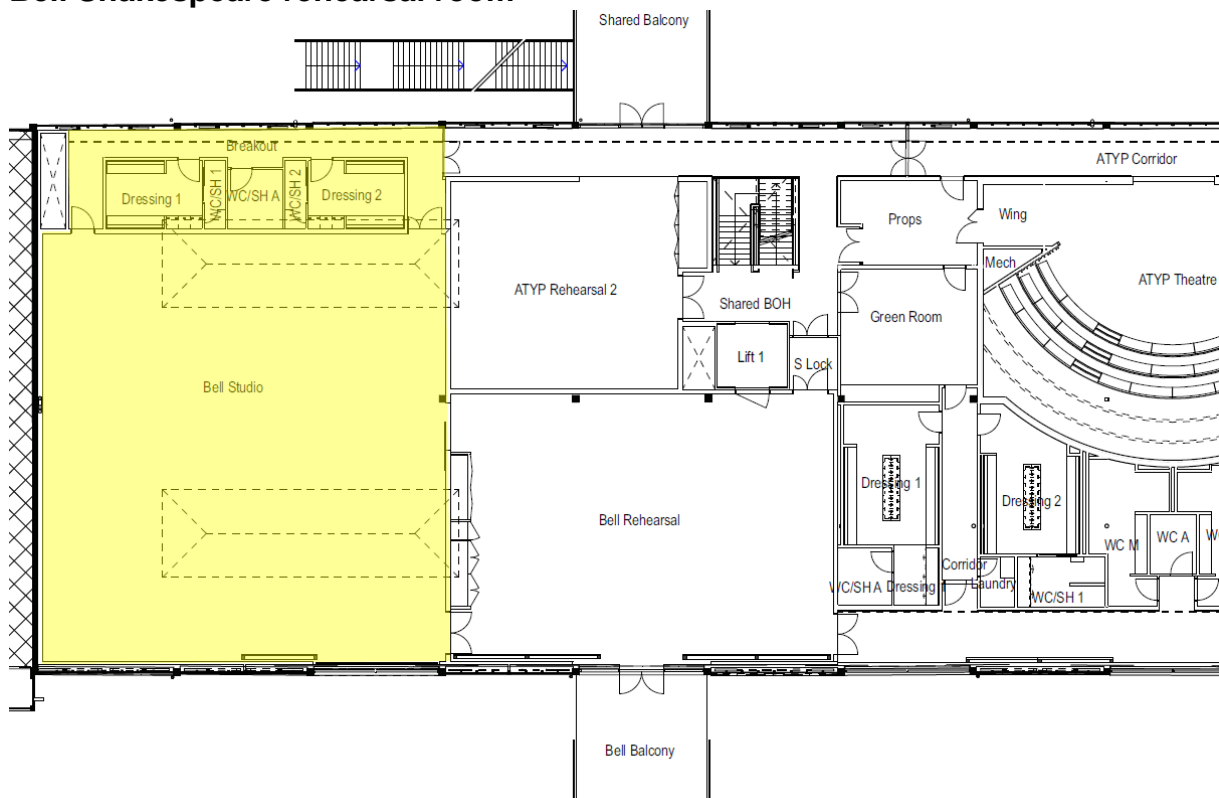
Australian Theatre for Young People theatre



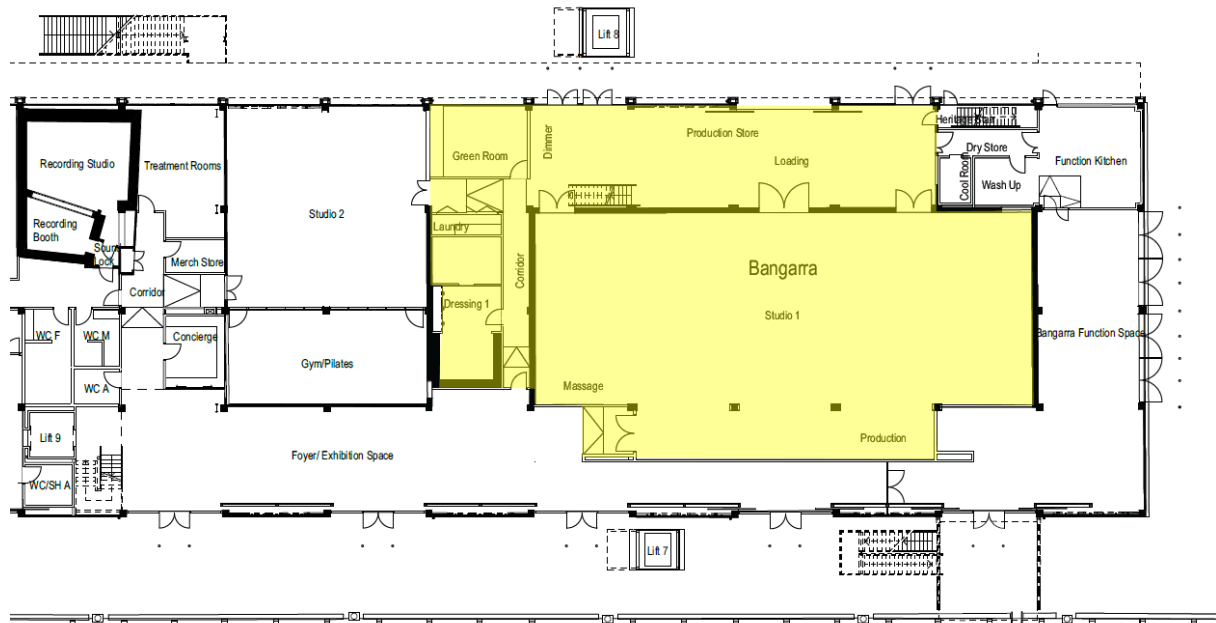
Bell Shakespeare studio



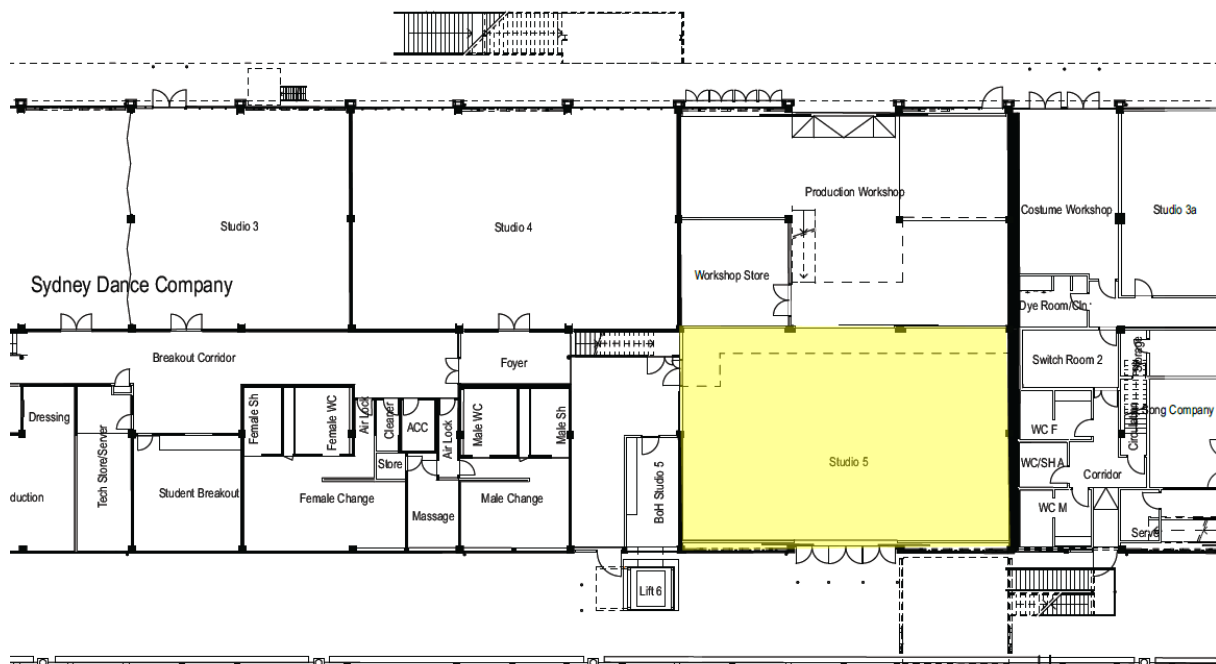
Bell Shakespeare rehearsal room



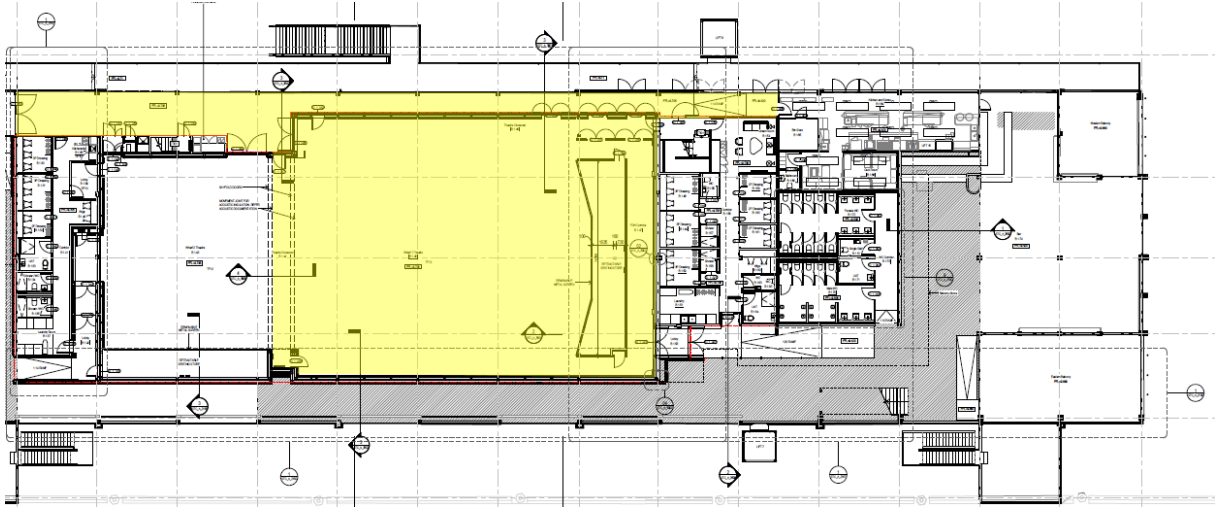
Bangarra Studio 1



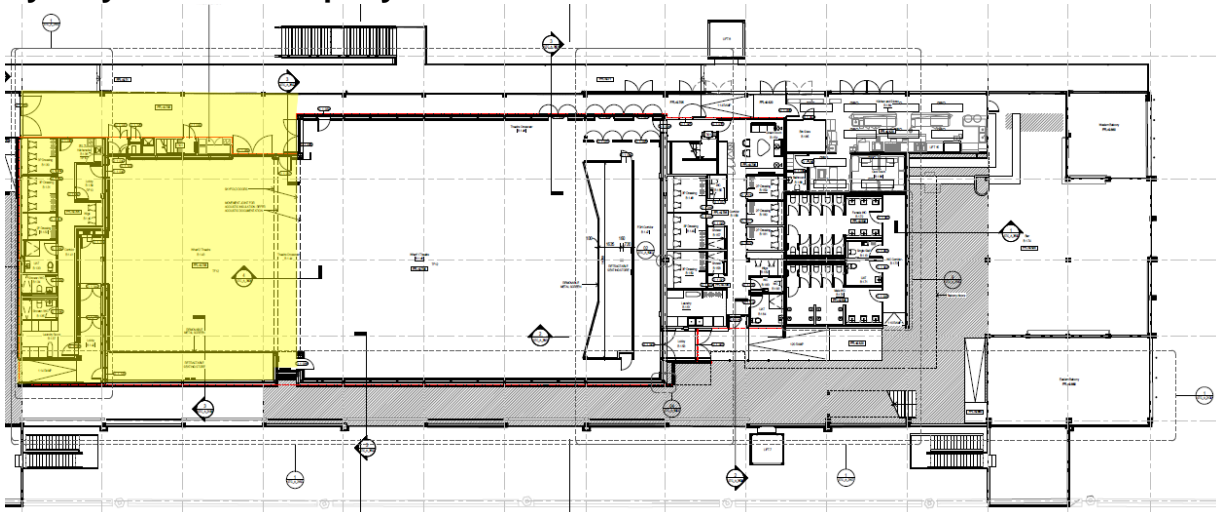
Sydney Dance Company Studio 5



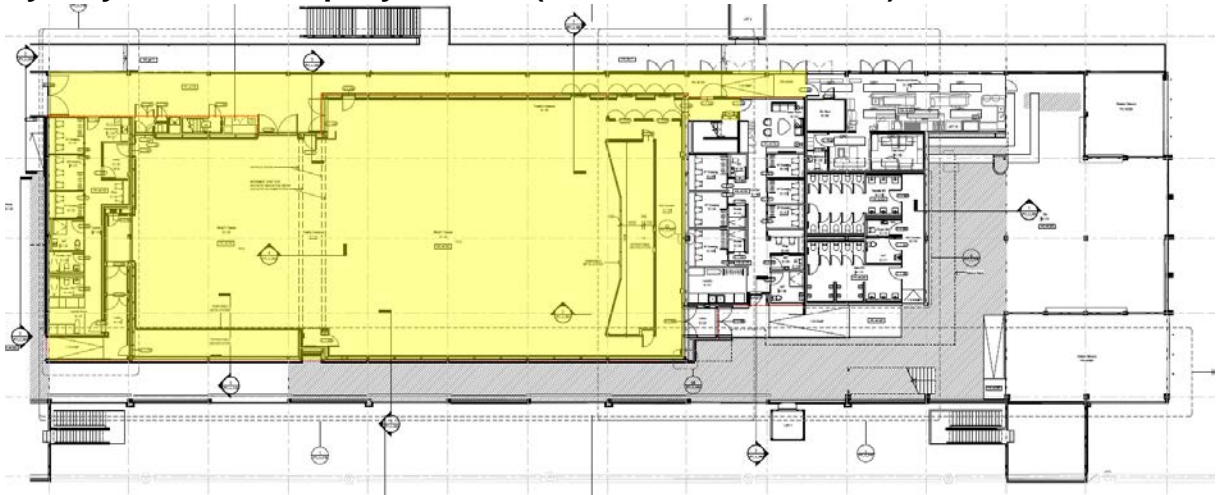
Sydney Theatre Company Wharf 1



Sydney Theatre Company Wharf 2



Sydney Theatre Company Wharf 1 (and combined Wharf 3)



Use of pyrotechnics and flame/fire effects

The use of any flame, pyrotechnic or smoke effect must be reported to and approved by the Property Manager prior to its use. Management procedures will apply, including direct supervision by an authorised tenant representative to manage the isolation, storage, use and disposal of the effect and its material. Materials must be managed in line with [Hazardous materials](#) procedures including completion of a risk assessment, provision of SDS documentation and use of PPE.

Nominated Wardens tasked with supervising performance spaces during the use of theatrical effects will be required to demonstrate they have undertaken appropriate training and hold competencies that allow them to differentiate between a theatrical effect and real flames or indicators of fire. This may be derived from training and induction by an appropriately certified and/or qualified practitioner, or as part of the regular training undertaken by ECO members.

During the use of special effects, it is possible for patrons and occupants to have a delayed reaction to a real fire scenario. Because of this delay, it is important that the authorised tenant representative (i.e. Stage Manager) maintains control of the use of any effect, including appropriate communication strategies to monitor and control its impact and/or responses. These should be addressed in the Risk Assessment undertaken as part of the application for use.

12 GENERAL WORKS

Maintenance of fire safety and protection systems

Generally

Refer to clause '6 Emergency management strategy', 'Fire safety schedule and Annual Fire Safety Statement' for maintenance requirements, including the sprinkler system.

Undertaking construction works

Fire engineering report requirements

All installed safety measures for the precinct is required to be maintained so that they will function as originally designed in event of fire, including Deemed-to-Satisfy and Performance Solutions. Any proposed construction will need to take these measures into consideration. This includes the following works involving:

- **Penetrations through fire-resisting building elements:** By ensuring that a complete penetration register is maintained to AS 4072.1. All works will be informed by the register before starting and upon completion, updating the register, as appropriate.
- **Hot work activities:** By restricting hot works during peak occupation by scheduling hot work activities outside performance hours of the building unless undertaken in predefined areas such as production workshops. Works will be managed to ensure the works follow SafeWork NSW procedures and an appropriate risk assessment has been carried out to examine alternative lower risk procedures or off-site/external hot works.

Refurbishment works and sprinkler isolation

If refurbishment work is required, it needs to be managed so that the works are carried out when the affected area is not occupied and when sprinkler isolation takes place. Before isolating sprinklers, signage at the sprinkler valve rooms notifying 'DO NOT OCCUPY THIS AREA WHEN SPRINKLERS ARE ISOLATED' will be provided. No contractor will be permitted to undertake such work without implementing these measures. Any other system that needs to be isolated will be limited in duration and re-instated overnight.

Permit to work

Prior to starting any work on-site that may alter, interfere or add to the existing fabric of the building approval from the Property Manager will be required. Complex jobs may require a development application be submitted to the relevant authorities. This may include Council, Office of Environment and Heritage, and precinct approvals.

Penetrations

Prior to starting any work on-site that penetrates existing walls, floors or partitions, the responsible contractor will complete a request form for submission and approval by the Property Manager.

Hazardous materials/substances

Storage and handling

Any materials classified as a hazardous must be identified, stored, handled and transported appropriately in accordance with hazardous material regulatory and safety management requirements. Management procedures undertaken by tenants will include notifying the Property Manager, maintaining up to date documentation such as Safety Data Sheets (SDS), use of Personal Protective Equipment (PPE) and safe storage facilities and controls.

All chemicals, fuels and oils used on-site will be stored in appropriately bunded areas in accordance with the requirements of all relevant Australian Standards, EPL requirements and/or EPA's *Storing and Handling Liquids: Environmental Protection - Participants Handbook*. Storage and handling of goods will be the responsibility of the tenant or

authorised representative, with details to be registered in the Precinct Hazardous Materials Register.

Safety data sheets and material registration

Where a chemical or hazardous substance, including gases, are brought, stored or handled on site then it shall be accompanied by a material safety data sheet (SDS) and provided to the Property Manager to be maintained on an integrated register. The SDS is intended to provide workers and emergency personnel with procedures for handling or working with that substance in a safe manner.

Appropriate risk assessment, safe work method statements and procedures, induction and training will also be required when hazardous materials are used. Evidence of these must be provided to the Property Manager for reference. Storage and handling of goods will be the responsibility of the tenant or authorised representative, with details to be registered in the Precinct Hazardous Materials Register.

The SDS will include the following important information:

- The name of the substance.
- Its classification – Hazardous or Non-hazardous.
- Health hazard information including short and long term health effects on the person using the substance.
- PPE requirements for persons working with the product.
- The chemical and physical properties of the hazardous substance.
- Precautions for safe use and handling.
- The manufacturers or importer's name, Australian address and telephone number.

The hazardous chemicals register must be readily accessible to all workers involved in the use, storage and handling of the hazardous chemicals and to anyone else who is likely to be affected by the chemical at the workplace. Registers and SDS may be kept electronically (for example on an intranet) provided workers have ready access to a computer. Otherwise, a hard copy should be kept in the location where chemicals are mostly used. The SDS will be the latest manufacturer's or supplier's release and be less than 5 years old.

Chemicals not requiring a safety data sheet

The *Work Health and Safety Regulation 2017* do not require an SDS to be prepared for hazardous chemicals in the following circumstances (although duty of care requirements under the *Work Health and Safety Act 2011* still apply):

- Chemicals in batteries while they are incorporated in plant.
- Fuel, oils or coolants in a container that is fitted to a vehicle, vessel or aircraft, mobile plant, appliance or other device, where the fuel, oils or coolants are intended for use in its operation.
- Fuel in the fuel container of a domestic or portable fuel burning appliance where the quantity of fuel does not exceed 25 kg or 25 litres.
- Hazardous chemicals in portable firefighting or medical equipment for use at a workplace.
- Hazardous chemicals that form part of the integrated refrigeration system of refrigerated freight containers.
- Potable liquids that are consumer products at retail premises.

Gas

The use of gas cylinders (of any kind) should be avoided wherever possible. The quantity of the gas being utilised will be subject to the approval of the Property Manager. The Property Manager may refuse the use of any gas to be utilised within the premises where it is believed it may cause harm to persons or have an explosive potential to cause damage. All gas must be identified, stored, handled and transported appropriately in accordance with hazardous

material regulatory and safety management requirements, the WHS Regulation 2017 and AS 4332: 2004 The storage and handling of gases in cylinders.

Any person using bottled gases shall ensure that all cylinders are clearly marked as to the type of gas and stored in an upright position and secured to prevent the cylinder falling over and damaging the valve. An SDS shall be supplied to the Property Manager prior to delivery of the gas cylinder.

Spills and leaks

ERPM protocols

The ERPM includes specific emergency response protocols and procedures for chemical spills or leaks.

Should a chemical spill occur it is to be isolated and cleaned up immediately. Temporary signage and barriers should be utilised where appropriate and the matter reported to the Property Manager. The person using the hazardous material must provide spill kits appropriate to manage the hazard.

Response protocols

In case of spills or leaks of hazardous materials at work remain calm - remember **RACE**.

- **RESCUE:** Rescue any people in immediate danger (only if it safe to do so).
- **ALARM:** Raise the alarm
 - Ring Triple Zero on 000.
 - Notify your switchboard.
 - Notify the staff member in charge.
- **CONTAIN:** Only if you are trained and it is safe to do so, then:
 - Contain the danger area.
 - Attend to the emergency, e.g. contain spill or leak, isolate gas and electricity.
- **EVACUATE:** Evacuate staff/visitors to a safe assembly area.

Hot works

Hot works will operate under a notification protocol, with the Facility Manager to be notified of works prior to commencement. Isolation of fire systems will be coordinated by the Chief Warden or nominated representative following approval by the Facility Manager. Notification is to be submitted a minimum of 24 hours prior to any proposed works via a standard application form.

It will be the responsibility of the authorised representative to facilitate the hot works procedure including;

- Notification of proposed works to Create NSW Property Manager
- Confirm works are approved and time of work for isolation to be implemented
- Attend isolation panel with Chief Warden to receive confirmation of isolation
- Supervise works and adjacent spaces
- Provide a spotter for the duration of the task
- Confirm when works are complete, smoke is clear, and isolation can be reset
- Notify Chief Warden and confirm reinstated systems

Lift pit maintenance

Lift pits will be inspected regularly to reduce the risk of debris accumulating. The inspections will be undertaken in line with and part of the ongoing lift maintenance regime and will be integrated into the maintenance requirements/schedule by maintenance staff.

13 HOUSEKEEPING

Responsibilities

The following housekeeping policies outline strategies developed from the Operational Plan of Management and address specific controls to manage the safety of staff, patrons and visitors to the precinct. These address elements within the FER documentation and respond to FRNSW directions and instructions. These apply to all tenancies and precinct areas.

Storage of goods

Public domain

Storage of goods is not permitted within the public domain or shared service areas at any time, including the storage of unattended goods in loading docks and loading areas. Goods must be immediately transferred to the relevant tenancy or managed under supervision.

Tenant/event organiser's responsibility

It is the responsibility of the tenant, service provider and/or hirer to know what is contained within the delivery, the transfer requirements of the goods and to plan appropriate personnel to manage the delivery safely within the scheduled booking period. Hazardous materials will be managed in accordance to the Hazardous Materials policy and remain the responsibility of the tenant.

Bulky goods

If required to be stored in a public or shared service area (front-of-house or back-of-house), it must be coordinated and approved by the Facilities Manager. Items must be secured to ensure the safety of the public, staff and visitors to the precinct, as well as ensure the safety of the goods/or equipment. The tenant, hirer or service provider always retains responsibility for the management and storage of goods.

Handling

The movement and storage of goods must include appropriate risk mitigation controls and be carried out with appropriate planning and coordination.

Clear corridors, doorways and circulation spaces

Prohibition

No item will be stored in circulation areas or nominated emergency egress paths. This includes areas adjacent to self-closing glazed doors, evacuation doors or in the direct path of travel through corridors and immediately beyond doorways. The Facilities Manager will monitor this, but tenants are expected to ensure these areas are always maintained in a safe and accessible manner and checked prior to performances, workshops, events and functions.

Balconies

The balconies will not be used for the storage or placement of combustible materials or furniture at any time. These areas form a component of the fire safety measures for the precinct and enable the safe evacuation and refuge of people.

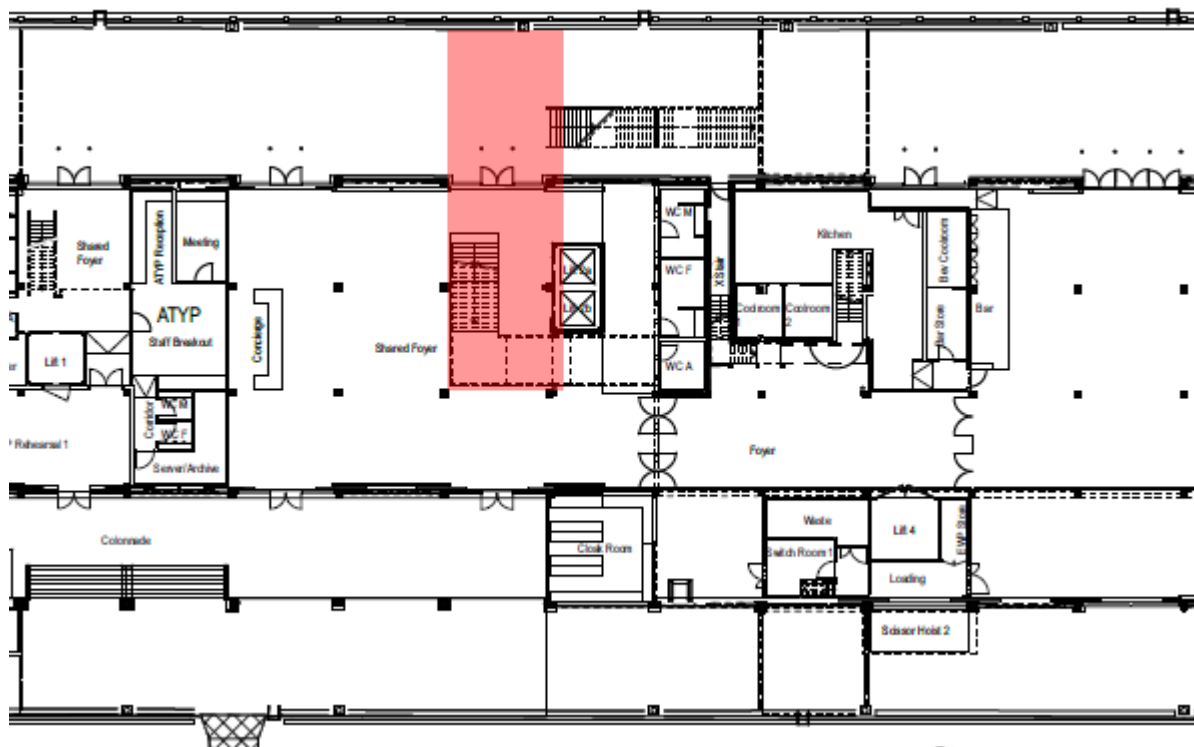
External stairs

The area at the base of the external stairs, at the connection to the apron, will be maintained in good condition and clear of obstructions. The storage or placement of combustible materials or furniture will not be permitted at any time. These areas form a component of the fire safety measures for the precinct and enable the safe evacuation of people.

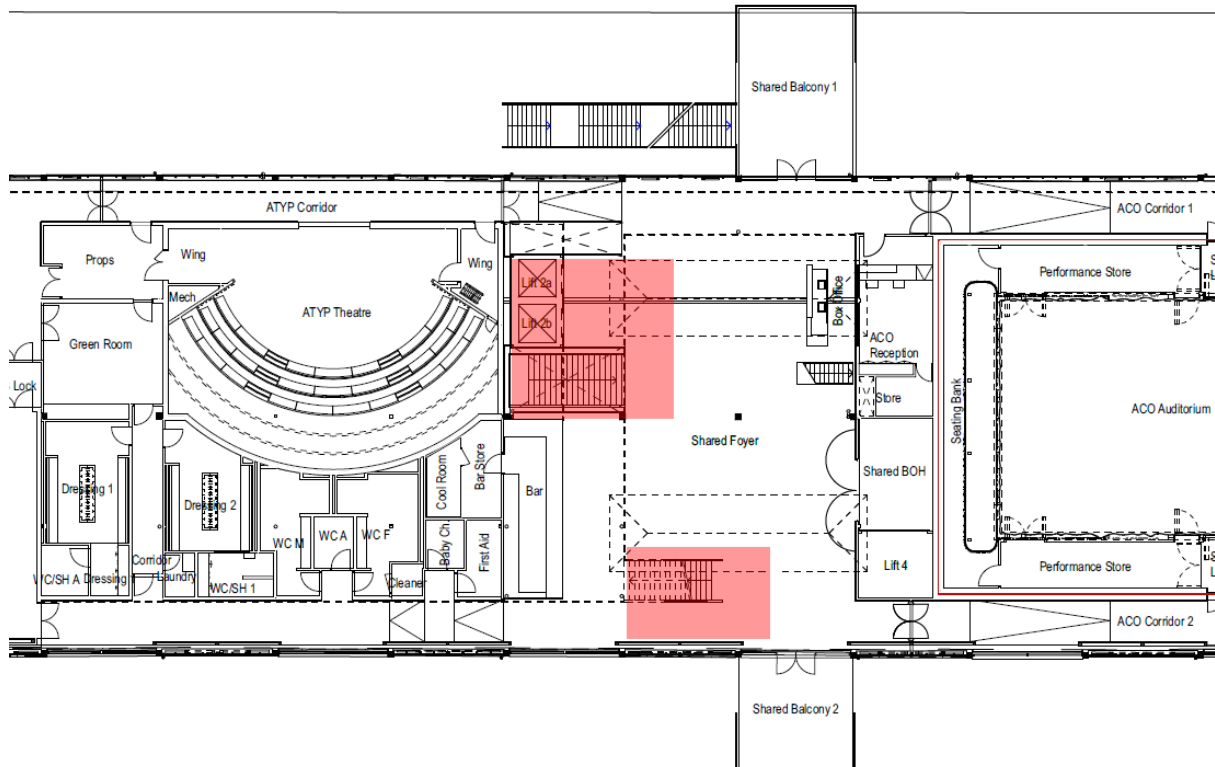
Fire engineering solutions

Clear areas – Pier 2/3 shared foyer stairs

Pier 2/3 – Ground Floor



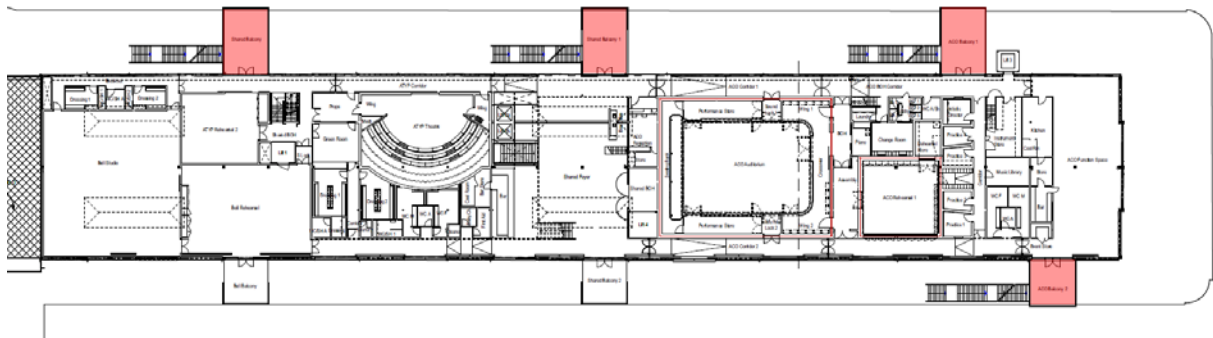
Page 47



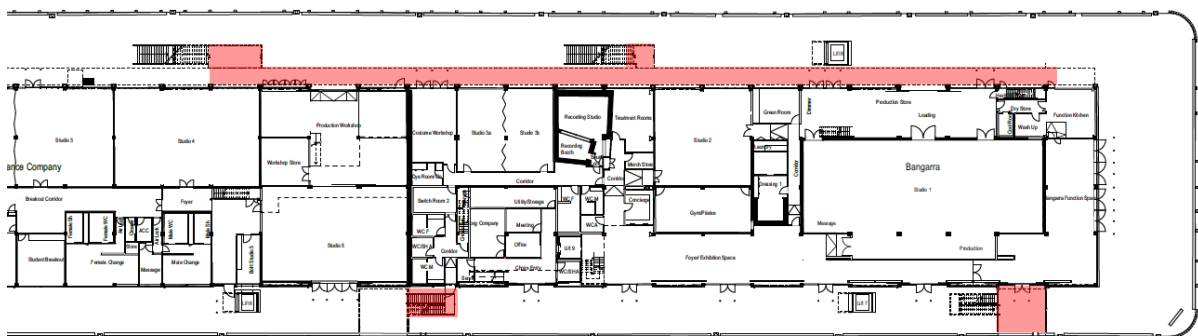
Clear areas – balconies

The egress balconies and stairs are not to be used to store items at any time to prevent the accumulation of fuel loads and obstructions that may impede evacuation from upper levels. The areas to be kept clear are:

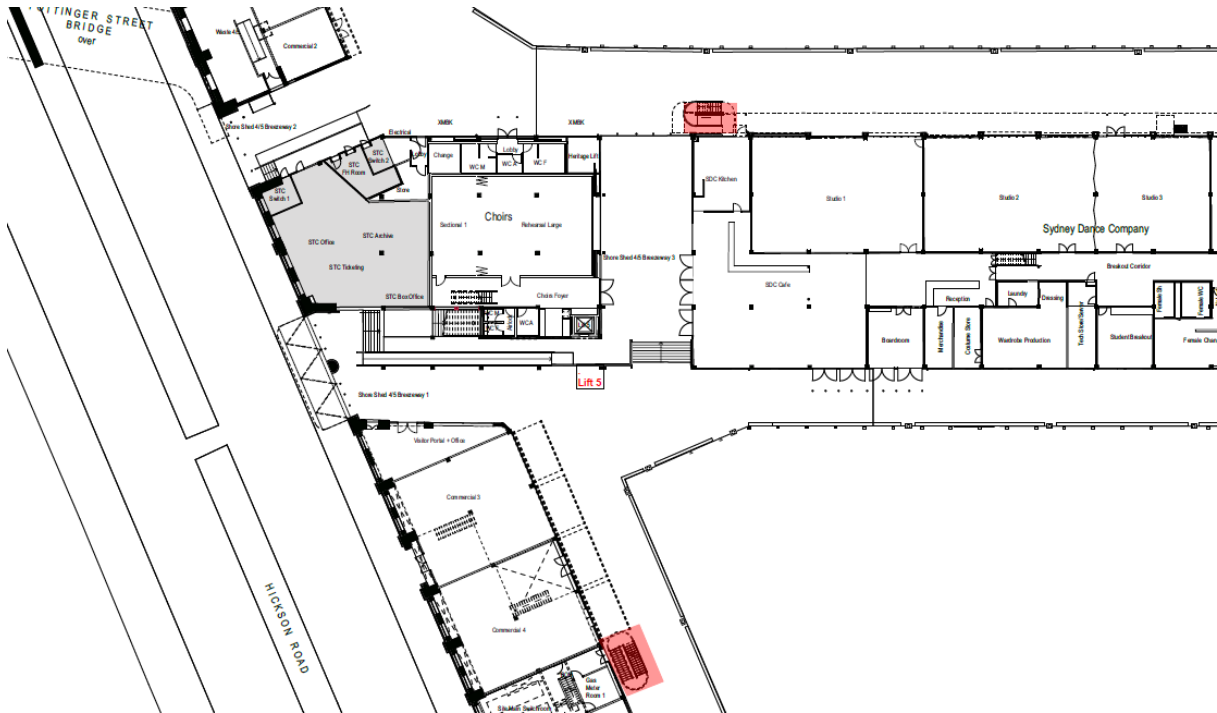
Pier 2/3



Wharf 4/5 (North)



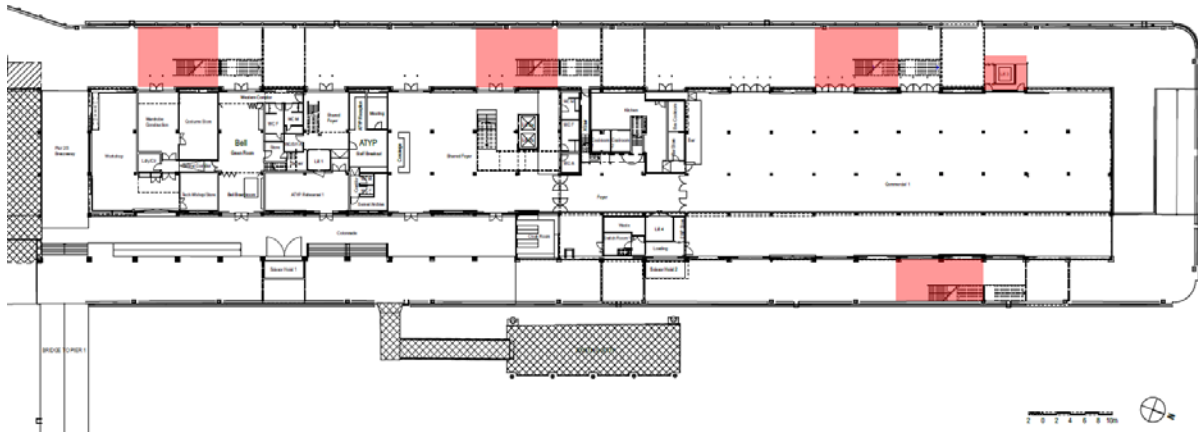
Wharf 4/5 (South) and Shore Sheds



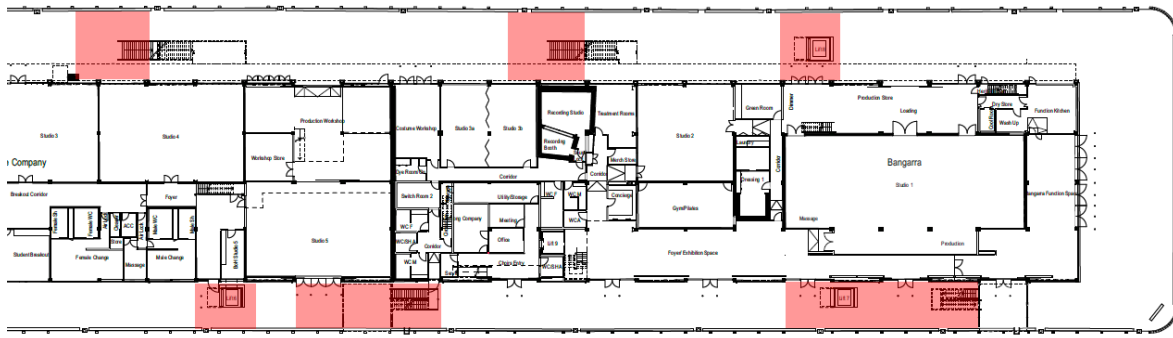
Clear areas – stair landings on aprons

Areas at the base of the stair landings on the apron and adjacent to the external lifts must always be kept clear. This will facilitate movement from upper levels and mitigate against potential congestion on the apron whilst removing potential risks associated with fuel loads and fire compartments. These areas are indicated below:

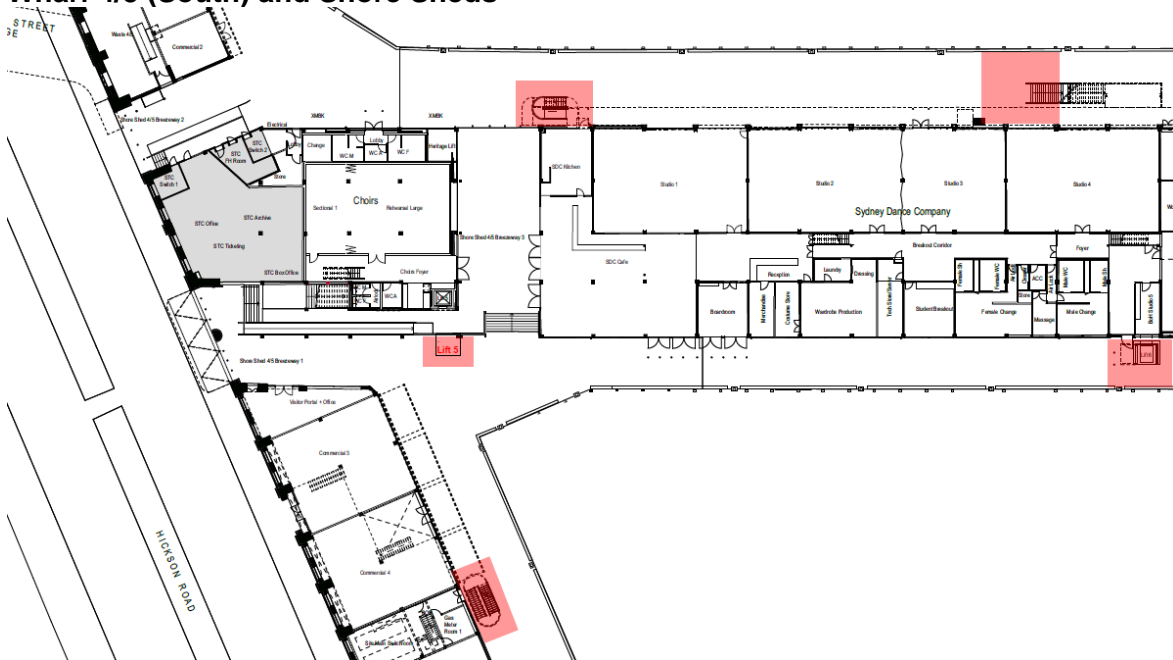
Pier 2/3



Wharf 4/5 (North)



Wharf 4/5 (South) and Shore Sheds



Clear areas – glazed partitions

Areas adjacent glazed partitions and doors that form part of a fire compartment must be kept clear of combustible materials to enable the operation of essential fire systems.

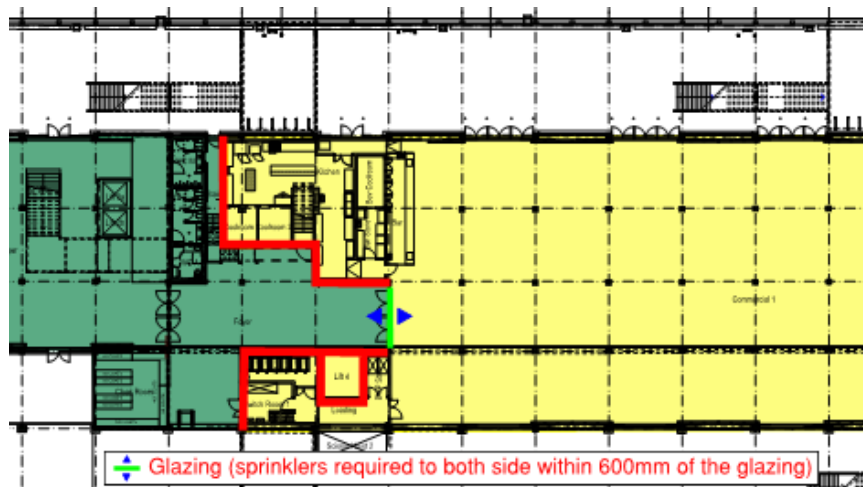


Figure 8 - Pier 2/3 Ground and mezzanine - Wall and doors separating Foyer from Commercial 1 – Indicative illustration of sprinklered glazing (to be located on both sides of glazing)

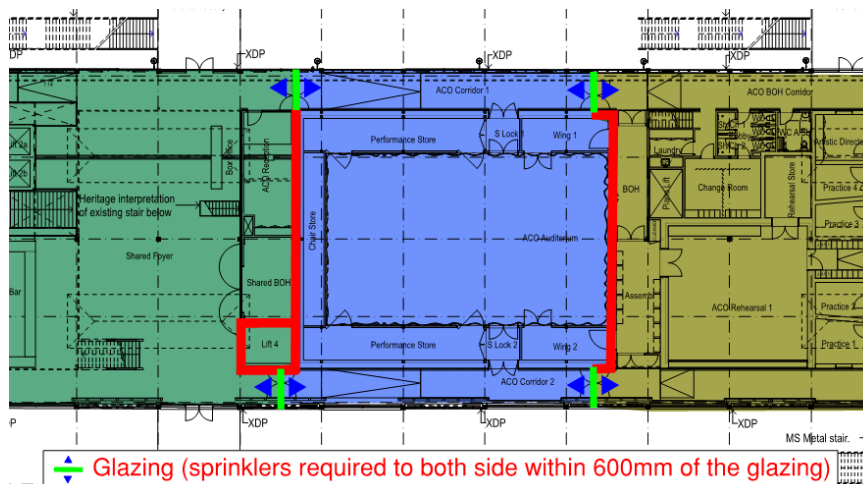


Figure 9 - Level 1 and 2 - Glazed wall and doors separating ACO fire compartment - Indicative illustration of sprinklered glazing (to be located on both sides of glazing)

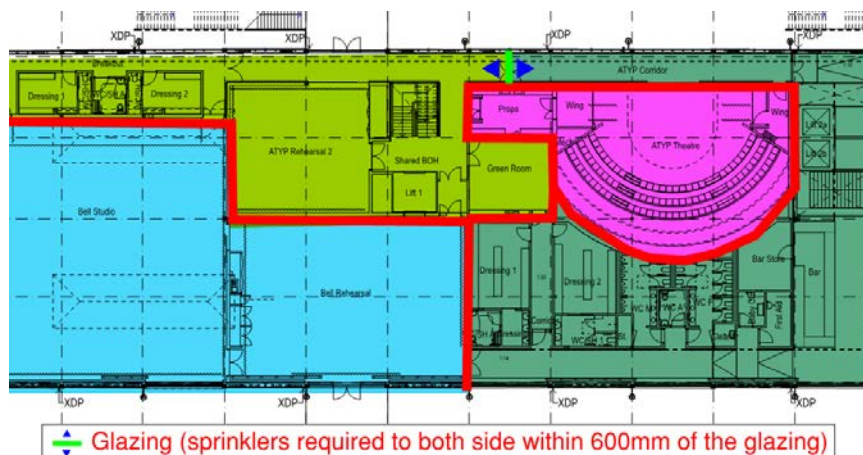


Figure 10 - Level 1 and 2 - Glazed wall and doors separating ATYP corridor and SDC

Storage of items under seating systems

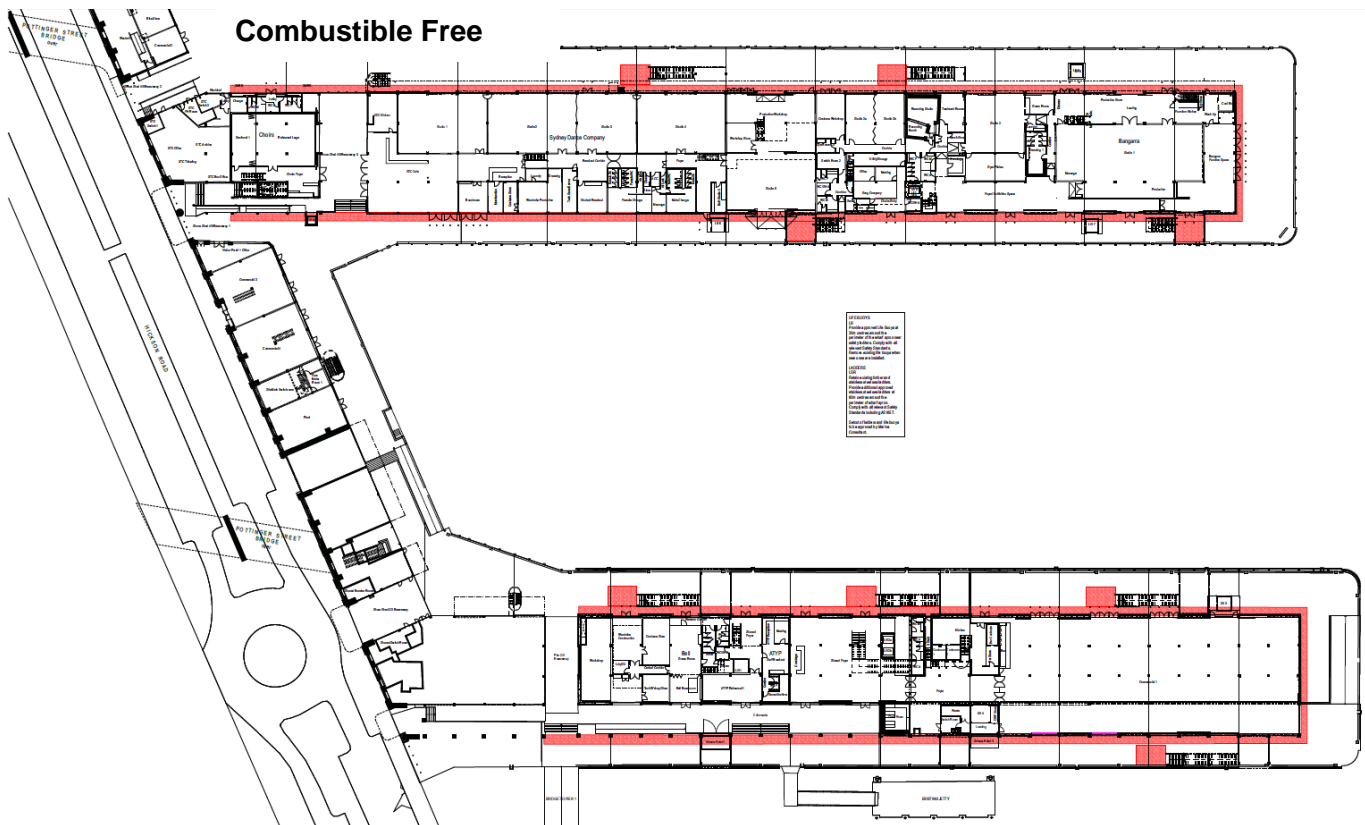
The spaces beneath seating systems, whether fixed, retractable or mobile, may not be used to store goods. The storage of items in these areas is not permitted due to the risks associated with materials placed in areas not protected by automatic fire systems such as sprinklers.

It is the responsibility of the tenant to ensure that areas under the seating system are kept clear, including regular checks prior to performances. Signage will be placed at access points to these spaces and supervision undertaken by the tenant.

Combustible free areas

The wharfs and piers of Walsh Bay are heritage timber structures. As such they include flammable materials within their construction, including walls and façade. The following activities are not permitted against the façade or walls of the structures, including external aprons.

- Naked flames
- BBQ's and cooking
- Pyrotechnic and "hot" theatrical effects



Aprons

The placement of bins or stockpiling of goods against the façade of the building or on the aprons will not be permitted without an appropriate management strategy. The placement of bins must consider the risk of fire from an ignition source and potential hazards associated with the flammable materials of the buildings. Placement of bins against the fabric of the buildings is not permitted.

Vehicle and pedestrian access

The Public Domain areas (including Aprons) of the Precinct are publicly accessible by pedestrian traffic 24hrs a day. Access will only be restricted during occasional maintenance and/or special event operations where it is necessary to facilitate effective traffic and crowd management or enable life safety risk mitigation measures when risks are present.

A key principle which has been applied to the design of vehicle access to the Precinct is separation of Back-Of-House (BOH) operations from Front-Of-House (FOH - spectator / visitor) movement, to provide a safe environment for everyone visiting the Precinct. Vehicle access points will be controlled by placement of bollards and boom gates, with entry coordinated by the Property Manager and authorised tenant representatives.

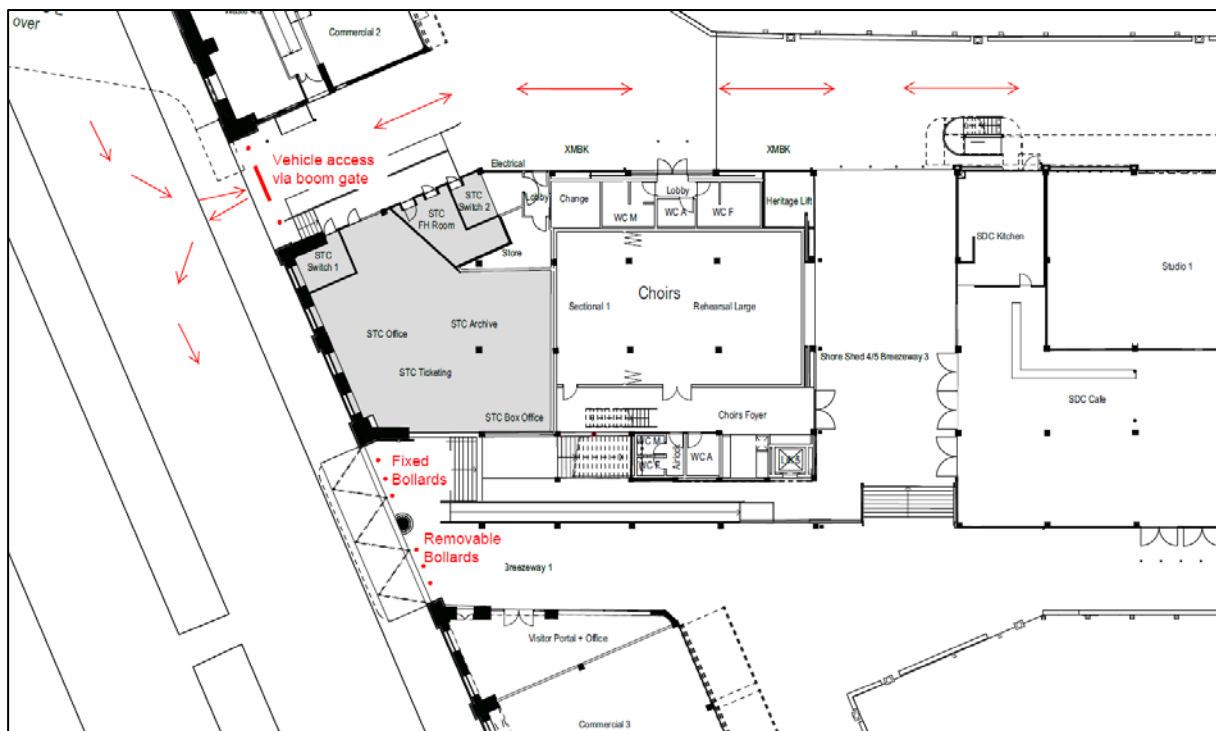
Management of vehicle specific risks will be mitigated by operational controls as documented in **Section 4: Traffic management plan** of the Operational Plan of Management which include:

- Limited access to the precinct by authorised vehicles only
- Authorised vehicles to be escorted within the Precinct by a tenant or operator
- Vehicles are not permitted to park within the confines of the Precinct unless approved by Create NSW and under the supervision of the coordinating tenant or operator.

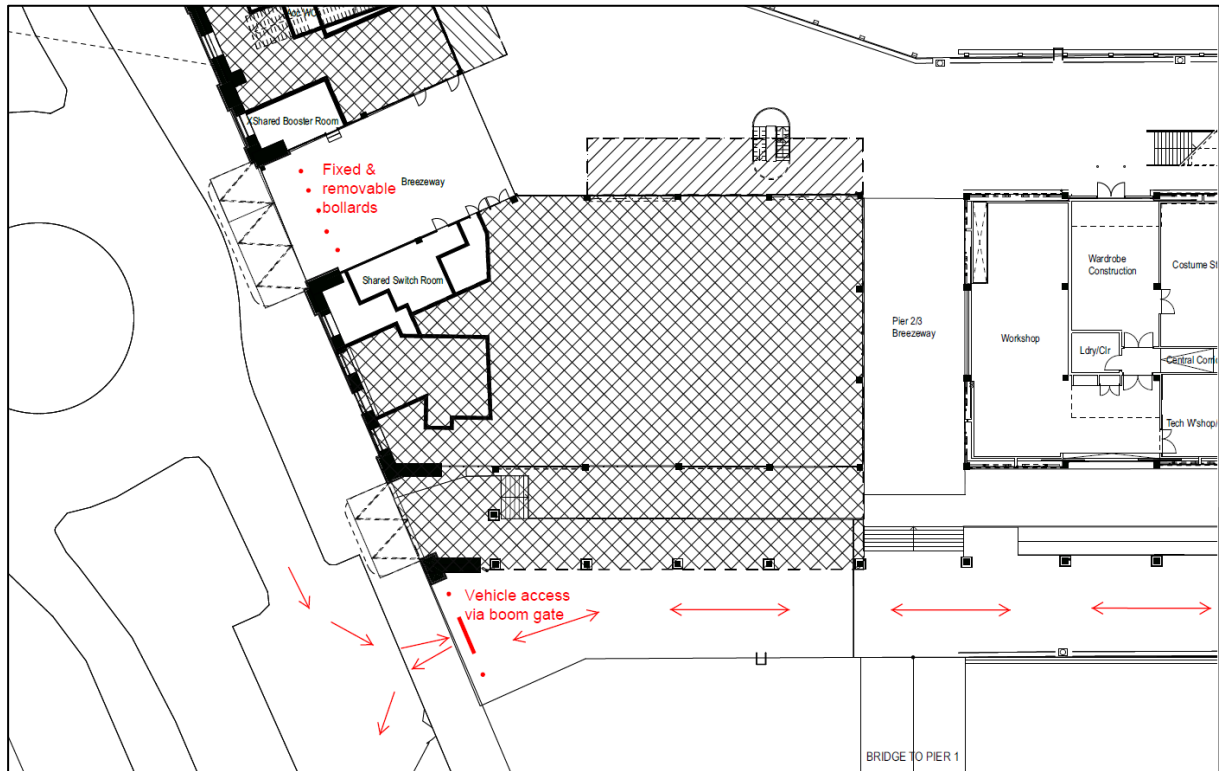
In the instance of an emergency vehicle requiring access to the site the Chief Warden or authorised tenant representative, will enable access via the vehicle entry points for Wharf 4/5 and Pier 2/3. The boom gates at these locations are operable by electronic swipe access and intercom links to each tenant. Removal of bollards will be undertaken by the Property Manager following the removal of local padlocks.

The vehicle entry points are indicated in the following plans:

Wharf 4/5 – Entrances 4 and 5



Pier 2/3 – Entrances 2 and 3



14 SECURITY MANAGEMENT

Security measures

The following security provisions have been included as part of the precinct design to reduce the risk of arson and supervise the facilities and buildings. Security measures are managed by Create NSW and provided throughout the public and precinct spaces.

- Closed circuit television (CCTV) providing coverage to public areas
- Electronic access control systems (EACS) provided to non-public areas
- Security patrolling of the site
- Help points
- Security signage
- Improved lighting

Refer to **Section 7: Security management** in the Operational Plan of Management.

Crowd control

Event organisers will be required to address crowd management requirements for any activity within the precinct. This will be developed as part of the event management plan, requiring the Precinct Manager's approval. Issues that will be addressed in the plan include crowd management techniques and additional security resourcing for the event.

Unauthorised access

Create NSW will engage a security service provider with 24-hour security coordination from an off-site location. All precinct activities can be tracked in real time and guards alerted to attend the site if a breach is detected, or to resolve any issues that can't be dealt with remotely. This approach adopts technology that can identify trends in reporting and alert security supervisors and the Property/Precinct Manager of potential risks or threats that require prompt action. They can also alert the appropriate authorities such as NSW Police.

Theft

Theft prevention and monitoring will be achieved through CCTV and alarm systems. Alarm signals will alert the security service provider who may then communicate the nature of the incident to the Facilities Manager and/or the Property/Precinct Manager, as appropriate. If required, the service provider can also deploy guards to the site and alert the appropriate authorities such as NSW Police.

15 APPENDIX A – WHS FORMS

Hazardous materials register

To be completed for each storage site and submitted to the Facilities Manager and/or Property Manager.					
Tenant:					
Site:					
Product name	Application	Product compliantly labelled? (Yes/No)	SDS supplied? (Yes/No)	SDS expiry date	Storage location

Permit to work form

Works are not permitted within the Walsh Bay Arts Precinct unless this form is completed, approved and signed by an authorised representative of Create NSW. This must be done a minimum 24 hours prior to work commencing and emailed to xxxxx@create.nsw.gov.au.

Requested by:

Description of work: _____

Date of work: ____/____/____ **Start** ____am/pm **Finish** ____am/pm

Location of work: _____

Works supervisor: _____

Supporting document checklist:

Work plans and/or diagrams..... ☐

Targeted risk assessment submitted with application..... ☐

Safe work method statement submitted with application..... ☐

Works undertaken by: _____

Special precautions: _____

Smoke detectors to be isolated:

Zones: _____ **Detector(s):** _____

Approval (Create NSW)

Name: _____

Signature: _____

Date: __/____/____

Work site checklist:

Adjacent tenants/staff notified of works..... ☐

Combustible materials removed or made safe..... ☐

Delicate materials or equipment protected..... ☐

Emergency pathways and doors are clear and accessible..... ☐

Appropriate warning signage and/or isolation of work area ☐

Handback procedure..... ☐

Works tested and contractor certifies works complete..... ☐

Hot works request form

Hot works are not permitted within the Walsh Bay Arts Precinct unless this form is completed, approved and signed by an authorised representative of Create NSW. This must be done a minimum 24 hours prior to work commencing and on completion of job.

Requested by: _____
Description of work: _____
Date of work: ____/____/____ **Start** ____am/pm **Finish** ____am/pm
Location of work: _____
Works supervisor: _____

Approval (Create NSW)

Name: _____
Signature: _____
Date: ____/____/____

Special precautions: _____

Smoke detectors to be isolated:

Zones: _____ **Detector(s):** _____

Pework checklist:

Equipment in good working order	<input type="checkbox"/>
Flashback arrestors fitted (where applicable)	<input type="checkbox"/>
Combustible materials removed or made safe.....	<input type="checkbox"/>
Floor swept.....	<input type="checkbox"/>
Floor wet down (if required)	<input type="checkbox"/>
Delicate materials or equipment protected.....	<input type="checkbox"/>
No flammable liquids, gases or dust present.....	<input type="checkbox"/>
Extinguisher/hose within 10 m of job.....	<input type="checkbox"/>
Spotter allocated	<input type="checkbox"/>
Operator/Spotter trained in use of firefighting equipment.....	<input type="checkbox"/>
Arc flash shielding in place.....	<input type="checkbox"/>
Adequate ventilation.....	<input type="checkbox"/>
Doors to adjacent areas closed.....	<input type="checkbox"/>
Emergency pathways and doors are clear and accessible.....	<input type="checkbox"/>
Appropriate warning signage and/or isolation of work area	<input type="checkbox"/>

Post-work checklist (on completion of work)

- Isolate and check hot work tools and equipment..... ☐
- Check area for ignition sources and hot materials..... ☐
- Floor wet down (if required) ☐
- Recheck area 15 minutes after completion of work..... ☐
- Notify Chief Warden that works are complete..... ☐
- Confirm detection systems are reinstated before leaving area... ☐

Works completed; checks undertaken (applicant)

Name: _____

Signature: _____

Date: ____/____/____ Time: _____

Hot works closed and area de-isolated (Create NSW)

Name: _____

Signature: _____

Date: ____/____/____ Time: _____

Performance venue smoke isolation request form

Local isolation of smoke detection systems is only permitted within nominated performance spaces. Use of theatrical effects and isolation of detection systems may only be carried out if approved by an authorised representative of Create NSW and under direct supervision of an authorised tenant representative.

Requested by: _____

Reason for isolation: _____

Date of isolation: ____/____/____ **Start**____am/pm **Finish**____am/pm

If multiple dates required for a season of performances, please provide a separate schedule

Location: _____

Supervisor: _____

Approval (Create NSW)

Name: _____

Signature: _____

Date: ____/____/____

Special precautions: _____

Smoke detectors to be isolated:

Zones: _____ **Detector(s):** _____

Pework checklist:

- | | |
|---|--------------------------|
| Area Supervisor nominated and communicated to staff..... | <input type="checkbox"/> |
| Area Supervisor trained in identifying real fire scenarios..... | <input type="checkbox"/> |
| Location of extinguisher/hose identified within close proximity... | <input type="checkbox"/> |
| Operator trained in use of first response firefighting equipment .. | <input type="checkbox"/> |
| Doors to adjacent areas closed..... | <input type="checkbox"/> |
| Emergency pathways and doors are clear and accessible..... | <input type="checkbox"/> |
| Appropriate signage and/or isolation of work area | <input type="checkbox"/> |

Post-work checklist (on completion of work)

- | | |
|--|--------------------------|
| Isolate and check special effects equipment..... | <input type="checkbox"/> |
| Ventilate area to clear smoke (as may be required)..... | <input type="checkbox"/> |
| Check area and adjacent spaces for accumulated smoke..... | <input type="checkbox"/> |
| Notify Chief Warden that works are complete and area is clear of smoke | <input type="checkbox"/> |
| Confirm detection systems are reinstated before leaving area..... | <input type="checkbox"/> |
-

Works completed, checks completed, and system reactivated (applicant)

Name: _____

Signature: _____

Date: ____/____/____ Time: _____

Theatrical effects request form

Use of predefined theatrical effects is only permitted if approved by an authorised representative of Create NSW and under direct supervision of an authorised representative of the tenant. This includes the use of:

- Smoke or haze effects;
- Fire effects and real flames, including gas or other combustible materials;
- Use of pyrotechnic effects, both hot and cold effects; and
- Use of weapons, including firearms and replicas.

Requested by: _____

Details of effect: _____

Date of use: ____/____/____ **Start** ____am/pm **Finish** ____am/pm

If multiple dates required for a season of performances, please provide a separate schedule

Location: _____

Supervisor: _____

Approval (Create NSW)

Name: _____

Signature: _____

Date: __/____/____

Special precautions: _____

Smoke detectors to be isolated: YES / NO *(if yes, complete isolation form)*

Zones: _____ **Detector(s):** _____

Pework checklist:

- | | |
|---|--------------------------|
| Area Supervisor nominated and communicated to staff..... | <input type="checkbox"/> |
| Area Supervisor trained in identifying real fire scenarios..... | <input type="checkbox"/> |
| Location of extinguisher/hose identified within close proximity... | <input type="checkbox"/> |
| Operator trained in use of first response firefighting equipment .. | <input type="checkbox"/> |
| Appropriate signage and/or isolation of work area | <input type="checkbox"/> |

16 APPENDIX B – THE EMERGENCY RESPONSE PROCEDURE MANUALS

Emergency Response Procedures Manual: Pier 2/3 (Version 1.8, 07 May 2020)

Emergency Response Procedures Manual: Wharf 4/5 (Version 1.8, 07 May 2020)

Emergency Response Procedures Manual

(Amended)

Pier 2-3

13 Hickson Road
Walsh Bay
NSW 2000

November 2018
Version 1.8



Emergency
Procedures Manual

DISCLAIMER

General Disclaimer

This Emergency Procedures Manual was compiled by TRIMEVAC Pty Ltd, Level 3, 11-17 Khartoum Rd, North Ryde NSW 2113.

If you adopt these procedures, you are agreeing to be bound by the terms and conditions listed below and any other laws, standards or regulations which apply to their application. If you do not accept these terms and conditions, you must refrain from using these procedures. TRIMEVAC reserves the right to amend these terms and conditions from time to time. Your continued use of these procedures will represent an agreement by you to be bound by the terms and conditions below.

TRIMEVAC does not accept responsibility for any loss or damage, howsoever caused (including through negligence), which you may directly or indirectly suffer in connection with your use of these procedures or any referenced document, nor does TRIMEVAC accept any responsibility for any such loss arising out of your use of, or reliance on, information contained on, or accessed through these procedures. To the maximum extent permitted by law, TRIMEVAC disclaims any such representations or warranties as to the completeness, accuracy, or fitness for purpose of these procedures or the information contained herein.

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You agree to indemnify TRIMEVAC, The Greencap Group, its directors, employees, shareholders, agents and other persons involved in the creation of these procedures for all damages, losses, penalties, fines, expenses and costs (including legal costs) which arise out of or relate to your use of these procedures. This indemnification includes, without limitation, liability relating to copyright infringement, defamation, invasion of privacy, trade mark infringement and breaches of the *Australian Trade Practices Act 1974 (Cth)*.

All descriptions and operating guidelines contained within this manual are made with the assumption that the installed Emergency Warning and Communication System complies with AS2220 Emergency Warning and Communication systems in buildings – Equipment Design and Manufacture.

The active and ongoing onus is placed solely on the Building Occupier to advise TRIMEVAC of any feature or function contrary or supplementary to AS2220 prior to the implementation of TRIMEVAC's Emergency Procedures for the building, or in a timely manner after a material change affects, or is expected to affect the operation of the Emergency Warning and Communication System for the facility. If advice of this nature is not received in the required manner and form TRIMEVAC will assume that the system is compliant with the relevant standards and gauge its procedures and operational guidelines accordingly. Further, TRIMEVAC will not be held responsible for any descriptions of system function or performance that has not been identified and communicated to TRIMEVAC.

The operating instructions and guidelines contained within this manual have been designed to complement the manufacturer's instruction manual, specific to the operation of the system installed within your facility. These instructions should not be interpreted as a replacement instructional manual and users should refer at all times to the manufacturer's instructions if any doubt arises.

Intellectual property rights statement

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These procedures have been compiled by TRIMEVAC on the basis of current general information. Changes in circumstances after publication may affect the completeness or accuracy of this information. To the maximum extent permitted by law, TRIMEVAC disclaims all liability for any errors or omissions contained in this information or any failure to update or correct this information. It is your responsibility to assess and verify the accuracy, completeness and reliability of the information contained within these procedures

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Pier 2-3

13 Hickson Road, Walsh Bay

Page 2 of 137

Issued: November 2018

Amended 07 May 2020

The logo for TrimEVAC, featuring the word "Trim" in a blue sans-serif font and "EVAC" in a white sans-serif font inside a dark blue rectangular box.

CONTENTS

INTRODUCTION.....	5
EMERGENCY CONTACT NUMBERS	9
TENANCY CONTACTS	11
RADIO CALL SIGNS	12
BUILDING PROFILE	13
FIRE ENGINEERING REPORT	15
ASSEMBLY AREA	16
WALSH BAY ARTS PRECINCT GEOGRAPHICAL MAP	17
EMERGENCY PLANNING COMMITTEE.....	18
EMERGENCY CONTROL ORGANISATION	20
CHIEF WARDEN.....	24
DEPUTY CHIEF WARDEN.....	31
COMMUNICATIONS OFFICER.....	33
AREA WARDEN	36
WARDEN.....	40
FIRST AID OFFICERS	43
EMERGENCY RESPONSE TEAM (IF APPOINTED)	44
GENERAL STAFF	45
BOMB THREAT.....	46
BOMB THREAT	47
BOMB THREAT PROCEDURES.....	50
DISCOVERY OF A SUSPECT PACKAGE	53
MAIL ROOM	55
SUSPECT MAIL CONTAINING HAZARDOUS POWDER.....	56
BUILDING.....	58
BUILDING DAMAGE	59
CHEMICAL FLAMMABLE & RADIOLOGICAL SUBSTANCE EMERGENCY	60
COMMUNICATION SYSTEM FAILURE	63
EXPLOSION.....	64
FLOODING / IMMINENT FLOODING - NATURAL	66
FLOODING DOMESTIC	68
GAS LEAK AND/OR AIR CONDITIONING CONTAMINATION.....	69
LIFT ENTRAPMENT.....	70
POWER FAILURE	71
SEVERE STORMS	73
SHELTER IN PLACE.....	74
WATER SUPPLY INTERRUPTION.....	76
FIRE	77
EMERGENCY WARNING SYSTEM PANEL INSTRUCTIONS	78
FIRE / SMOKE.....	80

FIRE / SMOKE PROCEDURE	81
MEDICAL	82
DECEASED PERSON	83
MEDICAL EMERGENCY	84
SYRINGES (FOUND)	85
MAN OVERBOARD AT WHARF	86
WORKPLACE INTRUSION	87
ASSAULT	88
CIVIL DISORDER & ILLEGAL OCCUPANCY	89
PERSONAL HARM	90
TERRORISM	91
WORKPLACE INTRUSION	92
SYDNEY ALERT PROCEDURES	94
REFERENCE	98
COMMUNICATION	99
EMERGENCY PROCEDURES	102
EVACUATION PRINCIPLES	104
PERSONAL EMERGENCY EVACUATION PLAN	106
APPENDICES	110
ANNOUNCEMENTS	111
ASSEMBLY AREA CHECKLIST	113
BOMB THREAT CHECKLIST	114
EMERGENCY PLANNING COMMITTEE MINUTES	116
ESCALATION REPORT	117
EVACUATION CHECKLIST	118
EVACUATION EXERCISE OBSERVERS CHECKLIST	119
EVACUATION INCIDENT REPORT	120
FIRE EXTINGUISHER SELECTION CHART	121
HOW TO OPERATE A FIRE EXTINGUISHER	122
INCIDENT / OFFENDER CHECKLIST	123
OCCUPANT/VISITOR WITH A DISABILITY REGISTER	125
PERSONAL EMERGENCY EVACUATION PLAN (PEEP)	126
PROPERTY DAMAGE REPORT	128
RISK MATRIX	129
GLOSSARY	132

INTRODUCTION

This document is the result of the Emergency Planning Committee's duty to analyse, identify, evaluate and treat emergency related risks or situations that may arise from an internal or external source.

These procedures are to be utilised in conjunction with regular training sessions for all Emergency Control Organisation members so as to maintain competency in the prescribed duties of any ECO position, and to maintain an awareness of emerging trends or amendments to procedures.

It is also the direct responsibility of tenants and departments to organise and establish emergency procedures for the safety of their staff, based on this manual and the particular circumstances of their occupancy. As recommended by AS 3745:2010 and in compliance with Workplace Health and Safety legislation, all building occupants are required to participate in emergency planning and evacuation exercises and acknowledge the authority of appointed Wardens (Emergency Control Organisation) in emergency situations.

Instructions given by the Emergency Control Organisation will overrule normal management structure.

This manual remains the property of **Create Infrastructure - Create NSW**

No alteration or amendments or copies are to be made without authorisation of the Emergency Planning Committee and in conjunction with TRIMEVAC.

SCOPE

This manual provides information and guidelines for a range of eventualities and includes procedures for the situations listed only in the index of this manual.

Guidelines, procedures and information contained within this manual are based upon Occupational Health & Safety Legislation, in conjunction with Australian Standard AS3745:2010 *Planning for emergencies in facilities*:

The Australian Bomb Data Centre (AFP) *Bombs, Diffusing the Threat. Incorporating Mail Bomb Countermeasures*. Emergency Management Australia, *Flood Action Guide and Severe Storm Guide*, and AS/NZS ISO 31000 *Risk Management – Principles and Guidelines*.

All terminology used throughout this manual is consistent where possible with Emergency Management Australia, *Australian Emergency Management Terms Thesaurus* and AS 3745:2010 *Planning for emergencies in facilities*.

This manual may make reference to, but does not contain procedures for, the comprehensive management of *Business Continuity Planning, Business Recovery Processes or Media Policy during Emergencies*.

NOTE:

**THIS EMERGENCY RESPONSE PROCEDURES MANUAL IS ISSUED PRIOR TO CONSTRUCTION AND CANNOT BE USED FOR ANY PURPOSES AFTER FINAL HAND OVER OF THE FACILITY
THE CONTENTS OF THIS EMERGENCY RESPONSE PROCEDURES MANUAL MUST BE AUDITED AGAINST THE FINAL CONSTRUCTION TO ENSURE CONTENTS ARE IN ACCORDANCE WITH CONSTRUCTION AND THE REQUIREMENTS OF AS 3745-2010.**

AMENDMENT REGISTER

Version	Date	Pages	By	Comments
1.0	07/11/2018	All	JD	Draft EP Manual Issued
1.1	21/11/2018	Various	PW	Amend EWIS procedures, update address
1.2	08/03/2019	Pg. 9, 110	PW	Occupancy Numbers, PEEP Register
1.3	08/04/2019	Pgs. 8, 11, 16, 17, 19, 24, 30, 34,38, 53, 68, 90, 91, 96, 101, 107	PW	Tenant Contact List, Loading Docks, Handover procedures, ECO roles, Deputy Chief Warden & Communications Officer, delete comment, First Aid, , SDS & PPE, warden training, contact numbers, general staff, delete stairwell pressurisation, exercise announcement, , emergency exercise recommendations, Medical Emergency Announcement
1.4	16/04/2019	Pg. 98-99	PW	PEEP procedures & stairway evacuation device
1.5	18/04/2019	Pg. 15	PW	Insert Walsh Bay Arts Precinct Geographical Map
1.6	21/06/2019	Pg.19, 21-22, 24-26-27, 40, 25-102, 60, 24-26-31-32-36,	PW	Stage Manager, Training frequency, Information to emergency services, First Aid certification, Reoccupation of building, CBR use in performance space, Property & Facility managers contact information & Neighbouring sites information,
1.7	28/06/2019	Pg. 9-10	PW	Update contact information
1.8	07/05/2020	Pg. 83	JD	Man Overboard at Wharf added

ANNUAL REVIEW

No.	Date	EPC Representative	Signature
1	November 2019		
2	November 2020		
3	November 2021		
4	November 2022		
5	November 2023		

MANUAL UPDATES

The Emergency Planning Committee will undertake a regular review of the Emergency Response Procedures to ensure the information contained within is as accurate and up to date as possible.

User Requirement

To ensure this manual is effective, it is incumbent upon the user to bring to the attention of the Emergency Planning Committee, any new information of either staff or procedural changes that may need inclusion or amendment in this manual.

Document Control

It is the responsibility of the Emergency Planning Committee to ensure document control is maintained for the emergency response procedures documentation for this facility.

Copies of this manual are authorised and issued by the Emergency Planning Committee. Electronic (soft-copy) and print (hard-copy) copies of this manual will be documented and held on record in the *Emergency Plan* and will be administered by the Emergency Planning Committee.

No unauthorised copies of this manual are to be made.

EMERGENCY CONTACT NUMBERS

FIRE BRIGADE	000
POLICE	
AMBULANCE	
GSM mobile phone emergency number	112
SMS emergency	106
NATIONAL SECURITY HOTLINE	1800 123 400
LEAKING GAS (ALL AREAS)	13 27 71
POISONS INFORMATION HOTLINE	13 11 26

CHIEF WARDEN	TBA	
PROPERTY MANAGER – CREATE NSW	TBA	TBA
FACILITY MANAGER - COLLIERS	FACILITY MANAGER (24/7)	TBA
SECURITY	SECURITY (24/7)	TBA

NEIGHBOURING SITES		
PIER 1	CONCEIRGE	02 8298 9999
PIER 2-3	TBA	TBA
PIER 6/7	CONCIERGE FACILITY MANAGER	02 9241 2970 02 9247 7878
BMS	BUILDING MANAGER (24/7)	0433 779 814
ROSLYN PACKER THEATRE	FACILITY MANAGER	TBA
SYDNEY THEATRE COMPANY	FACILITY MANAGER	TBA

GAS PROVIDER	AGL	
ELECTRICITY	Monument	
WATER PROVIDER	Sydney Water	
LIFT MAINTENANCE	Schindler	

AIR CONDITIONING	It's A Breeze	
FIRE MAINTENACE	Sydney Fire	02 9693 5353
FIP MONITORING		

TENANCY CONTACTS

Tenant Name	Location	Contact Person	Number

RADIO CALL SIGNS

It is important that correct Radio Protocols and Call Signs be used, both day-to-day & in emergency situations. Clear and concise information is the key to effective use of 2 way radios.

The following table shows the Official Call Signs for this Building

CALL SIGN	POSITION
	BUILDING MANAGER
	ASSISTANT BUILDING MANAGER
	OPERATIONS MANAGER
	SECURITY 1
	SECURITY 2
	SECURITY 3
	CLEANER 1
	CLEANER 2
	CLEANER 3

❶ TURN RADIOS TO CHANNEL FOR ECO COMMUNICATION

EMERGENCY COLOUR CODES

The following emergency codes should be used during emergency communications.

Red	Fire and / or Smoke
Purple	Bomb Threat
Blue	Medical Emergency
Black	Personal Threat
Yellow	Internal Emergency
Brown	External Emergency
Orange	Evacuation

The above coding is in accordance with Australian Standard AS3745-2010 – *Planning for emergencies in facilities*

BUILDING PROFILE

FACILITY NAME		Pier 2/3			
FACILITY ADDRESS		13 Hickson Road Walsh Bay			
PROPERTY MANAGEMENT		Create Infrastructure - Create NSW			
BUILDING DESCRIPTION					
Type of Building	Commercial	Number of floors	4	Number of tenants	
		Hours of operation	0600-2400	Number of lifts	1
Basement levels	No	Basement car park	No		
Loading dock	Yes	Location	ATYP Rehearsal 1 Lift 4		
Number of Occupants In accordance with Section 2.2.1 of FER dated 2 November 2018 Job No. 248853	<p>Ground floor</p> <ul style="list-style-type: none"> • Commercial 1 – 1300 persons + up to 50 staff • Shared foyer/Bar area – 470 persons • BELL production area – 10 Persons • ATYP reception – 1 Persons • ATYP Rehearsal 1 – 20 Persons <p>Mezzanine</p> <ul style="list-style-type: none"> • ATYP office area – 20 persons • Bell office area – 45 Persons • Tech Balcony (commercial 1) – 2 persons (1/30m2) <p>Level 1</p> <ul style="list-style-type: none"> • ACO event space – 300 persons • ACO Auditorium – 220 persons • ACO Rehearsal – 20 persons • ATYP Rehearsal 2 – 40 persons • Bell Studio 1 & 2 – 300 persons • FOH Staff (bar, box office, ushers) – 10 Persons <p>Level 2</p> <ul style="list-style-type: none"> • ATYP Theatre – 200 persons (egress via level 2) • Open Plan office (ACO) – 43 persons • ACO Reading & Resources – 8 persons • Bell production office – 6 persons • ATYP production office – 6 persons • ACO Auditorium (balcony) – 80 persons 				
ALARM / DETECTION SYSTEM					
Fire Indicator Panel (FIP)	Yes	Location	Adjacent to Entrance 3 off Hickson Road		
Sub FIP		Location			
Mimic FIP		Location			
BOWS		Location	(BOWS) Adjacent to Entrance 3 off Hickson Road		
Delay between tones					
Detection System	Smoke Detectors		Yes	Thermal Detectors	
	VESDA System			Beam Detectors	
Break Glass Alarms	Red		Yes	White	
	Emergency door release			Yellow	
COMMUNICATION SYSTEMS					
Alert & Evacuate tones	Yes	Siren / Sounder		Internal Bell	
External Bell		PA Available		Loud Hailer	
2-Way Radios	Yes	Emergency Channel		Whistles	
ACCESS / SECURITY SYSTEMS					
Proximity card access		Visitor procedures	Yes	Concierge	

Pier 2-3

13 Hickson Road, Walsh Bay

Page 13 of 137

Issued: November 2018

Amended 07 May 2020

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Duress Alarms		Duress Location		
ON ACTIVATION OF THE FIRE INDICATOR PANEL				
Services notified	Yes	Pressurise fire stairs		Start exhaust fans
Release magnetic doors		Shut down air conditioning		Ground lifts
Release fire doors		Release smoke doors		
SUPPRESSION SYSTEMS				
Extinguishers	Dry Chemical	Yes	Carbon Dioxide	Yes
	Water	Yes	Foam	No
	Wet Chemical	No	Fire blankets	Yes
Installed systems	Sprinklers	Yes	Hose reels	Yes
	Hydrants	Yes	Gaseous suppression	
ECO				
Warden identification	Caps			
SPECIAL RISKS				
Gas	Yes	Shut off valve	Entance 5 Wharf 4	
Flammable liquid		Location		
Dangerous goods	Type	Cleaning		
	Location	Cleaners Store		
	SDS Location			
OTHER RISKS / ISSUES				
Fire engineered solution	Yes			
Arup Pty Ltd Job Number 248853 Infrastructure for NSW (INSW) Walsh Bay Arts Precinct – Pier 2/3, Wharf 4/5 Fire Engineering Report Rev A 26 March 2019				
General				

FIRE ENGINEERING REPORT

Arup Pty Ltd
Job Number 248853
Infrastructure for NSW (INSW)
Walsh Bay Arts Precinct – Pier 2/3, Wharf 4/5
Fire Engineering Report
Issue 2 November 2018

Executive Summary

Infrastructure for NSW (INSW)

Walsh Bay Arts Precinct – Pier 2/3, Wharf 4/5
Fire Engineering Report

Executive Summary

Arup has been engaged to develop a performance based fire safety strategy for the redevelopment and refurbishment of the Walsh Bay Arts Precinct, Sydney. The redevelopment and refurbishment are occurring in Pier 2/3 and Wharf 4/5.

Whilst the report excludes the Shore Sheds along Hickson Road, the existing fire strategies have been taken into consideration so as not to have an adverse impact on each strategy. The upper levels (Levels 1-3) of Wharf 4/5 are occupied by Sydney Theatre Company (STC), and the fire safety strategy of that tenancy is documented in a separate fire engineering report. The over-arching objective is not to adversely impact on each strategy but to develop an integrated holistic strategy for the wharves.

Where achievable, the new building works and proposed fire safety measures and strategy outlined in Section 3 within this Fire Engineering Report (FER) demonstrates there is an acceptable level of the life safety of the building occupants and aims to satisfy the Performance Requirements of the National Construction Code, Building Code of Australia (BCA 2016 Amendment 1) [1].

It is however recognised that some fire safety measures may not achieve full compliance with the Performance Requirements of the BCA, nonetheless the upgraded measures will achieve Performance Requirement to an appropriate extent, within the constraints of the building. This is particularly relevant to areas not undergoing a change in use such as the Workshops for the Sydney Theatre Company.

All project stakeholders are to read and include the required fire safety measures of Section 3, in addition to the requirements of the Deemed to Satisfy (DtS) Provisions BCA, in the elements of design, construction and management that they are responsible for.

The Crown BCA consultant Blackett Maguire and Goldsmith (BM&G) has identified non-compliances with the prescriptive provisions of the BCA in Section 4.

The Performance Solutions for the associated non-compliances with the prescriptive provisions of the BCA which are documented in Section 7 have been shown to meet the Performance Requirements of the BCA, hence the design is considered to satisfy the Performance Requirements of the BCA.

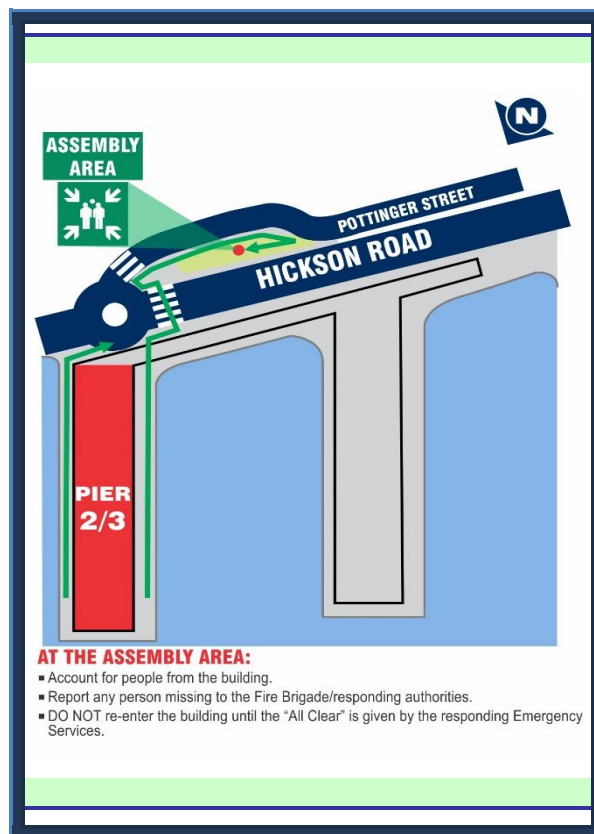
Fire safety issues not included in this report are to meet the DtS Provisions of the BCA and the fire engineered Performance Solutions rely on those associated DtS compliant fire safety measures.

This report is for inclusion in the Construction Certificate documentation for the development.

This report does not constitute a compliance certificate.

ASSEMBLY AREA

Primary Assembly Area:



Whilst an Assembly Area is stipulated above, depending on the nature and extent of the emergency it may be necessary to utilise an alternative Assembly Area. Assembly Area(s) shall, so far as is reasonably practicable, be sufficiently distant from the emergency to allow for the protection of the evacuees.

The Assembly area will:

- Be managed by the wardens collectively
- Facilitate communication with evacuees
- Stage First Aid Officers with First Aid kits in an accessible and prominent area
- Communicate with the Chief Warden via mobile phone, 2-way radio or a runner

Secondary Assembly Area

The Secondary Assembly Area will be advised by the Chief Warden if and when necessary; or Wardens may use their discretion based upon the circumstances at the time of the emergency.

Factors that may necessitate relocation include:

- Riots, civil unrest or other community activities such as festivals etc.
- Road closures due to civil works
- Wind direction or adverse weather

WALSH BAY ARTS PRECINCT GEOGRAPHICAL MAP



Pier 2-3
13 Hickson Road, Walsh Bay
Page 17 of 137

Issued: November 2018
Amended 07 May 2020

TrimEVAC

EMERGENCY PLANNING COMMITTEE

Role of the emergency planning committee (EPC):

Under Australian Standard 3745-2010 it is now a requirement that an EPC be formed at all facilities. The EPC shall be formed for each facility by the person or persons responsible for the facility or its occupants and visitors. The EPC shall be appropriate for the particular facilities. The composition of the EPC will vary from site to site. Some sites may have large EPC's and others small simple EPC's.

Those responsible for the facility shall ensure that the EPC has adequate resources to enable the development and implementation of the emergency plan.

Responsibilities of the EPC

The EPC, where necessary in collaboration with facility owners, managers, occupiers and employers, shall be responsible for the development, implementation and maintenance of the emergency plan, emergency response procedures and related training. This may be undertaken in conjunction with external organisations.

The duties of the EPC shall include:

- Identify events that could reasonably produce emergency situations
 - The identification of events that could produce emergency situations should be determined by use of an approved risk assessment methodology. This can be done independently by the EPC or in consultation with external consultants specialising in this field
- Develop an emergency plan
- Ensure resources are provided to enable the development and implementation of the emergency plan
- Nominate the validity period of the emergency plan and evacuation diagram (the validity may not exceed 5 years, and will be subject to major changes in the facilities)
- Ensure that the emergency plan is readily identifiable and available to the appropriate persons
- Establish an emergency control organisation (ECO) to operate in accordance with the emergency plan
- If required establish a specialist emergency response team (ERT)
- Authorize the release and implementation of the emergency plan with due regard to:
 - Awareness of emergency response procedures be disseminated to occupants
 - A training schedule shall be developed to ensure that the relevant training is provided to ECO members and facility occupants.
 - Testing of the emergency procedures is conducted

- Review of the procedures is conducted to determine their effectiveness and impact
- Establish arrangements to ensure continuing operation of the ECO
- Ensure an up to date register of ECO members is maintained and readily available
- Establish strategies to ensure visitors are made aware of emergency response procedures
- Ensure that the emergency response procedures remain viable and effective by reviewing and testing the emergency response procedures at least annually
- Ensure the emergency plan is reviewed at the end of the validity period, after an emergency, an exercise, or any changes that affect the emergency plan
- Ensuring a permanent record of events for each emergency is compiled and retained
- Identifying and rectifying deficiencies and opportunities for improvement in the emergency plan and emergency response procedures

Membership

The EPC shall consist of not less than two people who shall be representative of the stakeholders in a facility one of which shall be management.

In most facilities, the EPC would comprise senior management, chief warden and specialist facility personnel. Where possible occupants with disabilities should be included in EPC meetings

External contractors, consultants or others engaged by the facility to provide specialist advice should not be members of the EPC but may attend EPC meetings.

Trimevac can be utilised as a resource in the development and maintenance of the Emergency Plan. The onus of forming and running the EPC however remains the sole responsibility of the facility owners / managers.

Meeting Frequency

The EPC shall meet at least annually. The EPC may elect to meet on a more frequent basis, dependant on the nature and complexity of the site.

The EPC shall meet after any incident that has resulted in the emergency procedures for the facility being invoked. The EPC shall also be advised of the outcome of any emergency exercises and where applicable will meet to address any issues arising from such emergency exercise.

An sample EPC agenda can be found in the appendix of the this document

Minutes

All EPC meetings shall have formal minutes and these shall be kept securely on site in accordance with relevant legislative requirements.

EPC Indemnity

Facility owners, managers, occupiers and employers should obtain professional advice on the level of indemnity provided to the EPC members. The EPC members should be advised of the level of indemnity provided.

EMERGENCY CONTROL ORGANISATION

The effective management of an emergency within a facility is dependent on ensuring that there are processes and procedures in place to achieve this. Every facility must have an emergency plan and emergency response procedures. These in isolation will not ensure that an emergency will be effectively managed. To achieve this, a team of nominated persons herein after referred to as the emergency control organisation shall be appointed.

The ECO shall be appropriate to the facility and to the emergency response procedures as determined by the EPC.

Position on the ECO

Terminology and naming conventions used in the ECO should be consistent with AS3745:2010. If other naming conventions are to be used they need to be authorized by the EPC

The ECO shall consist of a chief warden as a minimum.

Where an expanded ECO is required to achieve the emergency response plan objectives the following positions have been identified in the standard

- Deputy Chief Warden
- Communications Officer and deputy
- Area Warden and deputies
- Wardens and deputies

Number of ECO Members

As every site is unique the EPC shall consider the number of members and ECO positions required to manage an emergency effectively. This number is dependent on a variety of factors and AS3745:2010 provides appendix F to assist the EPC in deciding on how to staff the ECO.

AUTHORITY

During emergencies, instructions given by the Emergency Control Organisation (ECO) personnel shall take precedence over the normal management structure. Area Wardens and their deputies shall have the authority to marshal all staff and any visitor/s to their area of responsibility. Authority given to the ECO to act during an emergency must be acknowledged by the facility owners, managers, occupiers and employers as part of emergency planning activities. The purpose of these powers is to ensure that during an emergency situation, life safety takes precedence over asset protection, environmental considerations, and production operations and business continuity in accordance with Australian Standard AS 3745- 2010 *Planning for emergencies in facilities*.

Stage Manager/Tenant/ Performance Representative

A dedicated person will be assigned to each performance space to manage it's fire safety provisions.

This person will be responsible for raising the alarm and initiate the required level of response for any emergency that occurs within or impacts upon the space.

This person shall be aware of the risks and/or the fire/smoke effects used for performances.

This person shall be in a position to report immediately to building management and if required/necessary raise the alarm and oversee the immediate safety of occupant sin that space.

This person will have the required skills and knowledge of fire safety and emergency management to perform their duties.

ECO Indemnity

Facility owners, managers, occupiers and employers should obtain professional advice on the level of indemnity provided to the ECO members. The ECO members should be advised of the level of indemnity provided.

EMERGENCY CONTROL ORGANISATION TRAINING

The EPC will organise regular training for the Emergency Control Organisation (ECO) and ensure the building occupants participate in an emergency response exercise at least once in any 12 month period.

A record in the form of warden lists containing the date of training and type of training for all occupants that have attended and completed that training in accordance with AS 3745-2010 must be retained by management as a record of completion.

All warden training will be in accordance with the requirements of AS 3745-2010 and apart from the mandatory topics set out the service provider in consultation with building management prepare a schedule for the warden training and evacuation exercises that will take into account any requirements set out in the Fire Engineered solution together with training for site specific hazards.













The training program should be delivered by a competent person as deemed by AS3745-2010 on a minimum 6 monthly basis, typically the training program would entail:

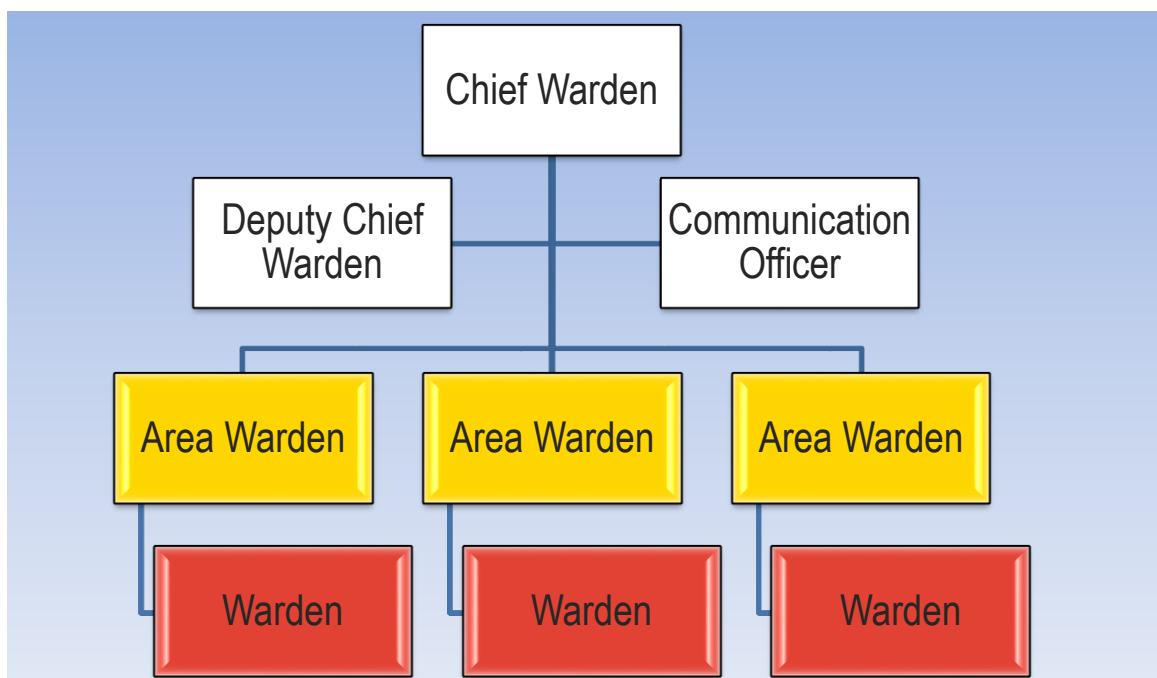
- Evacuation Procedures
- Bomb Threat Procedures
- Fire Awareness
- Use of Fire Extinguishers and Hose Reels
- Any other training as deemed appropriate to reflect emerging trends or site specific considerations
- Warden numbers shall be commensurate and adequate to the correct ratio with the number of occupants in any space.
- All wardens will have available appropriate warden identification in the form of colour coded Hi Vis vests and caps
- Additionally all wardens will be given specific training in the differentiation between flames from a fire and flames from performance effects

The Chief Warden, Deputy Chief Warden & Communications Officer will be trained to a level of skill and knowledge to be able to control, coordinate and facilitate any emergency that may occur within or impact upon the building.

Additional ECO members shall be trained to Chief Warden skills to act as deputies to these positions.

WARDEN STRUCTURE

CHIEF/DEPUTY WARDEN	White			
AREA WARDEN	Yellow			
WARDEN	Red			
FIRST AID OFFICER	Green			



CHIEF WARDEN

Selection Criteria for Chief Warden

The person appointed as chief warden should;

- Be capable of performing their duties
- Be capable of leading and taking command
- Display effective decision making skills
- Demonstrate the capability to remain calm under pressure
- Be available to undertake their appointed duties
- Be capable of effectively communicating with occupants and visitors
- Be familiar with the facility
- Be able to undergo the relevant training

Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Maintain a current register of ECO members
- Replace ECO members when a position becomes available
- Conduct regular exercises
- Ensure the emergency response procedures are kept up to date
- Attend meeting of the EPC, as appropriate
- Attend training and emergency exercises, as required by the EPC
- Ensure personal ECO identification is available

Emergency

- Respond and take control, as appropriated
- Ascertain the nature of the emergency and implement appropriate action, in the form of what action needs to be taken to ensure the safety of all occupants.
- Ascertain from the information supplied about the emergency whether there needs to be a tenancy, building or precinct evacuation or another form of action to ensure safety of occupants.

- Ensure that the appropriate Emergency Service has been notified
- Ensure Property & Facility Managers are contacted
- Ensure neighbouring sites are informed of the emergency.
- Ensure that area wardens are advised of the situation, as appropriate
- If necessary, after evaluation of the situation and using all of the information, as resources available, initiate an action plan in accordance with the emergency response procedures and control entry to the affected area
- Monitor the progress of the evacuation and record any action taken in an incident log
- Brief the Emergency Services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the senior officer's instructions
 - Information to be passed over to Emergency Services upon arrival:
 - Location of alarm activation/emergency
 - Type of emergency
 - Any reported casualties/injured persons and their location
 - Information as to any hazards onsite
 - Information (SDS) of any dangerous goods onsite and their location
 - List of any PEEP's on site and their location
- Any other actions as considered to be necessary or as directed by Emergency Services

Post-emergency

- At the conclusion of any emergency incident reoccupation of the building can only take place on the instruction/ advice of the emergency services controller.
- The Chief warden will liaise with the emergency services controller to receive return to building approval.
- When the emergency incident is rendered safe or the emergency service returns control, notify the ECO members to advise occupants that they can return to the building, as appropriate.
- Before occupants return to the building the Chief Warden must liaise with building management as any area of the building that may be unsafe to occupy.
- Organize a debrief with ECO members and, where appropriate, with any attending Emergency Service
- Compile a report for the EPC and management

EMERGENCY PROCEDURES

On hearing the ALERT TONE or being notified of an emergency.

- Proceed immediately to the Emergency Warning Intercommunication System (EWIS) panel and Fire Indicator Panel (FIP) located adjacent to Entrance 3 off Hickson Road and assume control of the emergency until relieved by a Senior Fire Brigade Officer.
- Determine which zone is in alarm by a LCD readout on the Fire Indicator Panel
- Switch the EWIS panel from automatic to manual control to prevent the "Evacuation" tone (Whoop, Whoop) being activated by programmed timer (between Alert and Evac)

❶ Do not leave the EWIS panel unattended.

❶ Switch panel back to AUTOMATIC if you need to leave the panel.

- Communicate with the area in alarm and the Area warden by use of the Warden Intercom Phone (WIP), 2-way radio or public address system if necessary
- Establish scope of emergency
- Dispatch a Warden to the area in alarm to ascertain the status of the alarm
- Ensure that the Emergency Services have been called
- On advice, the Chief Warden will follow "**NO EMERGENCY EVIDENT**" OR **EVACUATION NECESSARY** procedure

Note: Upon the arrival of the Fire Brigade, all aspects of firefighting and fire safety automatically comes under their control. Any request made by an Officer of the Fire Brigade must be complied with.

No Emergency Evident – False Alarm

The assessment of a 'False Alarm' must be based on investigations of the area in alarm and confirmation that no flame, smoke or smell of smoke or burning material is present.

If satisfied that alarm activation was inaccurate:

- Cancel the Alert Tone
- Make the appropriate PA announcement
- Remain at the FIP / EWIS for the arrival of the Emergency Services and render assistance if required

Stay at the EWIS panel until the Emergency Services arrive and declare the situation All Clear. Once All Clear and the FIP has been reset turn the EWIS panel back to automatic.

Confirmed Emergency

Shelter in place option – Not leaving the building

Depending on the nature of the problem, it might be appropriate to evacuate staff away from the affected area , but to hold staff within the safety of the Building.

- Ensure the Emergency Services have been contacted 000
- Ensure Property & Facility Managers are contacted
- Ensure neighbouring sites are informed of the emergency.
- Don white helmet
- Make appropriate PA announcement
- Contact the Area wardens via WIP phone and advise of the situation and advise them of the direction of evacuation and the floor/level/area within the building in which to shelter
- Ensure lifts are grounded if the emergency dictates lift use inappropriate
- Task staff to prevent people from entering the building
- Regulate the evacuation so as not to impede the egress from the area involved in the fire/emergency
- Answer WIP calls from Area wardens appropriately
- Ascertain if there are occupant/visitor with a disability requiring assistance
- On arrival of the Fire Brigade, advise of the situation, and if any occupant/visitor with a disability requires assistance
- Maintain communications with the other Area wardens unaffected by the emergency and evacuation. If necessary, advise them to prepare for others entering their area from the affected area .
- Liaise with Emergency Services upon their arrival and assist as requested
 - Information to be passed over to Emergency Services upon arrival:
 - Location of alarm activation/emergency
 - Type of emergency
 - Any reported casualties/injured persons and their location
 - Information as to any hazards onsite
 - Information (SDS) of any dangerous goods onsite and their location
 - List of any PEEP's on site and their location
- Assess damage; collate reports for EPC; inform TRIMEVAC of incident
- Arrange for incident debrief

Full Building Evacuation – To external assembly area

- Confirm with affected area that evacuation is required or;

- Advise the Area wardens via the EWIS PA muster staff at their staging area and call back when complete
- Ensure lifts are grounded if the emergency dictates lift use inappropriate
- Task staff to prevent people from re-entering the building
- If available, advise Deputy Chief Warden or nominate an appropriate Manager/Supervisor to go directly to the Assembly Area located at the Grassed area between Pottinger Street and Hickson Road and to also stop traffic entering the site
- Respond to each area/floor's 2nd WIP call and ascertain number and location of occupant/visitors with a disability (OWD) and refusals to leave (RTL)
- Once OWD and RTL numbers have been received, advise Area wardens of their preferred exit stairwell/direction and instruct to evacuate
- Place each area/floor into EVACUATE after confirming OWD and RTL numbers/location
Repeat for each level

- On arrival of Fire Brigade, advise of situation, and any persons still on the area/floors such as occupant/visitor with a disability, refusals to leave, medical emergencies etc.
 - Information to be passed over to Emergency Services upon arrival:
 - Location of alarm activation/emergency
 - Type of emergency
 - Any reported casualties/injured persons and their location
 - Information as to any hazards onsite
 - Information (SDS) of any dangerous goods onsite and their location
 - List of any PEEP's on site and their location
- Once the Emergency Services have investigated and dealt with the alarm condition they will reset the FIP. At this point cancel all alarms and reset the EWIS panel
- Return EWIS key to Auto position and or isolate if building damage is extensive pending Emergency Service advice

CHIEF WARDEN ACTION SHEET

Alert Phase (Beep, Beep, Beep)

- Determine cause of alarm from FIRE INDICATOR PANEL
- Proceed to the EWIS panel and Switch from AUTO TO MANUAL
- Notify the appropriate external emergency response agencies "000"
- Establish scope and type of Emergency & Announce appropriate code via PA
- Contact Area wardens and determine status & resources available at each Warden Assembly Point
- If the emergency justifies, instruct Wardens to commence evacuation of the building.

Evacuate Phase (Whoop, Whoop, Whoop)

- Evacuate the EMERGENCY INCIDENT AREA and the areas immediately adjoining the incident
- Progressively evacuate the remainder of the building prioritising areas immediately adjacent and above the incident area.
- Receive clearance reports from the Area wardens noting:
 - Area/floors cleared / not accessed
 - Occupant/visitor with a disability requiring assistance
- Report to attending Emergency Services
- Follow instructions of the external response agencies once they arrive
- Manage media enquiries as per internal protocol
- Oversee return to building on the ALL CLEAR being given by the Emergency Services

Assembly Area: Grassed area between Pottinger Street and Hickson Road

DEPUTY CHIEF WARDEN

The Deputy Chief Warden is appointed by the EPC and is responsible for assisting the Chief Warden with matters relating to emergency preparedness and has complete evacuation control in the absence of the Chief Warden, during an emergency condition.

The Deputy Chief Warden is responsible for filling the role of Chief Warden if the Chief Warden is absent.

The Deputy Chief Warden will be trained to an equivalent skill level as the Chief Warden.

The Deputy Chief Warden upon assuming the Chief Warden role in their absence will appoint a person from the ECO to act in the capacity of Deputy Chief Warden in an emergency .

Whenever possible, arrangements should be made between the Deputy Chief Warden and the Chief Warden to ensure that they are not absent from the building at the same time.

Selection Criteria for Deputy Chief Warden

The person appointed as deputy chief warden should;

- Be capable of performing their duties
- Be capable of leading and taking command
- Display effective decision-making skills
- Demonstrate the capability to remain calm under pressure
- Be available to undertake their appointed duties
- Be capable of effectively communicating with occupants and visitors
- Be familiar with the facility
- Be able to undergo the relevant training

The responsibilities of the Deputy Chief Warden role include:

- Proceed immediately to the Emergency Warning Intercommunication System (EWIS) panel and Fire Indicator Panel (FIP) located adjacent to Entrance 3 off Hickson Road and if the Chief Warden is not present, assume control of the emergency until relieved by the Chief Warden or a Senior Fire Brigade Officer.
- Don a white helmet in the event of an emergency
- Raising the Alarm if an emergency is encountered
- Responsibility for conveying the instructions of the Chief Warden as well as recording all events and transmissions from ECO
- Participating regularly when system tests (EWIS) are being performed by maintenance service provider

- Responding to the designated meeting point and meet Chief Warden on any alarm activation
- Confirming the appropriate Emergency Services have been notified
- Ensure Property & Facility Managers are contacted
- Ensure neighbouring sites are informed of the emergency.
- Assisting the Chief Warden at the EWIS panel
- Coordinating the Assembly Area, if necessary
- Assisting with emergency preparedness in the building.
- Evacuation control during an emergency, in the absence of the Chief Warden

COMMUNICATIONS OFFICER

Selection Criteria for Communications Officer

The person appointed as communications officer should;

- Be capable of performing their duties
- Display effective decision making skills
- Demonstrate the capability to remain calm under pressure
- Be available on-site to undertake their appointed duties
- Be capable of effectively communicating with occupants and visitors
- Be familiar with the facility
- Be able to undergo the relevant training

Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

The Communications Officer will be trained to an equivalent skill level as the Chief Warden.

Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Ensure personal proficiency in operation of facility communication equipment
- Maintain records and logbooks and make them available for emergency response
- Ensure that ECO members are proficient in use of the facility communication equipment by confirmation that the ECO have had appropriate training on the installed equipment.
- Ensure that emergency communication contact details are up to date
- Attend training and emergency exercises, as required by the EPC

Emergency

- Ascertain the nature and location of the emergency
- Confirm that the appropriate Emergency Service has been notified
- Ensure Property & Facility Managers are contacted
- Ensure neighbouring sites are informed of the emergency.
- Notify appropriate ECO members
- Transmit instructions and information

- Record a log of the events that occurred during the emergency
- Act as directed by the chief warden

Post-emergency

Collate records of events during the emergency for the debrief and ensure they are secured for future reference

AREA WARDEN

Selection Criteria for Area warden

The area warden responsibilities should be attached to a specific position, to ensure where possible, that the person appointed to the position, in either a permanent or temporary capacity, carries out the necessary functions.

The person appointed as area warden should;

- Be capable of performing their duties
- Have leadership qualities and the ability to command authority
- Display effective decision making skills
- Demonstrate the capability to remain calm under pressure
- Be available on-site to undertake their appointed duties
- Be capable of effectively communicating with occupants and visitors
- Be capable of deputizing for other positions
- Be able to undergo the relevant training

Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Confirm sufficient wardens for the area of responsibility
- Coordinate the completion of PEEP documentation
- Report on deficiencies of emergency equipment
- Ensure that wardens have communicated the emergency response procedures to all occupants within their nominated areas
- Ensure that occupants are aware of the identity of their wardens
- Coordinate safety practices (e.g. clear egress paths, access to first-attack equipment and disposal of rubbish) by wardens throughout their area of responsibility
- Attend training and emergency exercises, as required by the EPC
- Ensure personal ECO identification is available

Emergency

On hearing an alarm or becoming aware of an emergency, the area wardens shall take the following actions;

- Implement the emergency response procedures for their area/floor
- Ensure that the appropriate Emergency Service has been notified
- Ensure Property & Facility Managers are contacted
- Ensure neighbouring sites are informed of the emergency.
- Direct wardens to check the area/floor for any abnormal situations
- Commence evacuation if the circumstances on their area/floor warrant this
- Communicate with the chief warden by whatever means is available and act on instructions
- Advise the chief warden as soon as possible of the circumstances and actions taken
- Co-opt person as required to assist a warden during an emergency
- Confirm that the activities of wardens have been completed and report this to the chief warden or a senior officer of the attending Emergency Service if the chief warden is not available

Post-emergency

- Compile a report of actions taken during the emergency for the debrief

EMERGENCY PROCEDURES

On discovering or being informed of an emergency

- Investigate the report. Instruct the Wardens to check their area/floor for any other abnormal situation and, if necessary, move staff away from the immediate area to a safe location, adjacent to the nearest safe emergency stairwell
- Activate a Manual Call Point if there is an emergency requiring evacuation
- If necessary, initiate evacuation; otherwise
- Don the Yellow helmet
- Notify the Chief Warden
- Initiate any specific procedure dependent upon the type of emergency

On hearing the ALERT TONE

Immediately the ALERT TONE (Beep, Beep, Beep) is sounded:

- Proceed to the Warden Intercom Phone (WIP)
- Don the Yellow helmet

- Wait for the Chief Warden to call you on the WIP
- Listen for PA announcements that may be made by the Chief Warden
- If advised by the Chief Warden, instruct Wardens to begin assembling people at the predetermined staging area
- Ensure Wardens are carrying out their specific duties
- Appoint replacement Warden(s) if necessary
- Advise Chief Warden of the status of the emergency if the alarm is originating from your area/floor

① LIFTS WILL NOT BE USED IN AN EMERGENCY

(Unless specifically directed by an Authority such as the Fire Brigade)

- When staff are Assembled awaiting further instructions. Lift the WIP handset and contact the Chief Warden a second time.
- Advise the Chief Warden via the Warden Intercom Phone (WIP) if there are any occupant/visitors with a disability requiring assistance or 'refusals to leave'

If instructed to Evacuate or the EVACUATION TONE (Whoop, Whoop, Whoop) is sounded:

- Control the evacuation of personnel using designated exits; regulate egress so as not to impede evacuation from the area involved in the emergency
- Provide for safety of any occupant/visitor with a disability in accordance with their personal emergency evacuation plan (PEEP)
- If you haven't done so already and if safe to do so, advise the Chief Warden via the Warden Intercom Phone (WIP) if there are any occupant/visitor with a disability requiring assistance or 'refusals to leave'
- Maintain control of evacuating personnel & encourage calmness. Count head numbers as people exit, admitting people through exits sensibly according to capacity of the exit
- Restrain running and pushing; encourage deliberate progress, with safety first
- Receive reports from Wardens when duties are completed and when persons under your control have evacuated
- The Area warden must ensure that all persons are cleared from the area/floor and will be the last person to leave their area/floor, i.e. there will be absolutely no one left on the subject area/floor when they leave
- Report to Chief Warden any persons not accounted for
- Ensure occupant/visitors with a disability are left under your control
- If you do not remain with an occupant/visitor with a disability, proceed to the nominated Assembly Area and account for people

- Check in/register your arrival at the Assembly Area with the Assembly Area coordinator
- Do not re-enter the building until the "All Clear" is given by the Chief Warden or the Senior Officer of the responding Emergency Service

AREA WARDEN FLOW SHEET

Alert Phase (Beep, Beep, Beep)

- Proceed immediately to the WARDEN ASSEMBLY POINT & WAIT AT THE WIP PHONE, for the Chief Warden to contact you.
- Instruct Wardens to undertake a search of immediate areas to determine if the emergency is near you
- Follow instructions from the Chief Warden.
- Report to the Chief Warden the findings of the investigations
- If immediate danger warrants or instructed by the Chief Warden commence evacuation of the immediate area and if necessary your area/floor

Evacuate Phase (Whoop, Whoop, Whoop)

- Evacuate the EMERGENCY INCIDENT AREA and the areas immediately adjoining the incident
- Progressively evacuate the remainder of the building prioritising the areas immediately adjacent to or above the emergency affected areas
- Instruct Wardens to clear storerooms, toilets and any other areas likely to be occupied.
- Check all rooms and structure to ensure that they are evacuated. Close doors of rooms and structures evacuated
- Report to the Chief Warden the status of the evacuation noting:
 - Area/floors cleared / not accessed
 - Occupant/visitor with a disability requiring assistance
- Once clear of the building ensure people DO NOT RE-ENTER THE BUILDING until the Chief Warden has given the ALL CLEAR

Assembly Area: Grassed area between Pottinger Street and Hickson Road

WARDEN

Selection Criteria for Wardens

The person appointed as a warden should;

- Be capable of performing their duties
- Have leadership qualities and the ability to command authority
- Display effective decision making skills
- Be capable of effectively communicating with occupants and visitors
- Be capable of deputizing for other positions
- Be able to undergo the relevant training

Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Ensure that all occupants are aware of the emergency response procedures
- Carry out safety practices (e.g. clear egress paths, access to first-attack equipment and disposal of rubbish) by wardens throughout their area of responsibility
- Ensure personal ECO identification is available
- Attend training and emergency exercises, as required by the EPC

Emergency

Persons selected as wardens shall carry out activities as set out in the emergency response procedures and as directed by the area warden. On hearing an alarm or becoming aware of an emergency, the wardens shall take the following actions;

- Act as area wardens in their absence
- Operate the communication system in place
- Check that any fire doors and smoke doors are properly closed
- Close or open other doors in accordance with emergency response procedures or as instructed by the Area warden
- Search the area/floor to ensure all people have evacuated. This function is of greater importance than a later physical count of those evacuated

- Assist occupants with disabilities in accordance with PEEP documentation
- Report the status of required activities to the area warden on their completion.

EMERGENCY PROCEDURES

On discovering or being informed of an emergency

- Liaise with the Area warden
- Don red helmet
- Proceed to your area of responsibility and take control
- Investigate the report
- Move staff away from any affected area to a safe location (preferably the nearest emergency exit)
- Initiate any specific procedure dependent upon the type of emergency

On hearing the ALERT TONE (Beep, Beep, Beep) sounded on your area/floor.

- Don red helmet
- Search your area for a possible cause and report to Area warden at WIP (Warden Intercom Phone)
- If instructed to do so by the Area warden, obtain assistance and ensure occupant/visitor with a disability are moved to the WIP or are enacting their personal emergency evacuation plan (PEEP)
- If instructed to assemble staff ready for evacuation, conduct search of prescribed area of responsibility and ensure toilets, kitchens, lunchrooms, etc. are cleared. Close doors as areas are cleared
- Maintain calm and order at the staging area and report OWD and RTL to Area warden upon completion of search

Decision to Evacuate

If instructed to Evacuate or the EVACUATION TONE (Whoop, Whoop, Whoop) is sounded:

- Direct personnel in your area to evacuate and proceed to the Assembly Area located at the Grassed area between Pottinger Street and Hickson Road
- Obtain assistance for any occupant/visitor with a disability in accordance with their personal emergency evacuation plan (PEEP)
- Maintain control of evacuating personnel & encourage calmness. Count head numbers as people exit
- Admit persons through exits sensibly according to capacity of the exit
- Restrain running and pushing; encourage deliberate progress, with safety first
- Ensure occupant/visitor with a disability are left under control of the Area warden

- Evacuate on advice from the Area warden
- Proceed to your Assembly Area and account for people
- Advise your Area warden of any person not accounted for
- Check in/register your arrival at the Assembly Area with the Assembly Area coordinator
- Do not re-enter the building until the "All Clear" is given by the Chief Warden or the Senior Officer of the responding Emergency Service

WARDEN ACTION SHEET

Alert Phase (Beep, Beep, Beep)

- Advise staff on your area/floor to remain calm and that you are going to report to Area warden
- There is no need to evacuate unless the hazard is immediately evident
- Report to the Area warden at the WIP Phone for your area/floor
- If the Area warden is absent assume the role of Area warden
- Be prepared to evacuate on instruction

Evacuate Phase (Whoop, Whoop, Whoop)

- Evacuate the EMERGENCY INCIDENT AREA and the areas immediately adjoining the incident
- Progressively evacuate the remainder of the area/floor prioritising the areas immediately adjacent to the emergency affected areas
- Clear storerooms, toilets and any other areas likely to be occupied.
- Check all rooms and structure to ensure that they are evacuated. Close doors of rooms and structures evacuated
- Report to the Area warden the status of the evacuation noting:
 - Areas cleared / not accessed
 - Occupant/visitor with a disability requiring assistance
- Once clear of the building ensure people DO NOT RE-ENTER THE BUILDING until the Chief Warden has given the ALL CLEAR
- Ensure persons at the assembly area remain at the assembly area

Assembly Area: Grassed area between Pottinger Street and Hickson Road

FIRST AID OFFICERS

If possible, there should be qualified persons (with appropriate First Aid qualifications) available in the event of an emergency. The First Aid Officer should be a person who is usually on the premises during working hours and if possible, multiple First Aid Officers is beneficial.

Whenever possible, arrangements should be made between First Aid Officers to ensure that they are not absent from the building at the same time.

SafeWork First Aid in the Workplace Code of Practice states that workplace First Aiders should renew their first aid qualifications every three years. The Code of Practice also states that first aiders should complete refresher training in CPR annually.

Responsibilities prior to an emergency include:

- Ensuring a First Aid kit is fully maintained and accessible at all times
- Maintaining their First Aid qualifications
- Ensuring personal ECO identification is available
- Attending training and emergency exercises, as required by the EPC

Responsibilities during an emergency include:

- Donning a green helmet/cap/tabard or vest, displaying a white cross, in the event of an emergency
- Raising the Alarm if an emergency situation is encountered
- Rendering assistance/treatment to any persons prior to, or during, evacuation, if safe to do so
- Transporting a first aid kit to the Assembly Area during an evacuation
- Setting up a First Aid Post at the Assembly Area
- Rendering First Aid treatment to any casualties
- Ensuring that the Wardens or Chief Warden are aware of any injuries requiring treatment
- Alerting the Ambulance Service if persons require medical aid or transport to hospital
- Prioritising of patient assistance/care (Triage)
- Maintain patient confidentiality regarding treatment or medical condition(s)

EMERGENCY RESPONSE TEAM (IF APPOINTED)

Primary Roles and Duties

Certain facilities due to the nature of the facility or operation conducted at the facility may at the discretion of the EPC require an emergency response team to be in place. The emergency response team will typically comprise members of staff that are specifically selected and train to deal with specific emergencies in the facility according to emergency response procedures

Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Attend training and emergency exercises, as required by the EPC
- Practise the use of specialized equipment
- Maintain specialized equipment (e.g. spill kits and breathing apparatus) as per manufacturers specifications
- Ensure that personal protective equipment is maintained and available
- Ensure personal ERT identification is available
- Conduct pre-emergency planning
- Attend training and emergency exercises, as required by the EPC

Emergency

Members of the emergency response team shall carry out activities as set out in the emergency response procedures and the following;

- Respond to the emergency as directed by the Chief Warden
- Communicate the status of the situation to the Chief Warden
- Hand over and brief Emergency Services on arrival

Post-emergency

- Compile a report of actions taken during the emergency for the debrief
- Clean and service used specialized equipment
- Replace specialized equipment as necessary

GENERAL STAFF

All occupants working at a facility shall receive training to enable them to act in accordance with the emergency response procedures.

The training set out below should be provided for all new occupants including casual occupants/employees, at the commencement of their duties in a workplace or their occupancy of a structure.

The training should include, but not necessarily be limited to, the following:

- Staff responsibilities within the facility emergency response procedures.
- The types of emergencies contained in the emergency plan.
- How to report emergencies including activation of alarm systems, (MCP's).
- Recognising and reporting unsafe conditions and correcting unsafe conditions when appropriate.
- The authorities, roles, responsibilities and identification of ECO members.
- Reacting safely to emergencies and alarms.
- Evacuation procedures.
- The location of internal and external staging and assembly areas, as contained in the emergency plan.
- The location of egress routes.
- Post-emergency protocols.
- Procedures for specific emergencies.
- The procedures for safe evacuation of disabled or mobility Impaired visitors and/or staff.
- Location of refuges
- The appropriate warden and staff identification.

All staff will have specific training in procedures during periods of periods of alarm isolation. Training to include communication methods, use of CCTV, location and activation of MCP's

BOMB THREAT

These guidelines are a composite of procedures and recommendations derived from the experiences of national and international police, security and law enforcement agencies. There is no conclusive solution for bomb threats: all differ in circumstance, location, motive, time of day etc. With logic, realistic and probing threat assessment, and a properly installed and rehearsed procedure, the perceived level of risk can be adjudged and actions taken in response.

THE ASSESSMENT

All available information must be collated and threats should be categorised as either specific or non-specific threats. This assists in deciding what further actions have to be taken.

Specific

It is the least common but may be the most credible.

The caller provides detail that may describe the device, its placement, the reason, its time of activation, etc.

Non-Specific

Little detail before the call is terminated.

Neither threat should be discounted and decisions now have to be made by an assessing team. When a bomb threat is received the Chief Warden should be notified as soon as possible. The Chief Warden should consult with the building's engineering, tenant services manager, security and other relevant building staff.

The following four options are available:

1. Take no further action but inform Police
2. Search without evacuation (if an item is identified as suspect during the search then evacuation should be considered)
3. Evacuate and Search
4. Evacuate (without search)

The significance of the response increases from 1 (take no action) through to 4 being Evacuate (without search). The appropriate response will depend on the level of the perceived risk.

In determining the perceived risk, the following issues should be considered:

- The nature or type of caller – Was there any site specific knowledge demonstrated by the caller? Was it seemingly premeditated by the caller? (i.e. Scripted threat, or recorded voice) This may increase the level of perceived risk. Was it a child's voice or were there people giggling in the background? If there are factors that suggest the call is less genuine, this will lessen the perceived risk
- The frequency of the threats being received. If threats are received on a more frequent basis, the level of perceived risk will be reduced

- Timing of the threat. If the threat is received during school holidays or April Fool's day the perceived risk will be less. However, if the threat is received during periods of increased building occupancy or a site-specific function, the perceived risk may be elevated
- Is it possible that the call is a Copy-Cat call? If there have been media reports recently this may lead to an increase in frequency of false threats and hence would reduce the perceived risk
- Will immediate evacuation of the building expose people to greater danger? If you believe the location of the bomb/threat is in building vicinity, occupants may be safer remaining in the building
- What is the size of the building and how many people are involved? Where there are fewer people it may be more appropriate to consider evacuation even where the perceived risk is low. However, where there are many people involved and there is a lower perceived risk (i.e. telephone call without a suspicious package) a full building evacuation may not be warranted as the costs associated with evacuating a large number of people would be considered excessive considering the risk

Local

Have there been any problems associated with staff-members? (i.e. Redundancies, staff grievance, or incidents involving members of the general public). The threat may be related to an incident/situation or staff-member; the perceived risk may be increased or decreased depending upon the knowledge about the individual(s) concerned. Has there been any criminal or malicious activity in the surrounding area/suburb? (eg. Vandalism or gang related violence)

National

Have there been recent announcements by the company, or government, (i.e. Industrial Relations changes or company policy changes etc.) that may instigate animosity towards the company? The perceived risk may be increased if public debate or opinion is of a magnitude to spurn people to take physical action.

International

Are there any international events that may be of influence to the perceived threat? The perceived risk may be increased due to public polarising in opposition to such things as business operations/ industrial accidents/ business mergers or ethical practices etc. that may result in threats being made. (i.e. International opinion and demonstrations against companies for ethical production standards or public outcry about oil companies in relation to oil spills).

Related Incidents

Validity of threat in relation to a sister/related site? (i.e. did Head Office receive a threat and it was unfounded, or other related buildings have/have not validated a threat recently?) The level of risk may increase if other company sites have received and validated threats. Conversely the perceived risk may decrease if related facilities have received unfounded threats.

Other Considerations

- The level of perceived risk may increase with the discovery of an object that typifies the description of a suspicious object
- Tenant notification? Consideration needs to be given to notification of tenants and in what form? The decision to notify tenants will depend on the level of perceived risk, whether there is a specific threat for any particular tenants and the proposed response to the threat. The Chief Warden or Team managing the incident will determine what information is disclosed and when
- **NOTIFY THE POLICE**

It is the responsibility of the Chief Warden to consider the risk and determine which of the four options will be the most appropriate. There is no right answer.

BOMB THREAT PROCEDURES

IN THE EVENT OF A TELEPHONE THREAT

- Stay calm
- Attract someone's attention to notify the Chief Warden immediately
- Do not create panic by telling personnel other than your Area Warden
- The Chief Warden will advise the Police
- The Chief Warden will liaise with the tenant involved, to assess the seriousness of the threat
- Keep the caller on the telephone as long as possible and record the caller's comments word by word. Utilise the Bomb Threat Check List (Refer Appendix)
- Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex and location of the caller
- Assessment of appropriate response will be made by the Chief Warden in conjunction with the all relevant role players

Switchboard Operator Instructions:

- Stay calm
- Keep the caller on the line as long as possible and record the person's comments word by word.
- Question the caller utilising the Bomb Threat Checklist (Refer Appendix)
- Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex and location of the caller.
- Fill out bomb threat checklist immediately in private, away from distractions.

In the Event of a Letter/Note/Email or SMS

- Handle the letter/note as little as possible, if at all
- Police will be interested in talking first hand with the person receiving the threat. This person should remain available until Police arrive
- Email messages should be retained for Police investigation. Do not attempt to reply to the message
- SMS messages should be retained for Police investigation. Do not attempt to reply to the message

THE SEARCH

If the perceived level of threat is assessed as credible, the Chief Warden may direct that a search of the premises be warranted. The building should be divided into areas and each area assigned to personnel who are familiar with the area. Upon being assigned a room or area, personnel should make a survey of the area, noting what objects normally occupy the area. Those who are familiar with an area are the most likely to see something out of place.

Search Methodology

- Outside areas including evacuation assembly areas
- Building entrances and exits, particularly, path people will use to evacuate
- Public areas within buildings
- Other areas of the building, working in a progressive manner, either from the reported location or from the lower levels of the facility upwards
- Areas should be checked methodically ideally by persons working in pairs. When an area is checked and found to be free of suspect items it should be identified as checked. This may be a visible identification or a verbal report back to the Area Warden or Chief Warden
- No person is expected to search against their will
- Search of an area should begin and end at a common point
- Floor to waist is searched first
- Waist to ceiling is searched second

In assessing whether an object may be suspicious the HOT-ALERT acronym is a simple method of assessment.

H	Is it H idden
O	Is it O bviously suspicious
T	Is it T ypical for that area
A L E	Is the government A lert L evel E levated
R T	Is the property or organisation in R eceipt of a T hreat
S	Is the property found in a S ensitive location

- ① It is imperative that personnel involved in the search be instructed that their mission is only to search for and report suspicious objects, not to move, jar or touch the object or anything attached thereto.
- ① The removal/disarming of an object must be left up to the professionals in the explosive ordinance disposal

Wardens should be responsible for directing the search of their areas, receiving information from search personnel and relaying information to the Chief Warden. Security, maintenance, and cleaning personnel search such areas as hallways, toilets, stairwells, elevator shafts, storage areas and areas outside the building including the Assembly Area.

As the search of each area is completed and no suspicious objects are found, a report is given to the appropriate Warden. The Area Warden will advise the result of the search to the Chief Warden. If a particular location is named, it may be decided to evacuate the area and the adjoining areas. Medical personnel should be placed on alert during the search. This provides immediate medical attention in the event of accidental or premature detonation.

COMMUNICATIONS DURING A SEARCH

A rapid two-way communication system is of utmost importance. Normally communications between search teams and the Chief Warden can be accomplished through the existing telephone system.

- ① **Caution: The use of radios or mobile phones could prove dangerous. The transmission could cause premature detonation of an electric initiator (blasting cap).**

The Chief Warden will make the decision on the use of radio communication whilst the search is in progress, based upon the level of credibility or the nature of the threat.

DISCOVERY OF A SUSPECT PACKAGE

In the event of a suspicious package being discovered

❶ DO NOT use two-way radios/mobile phones in the vicinity of a suspicious package

The Area Warden for that area will:

- Advise the Chief Warden (code Purple)
- Proceed to evacuate the area
- Ensure that personal effects (i.e. Bags, briefcases etc) are taken with the evacuees

The Chief Warden will:

- Advise Police and Fire Brigade
- Advise the Area wardens concerned to evacuate the building and inform all tenants of this action
- Alert the Ambulance service

❶ DO NOT TOUCH, TILT OR TAMPER WITH THE SUSPECT PACKAGE

LOADING BAYS

If a suspect package is found or a threat indicates a device has been left in these areas, the Chief Warden should:

- Ensure the Police are notified
- Direct the Deputy Chief Warden to allow access only to the Emergency Services to the site
- If necessary, commence evacuation of the building
- Prohibit pedestrian & vehicular access to the site

IF A SUSPICIOUS OBJECT IS LOCATED

- The location and description of the object as detailed and accurate as possible should be reported to the appropriate Warden. This information is relayed immediately to the Chief Warden, who will call Police. When Police arrive, they should be met and escorted to the scene (to a safe distance)
- The danger area should be identified and cordoned off. Establish an exclusion zone of at least 100m including areas above and below the object

- Check to see that all doors and windows are open to minimise primary damage from blast and secondary damage from fragmentation
- Evacuate the building
- Persons should not assemble in any location that is in line of sight of the possible danger area
- The Chief Warden will advise on the location of the Assembly Area in accordance with the type and area of threat, in conjunction with other influencing factors such as weather/wind direction etc.
- The removal and disarming of a bomb or suspicious object, must be left to the police bomb unit

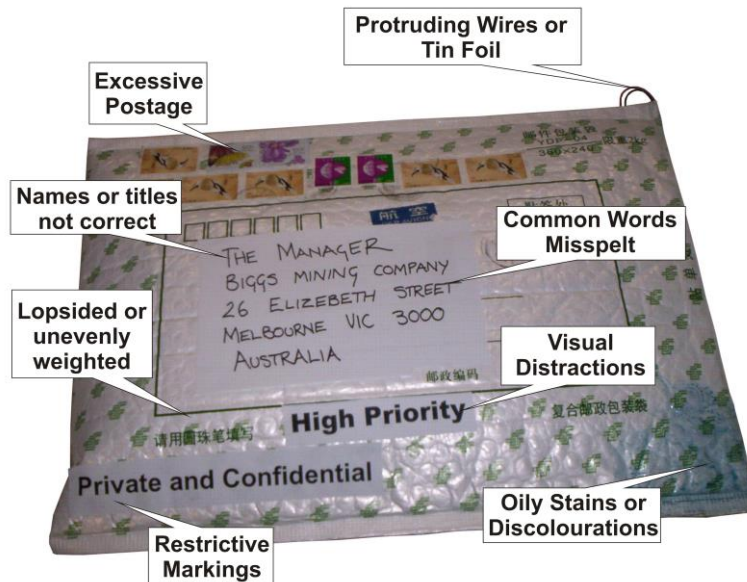
EVACUATED TENANCIES

The ECO including the Chief Warden team is not expected to have intimate knowledge of every tenancy within the building. Emergency Services may require site specific information from any or some of the tenancies that have been evacuated. To identify, locate and contact the most appropriate supervisor, manager or Warden from any tenancy at the Assembly Area may waste valuable time. To assist Emergency Services in gaining rapid site specific information it is recommended that upon the evacuation of any tenancy within the building in relation to a bomb threat or suspicious object, that the Tenancy Evacuation Contact Notice (see Appendices) be completed and affixed to the front entrance of that particular tenancy.

It is advisable that the Tenancy Evacuation Contact Notice is not completed prior to an evacuation with standard company contact numbers, but completed at the time of an evacuation so as to provide up to the minute contact details of any manager, supervisor or Warden that was at work, on the premises, at the time of the evacuation.

MAIL ROOM

Regular mail received undergoes a number of processes before it is delivered, while this **PROCESS IS NOT INFALLIBLE**, any item that is outside the normal mail received should be treated with care and in consultation with the Chief Warden or Emergency Services.



Other historical indicators of suspicious mail include:

- Excessive securing material
- Excessive weight
- Odours that are not common with the regular mail
- Lacks address of sender
- Audible sounds

Mail Room Staff Responsibilities:

- Any suspect items should be reported immediately to the Chief Warden
- Always be alert for suspicious packages
- If a threat is received through the mail, avoid handling it so that Police can examine the note/package for clues
- Ensure items that arrive via means other than the current procedures are addressed with security: i.e. Items that have been left unattended outside the main dock that have not been signed for, will need to be brought to the immediate attention of the Chief Warden and/or the Emergency Services for further investigation

① The use of two-way radios, mobile and radiophones can pose a risk in a mailroom environment

SUSPECT MAIL CONTAINING HAZARDOUS POWDER

GENERAL

Identification of suspicious packages and letters containing unknown powder substances generally exhibit the same characteristics as a suspicious package identified in the bomb threat procedures.

PROCEDURE

Unopened Package

If you receive a suspicious package and have not opened it.

- Place the item in a plastic bag and seal it
- Place all items in a second plastic bag and seal that also
- Stay in your office or immediate work area. This applies to workers in the same room.
Prevent others from entering the area and becoming contaminated
- Keep your hands away from your face
- If available, wash your hands without leaving your work area
- Turn off any air circulating fans
- Contact the Chief Warden and advise
 - Your exact location
 - Number of people in quarantine with you
 - Description of the package
 - Any action taken, e.g. Bagging it

Opened Package

If you receive a suspicious package and HAVE opened it.

- Do not disturb the item any further, do not pass it around
- If any substance has spilt from the package do not try to clean it up, or brush it from your clothing
- If possible, place an object over the package without disturbing it e.g. a waste bin
- Stay in your office or immediate work area. This applies to workers in the same room.
Prevent others from entering the area and becoming contaminated
- If there is a strong, overpowering odour, move to an adjoining room, closing all doors and windows and stay in that area until help arrives
- Contact the Chief Warden and advise
 - Your exact location

- Number of people in quarantine with you
- Description of the package
- Any action taken, e.g. Bagging it or covering it
- Keep your hands away from your face
- If available, wash your hands without leaving your work area
- Turn off any air circulating fans
- Wait for help to arrive

① Any package/parcel or object deemed to be suspicious must be reported to the Chief Warden so that a decision or actions can be made to safeguard ALL tenant/ occupants.

Chief Warden will:

- Organise to have air conditioning turned off
- Contact Emergency Services

BUILDING

BUILDING DAMAGE

GENERAL

Generally, buildings in Australia can withstand a certain amount of damage without placing their occupants at risk. Recent experience however, has shown that although rare, there is a remote possibility of building failure due to unexpected forces such as earthquake. Other possible causes of failure may be explosion, internal failure and collision.

When Damage Occurs

- Take immediate refuge under desk or benches, door frames, archways etc.
- Do not use lifts
- Stay clear of filing cabinets, shelves and bookcases etc.
- Maintain refuge until structural safety checks are completed

Chief Warden Duties:

- Notify Emergency Services
- Contact and organise Wardens and staff to carry out an injury/building safety checks and to report
- Organise for any main gas supply to be isolated
- When safe to do so, commence evacuation ensuring that:
 - Evacuation routes are safe
 - First aid personnel are available to assist the injured
 - All personnel are accounted for

Area Warden Duties:

- When safe to do so, make contact with Chief Warden
- Organise assessment of injury and damage in your area
- Report to Chief Warden and be prepared to commence evacuation
- Commence evacuation if/when directed

Warden Duties:

- When safe to do so, make contact with Area Warden
- Assist with injury and damage assessment
- When safe to do so, organise people to allocated exit route and assist with evacuation if/when ordered to
- Assist people to Assembly Area/s located on the grassed area between Pottinger Street and Hickson Road

CHEMICAL FLAMMABLE & RADIOLOGICAL SUBSTANCE EMERGENCY

GENERAL

Modern society uses a wide range of chemical substances ranging from safe, non-toxic mixtures through to highly toxic and very unstable substances, which could, if leaked, cause disruption and injury. All chemicals on-site should be recorded and Safety Data Sheets (SDS) held for all substances. Supporting this, tenants must ensure that the labelling, handling, storage, transport and use of any chemical is adequate and compliant with industry standards.

It is recommended that provision be made to have appropriate PPE & SDS available in performing space on a case by case basis, if any chemical, flammable or Radiological (CFR) substance are being used.

If any (CFR) is to be used then the Chief Warden must be notified of when, how and what the substance/s is/are.

If a chemical leak occurs, the Chief Warden should:

- Proceed immediately to scene of leak without placing themselves at risk
- Establish scope of emergency and whether safe containment will be speedily achieved. If in doubt, commence evacuation. In the case of noxious odour, air borne contaminants such as Ammonia or Chlorine, shut down air conditioning and seal area of origin
- Notify Emergency Services (Fire Brigade and ambulance if required)
- Ensure injured are removed to a place of safety and no one is exposed to further risk of injury
- Notify all Area Wardens of situation
- If necessary, instruct Area Wardens to implement evacuation

CHEMICAL HAZARD CONSIDERATIONS

- Call Emergency Services
- Have SDS's located for quick reference
- Hold your breath and move away from site as quickly as possible
- Set up communication channel for any person who needs to be isolated
- Ensure all people who may have been exposed receive medical attention
- Shut down building ventilation systems, turn off fans
- Remove outer clothing and immediately wash skin with cold water
- Isolate the scene
- Prevent entry from unauthorised people
- Seek medical assistance immediately if you feel nauseous, dizziness etc

- Do not attempt to clean up the spill or confine the leak until the SDS is at hand. You must be appropriately trained and have the correct Personal Protective Equipment (PPE)
- Where the substance is considered flammable, isolate nearby ignition sources
- Shelter in place or evacuate upwind
- Commence immediate evacuation if complaints of illness, discomfort, irritation or excessive odour
- Arrange supplier to assist in the decontamination of the site and ensure no residual contamination is evident.

RADIOLOGICAL CONSIDERATIONS

- Raise the alarm to immediate area
- Contact Emergency Services
- Wind direction, remain upwind from the area
- Reduce your exposure time
- Keep away from the source, isolate immediately for at least 50m in all directions
- Cover yourself with heavy or thick material
- Breathe through a towel or handkerchief over your mouth
- Remove outer clothing if you think radioactive particles have lodged in your clothing
- Wash exposed skin and hair
- Seek medical advice

FLAMMABLE GOODS CONSIDERATIONS

- Evacuate area of localised spill
- Ensure no flames or sparks are present within an 10 metre radius
- Have SDS located for quick reference
- Ensure any exposed person receives medical attention
- Isolate the accident scene
- Only attempt clean up if it is a minor spill using correct PPE
- Contact the Fire Brigades Hazmat for minor spills
- Only resume occupation of area when no hazard remains

Safety Data Sheets (SDS) will be located at site of substance, a copy retained in the management office & a copy retained in the FCR.

Personal Protective Equipment (PPE) must be

- suitable for the nature of the work or hazard
- a suitable size and fit for the individual who is required to use it and that it is reasonably comfortable.

Maintained, repaired or replaced, which includes ensuring the equipment is:

- clean and hygienic
- in good working order.

Used or worn by the worker, so far as is reasonably practical.

PPE should be located close to or adjacent to the substance.

① Note: Please refer to State Regulatory Bodies for further information on state specific requirements

COMMUNICATION SYSTEM FAILURE

GENERAL

Communication during an emergency is a vital tool in the coordination of the safe and orderly movement of people from an area of danger to an area of safety. The flow of information to and from the Chief Warden is essential in the coordination of the Emergency Control Organisation and its ability to function at its most effective and efficient to safeguard life.

PROCEDURE

In the event of communication failure whereby land telephone line is unavailable communication should be attempted via mobile phone to The Chief Warden or Deputy Chief Warden.

Landline and Mobile Telephone Failure

In the event of both landline and mobile telephone failure communication with the Chief Warden should be made in person

EXPLOSION

In the event of an explosion the Chief Warden should:

Emergency Services	Ensure that Emergency Services are promptly informed
Casualties	Arrange for seriously injured to be treated at the scene by First Aiders. Persons suffering minor injuries should be treated at the Assembly Area. Those that are obviously dead should not be removed.
Fires	Deploy appropriately trained personnel to combat any fires pending the arrival of the Fire Brigade
Evacuation	Ensure persons not engaged in on-scene response efforts be evacuated to the designated Assembly Area (or other location as determined by the Chief Warden.)
Hazards	Designate appropriate staff to isolate/shut down hazardous processes or equipment, which could pose additional hazards to rescue and recovery operations.
Search & Rescue	Emergency Services will normally perform this task - steps should be taken however to attempt to quickly account for all persons in the affected area at the time of the explosion - any persons unaccounted for should be brought to the attention of Emergency Services.
Access Control	Ensure only essential vehicles and personnel are permitted on site
Senior Management	Ensure that appropriate Senior Management are informed as soon as possible
Security Cordon	Establish a 'no-go' zone around the scene. Only authorised persons should be permitted inside this restricted area. This reduces the risk of evidence being destroyed or interfered with or persons being unwittingly exposed to danger or sightseers hampering rescue efforts.
Evidence	As best as possible, preserve the physical and legal integrity of all evidence. Nothing must be touched without the permission of the senior Emergency Services officer present. Witness details should be recorded and if practicable, they should be asked to remain until Police arrive.
Media	Refer media inquiries to an authorised person
Structural Damage	Arrange for the survey of the building's structure for any sign of structural damage and dangerous areas cordoned off.

In the event of an explosion the Area Warden should:

- Evacuate the affected area immediately
- Isolate the affected area
- Remove any persons in danger, if safe to do so
- Assess any injuries and render first aid
- Direct Wardens to check for any persons trapped within emergency stairs and any barriers to egress
- Alert the Chief Warden
- If required, evacuate all persons on site to the safest evacuation Assembly Area nominated by the Chief Warden
- Leave doors and windows open on the way out
- Isolate gas and electricity (either at affected area if possible, or Chief Warden to arrange via building technical services)
- If trained and if safe to do so, use fire fighting equipment on any resulting fire
- Chief Warden will declare an emergency situation and activate the ECO to respond as advised

FLOODING / IMMINENT FLOODING - NATURAL

GENERAL

Public weather services are provided by the Bureau of Meteorology (BOM) meteorological offices in each state of Australia and on average issue 2500 weather warnings per year nationally. These warnings are disseminated by liaison with national media organisations such as the Australian Broadcasting Commission, the Federation of Australian Commercial Television Stations, and the Federation of Australian Radio Broadcasters. Information and warnings for Victoria are also available via the internet. www.bom.gov.au

PROCEDURE

In response to a flood warning, the Chief Warden shall ensure the following actions are taken:

- If considered necessary, establish contact with the local State Emergency Service and request assistance with flood mitigation activities
- Secure all vulnerable areas against water ingress, using flood shields such as metal barriers, sandbags, etc.
- Remove/secure all critical records and items of equipment (eg: files, computers, etc.)
- Open flames and sources of ignition (including pilot lights) shall be extinguished if possible
- Goods in storage shall be secured or moved to higher levels or non-flood areas
- As far as practical, compressed gas cylinders shall be secured or moved to higher levels or non-flood areas
- If flooding threatens, isolate electrical power to the affected area(s) (even in the event of a power failure)
- PABX systems should be switched to alternative contact arrangements (eg: after hours numbers)

In response to flooding, the Chief Warden shall ensure the following actions are taken:

- Establish the nature and extent of the cause of the flooding (eg. Broken water pipe, activated sprinkler head etc.)
- Initiate a PA announcement to affected area(s)
- Contact the Fire Brigade (000) if flooding is substantial or the situation represents a safety hazard
- Order building maintenance to isolate water to the building until the situation is rectified

- Order building maintenance to isolate electrical power to the affected area(s) until the situation is rendered safe
- Initiate an evacuation if the situation warrants and if necessary, adjoining the affected area dependent upon the extent of the flooding
- Despatch cleaning staff to contain water seepage and minimise damage once the situation is deemed safe

Contact building management and arrange/coordinate recovery processes

FLOODING DOMESTIC

FIRST STAFF AWARE

- Assess situation
- Raise the alarm by immediately contacting Area Warden / Chief Warden
- Do not enter affected area
- If possible, accessible and safe to do so; shut off the water supply

AREA WARDEN

- Determine situation
- Ensure Chief warden is notified
- Do not enter affected area
- Evacuate any persons in the affected area, if appropriate and safe

CHIEF WARDEN

- Determine situation
- Assess need to evacuate
- Contact Emergency Services, if required/necessary
- Brief members of the Emergency Control Organisation
- Marshal evacuees away from affected area, if appropriate
- If necessary, arrange for PA announcements to advise other occupants of situation
- Give instructions to isolate power if applicable
- Give instructions to isolate water source if possible
- Arrange for bunding, sandbags or other control measures to be deployed as appropriate

- ① Do not attempt to touch electrical equipment or leads.
- ① Affected area may need to be cordoned off until dry and appropriate for occupation.
- ① Consider slip hazards.

GAS LEAK AND/OR AIR CONDITIONING CONTAMINATION

GENERAL

Air conditioning within a building is achieved by heating or cooling some of the recycled air from within the building, supplemented as required by the intake of some fresh air from outside the building. Because much of the air can be recycled, it is evident that any air contamination on one floor level will readily be circulated to all other floor levels, through the air conditioning system.

In the event of a fire, the operation of either the smoke detectors or sprinkler system will automatically switch the air conditioning system over to the fire mode. In this mode, the system either switches over to exhaust and thereby helps remove the smoke to the outside atmosphere, or switches off and a smoke spill system operates.

PROCEDURE

In the event of air conditioning contamination the Chief Warden will:

- Notify Building Maintenance to turn off air-conditioning systems
- Advise Emergency Services who will conduct analysis of the air quality

In the event of a Gas Leak, the Chief Warden will:

- Notify the Building Engineer if available, if not, organise to shut off the main gas valve if known, and then proceed immediately to the FIP to co-ordinate the emergency
- Establish scope of emergency and whether safe containment will be speedily achieved. If in doubt, commence evacuation
- Shelter in place or evacuate people to safety, upwind
- Ensure mobile phones and radios are not used
- Notify Area Wardens of situation; and need for possible evacuation
- Ensure Fire Brigade and Gas Company are notified and ambulance if required
- Restrict the presence of open flames, welding or smoking. Ensure communication of instructions to people in vicinity
- Audit the site to identify any air quality issues
- Arrange for contractors to ventilate the site and operate ventilation and air conditioning systems
- Emergency services will confirm when the air quality is clear and possible for habitation
- Ensure all vehicle movements within the vicinity are stopped

LIFT ENTRAPMENT

GENERAL

There is 1 lift servicing the building. Each lift is equipped with an emergency communication system that will enable trapped occupants to raise the alarm.

PROCEDURE

Should a staff member encounter or become aware that persons are trapped within a lift they should:

- Ascertain their condition (eg disturbed, calm, etc)
- Reassure the occupant(s)
- Do not attempt to release persons from the lift car
- Notify Chief Warden or Facilities Management
- If occupant is experiencing severe trauma and/or immediate release from the lift is necessary to forestall the onset of an acute medical condition, the lift contractor, Emergency Services should be immediately summoned to rescue/treat the person
- If person is calm and in good physical health, ensure that lift contractor is notified and await their attendance
- Continue to reassure the occupant

Response Procedures:

- Dispatch a warden to the lift in question
- If occupant is experiencing severe trauma and/or immediate release from the lift is necessary to forestall the onset of an acute medical condition, the lift contractor, Emergency Services should be immediately summoned to rescue/treat the person
- If person is calm and in good physical health, ensure that lift contractor is notified and await their attendance

POWER FAILURE

GENERAL

The event of a major electrical failure occurring in the building can pose various issues that require attention from the ECO as both staff and visitors will be affected. Depending on the cause of the power failure the situation may last a relatively short time or can become a protracted event.

During the electrical outage the following systems should revert to backup electrical supplies.

- Emergency lighting & Exit lighting
- Fire detection systems and the Fire Indicator Panel
- Emergency Warning System
- Security system
- Emergency Generator (where installed)

Key Contacts:

The sudden loss of electricity in the building can create various issues that need to be dealt with by the following key personnel.

- Chief Warden
- Property Manager
- Lift Maintenance Contractor
- Electricity Provider

Contact names and numbers refer to Emergency Contact phone Numbers located in the contact section, at the front of this manual

Hazards / Issues

In the event of an electrical failure various issues may need to be dealt with such as:

- People trapped in lifts
- Injured people on escalator
- People within a darkened area
- Unsecured tenancies
- Power surge on re-commencement of electrical supply

PROCEDURE

Immediately upon experiencing an electrical failure in the building the Chief Warden/Property Manager or any member of the Emergency Control Organisation should take the following action:

- Deploy maintenance staff to assess the situation
- Contact the Electrical Provider to determine the possible duration of the outage.
- In the event immediate reconnection cannot be made notify the Emergency Services.
- Alert other members of the Emergency Control Organisation (ECO).
- Conduct a search of the building in case people require assistance such as trapped in lift or suffering injuries as a result of the electrical failure.
- Ensure contact is made with any persons trapped in lifts and ascertain their status.
Maintain regular contact with entrapped people.

① People trapped in lifts require priority and should be assisted by the Emergency Services and the Lift Maintenance Provider.

- Request a warden to staff to assist occupant/visitor with a disability and infirmed off escalators
- Override automatic entrance doors and exit boom gates and leave in an opened position.
- Deploy maintenance staff to ensure generators are running and switched to appropriate circuits.
- Consider evacuation of the building if outage is likely to be for a long duration.
- Property Manager to make safe plant equipment so as not to suffer potential damage on re-supply of electricity.
- Restrict entrance to the building by placing Wardens at the entrances and vehicular entry points to the site.
- Request Police assistance with additional patrols to minimise the risk of theft, armed hold up and traffic control
- Ensure all checklists and escalation policies are completed.

SEVERE STORMS

GENERAL

Severe storms can be categorised into heavy rain (causing flash flooding), hail, lightning and thunder, tornadoes, extreme wind gusts and land gales. A severe storm develops when the atmosphere is especially unstable and wind flow provides the most efficient input of energy to the cloud mass resulting in any, or any combination, of the aforementioned weather conditions.

PROCEDURES

- On notification of impending cyclone or severe storm, ensure all loose items are secured
- Close all windows, curtains, blinds and external doors
- Move computers and valuables away from windows or items that may fall
- Turn off electrical appliances
- Lightning strikes may cause power failure which will affect services such as lighting, lifts, heating or air conditioning, ventilation and building fire systems
- Seek shelter under tables or desks and away from items such as bookcases and other furniture that may fall or slide
- Refrain from using the telephone immediately unless for serious injury
- Restrict the use of vehicles and use only where necessary

SHELTER IN PLACE

Not all emergencies situations will require evacuation; in some situations taking shelter within the building will be the safest option. There are many different variations to this procedure and each situation should be assessed as the situation presents itself. Shelter in Place can be imposed upon a workplace by responding emergency services, or may need to be imposed immediately by the ECO until the arrival of emergency services.

❗ Note: Moving outside the building while Shelter in Place has been directed may take occupants from a place of safety to a place of danger.

Consultation with the Chief Warden is of the utmost importance under the Shelter in Place option. All occupants of the workplace will need to be advised and kept informed of the situation. Communication with the Chief Warden and or emergency services is vital. PA systems, SMS, Mobile phones or landlines should be considered.

SITUATIONS THAT HAVE LED TO SHELTER IN PLACE

Storms: Windows blown out of Hi-Rise buildings resulting in occupants being unable to leave the building due to falling debris. Occupants on problem levels were moved to other levels within the building

Siege: In adjacent building, gunman held police at bay for 6 hours. Occupants in surrounding buildings were asked to shelter in place and moved away from windows on one side of the building until the situation was resolved.

Flood: Occupants were not able to evacuate due to rising flood waters, although evacuation was imposed occupants were reluctant due to residential apartments

Scaffold Collapse: Occupants were asked to shelter in place until the area was made safe

Considerations/Variations

Shelter in Place may need to be imposed until the situation has been brought under control or until conditions have been returned to normal. Moving occupants from one side of the building to another or from higher levels to lower levels or from lower levels to higher levels are all options available under Shelter in Place. The building may need to lockdown for security reasons and lifts will be grounded, this is normally done to prevent persons of interest gaining access.

Occupants should prepare to evacuate should the direction be given. Variations to the evacuation procedure may also need to be considered. Forward planning may require ECO members to gather disabled occupants early for evacuation depending on the situation. If the situation is within your building, emergency services will be onsite to help, however if the situation is in an adjacent building or area, emergency services may not be directly in attendance as resources are required at the situation. Building occupants need to be self sufficient and aware that some situations are not straight forward.

PROCEDURE

If Shelter in Place has been directed by emergency services, they will instruct occupants on what action is required. Be aware, staying within the building has been assessed as the safest option.

On being informed of a Shelter in Place situation, all occupants should:

- Phone home via landline and advise that you may be delayed, avoid using mobile phones
- Do not instruct anyone to come to the building and collect you until the situation has been resolved
- Advise your Warden if you require assistance to evacuate
- Follow your Wardens directions

Chief Warden

- Assess the emergency
- Notify emergency services
- Keep occupants informed on the situation
- Establish and maintain communication with Wardens
- Instruct Wardens to identify any occupants/visitors with a disability
- Seek regular updates

Consider the following:

- Number of occupants within the building and how long evacuation would take
- People requiring assistance if evacuation was ordered
- Relaying regular updates on the situation, occupants will better accept the situation if kept informed

Wardens should:

- Move occupants away from immediate danger. This could be to another area of the floor away from windows or to another level
- Establish communication with the Chief Warden and or emergency services
- Identify occupants that would require assistance if evacuation was directed

① Note: Shelter in Place will require some flexibility; emergency situations are seldom straight forward. If the direction has been given by emergency services, seek updates regularly and keep occupants well informed. Remember it has been assessed that staying within the building is the safest option.

WATER SUPPLY INTERRUPTION

GENERAL

Water supply interruption to major buildings can have implications that may represent a hazard to safety and also present health hazards. Water supplies can fail from a variety of causes ranging from burst water mains to scheduled maintenance to water restrictions. Whilst usually unexpected, a few simple precautions can alleviate some of the issues surrounding the lack of water.

PROCEDURE

In the event of a water supply interruption the Chief Warden should:

- Confirm if interruption is limited to a specific area within the building or is a mains fault affecting the entire building.
- If localised, contact applicable facilities personnel
- If building wide, contact water supply authority and attempt to ascertain likely duration
- Consider possible implications (e.g. hygiene, catering, fire safety) and determine appropriate response
- If it is a mains fault, inform applicable senior management as soon as possible
- Make appropriate PA announcements to inform personnel
- If situation is ongoing and occupant's health and hygiene is affected then evacuation should be considered

In the event of a water supply interruption the Area Warden should:

- Ascertain expected time until restoration of water supplies
- If applicable, determine plan for mitigating effects and deploy appropriate resources
- Listen to PA announcements or contact Chief Warden for information
- Initiate an evacuation if circumstances warrant

EMERGENCY WARNING SYSTEM PANEL INSTRUCTIONS

The Emergency Warning intercommunication System (EWIS) Panel is activated by the Fire Indicator Panel should a Smoke Detector or Sprinkler head or similar device attached to the system, activate. The EWIS generates an Alert Tone on the area/floor where the FIP detected an activation of the fire system. Should the system continue in automatic mode it will cascade the alarm to other area/floors within the facility until all area/floors have been alerted. On hearing the ALERT TONE sounding the Chief Warden and Deputy Chief Warden will report immediately to the FIP and EWIS panels.

Fire Indicator Panel (FIP)

The Fire Indicator Panel (FIP) indicates which detector or sprinkler has been activated by an LCD readout indicating a zone that needs to be cross-referenced to facility diagrams that show the active zones. The FIP can only be reset by the attending Emergency Services and should only be used as a reference source. Under no circumstances should an attempt be made to cancel an alarm prior to the arrival of the Fire Brigade.

❶ The FIP can only be reset by the attending Emergency Services Personnel.

❶ Under NO circumstances should an ALARM be cancelled prior to the arrival of the Emergency Services.

INITIAL RESPONSE TO AN ALARM

Emergency Warning Intercommunication System (EWIS)

The Chief and or the Deputy Chief Warden can manually operate the Emergency Warning and Intercommunication System (EWIS).

1. Switch EWIS to manual mode by turning key from Automatic to Manual
2. Select the PA / SPEECH mode for the levels in alarm
3. Press the 'speech' button on the microphone & make an announcement based on the FIP information at hand
4. Ensure the Alert tone on the alarm area/floor in on by pressing the relevant alert button (E.g. Level 12 will have individual buttons for Alert, Evac & PA)
5. Call WIP on alarm area/floor and determine status
6. If emergency warrants no further action cancel all active alarms
7. Make announcement based on information from Area warden
8. FIP will be reset by the Emergency Services
9. Switch EWIS to automatic mode by turning key from Manual to Automatic

CONFIRMED EMERGENCY

If an emergency situation is confirmed and it is decided that a Full Building Evacuation is required.

Full Building Evacuation

- Confirm with affected area/floor that evacuation is required
- Press the EVAC button for the affected area/floor
- Press ALERT tone for two floors above and one below
- Call each level in alert on WIP and instruct Area wardens to muster staff at their staging area and call back when complete
- Ensure lifts are grounded if the emergency dictates lift use inappropriate
- Task staff to prevent people from re-entering the building
- If available, advise Deputy Chief Warden or nominate an appropriate Manager/Supervisor to go directly to the Assembly Area located at the forecourt of Pier 2/3 off Hickson Road and to also stop traffic entering the site
- Cascade other area/floors to ALERT tone as appropriate
- Respond to each floor's 2nd WIP call and ascertain number and location of occupant/visitors with a disability (OWD) and refusals to leave (RTL)
- Once OWD and RTL numbers have been received, advise Area wardens of their preferred exit stairwell/direction and instruct to evacuate
- Place each area/floor into EVACUATE after confirming OWD and RTL numbers/location
- Repeat for each call
- On arrival of Fire Brigade, advise of situation, persons still on the area/floors such as occupant/visitor with a disability, refusals to leave, medical emergencies etc.
- At completion press CANCEL ALL
- Return EWIS key to Auto position and/or isolate if building damage is extensive pending Emergency Service advice

EWIS CASCADES TO EVACUATION TONE

Whilst the EWIS panel is in the Auto mode it is designed to escalate an initial alarm to an evacuation tone automatically after the designated time delay has passed.

If the EWIS panel has cascaded to the Evacuation tones the Chief Warden should continue to evacuate the building unless instructed to halt the evacuation by the attending Emergency Services officer.

Should the evacuation be halted part way through the Chief Warden should inform the Wardens and occupants of the situation using the PA and WIP phones. Consideration must be given to informing the occupants who have already evacuated the building that it is safe to return.

❗ If the EVACUATION TONE has activated the Chief Warden should continue to evacuate the building.

FIRE / SMOKE

Fire risk in modern high-rise commercial buildings has been greatly reduced by improved fire systems such as sprinklers and smoke detectors. Heightened awareness and workplace training, in conjunction with legislative and behavioural changes, such as no smoking policies have also contributed significantly to a reduction in workplace fires. Should a fire occur in your building it will grow exponentially if it receives sufficient fuel and oxygen and is not brought under control in the initial stage by sprinklers or use of fire extinguishers. The spread of fire and more importantly, the creation of smoke, represents severe life risk to the occupants within the building.

Smoke Hazard

Smoke is the mixture of the unburnt component and the gaseous component of the materials being consumed by the flame, representing extreme hazards to the unprotected occupants within the building.

Visibility

Smoke can quickly alter the visibility within a room and can dim the effectiveness of the emergency lighting and the illuminated exit signs thereby changing the perception of the occupants when trying to leave the area. When confronted with a room or corridor filled with smoke do not enter the area if alternative egress paths are available. Should the need to travel through a smoke filled room or corridor arise, stay low to the ground where there is the optimum amount of breathable air and visibility.

Heat

Structure fires produce extremely high temperatures, which includes the smoke plume where temperatures can exceed 600 degrees Celsius. Generally, occupants within a building do not have protective clothing used by Fire Brigades. Therefore, minimising exposure to the heat in the smoke plume by avoidance (if possible by utilising an alternative exit) or by covering exposed skin with non-synthetic clothing/materials and by staying low to the ground, offers the best means of protection from the extremes of heat whilst egress is sought.

Toxic Gases

Structure fires may consume a variety of materials that produce toxic fumes; the type and amount will be dependent on what is consumed in the fire. The smoke plume contains a wide range of gases and chemical compounds that are hazardous to the health of the occupants and should be avoided. A major hazard in smoke is Carbon Monoxide. A concentration of 1.28% of Carbon Monoxide in the air is enough to render a person immediately unconscious and generally results in death within 1-3 minutes

Other toxic gases likely to be present in smoke are:

- | | |
|--------------------|---------------------|
| ■ Hydrogen Cyanide | ■ Nitrogen Oxide |
| ■ Ammonia | ■ Hydrogen Chloride |
| ■ Isocyanate | ■ Formaldehyde |

FIRE / SMOKE PROCEDURE

When confronted with a smoke filled room or corridor:

- Close doors and windows to the smoke filled area, if safe to do so
- Contact the ECO to raise the alarm or activate a Manual Call Point
- Evacuate the area via an alternative, non smoke filled egress route
- If trained and safe to do so, extinguish the fire using a fire extinguisher or hose reel.
This is for small uncomplicated fires only.

① Emergency Stairwells offer the best protection against fire and smoke

- When searching for occupants, test closed doors with the back of your hand for heat before opening and look for signs of smoke seeping around the edges
- Ensure all occupants have evacuated
- Evacuate the building to the Assembly Area ensuring stairwell doors are closed behind you
- Report to the Chief Warden areas cleared, not accessed, persons unaccounted for, occupant/visitor with a disability remaining in the stairwell and refusals

All wardens will be given specific training in the differentiation between flames from a fire and flames from performance effects

① **NOTE: Due to the extreme temperatures and toxicity that may be encountered during a structure fire, re-entering a building or attempting to rescue persons in smoke logged areas should be discouraged.**

DECEASED PERSON

GENERAL

All care must be taken to minimise the trauma to onlookers or work colleagues should an incident in the workplace result in a death. A deceased person must be treated with dignity and compassion. Persons dealing with such an incident must maintain an awareness of cultural and religious implications if dealing with a deceased person.

PROCEDURE

After an incident, the Chief Warden should:

Where possible have another ECO member assist.

- Inform tenancy management
- Inform facility management
- Notify the Police/Ambulance and request assistance
- Initiate action to:
 - Restrict persons entering the incident scene as necessary
 - Cordon off the area and erect screening if necessary
 - Arrange for any First Aid requirements for bystanders that may be suffering shock
 - Secure any valuable or possessions belonging to the deceased
 - Disperse any spectators
 - Avoid contact with blood and other body fluids. Consider using protective gloves
 - If available, or necessary, ensure CCTV is made available for Police investigations
 - Liaise and assist Police as requested
 - Inform applicable counselling personnel

MEDICAL EMERGENCY

GENERAL

The possibility of a medical emergency has to be considered during the course of a normal working day. Although not directly related to the operation of the building, management and staff must be prepared to take appropriate steps to assist the ill or injured.

PROCEDURE

If any person is made aware of a medical emergency, they should:

Dial 000 and advise Ambulance of details of the injured person, give:

Name	<i>Your name</i>
Address	Pier 2-3 13 Hickson Road Walsh Bay
Level	
Nearest Cross Street	Pottinger Street
Type of Emergency (if known)	

- Despatch a trained First Aid Officer to the scene, if available
- Based on their training, the First Aid Officer should render assistance to the injured and make them comfortable
- If the injury has resulted from a fall, DO NOT move the person and where possible do not leave them unattended
- Have a Warden meet responding ambulance
- The First Aid Officer will remain with the injured person until despatched from the site by the ambulance or such other time as deemed necessary
- Advise next of kin with the details of the injury if serious, this may be conducted by the attending Police officers if incident results in major injuries or death
- After the incident complete an Incident report

SYRINGES (FOUND)

GENERAL

Discarded syringes have the potential to cause a 'stick injury' and can potentially cause infection via harmful or fatal diseases in the victim. All discoveries of discarded syringes must be treated with the utmost of caution

PROCEDURE

Person discovering discarded syringe should:

- Not leave the syringe unattended
- Inform a Warden or member of facility management
- Restrict access to the syringe

Warden should:

- Maintain a log of events including Incident Report
- Request a cleaner with a Sharps Container and protective / surgical gloves to the location

Responding Cleaners should:

- Provide the Chief Warden with any information requested
- Attend the scene
- If available, use tongs or other mechanical means to handle the syringe
- If tongs are unavailable, ensure safety or surgical gloves are used
- Place syringe in sharps container

❗ DO NOT handle in any way that is likely to cause injury, if necessary handle with needle pointed down and away from the body

Facilities Management should:

- Monitor the occurrence of such incidents
- Liaise with Security, tenants and relevant Emergency Services and other authorities regarding preventative measures and trends in the area

MAN OVERBOARD AT WHARF

PROCEDURES

First Person on Scene:

- Call “Man Overboard” to bring the incident to the attention of others in the area
- Seek assistance from others in the immediate area
- Contact emergency services – 000
- Can you locate victim
- Establish whether the victim in the water is conscious and able to swim
- Attempt to recover the victim by;
 - Using life rings located on wharf (refer Wharf Plan)
 - Direct the person to a fixed ladder on the wharf
 - Direct the person to a nearby boat stern platform
- If victim is able to get out of water, commence First Aid if required and you are comfortable to do so

Warden

- Call 000 if not done by first person on the scene
- Assess the emergency response requirements of the situation
- If possible and safe to do so, assist the first person on scene
- Notify the Chief Warden
- Initiate emergency services vehicle access procedures

Chief Warden

- Assist emergency services if they are on site
- Ensure Incident Report Form is completed

WORKPLACE INTRUSION

ASSAULT

INITIAL ACTIONS

- Assess the situation and remain calm
- Obtain assistance (other staff/security) where practicable (and applicable)
- Do not provoke an assailant or aggravate the situation
- Where applicable and practicable, operate within view of CCTV camera
- If safe to do so, assist the victim (eg determine if first aid or medical attention is required and action accordingly).
- Disperse any casual spectators but ask witnesses to remain
- Obtain and note details concerning the incident:
 - Full details of victim.
 - Circumstances surrounding the incident.
 - Witnesses.
 - Description/details of assailant/s.

If no further action is required:

- Complete an Incident Report detailing the incident and any action taken

Further action is required:

- Ensure Police are immediately notified (include description of offender/s, any weapon/s, vehicle/s and last known whereabouts and direction of travel).
- Cordon off the scene of the incident.
- Identify any witnesses and request them to remain until Police arrive.
- Where witness/es cannot wait for Police attendance, their details are to be noted.
- If offender still present, ensure that victim and witness/es are isolated from the person.
- If offender is still present on site and is considered to pose a danger to others, attempt to keep persons away from the offender and keep the offender under discrete surveillance.

CIVIL DISORDER & ILLEGAL OCCUPANCY

GENERAL

Civil disorder within, or illegal occupancy of a building in Australia, is rare. However, industrial unrest, an emotional international situation, or an unpopular political decision has been known to lead to public demonstration and illegal occupation of buildings. In some circumstances occupants are unsure of their rights in relation to people creating a disturbance in their building or tenancy. Although the person or persons may be in a foyer, reception area or similar place accessible to the public it does not necessarily give them the right to remain on the premises.

Consideration must be given to personal safety if confronting a situation of this nature. If a resolution cannot be achieved, management or a representative thereof has the authority to refuse entry to a person or persons or revoke their permission to remain on the premises.

If a person or persons refuse to leave, police attendance should be requested and a formal demand will be made on the person or persons in the company of the police, if they refuse to leave, the police have a power of arrest under the trespass legislation.

PROCEDURE

Immediately upon hearing of a civil disorder occurring in, or in the vicinity of this building or that there has been unauthorised entry, the Chief Warden or any member of the Emergency Control Organisation should take the following action:

- Notify the Police and request assistance
- Alert other members of the Emergency Control Organisation (ECO).
- Initiate action to:
 - Restrict entrance to the building
 - Restrict confine presence to the ground floor
 - Restrict contact between the demonstrations and the building occupants
 - Secure any critical records, equipment or valuables
 - Remove any objects which could be used as a missile or weapon
- If available, ensure CCTV is positioned on area of activity for future surveillance and record
- Notify nominated Managers

Managers can contribute in a practical way to the satisfactory resolution of these emergencies by ensuring withdrawal of their staff where necessary, supervising the locking of offices, securing records, files, cash and other valuable property and at the same time promoting an air of confidence and calm.

PERSONAL HARM

GENERAL

The possibility of an accidental or premeditated incident resulting in injury, death or the need for personal rescue has to be considered during the course of a normal working day.

Although not directly related to the operation of the building, management and staff must be prepared to take appropriate steps to assist or facilitate the safe or discreet resolution of such circumstances.

PROCEDURE

- Immediately notify Manager or Warden who will notify Emergency Services
- Remain calm
- Do not attempt to disarm or communicate with the person unless you are safe
- Assess any injuries and assist injured or harmed person if possible and only if safe to do so
- Secure all areas if safe to do so
- Evacuate any person from the immediate danger area and await instruction from the Emergency Services
- Avoid disturbing any evidence
- Restrict entry to the area
- Isolate with sensitivity any deceased persons. Cordon off the appropriate area and do not move or tamper with the body
- Ensure all monitoring functions and surveillance footage is secured, where possible targeting the area involved in the incident
- After Police liaison, arrange for contractors to clean affected area
- Arrange for appropriate first aid and trauma counselling
- Large-scale injury will instigate a higher level of attention from media and the public.
- Emergency Services may instate temporary medical centres and media areas. Assist as required

TERRORISM

GENERAL

Terrorism can manifest itself in many different forms and can be broadly defined as the calculated use of violence or the threat of violence to attain goals that are political, religious, or ideological in nature. This can be done through intimidation, coercion or instilling fear. Terrorism includes a criminal act against persons or property that is intended to influence an audience beyond the immediate victims.

PROCEDURES

On becoming aware of a terrorist threat the Chief Warden will

- Immediately notify **Police. Dial 000**
- National Security Hotline **Dial 1800 123 400**
- Await instruction from Police

CONSIDERATIONS

- Next of Kin and family communication needs (Liaise with Police)
- Interest from media and the public will require effective management
- Emergency Services may instate temporary medical centres and media areas. Assist as required
- Secure occupants away from the incident area
- Arrange for contractors to assist in assessing building damage and functionality when and safe to do so

WORKPLACE INTRUSION

GENERAL

Workplace intrusion can occur from a variety of sources and may not necessarily result in robbery. Workplace arguments, disgruntled clients, alcohol or drug affected persons entering the workplace or persons seeking to protest about the conduct or ethos of a company, can all result in an unwelcome intrusion into any workplace. However, in regards to theft or robbery some simple safety measures and principles should be adhered to so as to minimise the impact upon both the business and also any personnel that may become involved. Employees who may be subject to such an incident should be given instructions to ensure their safety. Managers should ensure that cash and valuables are secured and kept to a minimum workable level.

Consideration must also be given to the provision of support services after such incidents occur. Depending on the nature of the incident, victims may suffer delayed shock and other stress related symptoms. These are commonly referred to as Post Traumatic Stress Disorder (PTSD)

PROCEDURES

If confronted by an armed intruder:

- Obey their instructions
- Try and remain calm
- Do not take any action to excite the intruder
- Hand over cash/valuables on request

❶ DO NOT GIVE CHASE

When the Intruder Departs:

Advise the Police, give details of the incident

Name	<i>Your name</i>
Address	Pier 2-3 13 Hickson Road Walsh Bay
Level	
Nearest Cross Street	Pottinger Street
Type of Emergency (if known)	

Upon the departure of the offender:

- Try to make a mental note of the description, clothing, speech, scars or other markings
- Contact the Police
- Fill out the incident/offender check list (Refer Appendix)
- Do not discuss details of the incident with others, as police need statements of what *you* saw/did
- If you have a description of car or direction of the intruders travel, advise Police and Manager

In the event of an injury:

- As soon as Management is aware of an injury, an ambulance should be called. Ambulance Headquarters should be made aware of the nature of the injury. Eg. Gunshot, stabbing etc.
- A suitable place for a member of staff to meet the ambulance should be arranged and the Police should be notified immediately that the situation has resulted in an injury

❗ Under no circumstances should anyone confront the Aggressor

SIEGE OR HOSTAGE SITUATION

The chance of you being taken hostage or being held against your will is small. However, there is the chance that it may happen. Generally the intruder is seeking to use the threat of violence or harm to achieve their goal(s), whether this be robbery or otherwise.

If taken hostage or involved in a siege

- Stay quiet and try to remain calm. Do as you are told
- If you are in a group situation, do not single yourself out by being aggressive or argumentative
- If the situation is ongoing, generally the situation will improve. Experience has shown that rapport gradually builds between hostages and captors
- If requests are made to the captor (toilets or medical needs, etc) be brief and polite

SYDNEY ALERT PROCEDURES

The Sydney CBD Evacuation Sub-Plan if a large-scale evacuation occurs:

- People will be asked to stay at work, shelter in place or evacuate their buildings in line with existing evacuation plans, depending on the situation.
- If the building's Assembly Area is unavailable, is perceived to be dangerous, or they are directed to, people will make their way to a Sydney Safety Site, which will provide an open space away from their building. Sydney Safety Sites are designated based on the location of the building and the nearest Sydney Safety Site. Building Wardens, Security and Facilities managers will play a significant role in this process.
- Once at a Sydney Safety Site, People can expect to wait for information regarding travel home, moving to another city area or returning to their building. This information may take some time to obtain by the authorities and the cooperation of evacuees is essential to this process.
- In the event of a large-scale evacuation occurring, the public transport network may be substantially disrupted. Evacuees will be directed to the most appropriate transport terminal to start their homeward journey, which may not necessarily be their normal method or route. People who can walk home will be encouraged to do so.
- People will be strongly requested not to try to organise relatives or friends to pick them up from the city or unusual waypoints. In the best interests of all evacuees, people will be asked to complete their suburban journeys by rail and bus as far as possible.
- Special arrangements are made for vulnerable and special needs groups.

Stay At Work

Depending on the situation, occupants will be requested to remain at work. This would be implemented for example if mass disruption to the public transport system should occur. This direction is given to avoid congestion and is seen as a low level problem. Occupants would be free to move about the building or city but should postpone any travel or public transport arrangements.

Shelter-In-Place

(You should remain inside the building and wait for further instructions).

Depending on the situation while you wait for further instructions there are a number of things you should do:

- Contact all levels throughout the building; ensure that Wardens are aware of the Sydney Alert condition.
- Instruct Wardens to conduct a head count and report on any mobility impaired persons on their level.
- It could be necessary to instruct wardens to move persons away from windows and doors. *(depending on the situation)* Secure the building.

- Persons should be encouraged to contact home/family/childcare on the normal telephone system to advise family there is a disruption and not to try to pick you up.
- Persons should be prepared to evacuate, fill water bottles, etc

Depending on the situation it could also mean that business could continue on however no person is to leave the building until conditions have returned to normal or contingency plans are put into place. Your current evacuation plan will be used to evacuate the building, mobility impaired persons are to be moved to the ground floor. Follow all directions of emergency services and Sydney Site Marshals.

Move to Sydney Safety Site

Your current evacuation plan will be used to evacuate the building, forward thinking in relation to mobility impaired and number of persons on each level will help in this process. Wardens role is critical and they must report back once their level is clear. Persons refusing to leave must be reported, as it is unlikely that the emergency services will be attending to remove them. Mobility impaired personnel shall be evacuated via the lifts once all able persons have evacuated.

Wardens are to follow the evacuation procedure for the building, and walk to the designated Sydney Safety Site.

People evacuated to Sydney Safety Sites will be requested to:

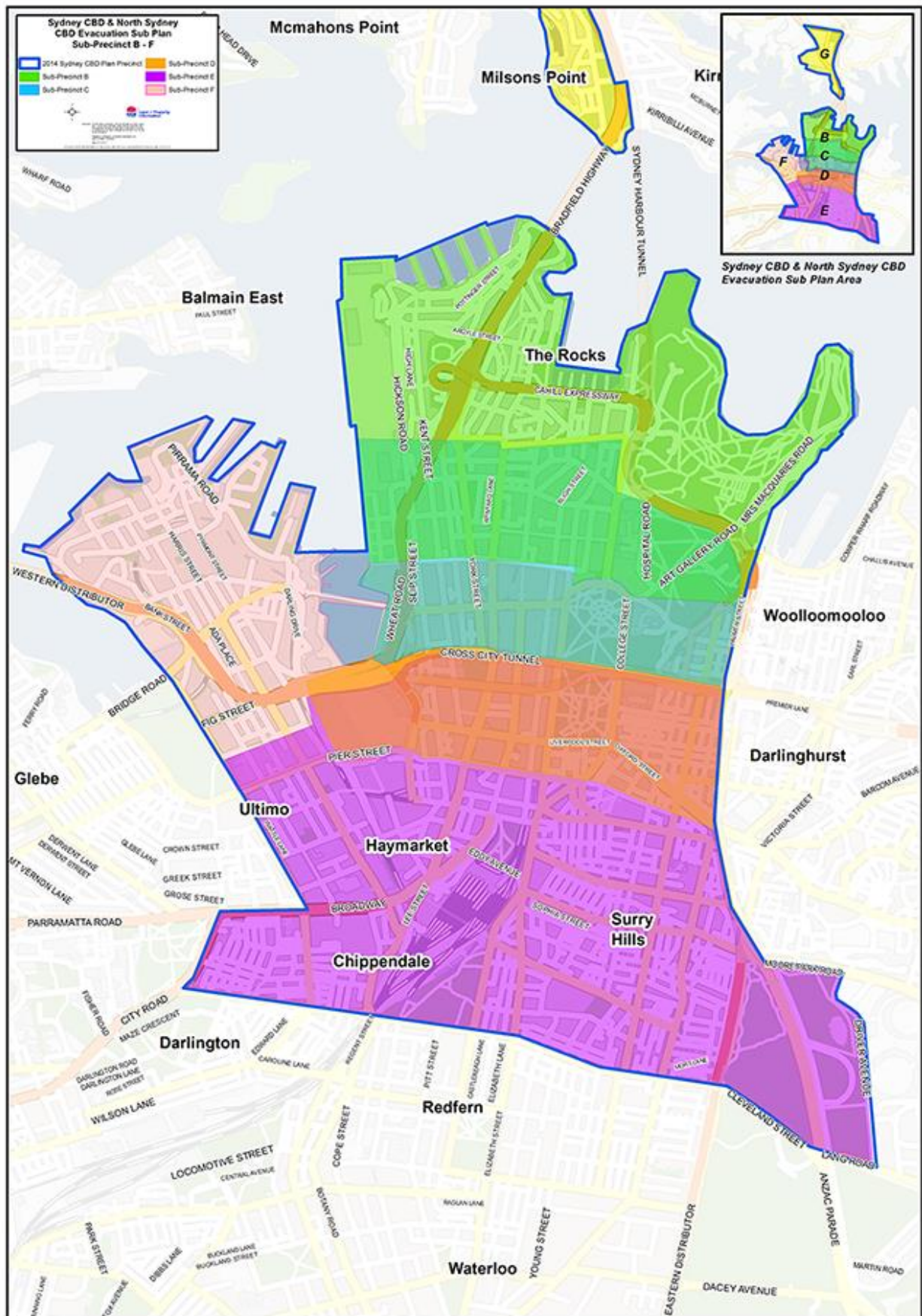
- Remain in position until further information is available, or
- Make their way to other parts of the city and delay their journey home, or
- Make their way to specific transport terminals for movement out of the city, or
- Identify themselves if they have specific needs, or
- Move to an evacuation centre, or
- Combinations of the above.

All Chief Wardens are to register with www.emergency.nsw.gov.au any change to your contact details must also be updated on this system. Sydney Alert utilises commercial SMS and E-mail systems to communicate important public safety information to Building Managers.

All personnel will be asked to consider an emergency plan for themselves and their families. This will minimise undue stress on those directly in the evacuation, families and friends.

It is highly recommended that updates on conditions or situations be distributed to building occupants every 60 minutes or when news becomes available.

Communication between Wardens and Chief Wardens will be crucial in the event of Sydney Alert conditions. Sydney Alert training will now be a part of your regular training schedule, it is important that all Wardens attend ongoing training in order to maintain competency levels and receive updates.





REFERENCE

COMMUNICATION

Communication during an emergency is a vital tool in the coordination of the safe and orderly movement of people from an area of danger to an area of safety. Many situations may arise where simply exiting the building via the nearest available exit is not appropriate and may place the evacuees in more danger than if they had remained where they were. Therefore, the flow of information to and from the Chief Warden is essential in the coordination of the Emergency Control Organisation and its ability to function at its most effective and efficient to safeguard life.

Consideration should be given, where applicable, to utilise multiple communication systems in emergency response. Multiple communication systems will ensure continuity of communication in the event of a failure of the primary communication system.

A list of emergency contact numbers is referenced within this ERP

FIRE INDICATOR PANEL

The Fire Indicator Panel (FIP) is connected to all automatic detection systems on site. It is this panel that communicates with the Fire Brigade on activation via the monitoring system.

The FIP will indicate a zone, area or floor in which an alarm has been activated and the Chief Warden should use this information in determining suitable emergency responses. However, under no circumstances should the Chief Warden or any other non Emergency Service personnel operate, or otherwise interfere with, an FIP during an alarm activation.

EMERGENCY WARNING INTERCOMMUNICATION SYSTEM (EWIS)

The Emergency Warning intercommunication System (EWIS) Panel is activated by the Fire Indicator Panel should a Smoke Detector or Sprinkler head or similar device attached to the system, activate. The EWIS generates an Alert Tone on the area/floor where the FIP detected an activation of the fire system. Should the system continue in automatic mode it will cascade the alarm to other area/floors within the facility until all area/floors have been alerted. The EWIS generates the emergency tones (Alert & Evacuation), allows for Public Address announcements and provides a dedicated communication system via the Warden Intercommunication Phones (WIP). The panel is kept in an automatic mode that activates the alert tone, and if not manually overridden, will evacuate the building in a cascading fashion commencing from the alarm area/floor. Once the EWIS has sounded the evacuation tones, whilst in automatic mode, the Chief Warden should not cancel the alarm and must continue with the evacuation of the building regardless if the nature of the alarm is known.

Where the Chief Warden has responded to the EWIS before evacuation tones are sounded the panel should be turned to Manual to allow for a controlled response to the alarm. Typically, the EWIS panel will have dedicated buttons for each area/floor and function and also the ability to broadcast / alert / evac the complete building.

WARDEN INTERCOMMUNICATION POINT PHONES (WIP)

Warden Intercom Phones (WIP) connected to The Emergency Warning Intercommunication System (EWIS), allow direct communication between the Chief Warden and the Area wardens during an emergency. These phones are located on each area/floor. Please take notice of Evacuation diagrams detailing the location of these phones. Area wardens should note that lifting the handset of their WIP calls the Chief Warden. Depending on the nature and location of the emergency, your call may not be answered immediately.

The Chief Warden will prioritise answering calls beginning with the area/floor(s) most at risk, to the area/floor(s) least at risk. Therefore, should Wardens experience a delay from Chief Warden answering via the WIP, patience may have to be exercised. However, if your safety is compromised, Wardens should use their judgement and take actions necessary to safeguard themselves and those that they are responsible for, which may entail evacuating their area/floor without consultation with the Chief Warden. Should this occur, all effort should be made to inform the Chief Warden, when possible, of your actions and whereabouts so that persons can be accounted for.

The conducting of a regular test by ECO personnel provides the necessary practice in the effective use of the system and the timely identification of any system faults.

TWO-WAY RADIO

Many workplaces now are utilising two-way radio as the preferred method of communication between mobile staff. During an emergency two-way radio communication can be an effective means of communication providing flexibility and constant contact with Wardens regardless of their location. The Emergency Planning Committee (EPC) should allocate the assignment of a dedicated radio channel and call signs, in the event of an emergency.

The use of codes such as that recommended by the Australian Standard AS3745:2010 is highly recommended and will provide discretion over the radio frequency. Broadcasting an emergency warning, or providing detailed descriptions of a situation (e.g. a bomb threat) may cause panic from staff or visitors that may overhear a radio announcement.

Regular training using two-way radios should be encouraged to maintain the ECO's competence.

Care should be exercised with any equipment producing radio waves, in situations where such signals could have adverse effects on essential equipment such as medical equipment, or explosive devices in the same location.

Care should be taken that all battery-powered equipment that is used has fully charged batteries available.

❗ Two-way radios must not be used in close proximity to suspect packages

MOBILE TELEPHONE

Mobile telephones provide a reliable means of communication but are not recommended as the primary method. In the event of an emergency affecting a wide area, interruption may occur to the cellular phone network causing communication failure. Similarly, the use of a mobile phone restricts the ECO to talking to a single source at any one time. However, mobile phones are a valuable part of a multiple communication contingency and an up to date list of phone numbers should be provided to all ECO members.

❶ Mobile phones must not be used in close proximity to suspect packages or flammable gas leaks

TELEPHONES

Telephones provide a reliable means of communication. Depending on the system that a workplace may employ, a multiple call or loudspeaker function may be available. This may provide a convenient and reliable means of contacting Wardens but should not be the sole source of contact. In the event of an emergency affecting a wide area, interruption may occur to the phone network causing communication failure.

An up to date list of phone numbers should be accessible to all ECO members.

PUBLIC ADDRESS SYSTEMS

Public Address Systems (PA) allows the broadcasting of voice messages to specific areas, or the whole of premises. Generally, the PA is a feature of the EWIS and will be utilised by the Chief Warden for the broadcasting of emergency messages and providing evacuation directions or warnings. The PA feature will only work whilst the EWIS is operating in the 'manual' mode. Persons making announcements via the PA should be concise with announcements, speak slowly and clearly so as to provide specific and clear instructions to the areas being addressed. It is recommended that pre-arranged verbal announcements be scripted for use by the Chief Warden or suitable replacement. (See appendix)

RUNNERS

In situations where the normal communication methods are compromised or out of action, the use of 'Runners' is an alternative option. Runners physically deliver messages between the Chief Warden and the Wardens.

Consideration should be made for the safety of the Runners in emergency situations and Runners be made aware of the urgency of the situation but should not endanger themselves in the process.

EMERGENCY PROCEDURES

RACE EMERGENCY RESPONSE PROCEDURES

FIRE AND EMERGENCY OPTIONS IN CASE OF FIRE

R	REMOVE PEOPLE FROM IMMEDIATE DANGER AREA Continually assess the situation, do not put yourself or others at risk (Do not obstruct Exits and/or Exit Routes)	
A	ALERT OTHER PEOPLE IN VICINITY OF THE FIRE/EMERGENCY Dial 000 and ask for the Fire Brigades/Fire Service	
C	CONFINE FIRE/SMOKE (PROBLEM) Close doors behind you and where practicable, windows also (To contain smoke/fire)	
E	EVACUATE (Extinguish/Contain Fire. If trained and if safe to do so, operate appropriate extinguishers)	 



Sydney

(02) 9111 4555

Canberra

(02) 6253 1266

Melbourne

(03) 9890 8084

Brisbane

(07) 3514 9211

Perth

(08) 9289 8115

AFTER HOURS

In the event of the Fire Bell sounding after normal working hours.

Do not assume it is a "false alarm" even though there is no evidence of fire in your area. After hours, all persons should, for their own safety, evacuate their area when they hear the Fire Bell sound and await instruction from the Emergency Services before re-entering the centre.

LIFTS

Grounding of Lifts

There are 1 lifts servicing the building.

In the event of an emergency, the Chief Warden with the assistance of staff will:

- Ensure that lifts are keyed into manual mode, which will ground each lift
- Ensure that persons do not enter the lifts whilst an emergency situation is underway
- That lifts are available for use by Emergency Services and the ECO

In non-fire emergencies lift use may be beneficial and not pose a safety risk. However, until the circumstances of an emergency can be ascertained and an informed decision can be made, either by the Chief Warden or Emergency Services, lifts should not be used.

BUILDING RE-OCCUPATION

The Chief Warden will be advised when the building is safe to enter by the relevant Emergency Services (e.g. Fire Brigade, Police etc.) depending on the extent and type of emergency.

Return to Building

Occupants gathered at the Assembly Area will be advised to return to the building by the Chief Warden or their representative. The Assembly Area will be informed via a loud hailer. The main entrances will be used for the return to the building. Lifts can be used for the return of occupants to work areas. If necessary they will be operated by lift drivers under the direction of the Chief Warden.

- At the conclusion of any emergency incident reoccupation of the building can only take place on the instruction/ advice of the emergency services controller.
- The Chief warden will liaise with the emergency services controller to receive return to building approval.
- When the emergency incident is rendered safe or the emergency service returns control, notify the ECO members to advise occupants that they can return to the building, as appropriate.
- Before occupants return to the building the Chief Warden must liaise with building management as any area of the building that may be unsafe to occupy.

EVACUATION PRINCIPLES

It is the aim of this manual to provide guidelines and procedures to facilitate the orderly movement of persons from an area of danger, in the safest manner possible. In doing so, the Australian Standard AS 3745:2010 *Planning for emergencies in facilities*, has been utilised.

The size and configuration of a facility, together with type of occupancy, will determine the type and time interval between emergency response exercises. These may be conducted either as partial emergency response exercises or a total emergency response exercise covering the entire facility. All areas of the facility shall participate in at least one emergency response exercise in each 12-month period.

All occupants of the area(s) involved in the emergency response exercise shall take part, unless the EPC grants a written exemption prior to conducting the emergency response exercise.

LIFTS

In a fire emergency, lifts are reserved for the exclusive use of attending Emergency Service personnel. Upon a fire alarm being activated, the lifts should be switched to the Fire Service mode. This will bring the lifts to the ground floor and the Emergency Service will hold the lift at the ground floor with doors open. Occupants in the lifts at the time of emergency will proceed via the lifts to the Ground Floor where the lift will be immobilised. Certain lifts may be used to facilitate the removal of occupant/visitors with a disability or to transport the Emergency Services throughout the building. This will be strictly under the control of Emergency Services.

Lifts should not be used for evacuation in the event of a fire unless specifically directed by the Emergency Services.

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

- Lifts may stop due to electrical or mechanical failure
- Smoke can enter lift cars and shafts
- Electrical problems in the area in alarm may actually call the lift to that floor and put occupants in extreme danger
- Lift doors with sensors may not close if smoke has broken the photoelectric beam

STAIRWELLS, PASSAGEWAYS, PERFORMANCE SEATING AND TUNNELS

In the event of a fire, safe egress from the building will be by fire-isolated stairs, passageways or tunnels.

Fire isolated stairwells, passageways and tunnels contain:

- Non combustible in design and construction
- Emergency lighting
- Directional exit lighting

- 2 hour fire rated doors
- Safe Haven floors that can be entered from the Emergency Stairs

Due to the increased fire danger, no goods or items of any type will be stored in stairwells, passageways, tunnels or under any performance seating.

① The Emergency Stairwells are fire isolated compartments that require ALL Fire Doors to be closed. DO NOT chock open Fire Doors as this will compromise the integrity of the Emergency Stairwell.

EVACUATION DIAGRAMS

Evacuation diagrams (indicating the position of emergency stairs, exits, emergency equipment, and general instructions for staff) should be prominently displayed in each respective area. Each diagram should also indicate the primary Assembly Area and egress routes.

OTHER EQUIPMENT

Wardens should ensure that emergency equipment is readily available at all times. Items such as evacuation procedures, helmets, fire extinguishers, exit signs that are not illuminated, or evacuation diagrams, if found missing or faulty, should be reported to the Emergency Planning Committee.

PERSONAL ITEMS

Attempting to traverse a stair or passageway with large personal items may hinder the evacuation process. All effort should be made to inform building occupants that, in the event of an emergency, no attempt should be made to retrieve or carry large items from the emergency area. Wardens should encourage persons not to enter stairwells or passageways with items that may constitute a hazard to the evacuation process. Items such as, but not limited to, shopping trolleys, prams/pushers/strollers, briefcases or laptop computers, even hot drinks such as tea or coffee, should not be taken with evacuees.

PERSONAL EMERGENCY EVACUATION PLAN

OCCUPANT/VISITOR WITH A DISABILITY OR MOBILITY IMPAIRMENT

An occupant/visitor with a disability is a person who requires more time or different forms of communication, compared with other occupants, to respond to an emergency or; assistance to respond to an emergency or evacuate from a facility.

If an occupant with a disability is normally situated within the workplace, the Area Warden should discuss with occupant with a disability the procedures for assistance in an emergency situation. Once a suitable personal emergency evacuation plan (PEEP)** has been developed and documented it should be entered into the occupant/visitor with a disability register and a copy of the register secured by the Chief Warden and the relevant Area Warden.

If a disabled person is temporarily on premises, in the event of an emergency, the Area Warden should be made aware of the occupant/visitor with a disability and procedures for assistance and care should be made until their evacuation can be accomplished. Under no circumstances should the occupant/visitor with a disability be left alone. A warden should be appointed to accompany the occupant/visitor with a disability at all times during an emergency or the person should be placed in the care of the Area Warden.

If the emergency is such that you or the safety of the occupant/visitor with a disability is at risk, the person should be moved into the emergency stairs and wait for Emergency Service assistance. If safety is not at risk, then a suitable staging point should be sought near an exit or fire-isolated stairwell and, when the area has evacuated, the Area Warden will advise the Chief Warden and wait with the occupant/visitor with a disability until retrieved by the Emergency Services.

Training shall be conducted for all staff in the procedures for the safe evacuation of any person with a disability or mobility impairment either staff or visitors.

This training is to include the identification of and location of (where possible) of these persons and that all staff and management in that area shall be made aware of this. Further this training must also include the location of and use of the refuge areas located along the external balcony.

A copy of the PEEP form must be completed for all staff with a disability or mobility impairment and a copy of this form must be retained by the Areas Warden and a copies must be located in the Management Office and also the FCR for the information of Chief Warden and responding emergency services.

* The definition above is taken from the Commonwealth *Disability Discrimination Act 1992* (DDA)

** PEEP assessment and documentation form is available in appendix

STAIRWAY EVACUATION DEVICE

Stairway evacuation devices may be an option that can be considered based upon the number and location of occupant/visitors with a disability. Suitability and storage of stairwell evacuation devices as well as their ongoing inspection and maintenance should be included in regular facility maintenance routines. Stairwell evacuation devices should only be operated by a competent person.

Stairway evacuation devices will be located in strategic locations throughout the building and their location will be signposted so that their location can be easily identified.

Staff will be trained in the deployment and use of these devices.

REFUSALS TO LEAVE

At no times are Wardens to use physical force to remove someone who refuses to evacuate. Wardens should strongly persuade the occupant to evacuate. If they still refuse the Warden should leave the person and report the person's location to the Chief Warden.

The Chief Warden will then advise the attending Emergency Service.

UNCONSCIOUS PERSONS

Wardens will use "implied consent" for any unconscious person in imminent danger only. Move them to the nearest fire safe area or compartment.

The Warden will nominate a person – preferably a First Aid Officer or another Warden, to stay with the unconscious person in a safe place. This must be reported to the Chief Warden. When using exits, all doors should be closed to provide isolation from the danger area. If you are moving the unconscious person into an emergency stair, allow able-bodied staff to evacuate first.

Do not move the person more than is necessary, as you may be unaware of the extent of their injuries. If the unconscious person is not in imminent danger do not move them, but ensure someone remains with that person and the Chief Warden is notified of their location.

CONTRACTORS/VISITORS

All effort must be made to provide for the safety and welfare of contract staff that may be working on premises. In an evacuation, where practicable, the ECO personnel should check that all persons are cleared from the area. The ECO personnel should report the result of the check to the Chief Warden.

A visitor sign in record or contractor site record should be made available to the ECO for reference in the event of an emergency. All effort should be made during the planning process to provide a method for accessing the roster of visitors and contractors on-site. Wardens should be informed of any visitor or contractor that will be in their area of responsibility so that their whereabouts can be accounted for during an evacuation.

ANNUAL EMERGENCY RESPONSE EXERCISE

Conducting regular emergency based exercises is essential in the maintenance and improvement of the emergency procedures. An emergency plan is only as good as the people enacting it. Regular practice will ensure that all personnel are familiar with the procedures and what is required of them in the event of an emergency.

All care must be taken to ensure that adequate warning, including the proposed date, shall be given to personnel, as evacuation exercises without notice are NOT recommended.

Prior to the commencement of an exercise an announcement should be made throughout the premises and should be prefixed that this is an emergency response exercise only. Similarly, should the exercise have the capacity to affect other tenants within a shared building or neighbouring facility all effort should be made to give notice of the impending exercise.

Prior to any emergency exercise a building announcement will be broadcast to inform all occupants that a practise emergency exercise is about to commence.

The objectives for conducting an exercise should include, but not be limited to, ensuring that:

- Wardens initiate emergency procedures without waiting for instructions
- Wardens respond to alarms within a reasonable timeframe
- A search of ALL areas of the building is completed without delay
- A simulated call to the Emergency Services is included in the exercise
- The emergency control point is staffed immediately
- The evacuation commences within a reasonable timeframe
- The evacuation is completed within a reasonable timeframe
- Wardens communicate that their area of responsibility is clear, and/or,
 - Any persons deemed to be missing
 - The number and location of any persons with disabilities/injuries that require assistance
 - The number and location of any persons refusing to vacate the premise
 - The location of any inaccessible areas that cannot be searched
- If appropriate, vehicle movements within site controlled
- The Chief Warden, or their delegates, be at an entry point to meet the responding Emergency Services

No DUFF

Should a real emergency arise whilst the exercise is being conducted the term “**NO DUFF**” will be used to cancel the exercise and issue real directives and actions. All announcements or verbal communications should be prefixed “No Duff” followed by the appropriate announcement or message.

This term is only to be used in the event of a **REAL** incident during the exercise.

BRIEFINGS

Prior to an exercise a briefing should be undertaken so as to ensure that all participants are aware of the nature of the exercise and be given the opportunity to ask questions.

As part of the ECO training programme an annual emergency response exercise must be conducted in accordance with AS3745. The aim of the emergency response exercise is to provide the ECO the opportunity to practice the information gathered during the training session. This also gives the occupants the opportunity to participate and be informed of their roles in the event of an emergency within the building and also the location of the Assembly Area.

Emergency response exercises will be announced to the occupants prior to commencement clearly stating that it is an exercise only.

A debriefing session after each exercise (or actual) evacuation is essential to identify any positive or negative facets of the organisation or procedures. Wardens and other key participants shall attend the session. The session should be conducted by the Chief Warden or their delegate. Observer's checklists or notes shall be analysed during debriefing sessions and any comments or suggestions should be reported to the EPC for analysis and possible amendment to the emergency procedures. Debriefing sessions should not be held as a means of accusations, but should be used as the opportunity for all participants to comment free of recriminations for the benefit of improving the planning process and consequently improving safety for all occupants alike.

POST EMERGENCY DEBRIEF

Within 7 days of the conclusion of an emergency whereby the full or partial evacuation has occurred, the EPC should conduct a formal debrief and review of the events and processes affecting the emergency to ensure that the Emergency Plan and organisational preparedness remain appropriate and competent. As part of the debrief procedure the EPC should invite all Wardens to submit their thoughts on what worked well, and what needs to be improved, including lessons learnt, a time related account of the exercise, any recommendations from the exercise.

A copy of the emergency exercise report should be made available to the EPC and ECO for reference purposes against future events.

The EPC should use this opportunity as an improvement tool, it is important that these meetings are conducted without recrimination to encourage full and frank discussions on the past events.

APPENDICES

Announcements

Assembly Area Check List

Bomb Threat Check List

Emergency Planning Committee Minutes

Escalation Report

Evacuation Checklist

Evacuation Exercise Observer's Check List

Evacuation Incident Report

Fire Extinguisher Selection Chart

How to Use A Fire Extinguisher

Incident/Offender Check List

Occupant/Visitor with A Disability Register

Personal Emergency Evacuation Plan (Peep)

Property Damage Report

Risk Matrix

Tenancy Vacated Sign

Glossary

www.trimevac.com.au

ANNOUNCEMENTS

INVESTIGATING AN ALARM

Area/floor in alarm

(Business Hours, Monday-Friday)

“May I have your attention please? May I have your attention please? This is the Chief Warden. We have an alarm signal on the ____ floor. Could the Wardens for this level please investigate and report back via the WIP. All staff please standby.”

Other floors

(Business Hours, Monday-Friday)

“May I have your attention please? May I have your attention please? This is the Chief Warden. We have an alarm signal on the ____ floor. It is being investigated. Area wardens please stand by your Warden Intercom Points for further instructions. All staff please standby.”

NO EMERGENCY EVIDENT

Attention, Attention, the alarm situation in the ____ area is under control. Please resume normal activities (repeat once)

CONFIRMED EMERGENCY

Shelter in-place - For occupants to evacuate to a SAFE HAVEN FLOOR

“Attention, Attention. An alarm has been activated in the ____ area. Occupants in the ____ area should calmly and quietly proceed to the stairs and go to the ____ area, where you can re-enter onto another floor. Do not use the lifts!” (Repeat)

Receiving Floors are defined as the floors receiving relocating personnel.

“May I have your attention please? May I have your attention please? We have had an alarm activation in the ____ area. Be prepared to receive persons to your area from the affected area.” (Repeat)

FULL BUILDING EVACUATION

“Attention, Attention. This is an announcement for a complete building evacuation. Occupants of the building should calmly and quietly proceed to the stairs and exit the building. Do not use the lifts. After you have left the building, please move away from the building and proceed to the Assembly Area on the grassed area between Pottinger Street and Hickson Road. You will be notified when it is safe to re-enter the building.” (Repeat)

PRACTICE EVACUATION ANNOUNCEMENT

"Attention, Attention, a practice evacuation exercise is about to commence, I repeat, a practice evacuation exercise is about to commence.

POWER FAILURE

"Attention, Attention. The building is currently suffering a power outage and we are investigating the situation. Staff please turn off all lights and electrical appliances to prevent a power surge when power is restored"

OUTSIDE ODOUR INVADES THE BUILDING

"Attention, Attention. We are investigating a report of an odour that is coming into the building from the outside. Please remain in the building unless you are told to relocate by Management. We are proceeding to evaluate the problem and will keep you informed. Please shelter within the building for your continued safety.

ODOUR DETECTED INSIDE THE BUILDING

"Attention, Attention. We are investigating a report of an odour in the building. Please remain in the building unless you are told to relocate by Management. We are proceeding to evaluate the problem and will keep you informed.

SHELTER IN PLACE ANNOUNCEMENT

"May I have your attention please. May I have your attention please.

The facility has been notified of an emergency situation that requires all occupants to remain within the building and shelter in a safe location on your floor away from windows and doors.

I repeat all occupants are to remain within the building and shelter in a safe location on your floor away from windows and doors. Remain sheltering in place until the "ALL CLEAR" is given by the Chief Warden or emergency services personnel.

MEDICAL EMERGENCY

"Attention, Attention. We have had a Medical Emergency on Level _____. An Ambulance has been summoned. The First Aid Officer for this Level please respond to the emergency. Would all occupants please avoid this area and ensure clear passage for the ambulance personnel.

BOMB THREAT CHECKLIST



Bomb, Chemical, Biological & Radiological Threat Check-list

Alert your supervisor. If your supervisor is unavailable, call 000
Remember - Keep calm and don't hang up!

Date :

Time:

Caller Phone Number:

Exact wording of threat:

Important questions to ask:

Where did you put it?

When is the bomb going to explode?

What does it look like?

General questions to ask:

How will the bomb explode? OR
How will the substance be released

Did you put it there?

Why did you put it there?

Bomb threat questions:

What type of bomb is it?

What is in the bomb?

What will make the bomb explode?

Chemical/ biological threat questions:

What kind of substance is in it?

How much of the substance is there?

How will the substance be released?

Is the substance a liquid, powder or
gas?



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Bomb, Chemical, Biological & Radiological Threat Check-list

Other questions to ask

What is your name?

Where are you?

What is your address?

Notes for after the call

Accent (specify):

Any impediment (specify):

Voice (loud, soft, etc):

Speech (fast, slow, etc):

Dictation (clear, muffled):

Manner (calm, emotional, etc):

Did you recognise the caller?

If so, who do you think it was?

Was the caller familiar with the area?

Threat Language

Well Spoken:

Incoherent:

Irrational:

Taped:

Message read by caller:

Abusive:

Other:

Background Noises

Street noises:

House Noises:

Aircraft:

Voices:

Music:

Machinery:

Local call Noise:

STD:

Other

Sex of the caller:

Estimated age:

Call Taken

Duration of call:

Number Called:

Action Taken (Obtain details from supervisor)

Report call immediately to:

Phone number:

Who received the call

Name:

Telephone:

Date call received:

Time received:

Signature:



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VER 2.2 - Feb 2018

Pier 2-3
13 Hickson Road, Walsh Bay
Page 115 of 137

Issued: November 2018
Amended 07 May 2020

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EMERGENCY PLANNING COMMITTEE MINUTES

Pier 2-3

13 Hickson Road Walsh Bay

Date of EPC Meeting

Record of attendance

Attendance records are to be kept on a separate signed sheet

Agenda Points

Item	Requirement	Actions Required to comply	By Who
1	Are all roles within the emergency control organisation adequately filled?		
2	Is the emergency plan / procedure within its five (5) year validity period?		
3	Have there been any changes to the facility or facility risk profile that warrant a review of the emergency plan / procedure?		
4	Has the emergency plan / procedure been distributed to the persons that require access to it (Chief Warden, Facility Management, etc)?		
5	Are the evacuation diagrams within the five (5) year validity period?		
6	Are the evacuation diagrams displayed appropriately and securely affixed to their locations?		
7	Is the current training schedule adequate to ensure all members of the ECO attend training at least every six months?		
8	Are members of the ECO attending training frequently (at least every six months)?		
9	Are there processes in place to ensure visitors / contractors are informed of the emergency procedures?		
10	Are all emergencies / false alarms documented and records kept?		
11	Are all PEEP Documents still valid? Remove expired PEEPS documents and amend list.		
12	Is a list of Occupants / Visitors with Disabilities available at the Master Emergency Control Point (Fire Control Room)		
13			
14			

① Note: The maximum period of validity for the emergency plan / procedures and evacuation diagrams is 5 years. This may be reduced by the EPC as required

ESCALATION REPORT

This report has been developed to keep a track of the key actions taken during the emergency by the Chief Warden.

Escalation Advice

Time	Person	Reason	Status

Escalation Directives

Time	Person	Reason	Status

EVACUATION CHECKLIST

Property Name: Pier 2/3

Address: 13 Hickson Road Walsh Bay

Scenario:

EVACUATION EXERCISE OBSERVERS CHECKLIST

Are announcements heard prior to the exercise?	Yes/No		
Was the announcement clear and audible?	Yes/No		
Is the ALERT TONE audible?	Yes/No	Time:	
Area Warden report	Yes/No	Time:	
Are Wardens wearing their helmets?	Yes/No		
Was task communicated to other Wardens?	Yes/No		
Which stairwell has been nominated?	Yes/No		
Are Wardens handling the situation?	Yes/No		
Is the evacuation running smoothly?	Yes/No		
Has the area been checked?	Yes/No		
Have the toilets been checked?	Yes/No		
Occupants assembled?	Yes/No	Time:	
Are ALL persons accounted for?	Yes/No	Number:	
Are there Occupant/visitor with a disability?	Yes/No	Number:	
Are there any refusals to leave?	Yes/No	Numbers:	
Evacuation tone sounded?	Yes/No	Time:	
ALL CLEAR given to Chief Warden?	Yes/No	Time:	
General comments:			

Please be candid in your comments as your feedback is valuable in continually improving the Emergency Procedures and the Warden Team.

EVACUATION INCIDENT REPORT

To be completed by the Chief Warden

Pier 2-3

13 Hickson Road Walsh Bay

Date of evacuation

Time of evacuation

Areas involved

Cause of evacuation (e.g. fire, bomb threat, false alarm, malicious, drill)

Did the Fire Brigade attend

Yes/No

SYSTEM OPERATIONS CHECKLIST

Evacuation tones sounded in Alarm areas?

Yes/No

Public address system was audible?

Yes/No

Emergency stairwells pressurised?

Yes/No

Air Con system shut down?

Yes/No

Sprinklers operate simultaneously?

Yes/No

Local alarm bell sounded?

Yes/No

REPORTS & COMMENTS

FROM EACH AREA:

IN THE EMERGENCY STAIRWELLS

AT THE ASSEMBLY AREAS

ARE THERE ANY CASUALTIES?

DURATION OF EVACUATION:

COMMENTS & NOTES

Pier 2-3

13 Hickson Road, Walsh Bay

Page 120 of 137

Issued: November 2018

Amended 07 May 2020

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FIRE EXTINGUISHER SELECTION CHART

Fire Extinguisher Chart: Types of Extinguisher

UPDATED: V2.3 JAN 2018

Location Indicator	Electrically Conductive			Electrically Non-Conductive				
	Water	Foam	Wet Chemical	Carbon Dioxide	Dry Chemical Powder AB(E)	Dry Chemical Powder B(E)	Vaporizing Liquid	Fire Blanket
								
Class A	✓	✓	✓	Limited*	✓	✗	✓	Clothing Fire (Human Torch)
Class B	✗	✓	✗	Limited*	✓	✓	Limited*	✗
Class C	✗	✗	✗	✗	✓	✓	✓	✗
Class E	✗	✗	✗	✓	✓	✓	✓	✗
Class F	✗	Limited*	✓	✗	✗	✓	✗	✓
As per NZS 4503:2005 Note: This chart does not reflect Class D or Solvent Fires.	Wood, Paper, Textiles & Plastics, etc	Flammable Liquids (e.g. petrol, diesel, paint thinners) *Limited on Class F Fires (shallow fat fires)	Cooking Oils & Fats (e.g. olive oil, sunflower oil, canola oil)	Live / Energised Electrical Equipment (e.g. TV, computer, powerboard)	Wood, Paper, Plastics, Flammable Liquids, Gases, Live / Energised Electrical Equipment (e.g. TV, computer, powerboard)	Flammable Liquids & Gases, Shallow Cooking Oils & Fat Fires, Live / Energised Electrical Equipment (e.g. TV, computer, powerboard)	Wood, Paper, Plastics, Flammable Liquids, Gases, Live / Energised Electrical Equipment *Limited on Class B & C fires	Note: Check the characteristics of the specific extinguisher.
	Note: Dangerous if used on flammable liquid, energized electrical equipment and cooking oil/ fat fires.	Note: Dangerous if used on energized electrical equipment.	Note: Dangerous if used on energized electrical equipment.	Note: Generally not suitable for outdoor use. Suitable for small fires only.	Note: Special powders are available specifically for various types of metal fires.	Note: Special powders are available specifically for various types of metal fires.		

Type Of Fire, Class & Suitability



Caution: Switch off power or isolate fuel source if safe to do so, before attempting to extinguish a fire.

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HOW TO OPERATE A FIRE EXTINGUISHER

? How to operate a Fire Extinguisher

This is to extinguish small uncomplicated fires
How to operate...



Instructions:

1. Ensure that you use the correct extinguisher.
2. Always keep an Emergency Exit behind you (away from the fire).
3. Stay low to avoid heat and smoke (when entering a hazardous environment).
4. Direct contents across the base of the flames/ fire.
5. Move the nozzle/ applicator in a side-to-side sweeping motion.
6. If the fire gets to the point where you are no longer able to control it, retreat and close the door (do not lock).

Remember **P. A. S. S.**

PULL THE PIN AND TEST

AIM NOZZLE/ APPLICATOR AT BASE OF FIRE/ FLAMES

SQUEEZE THE (TRIGGER) OPERATING HANDLE

SWEEP THE CONTENTS FROM SIDE TO SIDE

Fire Extinguishers should only be used if safe to do so,
and only on small uncomplicated fires



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VER 2.2 - Sept 2016

INCIDENT / OFFENDER CHECKLIST



Incident / Offender Check-list

Time of Incident: ☐ am ☐ pm Date: / /20
Day Month Year

Location of Incident: _____

Nature of Incident: _____

General description

Suspect Person: _____

Previously Observed: ☐ Yes ☐ No (Where/When): _____

Last Sighted: _____ Direction of Travel: _____

FACIAL	<input type="checkbox"/> Moustache	<input type="checkbox"/> Beard	<input type="checkbox"/> Scars
VOICE	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Accent
HAIR COLOUR	<input type="checkbox"/> Blonde <input type="checkbox"/> Brown	<input type="checkbox"/> Fair <input type="checkbox"/> Red	<input type="checkbox"/> Light Brown <input type="checkbox"/> Black
HAIR STYLE	<input type="checkbox"/> Short <input type="checkbox"/> Straight	<input type="checkbox"/> Long <input type="checkbox"/> Balding	<input type="checkbox"/> Curly <input type="checkbox"/> Bald
EYE COLOUR	<input type="checkbox"/> Blue <input type="checkbox"/> Green	<input type="checkbox"/> Black <input type="checkbox"/> Hazel	<input type="checkbox"/> Brown <input type="checkbox"/> Grey
BUILD	<input type="checkbox"/> Thin <input type="checkbox"/> Solid	<input type="checkbox"/> Medium <input type="checkbox"/> Obese	<input type="checkbox"/> Muscular
APPEARANCE	<input type="checkbox"/> Caucasian <input type="checkbox"/> Negro	<input type="checkbox"/> Asian <input type="checkbox"/> Islander	<input type="checkbox"/> Sth. European <input type="checkbox"/> Indigenous (Aust.)
COMPLEXION	<input type="checkbox"/> Ruddy <input type="checkbox"/> Olive	<input type="checkbox"/> Pale <input type="checkbox"/> Dark	<input type="checkbox"/> Medium
OTHER FEATURES	<input type="checkbox"/> Scars <input type="checkbox"/> Piercing	<input type="checkbox"/> Marks <input type="checkbox"/> Jewellery	<input type="checkbox"/> Tattoos

Description: _____

Approximate Age: _____ Height: _____

Clothing

Upper Garments: _____ Lower Garments: _____



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Incident / Offender Check-list

Suspect's Vehicle description

MAKE	<input type="checkbox"/> Ford	<input type="checkbox"/> Holden	<input type="checkbox"/> Toyota
	<input type="checkbox"/> Mazda	<input type="checkbox"/> Honda	<input type="checkbox"/> Other.....
TYPE	<input type="checkbox"/> Sedan	<input type="checkbox"/> S/Wagon	<input type="checkbox"/> Coupe
	<input type="checkbox"/> Utility	<input type="checkbox"/> Van	<input type="checkbox"/> Other.....
COLOUR	<input type="checkbox"/> White	<input type="checkbox"/> Red	<input type="checkbox"/> Green
	<input type="checkbox"/> Silver	<input type="checkbox"/> Blue	<input type="checkbox"/> Other.....

Registration number:

Model:

Approx. Year:

Other Vehicle Features:

Type of Threat

VERBAL	Wording of Threat:		
PHYSICAL	<input type="checkbox"/> Push	<input type="checkbox"/> Punch	<input type="checkbox"/> Kick
	<input type="checkbox"/> Other.....		
WEAPON	<input type="checkbox"/> Firearm	<input type="checkbox"/> Knife	<input type="checkbox"/> Instrument
	<input type="checkbox"/> Other.....		

Witness / Victim Details:

Signature:

Name (Print):

Telephone Number:



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OCCUPANT/VISITOR WITH A DISABILITY REGISTER

Permanent staff deemed **occupant/visitor with a disability** should be included in this register to ensure appropriate evacuation procedures have been developed and implemented in case of an emergency evacuation of the building.

Level	Name	Company	Contact	Has PEEP been developed?

PEEP – Personal Emergency Evacuation Plan should be developed for each occupant/visitor with a disability.

Copy of PEEP to be retained by the Chief Warden and located in the FCR.

Copy of PEEP to be retained by the Floor/Area Warden of the area the person normally is located.

PERSONAL EMERGENCY EVACUATION PLAN (PEEP)



Personal Emergency Evacuation Plan

Level/Floor No.

Occupants Name

Building Name

Company Name

Address

Room/Suite No.

Workstation Location

Questions:

Is an assistance animal involved?

Yes ☐

No ☐

Are you trained in emergency response procedures?
(including evacuation procedures)

Yes ☐

No ☐

Preferred method of receiving updates to Emergency
response procedures
Please state, e.g. text, email, Braille, verbal

Preferred method of notification of emergency
Please state, e.g. visual alarm, personal vibrating device, SMS, etc

Type of assistance required:
Please list procedures necessary for assistance



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VER 2.3 - Feb 2018

Pier 2-3
13 Hickson Road, Walsh Bay
Page 126 of 137

Issued: November 2018
Amended 07 May 2020

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Personal Emergency Evacuation Plan

Equipment required for evacuation: *Please list:*

Egress Procedure: *Give step by step details:*

Designated assistants and contact details:

Name	Phone No.	Mobile No.	Email

Are your designated assistants trained in emergency response procedures?

(including evacuation procedures)

Yes ☐

No ☐

Are your designated assistants trained in the evacuation equipment?

Yes ☐

No ☐

Issue date:

Review Date:

Occupant Approved:
Signature

Date:

Chief Warden:
Name

Signature:

Date:



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VER 2.3 - Feb 2018

Pier 2-3
13 Hickson Road, Walsh Bay
Page 127 of 137

Issued: November 2018
Amended 07 May 2020

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RISK MATRIX

Using a Risk Matrix is one means of evaluating the facility. Risk Matrices vary between organisations and requirements. The matrix shown hereunder is only an example.

Cross-referencing the Likelihood with the Consequence the matrix will provide a Risk Level for the specific risk.

	CONSEQUENCE				
LIKELIHOOD	Insignificant	Minor	Moderate	Major	Catastrophic
Rare	Low	Low	Low	Low	Low
Unlikely	Low	Low	Low	Medium	Medium
Possible	Low	Low	Medium	Medium	Medium
Likely	Low	Low	Medium	High	High
Almost Certain	Low	Low	Medium	High	Extreme

LIKELIHOOD

The likelihood of an emergency situation occurring is one component in determining the outcome of the risk rating. For example, an emergency that has catastrophic consequences but is Rare, results in a LOW Risk rating.

Rare	May only occur in exceptional circumstances
Unlikely	Could occur at some time; less than 25% chance of occurring;
Possible	Might occur at some time; 25-50% chance of occurring
Likely	Will probably occur in most circumstances; 50-75% chance of occurring
Almost Certain	Can be expected to occur in most circumstances; more than 75% chance of occurring

CONSEQUENCE

The consequence of an emergency occurring is also taken into account when calculating the risk. For example, insignificant or minor consequences resulting from an 'Almost certain' likelihood results in a LOW Risk assessment for the emergency.

Insignificant	Minimal interruption to normal activities, no injuries or damage to property
Minor	Possible injuries treatable by first aid, superficial damage can be dealt with on site
Moderate	Injuries requiring ambulance assistance, damage requiring isolation & structural repair
Major	Multiple injuries requiring ambulance assistance, major structural damage requiring evacuation of the building
Catastrophic	Deaths and critical injuries, structural collapse or significant damage rendering the building unsafe for occupation

RISK RATING

By the application of the risk matrix each identified hazard will be given a risk rating with which an appropriate response can be developed. It should be noted that the risk rating is a guide only and other factors can apply in how the risk is treated.

LOW	Situations that either the outcome poses a minimal influence on the day to day operations or if the outcome could be Catastrophic the likelihood of this occurring is extremely rare, such as an aircraft colliding with the building.
MEDIUM	Situations where it is foreseeable that a risk may occur and where the result could lead to major injuries or building damage
HIGH	Situations where it is quite likely that a risk will occur and where the outcome would lead to major injuries, death and substantial building damage
EXTREME	Situations of high risk where both the likelihood of it occurring and the outcome would ensure a high degree of deaths or injuries and overwhelming damage to the building.

ASSESSING THE RISKS

The process of identifying and assessing potential risks to a building, may involve multiple factors, each of which if dealt with in isolation may not be significant but when viewed as a group, may pose a higher level of risk.

The EPC should ensure an understanding of the relevance of all the factors likely to influence the identification and assessment of potential risks to their facility and where necessary, should seek advice from others more qualified to make these assessments.

Common Risk Profiles

Buildings of similar construction and use exhibit similar risk profiles. As such, a typical risk profile can be developed that could apply to similar buildings subject to local variances.

RISK PROFILE

Risks for Pier 2/3 - 13 Hickson Road Walsh Bay can be listed on the table below.

RISK	CODE	LIKELIHOOD	CONSEQUENCE	RISK RATING
Minor Internal Fire	RED	Possible	Minor	Low
Major Internal Fire	RED	Rare	Major	Low
Bomb Threat	PURPLE	Unlikely	Moderate	Low
Suspicious Package	PURPLE	Possible	Moderate	Medium
Chemical Spillage	YELLOW	Unlikely	Minor	Low
Electrical Outage	YELLOW	Unlikely	Moderate	Low
Lift Entrapment	YELLOW	Possible	Minor	Low
Gas Leak	YELLOW	Unlikely	Moderate	Low
Storm Damage	BROWN	Unlikely	Moderate	Low
Flood	BROWN	Unlikely	Moderate	Low
Civil Disturbance	BLACK	Possible	Minor	Low
Hostage Situation	BLACK	Unlikely	Major	Medium
Workplace Intrusion	BLACK	Unlikely	Moderate	Low
Aircraft Accident	BROWN	Rare	Major	Low
Earthquake	BROWN	Rare	Major	Low
External Fire	BROWN	Unlikely	Moderate	Low
Vehicle Accident	BROWN	Possible	Minor	Low
Bushfire Threat	BROWN	Unlikely	Major	Medium

GLOSSARY

Alert Tone	A sound broadcast throughout premises to indicate the detection of an abnormal situation. Usually described as a “Beep Beep Beep” sound and may also include automated verbal announcements
Area Warden	A person who, during an emergency, assumes control over a particular area or zone. Usually identified by the wearing of a yellow coloured helmet, hat, cap, tabard or vest.
Assembly Area(s)	The designated place or places where people assemble during the course of an evacuation
Attempted Bombing	An incident where there has been an attempt to function an Improvised Explosive Device (IED). The item has subsequently failed to function as a result of design or construction flaws, or as a result of bomb reactive measures undertaken by response personnel.
AS3745:2010	Australian Standard “ <i>Planning for emergencies in facilities</i> ”
Australian Bomb Data Centre (ABDC)	Division of the Australian Federal Police responsible for responding to an investigation of criminal activity involving the use, or threats to use, explosive materials
BCA	Building Codes of Australia
Bomb	A device fabricated that contains explosive, chemical, incendiary, or noxious contents designed to, or capable of, causing unlawful injury or damage.
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. It is not necessary for any other action to be taken by the offender.
Bombing	An incident where an improvised Explosive Device has functioned as designed.
Break Glass Alarm	(BGA) An alarm activated by breaking a thin sheet of glass covering an alarm button. Usually housed in a red or white coloured surround. BGA's are generally located adjacent the fire isolated exits from a building. Also referred to as a Manual Call Point (MCP)
Call Sign	The name assigned to a radio user for communication purposes
Carbon Dioxide Extinguisher (CO ₂)	Identified by a black stripe on red body, this unit is suitable for all types of fires. This unit will discharge copious amounts of carbon dioxide and can become very cold when used. Safe to use on electrically charged equipment
Chief Warden	The person selected to take control of the Emergency Control Organisation. Usually identified by the wearing of a white coloured helmet/hat/cap/vest or tabard
Control	The overall direction of emergency management activities in an emergency situation. Authority for control is established in legislation or in an emergency plan.

Crisis	Repercussions resulting from any incident or emergency that can effect an organisations reputation, business practices or continuity.
Damage Assessment	A report on the extent of damage caused by an event.
Debriefing	The process of sharing the good and bad points of the response to an incident as a means to improve any future planning and responses.
Dry Chemical Powder Extinguisher (DCP)	Identified by a white stripe on red body, this unit is suitable for all types of fires. This unit will discharge copious amounts of white powder that suppresses the fire. Safe to use on electrically charged equipment
Egress	A path or opening for going out, an exit
Emergency	Any event, which arises internally or from an external source which may adversely affect the occupants or visitors in a facility, and which requires an immediate response
Emergency Lighting	A battery powered lighting system that will automatically illuminate in the event of a mains power failure.
Emergency Mitigation	Measures taken to decrease the likelihood of emergencies occurring and the associated impacts upon people, the facility and the environment
Emergency Plan	The written documentation of the 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 Preparedness	The arrangements made to ensure that, should an emergency occur, all those resources and services that are needed to cope with the effects can be efficiently mobilized and deployed
Emergency Prevention	The measures taken to eliminate the incidence of emergencies. These include the regulatory and physical measures to ensure that emergencies are prevented.
Emergency Planning Committee	(EPC) An organisation consisting of members responsible for the development, implementation and maintenance of the emergency plan, emergency response procedures, appointing members to the Emergency Control Organisation and related training, in accordance with Australian Standard AS 3745:2010 <i>Planning for emergencies in facilities</i> .
Emergency Response Exercise	A site-specific exercise implemented to determine the effectiveness of the emergency response procedures
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

Emergency Services	An agency responsible for the protection and preservation of life and property from harm resulting from incidents and emergencies.
Emergency Warning System(EWS)	(EWS) In the event of alarm activation the EWS will automatically sound the Alert and Evacuation tones for the premises. Can also be utilised in manual mode. Public address announcements can be made via the EWS.
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 an area and other relevant emergency response information
Evacuation Exercise	An emergency response exercise in which the exercise simulates an emergency that requires an evacuation
Evacuation Tone	A sound broadcast throughout a premise to indicate that leaving the area or premises and proceeding to an assembly area is warranted. Usually described as a "Whoop Whoop Whoop" sound and may also include automated verbal announcements
Exercise	Simulation of emergency management events, through discussion or actual deployment of personnel for training, review or testing procedures.
Exit	A passage or way out, Also see 'Egress'
Explosion	Sudden release of large amounts of energy in a destructive manner.
Explosive	A substance, whether or not contained in a device specifically prepared, which is manufactured with a view to producing a practical effect by explosion
Extinguisher	A portable device containing a fire-fighting medium for the express use of fire fighting.
Facility	A building, structure or workplace that is, or may be, occupied by people (occupants)
Facility Operational Incidents	Facility operational incidents are non-life threatening and may not require the activation of the ECO
Fire	A rapid, persistent chemical change that releases heat and light and is accompanied by flame, especially the exothermic oxidation of a combustible substance.
Fire Alarm System	A range of devices that may emit audible and/or visual indication that an emergency situation has been detected and may instigate other actions.
Fire Blanket	A non-combustible sheet used to smother small fires and can be used to douse persons on fire.
Fire Control Room	(FCR) An area or room containing a fire indicator panel (FIP) and other such devices utilised for the identification and warning of an emergency situation such as an EWS.
Fire Detection System	A range of devices that monitor an area for indications of smoke, heat or flame and may instigate a fire alarm system.

Fire Indicator Panel (FIP)	(FIP) A control panel that indicates in which region a fire detection device has activated an alarm and is also responsible for alerting a monitoring company. May also activate a local alarm.
Fire Rating	The minimum fire resistance of a material or method of construction as determined by the method specified in AS 1530.4
First Aid	Immediate and temporary care given on site to the victims of an accident or sudden illness in order to avert complications.
Foam Extinguisher	Identified by a blue stripe on red body, this unit is suitable for flammable liquid fires. Do not use on electrically charged equipment.
Friable / Friability	Used as a descriptor for asbestos, that when dry (a) may be crumbled, pulverised or reduced to powder by hand pressure, or (b) as a result of a work process becomes such that it may be crumbled, pulverised or reduced to powder by hand pressure
Hoax Device	An item that is placed, designed or manufactured in a manner that is intended to cause another person to believe that the item is an improvised explosive device
Hose Reel	Fire hose reels are designed to reach every part of a floor area. Hose reels are operated by turning the control valve anti-clockwise, unreeling the hose, opening the nozzle and directing water at the base of the fire.
Hydrants	Fire hydrants are large capacity water connection points provided for Fire Brigade use only.
Improvised Explosive Device (IED)	(IED) A device fabricated in an ad hoc manner which contains explosive components designed to, or capable of, causing unlawful injury or damage.
Incendiary Device	Any device or mix of chemicals causing or capable of causing fire.
Incident	An event, accidentally or deliberately caused, which requires a response from one or more of the statutory emergency response agencies.
Isolated Stairwells	A stairwell encompassed by fire rated doors and construction, so as to provide safe egress in the result of an emergency
Lifts	During fire emergencies lifts should not be used as a means of egress. Lifts will be grounded as part of the evacuation procedures.
Mail Bomb	An Improvised Explosive device sent through the mail or a courier system.
Manual Call Point	(MCP) An alarm activated by breaking a thin sheet of glass covering an alarm button. Usually housed in a red or white coloured surround. Also referred to as a Break Glass Alarm (BGA)
Occupant	A person attending a facility on a permanent or temporary basis, such as an employee, contractor, student or resident, but not a visitor
Occupant Warning Equipment	Systems and devices that operate to alert people within a facility to an emergency

Occupant/visitor with a Disability	A person who requires more time or different forms of communication, compared with other occupants, to respond to an emergency; or assistance to respond to an emergency or evacuate from a facility
Personal Emergency Evacuation Plan (PEEP)	An individualized emergency plan designed for an occupant with a disability who may need assistance during an emergency
Procedures	Pre planned detailed directions for dealing with specific occurrences.
Public Address System (PA)	A portable or permanent device for the amplification and announcement of voice messages to an area of a premises or select group of people.
Refuge	An area on a floor or area that is specifically designed to protect people from heat, smoke and toxic gasses and which provides direct access to an exit
Response	Measures taken in anticipation of, during and immediately after an emergency to ensure its effects are minimised.
Runner	Person used to deliver messages between the Chief Warden and Wardens.
Safe Haven Floor	A level within the building where it is safe to re-enter from the isolated stairwells. Only the Chief Warden or Emergency Services can instruct persons to exit on 'Safe Haven Floors'.
Safety Data Sheet (SDS)	(SDS) A document that describes the properties and uses of a substance, that is, identity, chemical, and physical properties, health hazard information, precautions for use and safe handling information.
Staging Area	An area in a facility where occupants and visitors are intended to gather in preparation for an evacuation
Sprinklers	A system designed to activate once a determined temperature is attained at the sprinkler head and suppresses a fire with water sprays. Upon activation the sprinkler system will signal the FIP that the area is in alarm.
Smoke Detector	A device designed to detect particles, which are the result of combustion. On activation the detector will signal the FIP to instigate the alarm tones & alert the Emergency Services.
Suspect Item	An item that is considered to be suspicious by response personnel requiring further investigation or specialist inspection.
Terrorism	The calculated use of violence or the threat of violence to attain goals that are political, religious or ideological in nature.
Thermal Detector	A device designed to detect a rapid rise in temperature within an area. On activation the detector will signal the FIP to instigate the alarm tones & alert the Emergency Services.
Two-Way Radio	A device used to communicate between personnel via the use of radio frequency transmissions
Very Early Smoke Detection Apparatus (VESDA)	(VESDA) An extremely sensitive smoke sampling unit that draws air from the monitored area via a nozzle.

Visitor	A person who is within a facility who is temporarily visiting the facility and is not employed at or for the facility, either on a permanent casual, temporary, contracting basis; or an inmate or resident; or studying at the facility
Warden	A person or persons who, during an emergency, assists as requested the Area Warden in the safe evacuation of their area of responsibility. Usually identified by the wearing of a red coloured helmet, hat, cap, tabard or vest.
Water Extinguisher	Identified by an all red body, this unit is suitable for solid material fires such as paper, wood, plastic etc. Do not use on electrically charged equipment
Wet Chemical Extinguisher	Identified by a beige stripe on red body, this unit is designed for fat & oil fires. Do not use on electrically charged equipment.
Workplace	Any place where work is, or is to be, performed by a person engaged for work for gain or reward, or on a voluntary basis including a person conducting a business or undertaking as defined by the Commonwealth, State and Territory occupational health and safety statutes for the definition of 'workplace'

Emergency Response Procedures Manual

(Amended)

Wharf 4-5

15 Hickson Road
Walsh Bay
NSW 2000

November 2018
Version 1.8



Emergency
Procedures Manual

DISCLAIMER

General Disclaimer

This Emergency Procedures Manual was compiled by Trimevac Pty Ltd, Level 3, 11-17 Khartoum Rd, North Ryde NSW 2113.

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The active and ongoing onus is placed solely on the Building Occupier to advise TRIMEVAC of any feature or function contrary or supplementary to AS2220 prior to the implementation of TRIMEVAC's Emergency Procedures for the building, or in a timely manner after a material change affects, or is expected to affect the operation of the Emergency Warning and Communication System for the facility. If advice of this nature is not received in the required manner and form TRIMEVAC will assume that the system is compliant with the relevant standards and gauge its procedures and operational guidelines accordingly. Further, TRIMEVAC will not be held responsible for any descriptions of system function or performance that has not been identified and communicated to TRIMEVAC.

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Ph: (02) 6242 5404

PERTH

Level 1, 503 Murray
PERTH, WA, 6000
Ph: (08) 9289 8360

MELBOURNE

Level 1/677 High Street
KEW EAST, VIC 3102
Ph: (03) 9890 8084

BRISBANE

381 MacArthur Avenue
Hamilton, QLD 4007
Ph: (07) 3514 9222

CONTENTS

EMERGENCY CONTACT NUMBERS	8
TENANCY CONTACTS	10
RADIO CALL SIGNS	11
BUILDING PROFILE	12
FIRE ENGINEERING REPORTS.....	14
ASSEMBLY AREA	16
WALSH BAY ARTS PRECINCT GEOGRAPHICAL MAP	17
EMERGENCY PLANNING COMMITTEE.....	18
EMERGENCY CONTROL ORGANISATION	20
CHIEF WARDEN.....	24
DEPUTY CHIEF WARDEN.....	30
COMMUNICATIONS OFFICER.....	32
AREA WARDEN	34
WARDEN.....	38
FIRST AID OFFICERS	41
EMERGENCY RESPONSE TEAM (IF APPOINTED)	42
GENERAL STAFF	43
BOMB THREAT	44
BOMB THREAT	45
BOMB THREAT PROCEDURES.....	48
DISCOVERY OF A SUSPECT PACKAGE	51
MAIL ROOM	53
SUSPECT MAIL CONTAINING HAZARDOUS POWDER.....	54
BUILDING	56
BUILDING DAMAGE	57
CHEMICAL FLAMMABLE & RADIOLOGICAL SUBSTANCE EMERGENCY	58
COMMUNICATION SYSTEM FAILURE	61
EXPLOSION	62
FLOODING / IMMINENT FLOODING - NATURAL	64
FLOODING DOMESTIC	66
GAS LEAK AND/OR AIR CONDITIONING CONTAMINATION.....	67
LIFT ENTRAPMENT.....	68
POWER FAILURE	69
SEVERE STORMS	71
SHELTER IN PLACE.....	72
WATER SUPPLY INTERRUPTION.....	74
FIRE	75
EMERGENCY WARNING SYSTEM PANEL INSTRUCTIONS	76
FIRE / SMOKE.....	79
FIRE / SMOKE PROCEDURE	80

MEDICAL	81
DECEASED PERSON	82
MEDICAL EMERGENCY	83
SYRINGES (FOUND)	84
MAN OVERBOARD AT WHARF	85
WORKPLACE INTRUSION	86
ASSAULT	87
CIVIL DISORDER & ILLEGAL OCCUPANCY	88
PERSONAL HARM	89
TERRORISM	90
WORKPLACE INTRUSION	91
SYDNEY ALERT PROCEDURES	93
REFERENCE	97
COMMUNICATION	98
EMERGENCY PROCEDURES	101
EVACUATION PRINCIPLES	103
PERSONAL EMERGENCY EVACUATION PLAN	105
APPENDICES	110
ANNOUNCEMENTS	111
ASSEMBLY AREA CHECKLIST	113
BOMB THREAT CHECKLIST	114
EMERGENCY PLANNING COMMITTEE MINUTES	116
ESCALATION REPORT	117
EVACUATION CHECKLIST	118
EVACUATION EXERCISE OBSERVERS CHECKLIST	119
EVACUATION INCIDENT REPORT	120
FIRE EXTINGUISHER SELECTION CHART	121
HOW TO OPERATE A FIRE EXTINGUISHER	122
INCIDENT / OFFENDER CHECKLIST	123
OCCUPANT/VISITOR WITH A DISABILITY REGISTER	125
PERSONAL EMERGENCY EVACUATION PLAN (PEEP)	126
PROPERTY DAMAGE REPORT	128
RISK MATRIX	129
GLOSSARY	132

INTRODUCTION

This document is the result of the Emergency Planning Committee's duty to analyse, identify, evaluate and treat emergency related risks or situations that may arise from an internal or external source.

These procedures are to be utilised in conjunction with regular training sessions for all Emergency Control Organisation members so as to maintain competency in the prescribed duties of any ECO position, and to maintain an awareness of emerging trends or amendments to procedures.

It is also the direct responsibility of tenants and departments to organise and establish emergency procedures for the safety of their staff, based on this manual and the particular circumstances of their occupancy. As recommended by AS 3745:2010 and in compliance with Workplace Health and Safety legislation, all building occupants are required to participate in emergency planning and evacuation exercises and acknowledge the authority of appointed Wardens (Emergency Control Organisation) in emergency situations.

Instructions given by the Emergency Control Organisation will overrule normal management structure.

This manual remains the property of **Create Infrastructure - Create NSW**

No alteration or amendments or copies are to be made without authorisation of the Emergency Planning Committee and in conjunction with TRIMEVAC.

SCOPE

This manual provides information and guidelines for a range of eventualities and includes procedures for the situations listed only in the index of this manual.

Guidelines, procedures and information contained within this manual are based upon Occupational Health & Safety Legislation, in conjunction with Australian Standard AS3745:2010 *Planning for emergencies in facilities*:

The Australian Bomb Data Centre (AFP) *Bombs, Diffusing the Threat. Incorporating Mail Bomb Countermeasures*. Emergency Management Australia, *Flood Action Guide and Severe Storm Guide*, and AS/NZS ISO 31000 *Risk Management – Principles and Guidelines*.

All terminology used throughout this manual is consistent where possible with Emergency Management Australia, *Australian Emergency Management Terms Thesaurus* and AS 3745:2010 *Planning for emergencies in facilities*.

This manual may make reference to, but does not contain procedures for, the comprehensive management of *Business Continuity Planning*, *Business Recovery Processes* or *Media Policy during Emergencies*.

NOTE:

**THIS EMERGENCY RESPONSE PROCEDURES MANUAL IS ISSUED PRIOR TO CONSTRUCTION AND CANNOT BE USED FOR ANY PURPOSES AFTER FINAL HAND OVER OF THE FACILITY
THE CONTENTS OF THIS EMERGENCY RESPONSE PROCEDURES MANUAL MUST BE AUDITED AGAINST THE FINAL CONSTRUCTION TO ENSURE CONTENTS ARE IN ACCORDANCE WITH CONSTRUCTION AND THE REQUIREMENTS OF AS 3745-2010.**

AMENDMENT REGISTER

Version	Date	Pages	By	Comments
1.0	07/11/2018	All	JD	Draft EP Manual Issued
1.1	21/11/2018	Various	PW	Amend address, Pg 9
1.2	08/03/2019	Pg. 9, 114	PW	Occupancy Numbers PEEP Register
1.3	08/04/2019	Pg. 8, 12, 16, 17, 19, 24, 30, 34, 38, 55, 68, 91, 94, 100, 104, 107	PW	Tenant Contact List, Loading Docks, Handover procedures, ECO roles, Deputy Chief Warden & Communications Officer, delete comment, First Aid, , SDS & PPE, warden training, general staff, contact numbers, delete stairwell pressurisation, exercise announcement, emergency exercise recommendations, Medical Emergency Announcement
1.4	16/04/2019	Pg. 101-102		PEEP procedures & stairway evacuation devices
1.5	18/04/2019	Pg. 17	PW	Insert Walsh Bay Arts Precinct Geographical Map
1.6	21/06/2019	Pg. 21, 21-22 & 32, 25-27 & 28, 41, 25 & 101, 58, 9-25-32-35, 25-27-28-32-33,	PW	Stage Manager, Training frequency, Information to emergency services, First Aid certification, Reoccupation of building, CBR use in performance space, Property & Facility managers contact information, Neighbouring sites information,
1.7	28/06/2019	Pg. 9-10	PW	Update contact information
1.8	07/05/2020	Pg. 86	JD	Man Overboard at Wharf added

ANNUAL REVIEW

No.	Date	EPC Representative	Signature
1	November 2019		
2	November 2020		
3	November 2021		
4	November 2022		
5	November 2023		

MANUAL UPDATES

The Emergency Planning Committee will undertake a regular review of the Emergency Response Procedures to ensure the information contained within is as accurate and up to date as possible.

User Requirement

To ensure this manual is effective, it is incumbent upon the user to bring to the attention of the Emergency Planning Committee, any new information of either staff or procedural changes that may need inclusion or amendment in this manual.

Document Control

It is the responsibility of the Emergency Planning Committee to ensure document control is maintained for the emergency response procedures documentation for this facility.

Copies of this manual are authorised and issued by the Emergency Planning Committee. Electronic (soft-copy) and print (hard-copy) copies of this manual will be documented and held on record in the *Emergency Plan* and will be administered by the Emergency Planning Committee.

No unauthorised copies of this manual are to be made.

EMERGENCY CONTACT NUMBERS

FIRE BRIGADE	000
POLICE	
AMBULANCE	
Global System for Mobile Communication Emergency number (GSM)	112
Text Telephone Emergency (TTY)	106
NATIONAL SECURITY HOTLINE	1800 123 400
LEAKING GAS (ALL AREAS)	13 27 71
POISONS INFORMATION HOTLINE	13 11 26

CHIEF WARDEN	Barry Carr	0419 252 241
PROPERTY MANAGER – CREATE NSW	TBA	TBA
FACILITY MANAGER - COLLIERS	FACILITY MANAGER (24/7)	TBA
SECURITY	SECURITY (24/7)	TBA

NEIGHBOURING SITES		
PIER 1	CONCEIRGE	02 8298 9999
PIER 2-3	TBA	TBA
PIER 6/7	CONCIERGE FACILITY MANAGER	02 9241 2970 02 9247 7878
BMS	BUILDING MANAGER (24/7)	0433 779 814
ROSLYN PACKER THEATRE	FACILITY MANAGER	TBA
SYDNEY THEATRE COMPANY	FACILITY MANAGER	TBA

GAS PROVIDER	AGL	
ELECTRICITY	MONUMENT	
WATER PROVIDER	SYDNEY WATER	
LIFT MAINTENANCE	SCHINDLER	

AIR CONDITIONING	IT'S A BREEZE	
FIRE MAINTENACE	SYDNEY FIRE	02 9693 5353
FIP MONITORING		

TENANCY CONTACTS

Tenant Name	Location	Contact Person	Number

RADIO CALL SIGNS

It is important that correct Radio Protocols and Call Signs be used, both day-to-day & in emergency situations. Clear and concise information is the key to effective use of 2 way radios.

The following table shows the Official Call Signs for this Building

CALL SIGN	POSITION
	BUILDING MANAGER
	ASSISTANT BUILDING MANAGER
	OPERATIONS MANAGER
	SECURITY 1
	SECURITY 2
	SECURITY 3
	CLEANER 1
	CLEANER 2
	CLEANER 3

① TURN RADIOS TO CHANNEL FOR ECO COMMUNICATION

EMERGENCY COLOUR CODES

The following emergency codes should be used during emergency communications.

Red	Fire and / or Smoke
Purple	Bomb Threat
Blue	Medical Emergency
Black	Personal Threat
Yellow	Internal Emergency
Brown	External Emergency
Orange	Evacuation

The above coding is in accordance with Australian Standard AS3745-2010 – *Planning for emergencies facilities*

BUILDING PROFILE

FACILITY NAME		Wharf 4-5			
FACILITY ADDRESS		15 Hickson Road Walsh Bay			
PROPERTY MANAGEMENT		Create Infrastructure - Create NSW			
BUILDING DESCRIPTION					
Type of Building	Commercial	Number of floors	4	Number of tenants	
	2740	Hours of operation	0600-2400	Number of lifts	4
Basement levels	No	Basement car park	No		
Loading dock	Yes	Location	Pottiger Street Bridge Production Workshop Production Store		
Number of Occupants In accordance with Section 2.2.1 of FER dated 2 November 2018 Job No. 248853	<p>Ground Floor</p> <ul style="list-style-type: none"> Bangarra Function Space – 190 persons Bangarra Studios – 270 persons Sydney Dance Company Studios – 261 persons Commercial 5 – 185 persons Studio 5 – 221 persons <p>Mezzanine</p> <ul style="list-style-type: none"> Sydney Dance Company Office – 40 persons Bangarra Office – 45 persons <p>Shore Sheds</p> <ul style="list-style-type: none"> Choirs Rehearsal- 155 persons Commercial 2- 35 persons Commercial 3- 340 persons Commercial 4- 290 persons <p>STC (fire strategy documented in a separate fire engineering report)</p> <ul style="list-style-type: none"> 1506 persons 				
ALARM / DETECTION SYSTEM					
Fire Indicator Panel (FIP)	Yes	Location	Adjacent to Entrance 5 pier 3 off Hickson Road		
Sub FIP	Yes	Location			
Mimic FIP		Location			
EWIS / EWS / BOWS	EWIS	Location	Adjacent to Entrance 5 pier 3 off Hickson Road		
Delay between tones					
Detection System	Smoke Detectors	Yes	Thermal Detectors		
	VESDA System		Beam Detectors		
Break Glass Alarms	Red	Yes	White	Yes	
	Emergency door release		Yellow		
COMMUNICATION SYSTEMS					
Alert & Evacuate tones	Yes	Siren / Sounder		Internal Bell	
External Bell		Number of WIPS per floor		PA Available	Yes
2-Way Radios	Yes	Emergency Channel		Whistles	
ACCESS / SECURITY SYSTEMS					
Proximity card access	Yes	Visitor procedures	Yes	Concierge	
ON ACTIVATION OF THE FIRE INDICATOR PANEL					
Services notified	Yes	Pressurise fire stairs		Start exhaust fans	Yes
Release magnetic doors		Shut down air conditioning	Yes	Ground lifts	Yes
Release fire doors		Release smoke doors	Yes		

Wharf 4-5
15 Hickson Road Walsh Bay
Page 12 of 136

Issued: November 2018
Amended: 07 May 2020

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SUPPRESSION SYSTEMS				
Extinguishers	Dry Chemical	Yes	Carbon Dioxide	Yes
	Water	No	Foam	No
	Wet Chemical	No	Fire blankets	Yes
Installed systems	Sprinklers	Yes	Hose reels	Yes
	Hydrants	Yes	Gaseous suppression	
ECO				
Warden identification	Caps & Vests			
SPECIAL RISKS				
Gas	Yes	Shut off valve	Entance 5 off Hickson Road	
Dangerous goods		Type	Cleaning	
		Location	Cleaners Store	
		SDS Location		
OTHER RISKS / ISSUES				
Fire engineered solution	Yes			
Arup Pty Ltd Job Number 248853 Infrastructure for NSW (INSW) Walsh Bay Arts Precinct – Pier 2/3, Wharf 4/5 Fire Engineering Report Rev A 26 March 2019		Arup Pty Ltd Job Number 250601 Sydney Theatre Company Walsh Bay – Sydney Theatre Company (STC) Fire Engineering Report Issue 5 November 2018		

FIRE ENGINEERING REPORTS

Arup Pty Ltd
Job Number 248853
Infrastructure for NSW (INSW)
Walsh Bay Arts Precinct – Pier 2/3, Wharf 4/5
Fire Engineering Report
Issue 2 November 2018

Executive Summary

Infrastructure for NSW (INSW)

Walsh Bay Arts Precinct – Pier 2/3, Wharf 4/5
Fire Engineering Report

Executive Summary

Arup has been engaged to develop a performance based fire safety strategy for the redevelopment and refurbishment of the Walsh Bay Arts Precinct, Sydney. The redevelopment and refurbishment are occurring in Pier 2/3 and Wharf 4/5.

Whilst the report excludes the Shore Sheds along Hickson Road, the existing fire strategies have been taken into consideration so as not to have an adverse impact on each strategy. The upper levels (Levels 1-3) of Wharf 4/5 are occupied by Sydney Theatre Company (STC), and the fire safety strategy of that tenancy is documented in a separate fire engineering report. The over-arching objective is not to adversely impact on each strategy but to develop an integrated holistic strategy for the wharves.

Where achievable, the new building works and proposed fire safety measures and strategy outlined in Section 3 within this Fire Engineering Report (FER) demonstrates there is an acceptable level of the life safety of the building occupants and aims to satisfy the Performance Requirements of the National Construction Code, Building Code of Australia (BCA 2016 Amendment 1) [1].

It is however recognised that some fire safety measures may not achieve full compliance with the Performance Requirements of the BCA, nonetheless the upgraded measures will achieve Performance Requirement to an appropriate extent, within the constraints of the building. This is particularly relevant to areas not undergoing a change in use such as the Workshops for the Sydney Theatre Company.

All project stakeholders are to read and include the required fire safety measures of Section 3, in addition to the requirements of the Deemed to Satisfy (DtS) Provisions BCA, in the elements of design, construction and management that they are responsible for.

The Crown BCA consultant Blackett Maguire and Goldsmith (BM&G) has identified non-compliances with the prescriptive provisions of the BCA in Section 4.

The Performance Solutions for the associated non-compliances with the prescriptive provisions of the BCA which are documented in Section 7 have been shown to meet the Performance Requirements of the BCA, hence the design is considered to satisfy the Performance Requirements of the BCA.

Fire safety issues not included in this report are to meet the DtS Provisions of the BCA and the fire engineered Performance Solutions rely on those associated DtS compliant fire safety measures.

This report is for inclusion in the Construction Certificate documentation for the development.

This report does not constitute a compliance certificate.

Executive Summary

Sydney Theatre Company

Walsh Bay - Sydney Theatre Company (STC)
Fire Engineering Report

Executive Summary

Arup has been engaged to develop a performance based fire safety strategy for the proposed redevelopment and refurbishment of the Sydney Theatre Company (STC 50) at Wharf 4/5 of Walsh Bay Arts Precinct (WBAP), Sydney.

Whilst the report excludes the Shore Sheds along Hickson Road, the existing fire strategies have been taken into consideration so as not to have an adverse impact on each strategy. The lower levels (Ground and Mezzanine) of Wharf 4/5 are occupied by other tenancies, and the fire safety strategy of those areas is documented in a separate fire engineering report. The over-arching objective is not to adversely impact on each strategy but to develop an integrated holistic strategy for the wharves.

Where achievable, the new building works and proposed fire safety measures and strategy outlined in Section 3 within this Fire Engineering Report (FER) demonstrates there is an acceptable level of the life safety of the building occupants and aims to satisfy the Performance Requirements of the National Construction Code, Building Code of Australia (BCA 2016 Amendment 1) [1].

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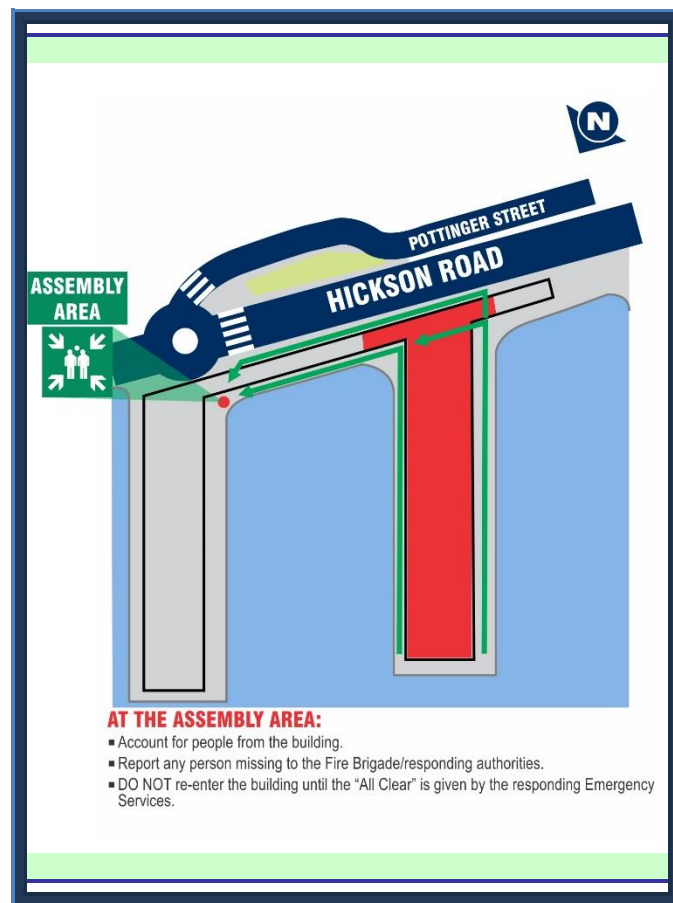
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This report does not constitute a compliance certificate.

ASSEMBLY AREA

Primary Assembly Area:



Whilst an Assembly Area is stipulated above, depending on the nature and extent of the emergency it may be necessary to utilise an alternative Assembly Area. Assembly Area(s) shall, so far as is reasonably practicable, be sufficiently distant from the emergency to allow for the protection of the evacuees.

The Assembly area will:

- Be managed by the wardens collectively
- Facilitate communication with evacuees
- Stage First Aid Officers with First Aid kits in an accessible and prominent area
- Communicate with the Chief Warden via mobile phone, 2-way radio or a runner

Secondary Assembly Area

The Secondary Assembly Area will be advised by the Chief Warden if and when necessary; or Wardens may use their discretion based upon the circumstances at the time of the emergency.

Factors that may necessitate relocation include:

- Riots, civil unrest or other community activities such as festivals etc.
- Road closures due to civil works
- Wind direction or adverse weather

WALSH BAY ARTS PRECINCT GEOGRAPHICAL MAP



Wharf 4-5
15 Hickson Road Walsh Bay
Page 17 of 136

Issued: November 2018
Amended: 07 May 2020

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EMERGENCY PLANNING COMMITTEE

Role of the emergency planning committee (EPC):

Under Australian Standard 3745-2010 it is now a requirement that an EPC be formed at all facilities. The EPC shall be formed for each facility by the person or persons responsible for the facility or its occupants and visitors. The EPC shall be appropriate for the particular facilities. The composition of the EPC will vary from site to site. Some sites may have large EPC's and others small simple EPC's.

Those responsible for the facility shall ensure that the EPC has adequate resources to enable the development and implementation of the emergency plan.

Responsibilities of the EPC

The EPC, where necessary in collaboration with facility owners, managers, occupiers and employers, shall be responsible for the development, implementation and maintenance of the emergency plan, emergency response procedures and related training. This may be undertaken in conjunction with external organisations.

The duties of the EPC shall include:

- Identify events that could reasonably produce emergency situations
 - The identification of events that could produce emergency situations should be determined by use of an approved risk assessment methodology. This can be done independently by the EPC or in consultation with external consultants specialising in this field
- Develop an emergency plan
- Ensure resources are provided to enable the development and implementation of the emergency plan
- Nominate the validity period of the emergency plan and evacuation diagram (the validity may not exceed 5 years, and will be subject to major changes in the facilities)
- Ensure that the emergency plan is readily identifiable and available to the appropriate persons
- Establish an emergency control organisation (ECO) to operate in accordance with the emergency plan
- If required establish a specialist emergency response team (ERT)
- Authorize the release and implementation of the emergency plan with due regard to:
 - Awareness of emergency response procedures be disseminated to occupants
 - A training schedule shall be developed to ensure that the relevant training is provided to ECO members and facility occupants.
 - Testing of the emergency procedures is conducted

- Review of the procedures is conducted to determine their effectiveness and impact
- Establish arrangements to ensure continuing operation of the ECO
- Ensure an up to date register of ECO members is maintained and readily available
- Establish strategies to ensure visitors are made aware of emergency response procedures
- Ensure that the emergency response procedures remain viable and effective by reviewing and testing the emergency response procedures at least annually
- Ensure the emergency plan is reviewed at the end of the validity period, after an emergency, an exercise, or any changes that affect the emergency plan
- Ensuring a permanent record of events for each emergency is compiled and retained
- Identifying and rectifying deficiencies and opportunities for improvement in the emergency plan and emergency response procedures

Membership

The EPC shall consist of not less than two people who shall be representative of the stakeholders in a facility one of which shall be management.

In most facilities, the EPC would comprise senior management, chief warden and specialist facility personnel. Where possible occupants with disabilities should be included in EPC meetings

External contractors, consultants or others engaged by the facility to provide specialist advice should not be members of the EPC but may attend EPC meetings.

Trimevac can be utilised as a resource in the development and maintenance of the Emergency Plan. The onus of forming and running the EPC however remains the sole responsibility of the facility owners / managers.

Meeting Frequency

The EPC shall meet at least annually. The EPC may elect to meet on a more frequent basis, dependant on the nature and complexity of the site.

The EPC shall meet after any incident that has resulted in the emergency procedures for the facility being invoked. The EPC shall also be advised of the outcome of any emergency exercises and where applicable will meet to address any issues arising from such emergency exercise.

A sample EPC agenda can be found in the appendix of the this document

Minutes

All EPC meetings shall have formal minutes and these shall be kept securely on site in accordance with relevant legislative requirements.

EPC Indemnity

Facility owners, managers, occupiers and employers should obtain professional advice on the level of indemnity provided to the EPC members. The EPC members should be advised of the level of indemnity provided.

EMERGENCY CONTROL ORGANISATION

The effective management of an emergency within a facility is dependent on ensuring that there are processes and procedures in place to achieve this. Every facility must have an emergency plan and emergency response procedures. These in isolation will not ensure that an emergency will be effectively managed. To achieve this, a team of nominated persons herein after referred to as the emergency control organisation shall be appointed.

The ECO shall be appropriate to the facility and to the emergency response procedures as determined by the EPC.

Position on the ECO

Terminology and naming conventions used in the ECO should be consistent with AS3745:2010. If other naming conventions are to be used they need to be authorized by the EPC

The ECO shall consist of a chief warden as a minimum.

Where an expanded ECO is required to achieve the emergency response plan objectives the following positions have been identified in the standard

- Deputy Chief Warden
- Communications Officer and deputy
- Area warden and deputies
- Wardens and deputies

Number of ECO Members

As every site is unique the EPC shall consider the number of members and ECO positions required to manage an emergency effectively. This number is dependent on a variety of factors and AS3745:2010 provides appendix F to assist the EPC in deciding on how to staff the ECO.

AUTHORITY

During emergencies, instructions given by the Emergency Control Organisation (ECO) personnel shall take precedence over the normal management structure. Area wardens and their deputies shall have the authority to marshal all staff and any visitor/s to their floor. Authority given to the ECO to act during an emergency must be acknowledged by the facility owners, managers, occupiers and employers as part of emergency planning activities. The purpose of these powers is to ensure that during an emergency situation, life safety takes precedence over asset protection, environmental considerations, and production operations and business continuity in accordance with Australian Standard AS 3745-2010 *Planning for emergencies in facilities*.

Stage Manager/Tenant/ Performance Representative

A dedicated person will be assigned to each performance space to manage it's fire safety provisions.

This person will be responsible for raising the alarm and initiate the required level of response for any emergency that occurs within or impacts upon the space.

This person shall be aware of the risks and/or the fire/smoke effects used for performances.

This person shall be in a position to report immediately to building management and if required/necessary raise the alarm and oversee the immediate safety of occupant sin that space.

This person will have the required skills and knowledge of fire safety and emergency management to perform their duties.

ECO Indemnity

Facility owners, managers, occupiers and employers should obtain professional advice on the level of indemnity provided to the ECO members. The ECO members should be advised of the level of indemnity provided.

EMERGENCY CONTROL ORGANISATION TRAINING

The EPC will organise regular training for the Emergency Control Organisation (ECO) and ensure the building occupants participate in an emergency response exercise at least once in any 12 month period.

A record in the form of attendance records & warden lists containing the date of training and type of training for all occupants that have attended and completed the training in accordance with ASS 3745-2010 must be retained by management as a record of completion.

All warden training will be in accordance with the requirements of AS 3745-2010 and apart from the mandatory topics set out the service provider in consultation with building management prepare a schedule for the warden training and evacuation exercises that will take into account any requirements set out in the Fire Engineered solution together with training for site specific hazards.

The training program should be delivered by a competent person as deemed by AS3745 on a minimum 6 monthly basis, typically the training program would entail:













- Evacuation Procedures
- Bomb Threat Procedures
- Fire Awareness
- Use of Fire Extinguishers and Hose Reels
- Any other training as deemed appropriate to reflect emerging trends or site specific considerations
- Warden numbers shall be consummate and adequate to the correct ratio with the number of occupants in any space.

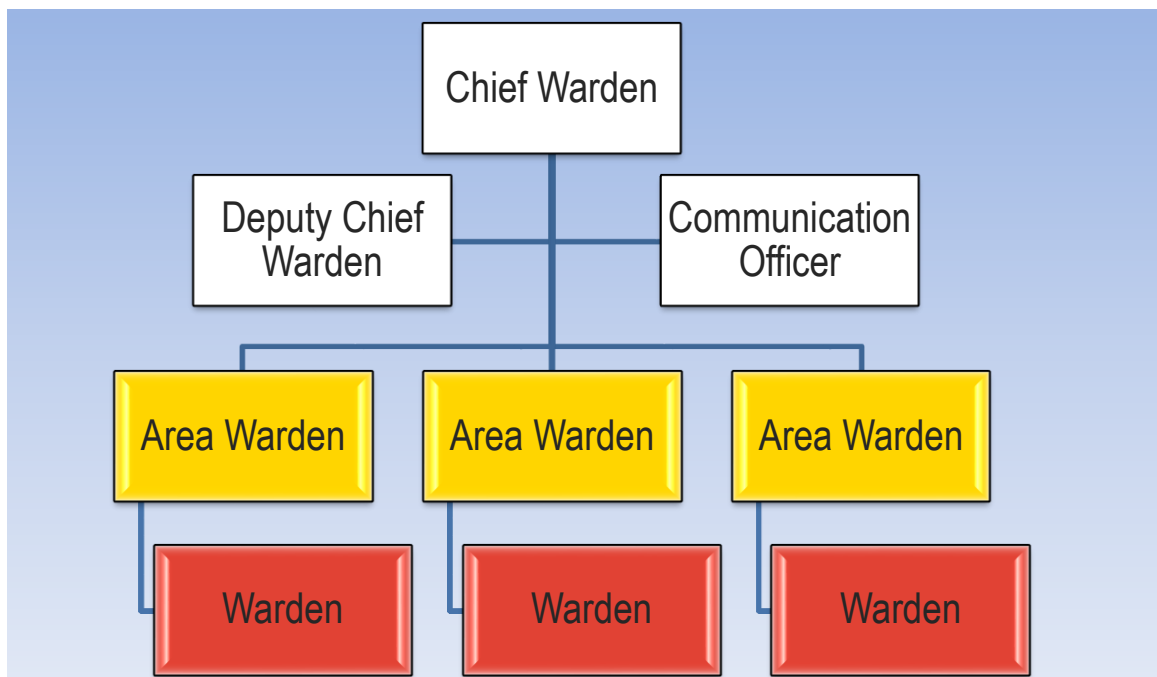
- All wardens will have available appropriate warden identification in the form of colour coded Hi Vis vests and caps
- Additionally all wardens will be given specific training in the differentiation between flames from a fire and flames from performance effects

The Chief Warden, Deputy Chief Warden & Communications Officer will be trained to a level of skill and knowledge to be able to control, coordinate and facilitate any emergency that may occur within or impact upon the building.

Additional ECO members shall be trained to Chief Warden skills to act as deputies to these positions.

WARDEN STRUCTURE

CHIEF/DEPUTY WARDEN	White			
AREA WARDEN	Yellow			
WARDEN	Red			
FIRST AID OFFICER	Green			



CHIEF WARDEN

Selection Criteria for Chief Warden

The person appointed as chief warden should;

- Be capable of performing their duties
- Be capable of leading and taking command
- Display effective decision making skills
- Demonstrate the capability to remain calm under pressure
- Be available to undertake their appointed duties
- Be capable of effectively communicating with occupants and visitors
- Be familiar with the facility
- Be able to undergo the relevant training
- Have available at all times an emergency contact phone list that will include the Facility & Property Managers contact details

Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Maintain a current register of ECO members
- Replace ECO members when a position becomes available
- Conduct regular exercises
- Ensure the emergency response procedures are kept up to date
- Attend meeting of the EPC, as appropriate
- Attend training and emergency exercises, as required by the EPC
- Ensure personal ECO identification is available

Emergency

- Respond and take control, as appropriated
- Ascertain the nature of the emergency and implement appropriate action, in the form of what action needs to be taken to ensure the safety of all occupants.

- Ascertain from the information supplied about the emergency whether there needs to be a tenancy, building or precinct evacuation or another form of action to ensure safety of occupants.
- Ensure that the appropriate Emergency Service has been notified
- Ensure Property & Facility Managers are contacted
- Ensure neighbouring sites are informed of the emergency.
- Ensure that area wardens are advised of the situation, as appropriate
- If necessary, after evaluation of the situation and using all of the information, as resources available, initiate an action plan in accordance with the emergency response procedures and control entry to the affected area
- Monitor the progress of the evacuation and record any action taken in an incident log
- Brief the Emergency Services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the senior officer's instructions
 - Information to be passed over to Emergency Services upon arrival:
 - Location of alarm activation/emergency
 - Type of emergency
 - Any reported casualties/injured persons and their location
 - Information as to any hazards onsite
 - Information (SDS) of any dangerous goods onsite and their location
 - List of any PEEP's on site and their location
- Any other actions as considered to be necessary or as directed by Emergency Services

Post-emergency

- At the conclusion of any emergency incident reoccupation of the building can only take place on the instruction/ advice of the emergency services controller.
- The Chief warden will liaise with the emergency services controller to receive return to building approval.
- When the emergency incident is rendered safe or the emergency service returns control, notify the ECO members to advise occupants that they can return to the building, as appropriate.
- Before occupants return to the building the Chief Warden must liaise with building management as any area of the building that may be unsafe to occupy.
- Organize a debrief with ECO members and, where appropriate, with any attending Emergency Service
- Compile a report for the EPC and management

EMERGENCY PROCEDURES

On hearing the ALERT TONE or being notified of an emergency.

- Proceed immediately to the Emergency Warning Intercommunication System (EWIS) panel and Fire Indicator Panel (FIP) located adjacent to Entrance 5 pier 3 off Hickson Road and assume control of the emergency until relieved by a Senior Fire Brigade Officer.
- Determine which zone is in alarm by a LCD readout on the Fire Indicator Panel
- Switch the EWIS panel from automatic to manual control to prevent the "Evacuation" tone (Whoop, Whoop) being activated by programmed timer (between Alert and Evac)

❶ Do not leave the EWIS panel unattended.

❶ Switch panel back to AUTOMATIC if you need to leave the panel.

- Communicate with the area in alarm and the Area warden by use of the Warden Intercom Phone (WIP), 2-way radio or public address system if necessary
- Establish scope of emergency
- Dispatch a Warden to the area in alarm to ascertain the status of the alarm
- Ensure that the Emergency Services have been called
- Ensure Property & Facility Managers are contacted
- Ensure neighbouring sites are informed of the emergency.
- On advice, the Chief Warden will follow "**NO EMERGENCY EVIDENT**" OR **EVACUATION NECESSARY** procedure

Note: Upon the arrival of the Fire Brigade, all aspects of fire fighting and fire safety automatically comes under their control. Any request made by an Officer of the Fire Brigade must be complied with.

No Emergency Evident – False Alarm

The assessment of a 'False Alarm' must be based on investigations of the area in alarm and confirmation that no flame, smoke or smell of smoke or burning material is present.

If satisfied that alarm activation was inaccurate:

- Cancel the Alert Tone
- Make the appropriate PA announcement
- Remain at the FIP / EWIS for the arrival of the Emergency Services and render assistance if required

Stay at the EWIS panel until the Emergency Services arrive and declare the situation All Clear.

Once All Clear and the FIP has been reset turn the EWIS panel back to automatic.

Confirmed Emergency

Shelter in place option – Not leaving the building

Depending on the nature of the problem, it might be appropriate to evacuate staff away from the affected area , but to hold staff within the safety of the Building.

- Ensure the Emergency Services have been contacted 000
- Ensure neighbouring sites are informed of the emergency.
- Ensure Property & Facility Managers are contacted
- Don white helmet
- Make appropriate PA announcement
- Contact the Area wardens via WIP phone and advise of the situation and advise them of the direction of evacuation and the floor/level/area within the building in which to shelter
- Ensure lifts are grounded if the emergency dictates lift use inappropriate
- Task staff to prevent people from entering the building
- Regulate the evacuation so as not to impede the egress from the area involved in the fire/emergency
- Answer WIP calls from Area wardens appropriately
- Ascertain if there are occupant/visitor with a disability requiring assistance
- On arrival of the Fire Brigade, advise of the situation, and if any occupant/visitor with a disability requires assistance
- Maintain communications with the other Area wardens unaffected by the emergency and evacuation. If necessary, advise them to prepare for others entering their area from the affected area .
- Liaise with Emergency Services upon their arrival and assist as requested
 - Information to be passed over to Emergency Services upon arrival:
 - Location of alarm activation/emergency
 - Type of emergency
 - Any reported casualties/injured persons and their location
 - Information as to any hazards onsite
 - Information (SDS) of any dangerous goods onsite and their location
 - List of any PEEP's on site and their location
- Assess damage; collate reports for EPC; inform TRIMEVAC of incident
- Arrange for incident debrief

Full Building Evacuation – To external assembly area

- Confirm with affected area that evacuation is required or;
- Advise the Area wardens via the EWIS PA muster staff at their staging area and call back when complete
- Ensure lifts are grounded if the emergency dictates lift use inappropriate
- Task staff to prevent people from re-entering the building
- If available, advise Deputy Chief Warden or nominate an appropriate Manager/Supervisor to go directly to the Assembly Area located at the forecourt of Pier 2/3 off Hickson Road and to also stop traffic entering the site
- Respond to each area/floor's 2nd WIP call and ascertain number and location of occupant/visitors with a disability (OWD) and refusals to leave (RTL)
- Once OWD and RTL numbers have been received, advise Area wardens of their preferred exit stairwell/direction and instruct to evacuate
- Place each area/floor into EVACUATE after confirming OWD and RTL numbers/location
Repeat for each level
- On arrival of Fire Brigade, advise of situation, and any persons still on the area/floors such as occupant/visitor with a disability, refusals to leave, medical emergencies etc.
 - Information to be passed over to Emergency Services upon arrival:
 - Location of alarm activation/emergency
 - Type of emergency
 - Any reported casualties/injured persons and their location
 - Information as to any hazards onsite
 - Information (SDS) of any dangerous goods onsite and their location
 - List of any PEEP's on site and their location
- Once the Emergency Services have investigated and dealt with the alarm condition they will reset the FIP. At this point cancel all alarms and reset the EWIS panel
- Return EWIS key to Auto position and or isolate if building damage is extensive pending Emergency Service advice

CHIEF WARDEN ACTION SHEET

Alert Phase (Beep, Beep, Beep)

- Determine cause of alarm from FIRE INDICATOR PANEL
- Proceed to the EWIS panel and Switch from AUTO TO MANUAL
- Notify the appropriate external emergency response agencies "000"
- Establish scope and type of Emergency & Announce appropriate code via PA
- Contact Area wardens and determine status & resources available at each Warden Assembly Point
- If the emergency justifies, instruct Wardens to commence evacuation of the building.

Evacuate Phase (Whoop, Whoop, Whoop)

- Evacuate the EMERGENCY INCIDENT AREA and the areas immediately adjoining the incident
- Progressively evacuate the remainder of the building prioritising areas immediately adjacent and above the incident area.
- Receive clearance reports from the Area wardens noting:
 - Area/floors cleared / not accessed
 - Occupant/visitor with a disability requiring assistance
- Report to attending Emergency Services
- Follow instructions of the external response agencies once they arrive
- Manage media enquiries as per internal protocol
- Oversee return to building on the ALL CLEAR being given by the Emergency Services

Assembly Area: Forecourt of Pier 2/3 off Hickson Road

DEPUTY CHIEF WARDEN

The Deputy Chief Warden is appointed by the EPC and is responsible for assisting the Chief Warden with matters relating to emergency preparedness and has complete evacuation control in the absence of the Chief Warden, during an emergency condition.

The Deputy Chief Warden is responsible for filling the role of Chief Warden if the Chief Warden is absent.

The Deputy Chief Warden will be trained to an equivalent skill level as the Chief Warden.

The Deputy Chief Warden upon assuming the Chief Warden role in their absence will appoint a person from the ECO to act in the capacity of Deputy Chief Warden in an emergency .

Whenever possible, arrangements should be made between the Deputy Chief Warden and the Chief Warden to ensure that they are not absent from the building at the same time.

Selection Criteria for Deputy Chief Warden

The person appointed as deputy chief warden should;

- Be capable of performing their duties
- Be capable of leading and taking command
- Display effective decision-making skills
- Demonstrate the capability to remain calm under pressure
- Be available to undertake their appointed duties
- Be capable of effectively communicating with occupants and visitors
- Be familiar with the facility
- Be able to undergo the relevant training

The responsibilities of the Deputy Chief Warden role include:

- Proceed immediately to the Emergency Warning Intercommunication System (EWIS) panel and Fire Indicator Panel (FIP) located adjacent to Entrance 5 pier 3 off Hickson Road and if the Chief Warden is not present, assume control of the emergency until relieved by the Chief Warden or a Senior Fire Brigade Officer.
- Donning a white helmet in the event of an emergency
- Raising the Alarm if an emergency is encountered
- Responsibility for conveying the instructions of the Chief Warden as well as recording all events and transmissions from ECO
- Participating regularly when system tests (EWS) are being performed by maintenance service provider

- Responding to the designated meeting point and meet Chief Warden on any alarm activation
- Confirming the appropriate Emergency Services have been notified
- Ensure neighbouring sites are informed of the emergency.
- Ensure Property & Facility Managers are contacted
- Assisting the Chief Warden at the EWS panel
- Coordinating the Assembly Area, if necessary
- Assisting with emergency preparedness in the building.
- Evacuation control during an emergency, in the absence of the Chief Warden

COMMUNICATIONS OFFICER

Selection Criteria for Communications Officer

The person appointed as communications officer should;

- Be capable of performing their duties
- Display effective decision making skills
- Demonstrate the capability to remain calm under pressure
- Be available on-site to undertake their appointed duties
- Be capable of effectively communicating with occupants and visitors
- Be familiar with the facility
- Be able to undergo the relevant training

Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

The Communications Officer will be trained to an equivalent skill level as the Chief Warden.

Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Ensure personal proficiency in operation of facility communication equipment
- Maintain records and logbooks and make them available for emergency response
- Ensure that ECO members are proficient in use of the facility communication equipment by confirmation that the ECO have had appropriate training on the installed equipment. All warden training will be in accordance with the requirements of AS 3745-2010 and that additional wardens selected by the EPC/ECO/building management be trained in use of the facility communication equipment as part of the 6 monthly Chief Warden training sessions.
- Ensure that emergency communication contact details are up to date
- Attend training and emergency exercises, as required by the EPC

Emergency

- Ascertain the nature and location of the emergency
- Confirm that the appropriate Emergency Service has been notified
- Ensure neighbouring sites are informed of the emergency.

- Ensure Property & Facility Managers are contacted
- Notify appropriate ECO members
- Transmit instructions and information
- Record a log of the events that occurred during the emergency
- Act as directed by the chief warden

Post-emergency

Collate records of events during the emergency for the debrief and ensure they are secured for future reference

AREA WARDEN

Selection Criteria for Area warden

The area warden responsibilities should be attached to a specific position, to ensure where possible, that the person appointed to the position, in either a permanent or temporary capacity, carries out the necessary functions.

The person appointed as area warden should;

- Be capable of performing their duties
- Have leadership qualities and the ability to command authority
- Display effective decision making skills
- Demonstrate the capability to remain calm under pressure
- Be available on-site to undertake their appointed duties
- Be capable of effectively communicating with occupants and visitors
- Be capable of deputizing for other positions
- Be able to undergo the relevant training

Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Confirm sufficient wardens for the area of responsibility
- Coordinate the completion of PEEP documentation
- Report on deficiencies of emergency equipment
- Ensure that wardens have communicated the emergency response procedures to all occupants within their nominated areas
- Ensure that occupants are aware of the identity of their wardens
- Coordinate safety practices (e.g. clear egress paths, access to first-attack equipment and disposal of rubbish) by wardens throughout their area of responsibility
- Attend training and emergency exercises, as required by the EPC
- Ensure personal ECO identification is available

Emergency

On hearing an alarm or becoming aware of an emergency, the area wardens shall take the following actions;

- Implement the emergency response procedures for their area/floor
- Ensure that the appropriate Emergency Service has been notified
- Ensure Property & Facility Managers are contacted
- Direct wardens to check the area/floor for any abnormal situations
- Commence evacuation if the circumstances on their area/floor warrant this
- Communicate with the chief warden by whatever means is available and act on instructions
- Advise the chief warden as soon as possible of the circumstances and actions taken
- Co-opt person as required to assist a warden during an emergency
- Confirm that the activities of wardens have been completed and report this to the chief warden or a senior officer of the attending Emergency Service if the chief warden is not available

Post-emergency

- Compile a report of actions taken during the emergency for the debrief

EMERGENCY PROCEDURES

On discovering or being informed of an emergency

- Investigate the report. Instruct the Wardens to check their area/floor for any other abnormal situation and, if necessary, move staff away from the immediate area to a safe location, adjacent to the nearest safe emergency stairwell
- Activate a Manual Call Point if there is an emergency requiring evacuation
- If necessary, initiate evacuation; otherwise
- Don the Yellow helmet
- Notify the Chief Warden
- Initiate any specific procedure dependent upon the type of emergency

On hearing the ALERT TONE

Immediately the ALERT TONE (Beep, Beep, Beep) is sounded:

- Proceed to the Warden Intercom Phone (WIP)
- Don the Yellow helmet
- Wait for the Chief Warden to call you on the WIP

- Listen for PA announcements that may be made by the Chief Warden
- If advised by the Chief Warden, instruct Wardens to begin assembling people at the predetermined staging area
- Ensure Wardens are carrying out their specific duties
- Appoint replacement Warden(s) if necessary
- Advise Chief Warden of the status of the emergency if the alarm is originating from your area/floor

① LIFTS WILL NOT BE USED IN AN EMERGENCY

(Unless specifically directed by an Authority such as the Fire Brigade)

- When staff are Assembled awaiting further instructions. Lift the WIP handset and contact the Chief Warden a second time.
- Advise the Chief Warden via the Warden Intercom Phone (WIP) if there are any occupant/visitors with a disability requiring assistance or 'refusals to leave'

If instructed to Evacuate or the EVACUATION TONE (Whoop, Whoop, Whoop) is sounded:

- Control the evacuation of personnel using designated exits; regulate egress so as not to impede evacuation from the area involved in the emergency
- Provide for safety of any occupant/visitor with a disability in accordance with their personal emergency evacuation plan (PEEP)
- If you haven't done so already and if safe to do so, advise the Chief Warden via the Warden Intercom Phone (WIP) if there are any occupant/visitor with a disability requiring assistance or 'refusals to leave'
- Maintain control of evacuating personnel & encourage calmness. Count head numbers as people exit, admitting people through exits sensibly according to capacity of the exit
- Restrain running and pushing; encourage deliberate progress, with safety first
- Receive reports from Wardens when duties are completed and when persons under your control have evacuated
- The Area warden must ensure that all persons are cleared from the area/floor and will be the last person to leave their area/floor, i.e. there will be absolutely no one left on the subject area/floor when they leave
- Report to Chief Warden any persons not accounted for
- Ensure occupant/visitors with a disability are left under your control
- If you do not remain with an occupant/visitor with a disability, proceed to the nominated Assembly Area and account for people
- Check in/register your arrival at the Assembly Area with the Assembly Area coordinator

- Do not re-enter the building until the "All Clear" is given by the Chief Warden or the Senior Officer of the responding Emergency Service

AREA WARDEN FLOW SHEET

Alert Phase (Beep, Beep, Beep)

- Proceed immediately to the WARDEN ASSEMBLY POINT & WAIT AT THE WIP PHONE, for the Chief Warden to contact you.
- Instruct Wardens to undertake a search of immediate areas to determine if the emergency is near you
- Follow instructions from the Chief Warden.
- Report to the Chief Warden the findings of the investigations
- If immediate danger warrants or instructed by the Chief Warden commence evacuation of the immediate area and if necessary your area/floor

Evacuate Phase (Whoop, Whoop, Whoop)

- Evacuate the EMERGENCY INCIDENT AREA and the areas immediately adjoining the incident
- Progressively evacuate the remainder of the building prioritising the areas immediately adjacent to or above the emergency affected areas
- Instruct Wardens to clear storerooms, toilets and any other areas likely to be occupied.
- Check all rooms and structure to ensure that they are evacuated. Close doors of rooms and structures evacuated
- Report to the Chief Warden the status of the evacuation noting:
 - Area/floors cleared / not accessed
 - Occupant/visitor with a disability requiring assistance
- Once clear of the building ensure people DO NOT RE-ENTER THE BUILDING until the Chief Warden has given the ALL CLEAR

Assembly Area: Forecourt of Pier 2/3 off Hickson Road

WARDEN

Selection Criteria for Wardens

The person appointed as a warden should;

- Be capable of performing their duties
- Have leadership qualities and the ability to command authority
- Display effective decision making skills
- Be capable of effectively communicating with occupants and visitors
- Be capable of deputizing for other positions
- Be able to undergo the relevant training

Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Ensure that all occupants are aware of the emergency response procedures
- Carry out safety practices (e.g. clear egress paths, access to first-attack equipment and disposal of rubbish) by wardens throughout their area of responsibility
- Ensure personal ECO identification is available
- Attend training and emergency exercises, as required by the EPC

Emergency

Persons selected as wardens shall carry out activities as set out in the emergency response procedures and as directed by the area warden. On hearing an alarm or becoming aware of an emergency, the wardens shall take the following actions;

- Act as area wardens in their absence
- Operate the communication system in place
- Check that any fire doors and smoke doors are properly closed
- Close or open other doors in accordance with emergency response procedures or as instructed by the Area warden
- Search the area/floor to ensure all people have evacuated. This function is of greater importance than a later physical count of those evacuated

- Assist occupants with disabilities in accordance with PEEP documentation
- Report the status of required activities to the area warden on their completion.

EMERGENCY PROCEDURES

On discovering or being informed of an emergency

- Liaise with the Area warden
- Don red helmet
- Proceed to your area of responsibility and take control
- Investigate the report
- Move staff away from any affected area to a safe location (preferably the nearest emergency exit)
- Initiate any specific procedure dependent upon the type of emergency

On hearing the ALERT TONE (Beep, Beep, Beep) sounded on your area/floor.

- Don red helmet
- Search your area for a possible cause and report to Area warden at WIP (Warden Intercom Phone)
- If instructed to do so by the Area warden, obtain assistance and ensure occupant/visitor with a disability are moved to the WIP or are enacting their personal emergency evacuation plan (PEEP)
- If instructed to assemble staff ready for evacuation, conduct search of prescribed area of responsibility and ensure toilets, kitchens, lunchrooms, etc. are cleared. Close doors as areas are cleared
- Maintain calm and order at the staging area and report OWD and RTL to Area warden upon completion of search

Decision to Evacuate

If instructed to Evacuate or the EVACUATION TONE (Whoop, Whoop, Whoop) is sounded:

- Direct personnel in your area to evacuate and proceed to the Assembly Area located at the Forecourt of Pier 2/3 off Hickson Road
- Obtain assistance for any occupant/visitor with a disability in accordance with their personal emergency evacuation plan (PEEP)
- Maintain control of evacuating personnel & encourage calmness. Count head numbers as people exit
- Admit persons through exits sensibly according to capacity of the exit
- Restrain running and pushing; encourage deliberate progress, with safety first
- Ensure occupant/visitor with a disability are left under control of the Area warden

- Evacuate on advice from the Area warden
- Proceed to your Assembly Area and account for people
- Advise your Area warden of any person not accounted for
- Check in/register your arrival at the Assembly Area with the Assembly Area coordinator
- Do not re-enter the building until the "All Clear" is given by the Chief Warden or the Senior Officer of the responding Emergency Service

WARDEN ACTION SHEET

Alert Phase (Beep, Beep, Beep)

- Advise staff on your area/floor to remain calm and that you are going to report to Area warden
- There is no need to evacuate unless the hazard is immediately evident
- Report to the Area warden at the WIP Phone for your area/floor
- If the Area warden is absent assume the role of Area warden
- Be prepared to evacuate on instruction

Evacuate Phase (Whoop, Whoop, Whoop)

- Evacuate the EMERGENCY INCIDENT AREA and the areas immediately adjoining the incident
- Progressively evacuate the remainder of the area/floor prioritising the areas immediately adjacent to the emergency affected areas
- Clear storerooms, toilets and any other areas likely to be occupied.
- Check all rooms and structure to ensure that they are evacuated. Close doors of rooms and structures evacuated
- Report to the Area warden the status of the evacuation noting:
 - Areas cleared / not accessed
 - Occupant/visitor with a disability requiring assistance
- Once clear of the building ensure people DO NOT RE-ENTER THE BUILDING until the Chief Warden has given the ALL CLEAR
- Ensure persons at the assembly area remain at the assembly area

Assembly Area: Forecourt of Pier 2/3 off Hickson Road

FIRST AID OFFICERS

If possible, there should be qualified persons (with appropriate First Aid qualifications) available in the event of an emergency. The First Aid Officer should be a person who is usually on the premises during working hours and if possible, multiple First Aid Officers is beneficial.

Whenever possible, arrangements should be made between First Aid Officers to ensure that they are not absent from the building at the same time.

SafeWork First Aid in the Workplace Code of Practice states that workplace First Aiders should renew their first aid qualifications every three years. The Code of Practice also states that first aiders should complete refresher training in CPR annually.

Responsibilities prior to an emergency include:

- Ensuring a First Aid kit is fully maintained and accessible at all times
- Maintaining their First Aid qualifications
- Ensuring personal ECO identification is available
- Attending training and emergency exercises, as required by the EPC

Responsibilities during an emergency include:

- Donning a green helmet/cap/tabard or vest, displaying a white cross, in the event of an emergency
- Raising the Alarm if an emergency situation is encountered
- Rendering assistance/treatment to any persons prior to, or during, evacuation, if safe to do so
- Transporting a first aid kit to the Assembly Area during an evacuation
- Setting up a First Aid Post at the Assembly Area
- Rendering First Aid treatment to any casualties
- Ensuring that the Wardens or Chief Warden are aware of any injuries requiring treatment
- Alerting the Ambulance Service if persons require medical aid or transport to hospital
- Prioritising of patient assistance/care (Triage)
- Maintain patient confidentiality regarding treatment or medical condition(s)

EMERGENCY RESPONSE TEAM (IF APPOINTED)

Primary Roles and Duties

Certain facilities due to the nature of the facility or operation conducted at the facility may at the discretion of the EPC require an emergency response team to be in place. The emergency response team will typically comprise members of staff that are specifically selected and train to deal with specific emergencies in the facility according to emergency response procedures

Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Attend training and emergency exercises, as required by the EPC
- Practise the use of specialized equipment
- Maintain specialized equipment (e.g. spill kits and breathing apparatus) as per manufacturers specifications
- Ensure that personal protective equipment is maintained and available
- Ensure personal ERT identification is available
- Conduct pre-emergency planning
- Attend training and emergency exercises, as required by the EPC

Emergency

Members of the emergency response team shall carry out activities as set out in the emergency response procedures and the following;

- Respond to the emergency as directed by the Chief Warden
- Communicate the status of the situation to the Chief Warden
- Hand over and brief Emergency Services on arrival

Post-emergency

- Compile a report of actions taken during the emergency for the debrief
- Clean and service used specialized equipment
- Replace specialized equipment as necessary

GENERAL STAFF

All occupants working at a facility shall receive training to enable them to act in accordance with the emergency response procedures.

The training set out below should be provided for all new occupants including casual occupants/employees, at the commencement of their duties in a workplace or their occupancy of a structure.

The training should include, but not necessarily be limited to, the following:

- Staff responsibilities within the facility emergency response procedures.
- The types of emergencies contained in the emergency plan.
- How to report emergencies including activation of alarm systems, (MCP's).
- Recognising and reporting unsafe conditions and correcting unsafe conditions when appropriate.
- The authorities, roles, responsibilities and identification of ECO members.
- Reacting safely to emergencies and alarms.
- Evacuation procedures.
- The location of internal and external staging and assembly areas, as contained in the emergency plan.
- The location of egress routes.
- Post-emergency protocols.
- Procedures for specific emergencies.
- The procedures for safe evacuation of disabled or mobility Impaired visitors and/or staff.
- Location of refuges
- The appropriate warden and staff identification.

All staff will have specific training in procedures during periods of periods of alarm isolation. Training to include communication methods, use of CCTV, location and activation of MCP's

BOMB THREAT

These guidelines are a composite of procedures and recommendations derived from the experiences of national and international police, security and law enforcement agencies. There is no conclusive solution for bomb threats: all differ in circumstance, location, motive, time of day etc. With logic, realistic and probing threat assessment, and a properly installed and rehearsed procedure, the perceived level of risk can be adjudged and actions taken in response.

THE ASSESSMENT

All available information must be collated and threats should be categorised as either specific or non-specific threats. This assists in deciding what further actions have to be taken.

Specific

It is the least common but may be the most credible.

The caller provides detail that may describe the device, its placement, the reason, its time of activation, etc.

Non-Specific

Little detail before the call is terminated.

Neither threat should be discounted and decisions now have to be made by an assessing team. When a bomb threat is received the Chief Warden should be notified as soon as possible. The Chief Warden should consult with the building's engineering, tenant services manager, security and other relevant building staff.

The following four options are available:

1. Take no further action but inform Police
2. Search without evacuation (if an item is identified as suspect during the search then evacuation should be considered)
3. Evacuate and Search
4. Evacuate (without search)

The significance of the response increases from 1 (take no action) through to 4 being Evacuate (without search). The appropriate response will depend on the level of the perceived risk.

In determining the perceived risk, the following issues should be considered:

- The nature or type of caller – Was there any site specific knowledge demonstrated by the caller? Was it seemingly premeditated by the caller? (i.e. Scripted threat, or recorded voice) This may increase the level of perceived risk. Was it a child's voice or were there people giggling in the background? If there are factors that suggest the call is less genuine, this will lessen the perceived risk
- The frequency of the threats being received. If threats are received on a more frequent basis, the level of perceived risk will be reduced

- Timing of the threat. If the threat is received during school holidays or April Fool's day the perceived risk will be less. However, if the threat is received during periods of increased building occupancy or a site-specific function, the perceived risk may be elevated
- Is it possible that the call is a Copy-Cat call? If there have been media reports recently this may lead to an increase in frequency of false threats and hence would reduce the perceived risk
- Will immediate evacuation of the building expose people to greater danger? If you believe the location of the bomb/threat is in building vicinity, occupants may be safer remaining in the building
- What is the size of the building and how many people are involved? Where there are fewer people it may be more appropriate to consider evacuation even where the perceived risk is low. However, where there are many people involved and there is a lower perceived risk (i.e. telephone call without a suspicious package) a full building evacuation may not be warranted as the costs associated with evacuating a large number of people would be considered excessive considering the risk

Local

Have there been any problems associated with staff-members? (i.e. Redundancies, staff grievance, or incidents involving members of the general public). The threat may be related to an incident/situation or staff-member; the perceived risk may be increased or decreased depending upon the knowledge about the individual(s) concerned. Has there been any criminal or malicious activity in the surrounding area/suburb? (eg. Vandalism or gang related violence)

National

Have there been recent announcements by the company, or government, (i.e. Industrial Relations changes or company policy changes etc.) that may instigate animosity towards the company? The perceived risk may be increased if public debate or opinion is of a magnitude to spurn people to take physical action.

International

Are there any international events that may be of influence to the perceived threat? The perceived risk may be increased due to public polarising in opposition to such things as business operations/ industrial accidents/ business mergers or ethical practices etc. that may result in threats being made. (i.e. International opinion and demonstrations against companies for ethical production standards or public outcry about oil companies in relation to oil spills).

Related Incidents

Validity of threat in relation to a sister/related site? (i.e. did Head Office receive a threat and it was unfounded, or other related buildings have/have not validated a threat recently?) The level of risk may

increase if other company sites have received and validated threats. Conversely the perceived risk may decrease if related facilities have received unfounded threats.

Other Considerations

- The level of perceived risk may increase with the discovery of an object that typifies the description of a suspicious object
- Tenant notification? Consideration needs to be given to notification of tenants and in what form? The decision to notify tenants will depend on the level of perceived risk, whether there is a specific threat for any particular tenants and the proposed response to the threat. The Chief Warden or Team managing the incident will determine what information is disclosed and when
- **NOTIFY THE POLICE**

It is the responsibility of the Chief Warden to consider the risk and determine which of the four options will be the most appropriate. There is no right answer.

BOMB THREAT PROCEDURES

IN THE EVENT OF A TELEPHONE THREAT

- Stay calm
- Attract someone's attention to notify the Chief Warden immediately
- Do not create panic by telling personnel other than your Area warden
- The Chief Warden will advise the Police
- The Chief Warden will liaise with the tenant involved, to assess the seriousness of the threat
- Keep the caller on the telephone as long as possible and record the caller's comments word by word. Utilise the Bomb Threat Check List (Refer Appendix)
- Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex and location of the caller
- Assessment of appropriate response will be made by the Chief Warden in conjunction with the all relevant role players

Switchboard Operator Instructions:

- Stay calm
- Keep the caller on the line as long as possible and record the person's comments word by word.
- Question the caller utilising the Bomb Threat Checklist (Refer Appendix)
- Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex and location of the caller.
- Fill out bomb threat checklist immediately in private, away from distractions.

In the Event of a Letter/Note/Email or SMS

- Handle the letter/note as little as possible, if at all
- Police will be interested in talking first hand with the person receiving the threat. This person should remain available until Police arrive
- Email messages should be retained for Police investigation. Do not attempt to reply to the message
- SMS messages should be retained for Police investigation. Do not attempt to reply to the message

THE SEARCH

If the perceived level of threat is assessed as credible, the Chief Warden may direct that a search of the premises be warranted. The building should be divided into areas and each area assigned to personnel who are familiar with the area. Upon being assigned a room or area, personnel should make a survey of the area, noting what objects normally occupy the area. Those who are familiar with an area are the most likely to see something out of place.

Search Methodology

- Outside areas including evacuation assembly areas
- Building entrances and exits, particularly, path people will use to evacuate
- Public areas within buildings
- Other areas of the building, working in a progressive manner, either from the reported location or from the lower levels of the facility upwards
- Areas should be checked methodically ideally by persons working in pairs. When an area is checked and found to be free of suspect items it should be identified as checked. This may be a visible identification or a verbal report back to the Area warden or Chief Warden
- No person is expected to search against their will
- Search of an area should begin and end at a common point
- Area/floor to waist is searched first
- Waist to ceiling is searched second

In assessing whether an object may be suspicious the HOT- ALERT acronym is a simple method of assessment.

H	Is it H idden
O	Is it O bviously suspicious
T	Is it T ypical for that area
A L E	Is the government A lert L evel E levated
R T	Is the property or organisation in R eceipt of a T hreat
S	Is the property found in a S ensitive location

- ① It is imperative that personnel involved in the search be instructed that their mission is only to search for and report suspicious objects, not to move, jar or touch the object or anything attached thereto.
- ① The removal/disarming of an object must be left up to the professionals in the explosive ordinance disposal

Wardens should be responsible for directing the search of their areas, receiving information from search personnel and relaying information to the Chief Warden. Security, maintenance, and cleaning personnel search such areas as hallways, toilets, stairwells, elevator shafts, storage areas and areas outside the building including the Assembly Area.

As the search of each area is completed and no suspicious objects are found, a report is given to the appropriate Warden. The Area warden will advise the result of the search to the Chief Warden. If a particular location is named, it may be decided to evacuate the area/floor, the two area/floors above and two area/floors below. Medical personnel should be placed on alert during the search. This provides immediate medical attention in the event of accidental or premature detonation.

COMMUNICATIONS DURING A SEARCH

A rapid two-way communication system is of utmost importance. Normally communications between search teams and the Chief Warden can be accomplished through the existing telephone system, or building intercommunications system.

- ① **Caution: The use of radios or mobile phones could prove dangerous. The transmission could cause premature detonation of an electric initiator (blasting cap).**

The Chief Warden will make the decision on the use of radio communication whilst the search is in progress, based upon the level of credibility or the nature of the threat.

DISCOVERY OF A SUSPECT PACKAGE

In the event of a suspicious package being discovered

❶ DO NOT use two-way radios/mobile phones in the vicinity of a suspicious package

The Area warden for that area/floor will:

- Advise the Chief Warden (code Purple)
- Proceed to evacuate the area/floor
- Ensure that personal effects (i.e. Bags, briefcases etc) are taken with the evacuees

The Chief Warden will:

- Advise Police and Fire Brigade
- Advise the Area wardens concerned to evacuate the building and inform all tenants of this action
- Alert the Ambulance service

❶ DO NOT TOUCH, TILT OR TAMPER WITH THE SUSPECT PACKAGE

LOADING BAYS

If a suspect package is found or a threat indicates a device has been left in these areas, the Chief Warden should:

- Ensure the Police are notified
- Direct the Deputy Chief Warden to allow access only to the Emergency Services to the site
- If necessary, commence evacuation of the building
- Prohibit pedestrian & vehicular access to the site

IF A SUSPICIOUS OBJECT IS LOCATED

- The location and description of the object as detailed and accurate as possible should be reported to the appropriate Warden. This information is relayed immediately to the Chief Warden, who will call Police. When Police arrive, they should be met and escorted to the scene (to a safe distance)
- The danger area should be identified and cordoned off. Establish an exclusion zone of at least 100m including areas above and below the object

- Check to see that all doors and windows are open to minimise primary damage from blast and secondary damage from fragmentation
- Evacuate the building
- Persons should not assemble in any location that is in line of sight of the possible danger area
- The Chief Warden will advise on the location of the Assembly Area in accordance with the type and area of threat, in conjunction with other influencing factors such as weather/wind direction etc.
- The removal and disarming of a bomb or suspicious object, must be left to the police bomb unit

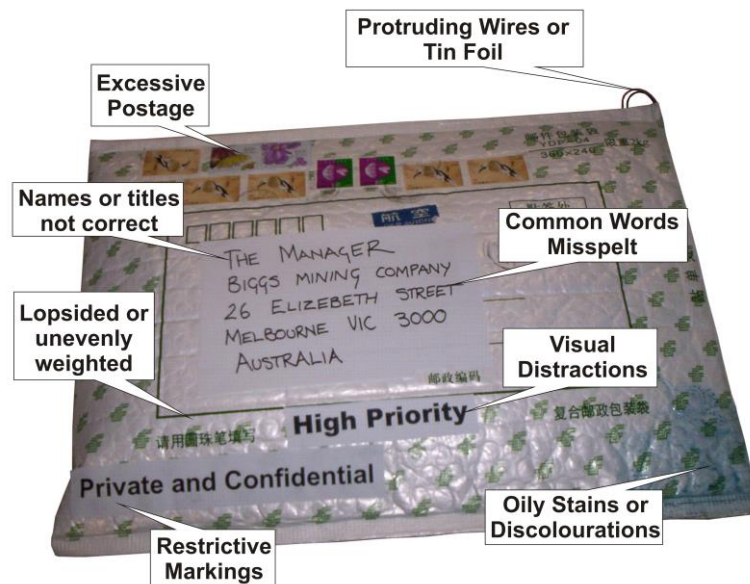
EVACUATED TENANCIES

The ECO including the Chief Warden team is not expected to have intimate knowledge of every tenancy within the building. Emergency Services may require site specific information from any or some of the tenancies that have been evacuated. To identify, locate and contact the most appropriate supervisor, manager or Warden from any tenancy at the Assembly Area may waste valuable time. To assist Emergency Services in gaining rapid site specific information it is recommended that upon the evacuation of any tenancy within the building in relation to a bomb threat or suspicious object, that the Tenancy Evacuation Contact Notice (see Appendices) be completed and affixed to the front entrance of that particular tenancy.

It is advisable that the Tenancy Evacuation Contact Notice is not completed prior to an evacuation with standard company contact numbers, but completed at the time of an evacuation so as to provide up to the minute contact details of any manager, supervisor or Warden that was at work, on the premises, at the time of the evacuation.

MAIL ROOM

Regular mail received undergoes a number of processes before it is delivered, while this **PROCESS IS NOT INFALLIBLE**, any item that is outside the normal mail received should be treated with care and in consultation with the Chief Warden or Emergency Services.



Other historical indicators of suspicious mail include:

- Excessive securing material
- Excessive weight
- Odours that are not common with the regular mail
- Lacks address of sender
- Audible sounds

Mail Room Staff Responsibilities:

- Any suspect items should be reported immediately to the Chief Warden
- Always be alert for suspicious packages
- If a threat is received through the mail, avoid handling it so that Police can examine the note/package for clues
- Ensure items that arrive via means other than the current procedures are addressed with security: i.e. Items that have been left unattended outside the main dock that have not been signed for, will need to be brought to the immediate attention of the Chief Warden and/or the Emergency Services for further investigation

❗ The use of two-way radios, mobile and radiophones can pose a risk in a mailroom environment

SUSPECT MAIL CONTAINING HAZARDOUS POWDER

GENERAL

Identification of suspicious packages and letters containing unknown powder substances generally exhibit the same characteristics as a suspicious package identified in the bomb threat procedures.

PROCEDURE

Unopened Package

If you receive a suspicious package and have not opened it.

- Place the item in a plastic bag and seal it
- Place all items in a second plastic bag and seal that also
- Stay in your office or immediate work area. This applies to workers in the same room.
Prevent others from entering the area and becoming contaminated
- Keep your hands away from your face
- If available, wash your hands without leaving your work area
- Turn off any air circulating fans
- Contact the Chief Warden and advise
 - Your exact location
 - Number of people in quarantine with you
 - Description of the package
 - Any action taken, e.g. Bagging it

Opened Package

If you receive a suspicious package and HAVE opened it.

- Do not disturb the item any further, do not pass it around
- If any substance has spilt from the package do not try to clean it up, or brush it from your clothing
- If possible, place an object over the package without disturbing it e.g. a waste bin
- Stay in your office or immediate work area. This applies to workers in the same room.
Prevent others from entering the area and becoming contaminated
- If there is a strong, overpowering odour, move to an adjoining room, closing all doors and windows and stay in that area until help arrives
- Contact the Chief Warden and advise
 - Your exact location

- Number of people in quarantine with you
- Description of the package
- Any action taken, e.g. Bagging it or covering it
- Keep your hands away from your face
- If available, wash your hands without leaving your work area
- Turn off any air circulating fans
- Wait for help to arrive

① Any package/parcel or object deemed to be suspicious must be reported to the Chief Warden so that a decision or actions can be made to safeguard ALL tenant/ occupants.

Chief Warden will:

- Organise to have air conditioning turned off
- Contact Emergency Services

BUILDING

BUILDING DAMAGE

GENERAL

Generally, buildings in Australia can withstand a certain amount of damage without placing their occupants at risk. Recent experience however, has shown that although rare, there is a remote possibility of building failure due to unexpected forces such as earthquake. Other possible causes of failure may be explosion, internal failure and collision.

When Damage Occurs

- Take immediate refuge under desk or benches, door frames, archways etc.
- Do not use lifts
- Stay clear of filing cabinets, shelves and bookcases etc.
- Maintain refuge until structural safety checks are completed

Chief Warden Duties:

- Notify Emergency Services
- Contact and organise Wardens and staff to carry out an injury/building safety checks and to report
- Organise for any main gas supply to be isolated
- When safe to do so, commence evacuation ensuring that:
 - Evacuation routes are safe
 - First aid personnel are available to assist the injured
 - All personnel are accounted for

Area warden Duties:

- When safe to do so, make contact with Chief Warden
- Organise assessment of injury and damage on your area/floor
- Report to Chief Warden and be prepared to commence evacuation
- Commence evacuation if/when directed

Warden Duties:

- When safe to do so, make contact with Area warden
- Assist with injury and damage assessment
- When safe to do so, organise people to allocated exit route and assist with evacuation if/when ordered to
- Assist people to Assembly Area/s located at the forecourt of Pier 2/3 off Hickson Road

CHEMICAL FLAMMABLE & RADIOLOGICAL SUBSTANCE EMERGENCY

GENERAL

Modern society uses a wide range of chemical substances ranging from safe, non-toxic mixtures through to highly toxic and very unstable substances, which could, if leaked, cause disruption and injury. All chemicals on-site should be recorded and Safety Data Sheets (SDS) held for all substances. Supporting this, tenants must ensure that the labelling, handling, storage, transport and use of any chemical is adequate and compliant with industry standards.

It is recommended that provision be made to have appropriate PPE & SDS available in performing space on a case by case basis, if any chemical, flammable or Radiological (CFR) substance are being used.

If any (CFR) is to be used then the Chief Warden must be notified of when, how and what the substance/s is/are

If a chemical leak occurs, the Chief Warden should:

- Proceed immediately to scene of leak without placing themselves at risk
- Establish scope of emergency and whether safe containment will be speedily achieved. If in doubt, commence evacuation. In the case of noxious odour, air borne contaminants such as Ammonia or Chlorine, shut down air conditioning and seal area of origin
- Notify Emergency Services (Fire Brigade and ambulance if required)
- Ensure injured are removed to a place of safety and no one is exposed to further risk of injury
- Notify all Area wardens of situation
- If necessary, instruct Area wardens to implement evacuation

CHEMICAL HAZARD CONSIDERATIONS

- Call Emergency Services
- Have SDS's located for quick reference
- Hold your breath and move away from site as quickly as possible
- Set up communication channel for any person who needs to be isolated
- Ensure all people who may have been exposed receive medical attention
- Shut down building ventilation systems, turn off fans
- Remove outer clothing and immediately wash skin with cold water
- Isolate the scene
- Prevent entry from unauthorised people
- Seek medical assistance immediately if you feel nauseous, dizziness etc

- Do not attempt to clean up the spill or confine the leak until the SDS is at hand. You must be appropriately trained and have the correct Personal Protective Equipment (PPE)
- Where the substance is considered flammable, isolate nearby ignition sources
- Shelter in place or evacuate upwind
- Commence immediate evacuation if complaints of illness, discomfort, irritation or excessive odour
- Arrange supplier to assist in the decontamination of the site and ensure no residual contamination is evident.

RADIOLOGICAL CONSIDERATIONS

- Raise the alarm to immediate area
- Contact Emergency Services
- Wind direction, remain upwind from the area
- Reduce your exposure time
- Keep away from the source, isolate immediately for at least 50m in all directions
- Cover yourself with heavy or thick material
- Breathe through a towel or handkerchief over your mouth
- Remove outer clothing if you think radioactive particles have lodged in your clothing
- Wash exposed skin and hair
- Seek medical advice

FLAMMABLE GOODS CONSIDERATIONS

- Evacuate area of localised spill
- Ensure no flames or sparks are present within an 10 metre radius
- Have SDS located for quick reference
- Ensure any exposed person receives medical attention
- Isolate the accident scene
- Only attempt clean up if it is a minor spill using correct PPE
- Contact the Fire Brigades Hazmat for minor spills
- Only resume occupation of area when no hazard remains

Safety Data Sheets (SDS) will be located at site of substance, a copy retained in the management office & a copy retained in the FCR.

Personal Protective Equipment (PPE) must be

- suitable for the nature of the work or hazard
- a suitable size and fit for the individual who is required to use it and that it is reasonably comfortable.

Maintained, repaired or replaced, which includes ensuring the equipment is:

- clean and hygienic
- in good working order.

Used or worn by the worker, so far as is reasonably practical.

PPE should be located close to or adjacent to the substance.

① Note: Please refer to State Regulatory Bodies for further information on state specific requirements

COMMUNICATION SYSTEM FAILURE

GENERAL

Communication during an emergency is a vital tool in the coordination of the safe and orderly movement of people from an area of danger to an area of safety. The flow of information to and from the Chief Warden is essential in the coordination of the Emergency Control Organisation and its ability to function at its most effective and efficient to safeguard life.

PROCEDURE

In the event of communication failure whereby land telephone line is unavailable communication should be attempted via mobile phone to The Chief Warden or Deputy Chief Warden.

Landline and Mobile Telephone Failure

In the event of both landline and mobile telephone failure communication with the Chief Warden should be made in person

EXPLOSION

In the event of an explosion the Chief Warden should:

Emergency Services	Ensure that Emergency Services are promptly informed
Casualties	Arrange for seriously injured to be treated at the scene by First Aiders. Persons suffering minor injuries should be treated at the Assembly Area. Those that are obviously dead should not be removed.
Fires	Deploy appropriately trained personnel to combat any fires pending the arrival of the Fire Brigade
Evacuation	Ensure persons not engaged in on-scene response efforts be evacuated to the designated Assembly Area (or other location as determined by the Chief Warden.)
Hazards	Designate appropriate staff to isolate/shut down hazardous processes or equipment, which could pose additional hazards to rescue and recovery operations.
Search & Rescue	Emergency Services will normally perform this task - steps should be taken however to attempt to quickly account for all persons in the affected area at the time of the explosion - any persons unaccounted for should be brought to the attention of Emergency Services.
Access Control	Ensure only essential vehicles and personnel are permitted on site
Senior Management	Ensure that appropriate Senior Management are informed as soon as possible
Security Cordon	Establish a 'no-go' zone around the scene. Only authorised persons should be permitted inside this restricted area. This reduces the risk of evidence being destroyed or interfered with or persons being unwittingly exposed to danger or sightseers hampering rescue efforts.
Evidence	As best as possible, preserve the physical and legal integrity of all evidence. Nothing must be touched without the permission of the senior Emergency Services officer present. Witness details should be recorded and if practicable, they should be asked to remain until Police arrive.
Media	Refer media inquiries to an authorised person
Structural Damage	Arrange for the survey of the building's structure for any sign of structural damage and dangerous areas cordoned off.

In the event of an explosion the Area warden should:

- Evacuate the affected area immediately
- Isolate the affected area
- Remove any persons in danger, if safe to do so
- Assess any injuries and render first aid
- Direct Wardens to check for any persons trapped within emergency stairs and any barriers to egress
- Alert the Chief Warden
- If required, evacuate all persons on site to the safest evacuation Assembly Area nominated by the Chief Warden
- Leave doors and windows open on the way out
- Isolate gas and electricity (either at affected area if possible, or Chief Warden to arrange via building technical services)
- If trained and if safe to do so, use fire fighting equipment on any resulting fire
- Chief Warden will declare an emergency situation and activate the ECO to respond as advised

FLOODING / IMMINENT FLOODING - NATURAL

GENERAL

Public weather services are provided by the Bureau of Meteorology (BOM) meteorological offices in each state of Australia and on average issue 2500 weather warnings per year nationally. These warnings are disseminated by liaison with national media organisations such as the Australian Broadcasting Commission, the Federation of Australian Commercial Television Stations, and the Federation of Australian Radio Broadcasters.

PROCEDURE

In response to a flood warning, the Chief Warden shall ensure the following actions are taken:

- If considered necessary, establish contact with the local State Emergency Service and request assistance with flood mitigation activities
- Secure all vulnerable areas against water ingress, using flood shields such as metal barriers, sandbags, etc.
- Remove/secure all critical records and items of equipment (eg: files, computers, etc.)
- Open flames and sources of ignition (including pilot lights) shall be extinguished if possible
- Goods in storage shall be secured or moved to higher levels or non-flood areas
- As far as practical, compressed gas cylinders shall be secured or moved to higher levels or non-flood areas
- If flooding threatens, isolate electrical power to the affected area(s) (even in the event of a power failure)
- PABX systems should be switched to alternative contact arrangements (eg: after hours numbers)

In response to flooding, the Chief Warden shall ensure the following actions are taken:

- Establish the nature and extent of the cause of the flooding (eg. Broken water pipe, activated sprinkler head etc.)
- Initiate a PA announcement to affected area(s)/ area/floor(s)
- Contact the Fire Brigade (000) if flooding is substantial or the situation represents a safety hazard
- Order building maintenance to isolate water to the building until the situation is rectified
- Order building maintenance to isolate electrical power to the affected area(s) until the situation is rendered safe

- Initiate an evacuation if the situation warrants and if necessary, one floor above and two floors below the affected floor dependent upon the extent of the flooding
- Despatch cleaning staff to contain water seepage and minimise damage once the situation is deemed safe

Contact building management and arrange/coordinate recovery processes

FLOODING DOMESTIC

FIRST STAFF AWARE

- Assess situation
- Raise the alarm by immediately contacting Area warden / Chief Warden
- Do not enter affected area
- If possible, accessible and safe to do so; shut off the water supply

AREA WARDEN

- Determine situation
- Ensure Chief warden is notified
- Do not enter affected area
- Evacuate any persons in the affected area, if appropriate and safe

CHIEF WARDEN

- Determine situation
- Assess need to evacuate
- Contact Emergency Services, if required/necessary
- Brief members of the Emergency Control Organisation
- Marshal evacuees away from affected area, if appropriate
- If necessary, arrange for PA announcements to advise other occupants of situation
- Give instructions to isolate power if applicable
- Give instructions to isolate water source if possible
- Arrange for bunding, sandbags or other control measures to be deployed as appropriate

- ① Do not attempt to touch electrical equipment or leads.
- ① Affected area may need to be cordoned off until dry and appropriate for occupation.
- ① Consider slip hazards.

GAS LEAK AND/OR AIR CONDITIONING CONTAMINATION

GENERAL

Air conditioning within a building is achieved by heating or cooling some of the recycled air from within the building, supplemented as required by the intake of some fresh air from outside the building. Because much of the air can be recycled, it is evident that any air contamination on one floor level will readily be circulated to all other floor levels, through the air conditioning system.

In the event of a fire, the operation of either the smoke detectors or sprinkler system will automatically switch the air conditioning system over to the fire mode. In this mode, the system either switches over to exhaust and thereby helps remove the smoke to the outside atmosphere, or switches off and a smoke spill system operates.

PROCEDURE

In the event of air conditioning contamination the Chief Warden will:

- Notify Building Maintenance to turn off air-conditioning systems
- Advise Emergency Services who will conduct analysis of the air quality

In the event of a Gas Leak, the Chief Warden will:

- Notify the Building Engineer if available, if not, organise to shut off the main gas valve if known, and then proceed immediately to the FIP / EWIS to co-ordinate the emergency
- Establish scope of emergency and whether safe containment will be speedily achieved. If in doubt, commence evacuation
- Shelter in place or evacuate people to safety, upwind
- Ensure mobile phones and radios are not used
- Notify Area wardens of situation; and need for possible evacuation
- Ensure Fire Brigade and Gas Company are notified and ambulance if required
- Restrict the presence of open flames, welding or smoking. Ensure communication of instructions to people in vicinity
- Audit the site to identify any air quality issues
- Arrange for contractors to ventilate the site and operate ventilation and air conditioning systems
- Emergency services will confirm when the air quality is clear and possible for habitation
- Ensure all vehicle movements within the vicinity are stopped

LIFT ENTRAPMENT

GENERAL

There is 1 lift servicing the building. Each lift is equipped with an emergency communication system that will enable trapped occupants to raise the alarm.

PROCEDURE

Should a staff member encounter or become aware that persons are trapped within a lift they should:

- Ascertain their condition (eg disturbed, calm, etc)
- Reassure the occupant(s)
- Do not attempt to release persons from the lift car
- Notify Chief Warden or Facilities Management
- If occupant is experiencing severe trauma and/or immediate release from the lift is necessary to forestall the onset of an acute medical condition, the lift contractor, Emergency Services should be immediately summoned to rescue/treat the person
- If person is calm and in good physical health, ensure that lift contractor is notified and await their attendance
- Continue to reassure the occupant

Response Procedures:

- Dispatch a warden to the lift in question
- If occupant is experiencing severe trauma and/or immediate release from the lift is necessary to forestall the onset of an acute medical condition, the lift contractor, Emergency Services should be immediately summoned to rescue/treat the person
- If person is calm and in good physical health, ensure that lift contractor is notified and await their attendance

POWER FAILURE

GENERAL

The event of a major electrical failure occurring in the building can pose various issues that require attention from the ECO as both staff and visitors will be affected. Depending on the cause of the power failure the situation may last a relatively short time or can become a protracted event.

During the electrical outage the following systems should revert to backup electrical supplies.

- Emergency lighting & Exit lighting
- Fire detection systems and the Fire Indicator Panel
- Emergency Warning Intercommunication System
- Security system
- Emergency Generator (where installed)

Key Contacts:

The sudden loss of electricity in the building can create various issues that need to be dealt with by the following key personnel.

- Chief Warden
- Property Manager
- Lift Maintenance Contractor
- Electricity Provider

Contact names and numbers refer to Emergency Contact phone Numbers located in the contact section, at the front of this manual

Hazards / Issues

In the event of an electrical failure various issues may need to be dealt with such as:

- People trapped in lifts
- Injured people on escalator
- People within a darkened area
- Unsecured tenancies
- Power surge on re-commencement of electrical supply

PROCEDURE

Immediately upon experiencing an electrical failure in the building the Chief Warden/Property Manager or any member of the Emergency Control Organisation should take the following action:

- Deploy maintenance staff to assess the situation
- Contact the Electrical Provider to determine the possible duration of the outage.
- In the event immediate reconnection cannot be made notify the Emergency Services.
- Alert other members of the Emergency Control Organisation (ECO).
- Make appropriate announcement over the EWIS PA system
- Conduct a search of the building in case people require assistance such as trapped in lift or suffering injuries as a result of the electrical failure.
- Ensure contact is made with any persons trapped in lifts and ascertain their status.
Maintain regular contact with entrapped people.

① People trapped in lifts require priority and should be assisted by the Emergency Services and the Lift Maintenance Provider.

- Request a warden to staff to assist occupant/visitor with a disability and infirmed off escalators
- Override automatic entrance doors and exit boom gates and leave in an opened position.
- Deploy maintenance staff to ensure generators are running and switched to appropriate circuits.
- Consider evacuation of the building if outage is likely to be for a long duration.
- Property Manager to make safe plant equipment so as not to suffer potential damage on re-supply of electricity.
- Restrict entrance to the building by placing Wardens at the entrances and vehicular entry to the site.
- Request Police assistance with additional patrols to minimise the risk of theft, armed hold up and traffic control
- Ensure all checklists and escalation policies are completed.

SEVERE STORMS

GENERAL

Severe storms can be categorised into heavy rain (causing flash flooding), hail, lightning and thunder, tornadoes, extreme wind gusts and land gales. A severe storm develops when the atmosphere is especially unstable and wind flow provides the most efficient input of energy to the cloud mass resulting in any combination of the aforementioned weather conditions.

PROCEDURES

- On notification of impending cyclone or severe storm, ensure all loose items are secured
- Close all windows, curtains, blinds and external doors
- Move computers and valuables away from windows or items that may fall
- Turn off electrical appliances
- Lightning strikes may cause power failure which will affect services such as lighting, lifts, heating or air conditioning, ventilation and building fire systems
- Seek shelter under tables or desks and away from items such as bookcases and other furniture that may fall or slide
- Refrain from using the telephone immediately unless for serious injury
- Restrict the use of vehicles and use only where necessary

SHELTER IN PLACE

Not all emergencies situations will require evacuation; in some situations taking shelter within the building will be the safest option. There are many different variations to this procedure and each situation should be assessed as the situation presents itself. Shelter in Place can be imposed upon a workplace by responding emergency services, or may need to be imposed immediately by the ECO until the arrival of emergency services.

❗ Note: Moving outside the building while Shelter in Place has been directed may take occupants from a place of safety to a place of danger.

Consultation with the Chief Warden is of the utmost importance under the Shelter in Place option. All occupants of the workplace will need to be advised and kept informed of the situation. Communication with the Chief Warden and or emergency services is vital. PA systems, Warden Phones, SMS, Mobile phones or landlines should be considered.

SITUATIONS THAT HAVE LED TO SHELTER IN PLACE

Storms: Windows blown out of Hi-Rise buildings resulting in occupants being unable to leave the building due to falling debris. Occupants on problem levels were moved to other levels within the building

Siege: In adjacent building, gunman held police at bay for 6 hours. Occupants in surrounding buildings were asked to shelter in place and moved away from windows on one side of the building until the situation was resolved.

Flood: Occupants were not able to evacuate due to rising flood waters, although evacuation was imposed occupants were reluctant due to residential apartments

Scaffold Collapse: Occupants were asked to shelter in place until the area was made safe

Considerations/Variations

Shelter in Place may need to be imposed until the situation has been brought under control or until conditions have been returned to normal. Moving occupants from one side of the building to another or from higher levels to lower levels or from lower levels to higher levels are all options available under Shelter in Place. The building may need to lockdown for security reasons and lifts will be grounded, this is normally done to prevent persons of interest gaining access.

Occupants should prepare to evacuate should the direction be given. Variations to the evacuation procedure may also need to be considered. Forward planning may require ECO members to gather disabled occupants early for evacuation depending on the situation. If the situation is within your building, emergency services will be onsite to help, however if the situation is in an adjacent building or area, emergency services may not be directly in attendance as resources are required at the situation. Building occupants need to be self sufficient and aware that some situations are not straight forward.

PROCEDURE

If Shelter in Place has been directed by emergency services, they will instruct occupants on what action is required. Be aware, staying within the building has been assessed as the safest option.

On being informed of a Shelter in Place situation, all occupants should:

- Phone home via landline and advise that you may be delayed, avoid using mobile phones
- Do not instruct anyone to come to the building and collect you until the situation has been resolved
- Advise your Warden if you require assistance to evacuate
- Follow your Wardens directions

Chief Warden

- Assess the emergency
- Notify emergency services
- Keep occupants informed on the situation
- Establish and maintain communication with Wardens
- Instruct Wardens to identify any occupants/visitors with a disability
- Seek regular updates

Consider the following:

- Number of occupants within the building and how long evacuation would take
- People requiring assistance if evacuation was ordered
- Relaying regular updates on the situation, occupants will better accept the situation if kept informed

Wardens should:

- Move occupants away from immediate danger. This could be to another area of the floor away from windows or to another level
- Establish communication with the Chief Warden and or emergency services
- Identify occupants that would require assistance if evacuation was directed

① Note: Shelter in Place will require some flexibility; emergency situations are seldom straight forward. If the direction has been given by emergency services, seek updates regularly and keep occupants well informed. Remember it has been assessed that staying within the building is the safest option.

WATER SUPPLY INTERRUPTION

GENERAL

Water supply interruption to major buildings can have implications that may represent a hazard to safety and also present health hazards. Water supplies can fail from a variety of causes ranging from burst water mains to scheduled maintenance to water restrictions. Whilst usually unexpected, a few simple precautions can alleviate some of the issues surrounding the lack of water.

PROCEDURE

In the event of a water supply interruption the Chief Warden should:

- Confirm if interruption is limited to a specific area within the building or is a mains fault affecting the entire building.
- If localised, contact applicable facilities personnel
- If building wide, contact water supply authority and attempt to ascertain likely duration
- Consider possible implications (e.g. hygiene, catering, fire safety) and determine appropriate response
- If it is a mains fault, inform applicable senior management as soon as possible
- Make appropriate PA announcements to inform personnel
- If situation is ongoing and occupant's health and hygiene is affected then evacuation should be considered

In the event of a water supply interruption the Area warden should:

- Ascertain expected time until restoration of water supplies
- If applicable, determine plan for mitigating effects and deploy appropriate resources
- Listen to PA announcements or contact Chief Warden for information
- Initiate an evacuation if circumstances warrant

EMERGENCY WARNING SYSTEM PANEL INSTRUCTIONS

The Emergency Warning intercommunication System (EWIS) Panel is activated by the Fire Indicator Panel should a Smoke Detector or Sprinkler head or similar device attached to the system, activate. The EWIS generates an Alert Tone on the area/floor where the FIP detected an activation of the fire system. Should the system continue in automatic mode it will cascade the alarm to other area/floors within the facility until all area/floors have been alerted. On hearing the ALERT TONE sounding the Chief Warden and Deputy Chief Warden will report immediately to the FIP and EWIS panels.

Fire Indicator Panel (FIP)

The Fire Indicator Panel (FIP) indicates which detector or sprinkler has been activated by an LCD readout indicating a zone that needs to be cross-referenced to facility diagrams that show the active zones. The FIP can only be reset by the attending Emergency Services and should only be used as a reference source. Under no circumstances should an attempt be made to cancel an alarm prior to the arrival of the Fire Brigade.

① The FIP can only be reset by the attending Emergency Services Personnel.

① Under NO circumstances should an ALARM be cancelled prior to the arrival of the Emergency Services.

INITIAL RESPONSE TO AN ALARM

Emergency Warning Intercommunication System (EWIS)

The Chief and or the Deputy Chief Warden can manually operate the Emergency Warning and Intercommunication System (EWIS).

1. Switch EWIS to manual mode by turning key from Automatic to Manual
2. Select the PA / SPEECH mode for the levels in alarm
3. Press the 'speech' button on the microphone & make an announcement based on the FIP information at hand
4. Ensure the Alert tone on the alarm area/floor in on by pressing the relevant alert button (E.g. Level 12 will have individual buttons for Alert, Evac & PA)
5. Call WIP on alarm area/floor and determine status
6. If emergency warrants no further action cancel all active alarms
7. Make announcement based on information from Area warden
8. FIP will be reset by the Emergency Services
9. Switch EWIS to automatic mode by turning key from Manual to Automatic

CONFIRMED EMERGENCY

If an emergency situation is confirmed and it is decided that a Full Building Evacuation is required.

Full Building Evacuation

1. Confirm with affected area/floor that evacuation is required
2. Press the EVAC button for the affected area/floor
3. Press ALERT tone for two floors above and one below
4. Call each level in alert on WIP and instruct Area wardens to muster staff at their staging area and call back when complete
5. Ensure lifts are grounded if the emergency dictates lift use inappropriate
6. Task staff to prevent people from re-entering the building
7. If available, advise Deputy Chief Warden or nominate an appropriate Manager/Supervisor to go directly to the Assembly Area located at the forecourt of Pier 2/3 off Hickson Road and to also stop traffic entering the site
8. Cascade other area/floors to ALERT tone as appropriate
9. Respond to each floor's 2nd WIP call and ascertain number and location of occupant/visitors with a disability (OWD) and refusals to leave (RTL)
10. Once OWD and RTL numbers have been received, advise Area wardens of their preferred exit stairwell/direction and instruct to evacuate
11. Place each area/floor into EVACUATE after confirming OWD and RTL numbers/location
12. Repeat for each call
13. On arrival of Fire Brigade, advise of situation, persons still on the area/floors such as occupant/visitor with a disability, refusals to leave, medical emergencies etc.
14. At completion press CANCEL ALL
15. Return EWIS key to Auto position and/or isolate if building damage is extensive pending Emergency Service advice

EWIS CASCADES TO EVACUATION TONE

Whilst the EWIS panel is in the Auto mode it is designed to escalate an initial alarm to an evacuation tone automatically after the designated time delay has passed.

If the EWIS panel has cascaded to the Evacuation tones the Chief Warden should continue to evacuate the building unless instructed to halt the evacuation by the attending Emergency Services officer.

Should the evacuation be halted part way through the Chief Warden should inform the Wardens and occupants of the situation using the PA and WIP phones. Consideration must be given to informing the occupants who have already evacuated the building that it is safe to return.

① If the EVACUATION TONE has activated the Chief Warden should continue to evacuate the building.

FIRE / SMOKE

Fire risk in modern high-rise commercial buildings has been greatly reduced by improved fire systems such as sprinklers and smoke detectors. Heightened awareness and workplace training, in conjunction with legislative and behavioural changes, such as no smoking policies have also contributed significantly to a reduction in workplace fires. Should a fire occur in your building it will grow exponentially if it receives sufficient fuel and oxygen and is not brought under control in the initial stage by sprinklers or use of fire extinguishers. The spread of fire and more importantly, the creation of smoke, represents severe life risk to the occupants within the building.

Smoke Hazard

Smoke is the mixture of the unburnt component and the gaseous component of the materials being consumed by the flame, representing extreme hazards to the unprotected occupants within the building.

Visibility

Smoke can quickly alter the visibility within a room and can dim the effectiveness of the emergency lighting and the illuminated exit signs thereby changing the perception of the occupants when trying to leave the area. When confronted with a room or corridor filled with smoke do not enter the area if alternative egress paths are available. Should the need to travel through a smoke filled room or corridor arise, stay low to the ground where there is the optimum amount of breathable air and visibility.

Heat

Structure fires produce extremely high temperatures, which includes the smoke plume where temperatures can exceed 600 degrees Celsius. Generally, occupants within a building do not have protective clothing used by Fire Brigades. Therefore, minimising exposure to the heat in the smoke plume by avoidance (if possible by utilising an alternative exit) or by covering exposed skin with non-synthetic clothing/materials and by staying low to the ground, offers the best means of protection from the extremes of heat whilst egress is sought.

Toxic Gases

Structure fires may consume a variety of materials that produce toxic fumes; the type and amount will be dependent on what is consumed in the fire. The smoke plume contains a wide range of gases and chemical compounds that are hazardous to the health of the occupants and should be avoided. A major hazard in smoke is Carbon Monoxide. A concentration of 1.28% of Carbon Monoxide in the air is enough to render a person immediately unconscious and generally results in death within 1-3 minutes

Other toxic gases likely to be present in smoke are:

- | | |
|--------------------|---------------------|
| ■ Hydrogen Cyanide | ■ Nitrogen Oxide |
| ■ Ammonia | ■ Hydrogen Chloride |
| ■ Isocyanate | ■ Formaldehyde |

FIRE / SMOKE PROCEDURE

When confronted with a smoke filled room or corridor:

- Close doors and windows to the smoke filled area, if safe to do so
- Contact the ECO to raise the alarm or activate a Manual Call Point
- Evacuate the area via an alternative, non smoke filled egress route
- If trained and safe to do so, extinguish the fire using a fire extinguisher or hose reel.
This is for small uncomplicated fires only.

① Emergency Stairwells offer the best protection against fire and smoke

- When searching for occupants, test closed doors with the back of your hand for heat before opening and look for signs of smoke seeping around the edges
- Ensure all occupants have evacuated
- If safe to do so, contact the Chief Warden via the WIP and give a status report
- Evacuate the building to the Assembly Area ensuring stairwell doors are closed behind you
- Report to the Chief Warden areas cleared, not accessed, persons unaccounted for, occupant/visitor with a disability remaining in the stairwell and refusals

① **NOTE:** Due to the extreme temperatures and toxicity that may be encountered during a structure fire, re-entering a building or attempting to rescue persons in smoke logged areas should be discouraged.

DECEASED PERSON

GENERAL

All care must be taken to minimise the trauma to onlookers or work colleagues should an incident in the workplace result in a death. A deceased person must be treated with dignity and compassion. Persons dealing with such an incident must maintain an awareness of cultural and religious implications if dealing with a deceased person.

PROCEDURE

After an incident, the Chief Warden should:

Where possible have another ECO member assist.

- Inform tenancy management
- Inform facility management
- Notify the Police/Ambulance and request assistance
- Initiate action to:
 - Restrict persons entering the incident scene as necessary
 - Cordon off the area and erect screening if necessary
 - Arrange for any First Aid requirements for bystanders that may be suffering shock
 - Secure any valuable or possessions belonging to the deceased
 - Disperse any spectators
 - Avoid contact with blood and other body fluids. Consider using protective gloves
 - If available, or necessary, ensure CCTV is made available for Police investigations
 - Liaise and assist Police as requested
 - Inform applicable counselling personnel

MEDICAL EMERGENCY

GENERAL

The possibility of a medical emergency has to be considered during the course of a normal working day. Although not directly related to the operation of the building, management and staff must be prepared to take appropriate steps to assist the ill or injured.

PROCEDURE

If any person is made aware of a medical emergency, they should:

Dial 000 and advise Ambulance of details of the injured person, give:

Name	<i>Your name</i>
Address	Wharf 4-5 15 Hickson Road Walsh Bay
Level	
Nearest Cross Street	Pottinger Street
Type of Emergency (if known)	

- Despatch a trained First Aid Officer to the scene, if available
- Based on their training, the First Aid Officer should render assistance to the injured and make them comfortable
- If the injury has resulted from a fall, DO NOT move the person and where possible do not leave them unattended
- Have a Warden meet responding ambulance
- The First Aid Officer will remain with the injured person until despatched from the site by the ambulance or such other time as deemed necessary
- Advise next of kin with the details of the injury if serious, this may be conducted by the attending Police officers if incident results in major injuries or death
- After the incident complete an Incident report

SYRINGES (FOUND)

GENERAL

Discarded syringes have the potential to cause a 'stick injury' and can potentially cause infection via harmful or fatal diseases in the victim. All discoveries of discarded syringes must be treated with the utmost of caution

PROCEDURE

Person discovering discarded syringe should:

- Not leave the syringe unattended
- Inform a Warden or member of facility management
- Restrict access to the syringe

Warden should:

- Maintain a log of events including Incident Report
- Request a cleaner with a Sharps Container and protective / surgical gloves to the location

Responding Cleaners should:

- Provide the Chief Warden with any information requested
- Attend the scene
- If available, use tongs or other mechanical means to handle the syringe
- If tongs are unavailable, ensure safety or surgical gloves are used
- Place syringe in sharps container

❗ DO NOT handle in any way that is likely to cause injury, if necessary handle with needle pointed down and away from the body

Facilities Management should:

- Monitor the occurrence of such incidents
- Liaise with Security, tenants and relevant Emergency Services and other authorities regarding preventative measures and trends in the area

MAN OVERBOARD AT WHARF

PROCEDURES

First Person on Scene:

- Call “Man Overboard” to bring the incident to the attention of others in the area
- Seek assistance from others in the immediate area
- Contact emergency services – **000**
- Can you locate victim
- Establish whether the victim in the water is conscious and able to swim
- Attempt to recover the victim by;
 - Using life rings located on wharf (refer Wharf Plan)
 - Direct the person to a fixed ladder on the wharf
 - Direct the person to a nearby boat stern platform
- If victim is able to get out of water, commence First Aid if required and you are comfortable to do so

Warden

- Call 000 if not done by first person on the scene
- Assess the emergency response requirements of the situation
- If possible and safe to do so, assist the first person on scene
- Notify the Chief Warden
- Initiate emergency services vehicle access procedures

Chief Warden:

- Assist emergency services if they are on site
- Ensure Incident Report Form is completed

WORKPLACE INTRUSION

ASSAULT

INITIAL ACTIONS

- Assess the situation and remain calm
- Obtain assistance (other staff/security) where practicable (and applicable)
- Do not provoke an assailant or aggravate the situation
- Where applicable and practicable, operate within view of CCTV camera
- If safe to do so, assist the victim (eg determine if first aid or medical attention is required and action accordingly).
- Disperse any casual spectators but ask witnesses to remain
- Obtain and note details concerning the incident:
 - Full details of victim.
 - Circumstances surrounding the incident.
 - Witnesses.
 - Description/details of assailant/s.

If no further action is required:

- Complete an Incident Report detailing the incident and any action taken

Further action is required:

- Ensure Police are immediately notified (include description of offender/s, any weapon/s, vehicle/s and last known whereabouts and direction of travel).
- Cordon off the scene of the incident.
- Identify any witnesses and request them to remain until Police arrive.
- Where witness/es cannot wait for Police attendance, their details are to be noted.
- If offender still present, ensure that victim and witness/es are isolated from the person.
- If offender is still present on site and is considered to pose a danger to others, attempt to keep persons away from the offender and keep the offender under discrete surveillance.

CIVIL DISORDER & ILLEGAL OCCUPANCY

GENERAL

Civil disorder within, or illegal occupancy of a building in Australia, is rare. However, industrial unrest, an emotional international situation, or an unpopular political decision has been known to lead to public demonstration and illegal occupation of buildings. In some circumstances occupants are unsure of their rights in relation to people creating a disturbance in their building or tenancy. Although the person or persons may be in a foyer, reception area or similar place accessible to the public it does not necessarily give them the right to remain on the premises.

Consideration must be given to personal safety if confronting a situation of this nature. If a resolution cannot be achieved, management or a representative thereof has the authority to refuse entry to a person or persons or revoke their permission to remain on the premises.

If a person or persons refuse to leave, police attendance should be requested and a formal demand will be made on the person or persons in the company of the police, if they refuse to leave, the police have a power of arrest under the trespass legislation.

PROCEDURE

Immediately upon hearing of a civil disorder occurring in, or in the vicinity of this building or that there has been unauthorised entry, the Chief Warden or any member of the Emergency Control Organisation should take the following action:

- Notify the Police and request assistance
- Alert other members of the Emergency Control Organisation (ECO).
- Initiate action to:
 - Restrict entrance to the building
 - Restrict confine presence to the ground area/floor
 - Restrict contact between the demonstrations and the building occupants
 - Secure any critical records, equipment or valuables
 - Remove any objects which could be used as a missile or weapon
- If available, ensure CCTV is positioned on area of activity for future surveillance and record
- Notify nominated Managers

Managers can contribute in a practical way to the satisfactory resolution of these emergencies by ensuring withdrawal of their staff where necessary, supervising the locking of offices, securing records, files, cash and other valuable property and at the same time promoting an air of confidence and calm.

PERSONAL HARM

GENERAL

The possibility of an accidental or premeditated incident resulting in injury, death or the need for personal rescue has to be considered during the course of a normal working day.

Although not directly related to the operation of the building, management and staff must be prepared to take appropriate steps to assist or facilitate the safe or discreet resolution of such circumstances.

PROCEDURE

- Immediately notify Manager or Warden who will notify Emergency Services
- Remain calm
- Do not attempt to disarm or communicate with the person unless you are safe
- Assess any injuries and assist injured or harmed person if possible and only if safe to do so
- Secure all areas if safe to do so
- Evacuate any person from the immediate danger area and await instruction from the Emergency Services
- Avoid disturbing any evidence
- Restrict entry to the area
- Isolate with sensitivity any deceased persons. Cordon off the appropriate area and do not move or tamper with the body
- Ensure all monitoring functions and surveillance footage is secured, where possible targeting the area involved in the incident
- After Police liaison, arrange for contractors to clean affected area
- Arrange for appropriate first aid and trauma counselling
- Large-scale injury will instigate a higher level of attention from media and the public.
- Emergency Services may instate temporary medical centres and media areas. Assist as required

TERRORISM

GENERAL

Terrorism can manifest itself in many different forms and can be broadly defined as the calculated use of violence or the threat of violence to attain goals that are political, religious, or ideological in nature. This can be done through intimidation, coercion or instilling fear. Terrorism includes a criminal act against persons or property that is intended to influence an audience beyond the immediate victims.

PROCEDURES

On becoming aware of a terrorist threat the Chief Warden will

- Immediately notify **Police. Dial 000**
- National Security Hotline **Dial 1800 123 400**
- Await instruction from Police

CONSIDERATIONS

- Next of Kin and family communication needs (Liaise with Police)
- Interest from media and the public will require effective management
- Emergency Services may instate temporary medical centres and media areas. Assist as required
- Secure occupants away from the incident area
- Arrange for contractors to assist in assessing building damage and functionality when and safe to do so

WORKPLACE INTRUSION

GENERAL

Workplace intrusion can occur from a variety of sources and may not necessarily result in robbery. Workplace arguments, disgruntled clients, alcohol or drug affected persons entering the workplace or persons seeking to protest about the conduct or ethos of a company, can all result in an unwelcome intrusion into any workplace. However, in regards to theft or robbery some simple safety measures and principles should be adhered to so as to minimise the impact upon both the business and also any personnel that may become involved. Employees who may be subject to such an incident should be given instructions to ensure their safety. Managers should ensure that cash and valuables are secured and kept to a minimum workable level.

Consideration must also be given to the provision of support services after such incidents occur. Depending on the nature of the incident, victims may suffer delayed shock and other stress related symptoms. These are commonly referred to as Post Traumatic Stress Disorder (PTSD)

PROCEDURES

If confronted by an armed intruder:

- Obey their instructions
- Try and remain calm
- Do not take any action to excite the intruder
- Hand over cash/valuables on request

❶ DO NOT GIVE CHASE

When the Intruder Departs:

Advise the Police, give details of the incident

Name	<i>Your name</i>
Address	Wharf 4-5 15 Hickson Road Walsh Bay
Level	
Nearest Cross Street	Pottinger Street
Type of Emergency (if known)	

Upon the departure of the offender:

- Try to make a mental note of the description, clothing, speech, scars or other markings
- Contact the Police
- Fill out the incident/offender check list (Refer Appendix)
- Do not discuss details of the incident with others, as police need statements of what *you* saw/did
- If you have a description of car or direction of the intruders travel, advise Police and Manager

In the event of an injury:

- As soon as Management is aware of an injury, an ambulance should be called. Ambulance Headquarters should be made aware of the nature of the injury. Eg. Gunshot, stabbing etc.
- A suitable place for a member of staff to meet the ambulance should be arranged and the Police should be notified immediately that the situation has resulted in an injury

① Under no circumstances should anyone confront the Aggressor

SIEGE OR HOSTAGE SITUATION

The chance of you being taken hostage or being held against your will is small. However, there is the chance that it may happen. Generally the intruder is seeking to use the threat of violence or harm to achieve their goal(s), whether this be robbery or otherwise.

If taken hostage or involved in a siege

- Stay quiet and try to remain calm. Do as you are told
- If you are in a group situation, do not single yourself out by being aggressive or argumentative
- If the situation is ongoing, generally the situation will improve. Experience has shown that rapport gradually builds between hostages and captors
- If requests are made to the captor (toilets or medical needs, etc) be brief and polite

SYDNEY ALERT PROCEDURES

The Sydney CBD Evacuation Sub-Plan if a large-scale evacuation occurs:

- People will be asked to stay at work, shelter in place or evacuate their buildings in line with existing evacuation plans, depending on the situation.
- If the building's Assembly Area is unavailable, is perceived to be dangerous, or they are directed to, people will make their way to a Sydney Safety Site, which will provide an open space away from their building. Sydney Safety Sites are designated based on the location of the building and the nearest Sydney Safety Site. Building Wardens, Security and Facilities managers will play a significant role in this process.
- Once at a Sydney Safety Site, People can expect to wait for information regarding travel home, moving to another city area or returning to their building. This information may take some time to obtain by the authorities and the cooperation of evacuees is essential to this process.
- In the event of a large-scale evacuation occurring, the public transport network may be substantially disrupted. Evacuees will be directed to the most appropriate transport terminal to start their homeward journey, which may not necessarily be their normal method or route. People who can walk home will be encouraged to do so.
- People will be strongly requested not to try to organise relatives or friends to pick them up from the city or unusual waypoints. In the best interests of all evacuees, people will be asked to complete their suburban journeys by rail and bus as far as possible.
- Special arrangements are made for vulnerable and special needs groups.

Stay At Work

Depending on the situation, occupants will be requested to remain at work. This would be implemented for example if mass disruption to the public transport system should occur. This direction is given to avoid congestion and is seen as a low level problem. Occupants would be free to move about the building or city but should postpone any travel or public transport arrangements.

Shelter-In-Place

(You should remain inside the building and wait for further instructions).

Depending on the situation while you wait for further instructions there are a number of things you should do:

- Contact all levels throughout the building; ensure that Wardens are aware of the Sydney Alert condition.
- Instruct Wardens to conduct a head count and report on any mobility impaired persons on their level.
- It could be necessary to instruct wardens to move persons away from windows and doors. *(depending on the situation)* Secure the building.

- Persons should be encouraged to contact home/family/childcare on the normal telephone system to advise family there is a disruption and not to try to pick you up.
- Persons should be prepared to evacuate, fill water bottles, etc

Depending on the situation it could also mean that business could continue on however no person is to leave the building until conditions have returned to normal or contingency plans are put into place. Your current evacuation plan will be used to evacuate the building, mobility impaired persons are to be moved to the ground floor. Follow all directions of emergency services and Sydney Site Marshals.

Move to Sydney Safety Site

Your current evacuation plan will be used to evacuate the building, forward thinking in relation to mobility impaired and number of persons on each level will help in this process. Wardens role is critical and they must report back once their level is clear. Persons refusing to leave must be reported, as it is unlikely that the emergency services will be attending to remove them. Mobility impaired personnel shall be evacuated via the lifts once all able persons have evacuated.

Wardens are to follow the evacuation procedure for the building, and walk to the designated Sydney Safety Site.

People evacuated to Sydney Safety Sites will be requested to:

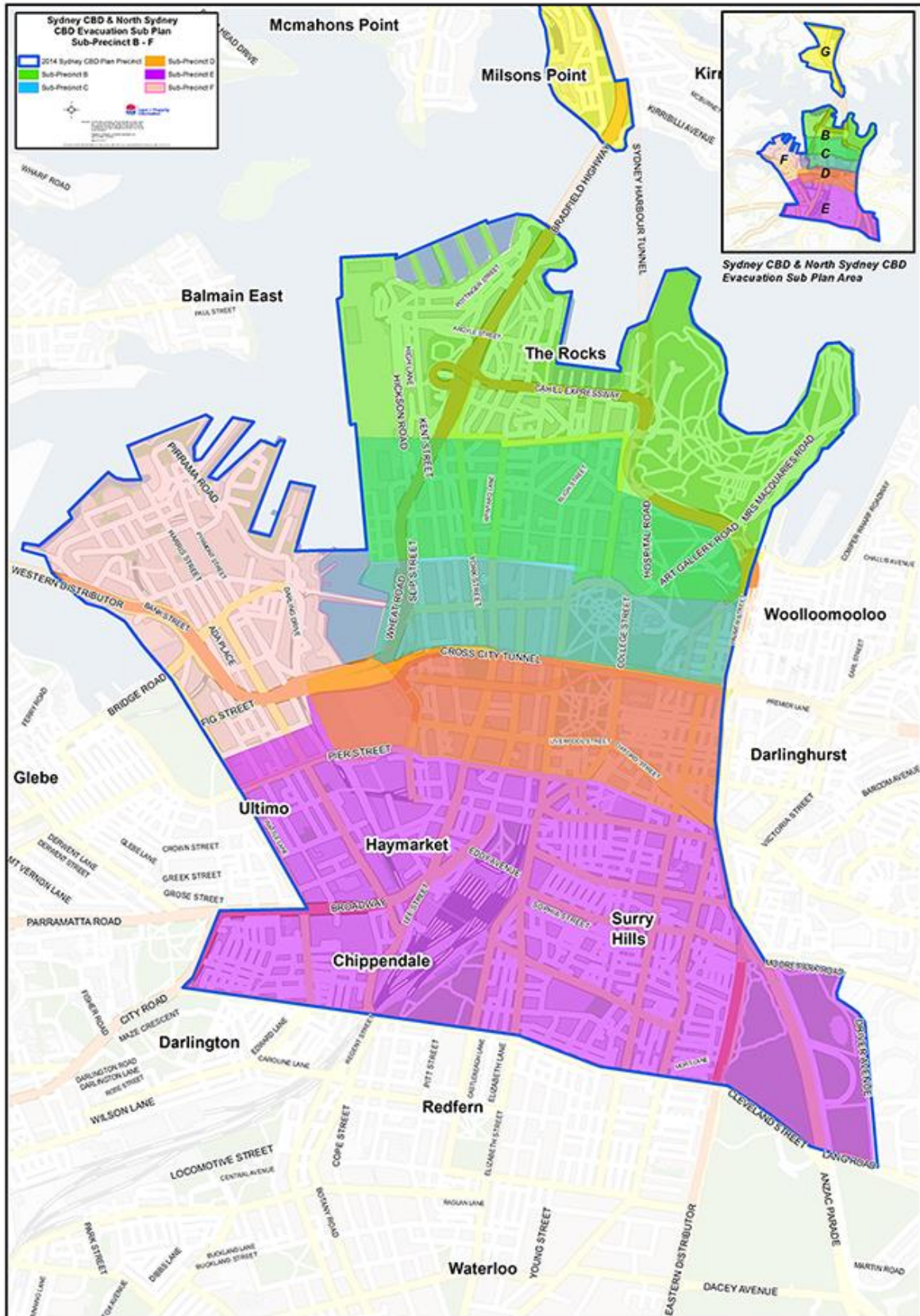
- Remain in position until further information is available, or
- Make their way to other parts of the city and delay their journey home, or
- Make their way to specific transport terminals for movement out of the city, or
- Identify themselves if they have specific needs, or
- Move to an evacuation centre, or
- Combinations of the above.

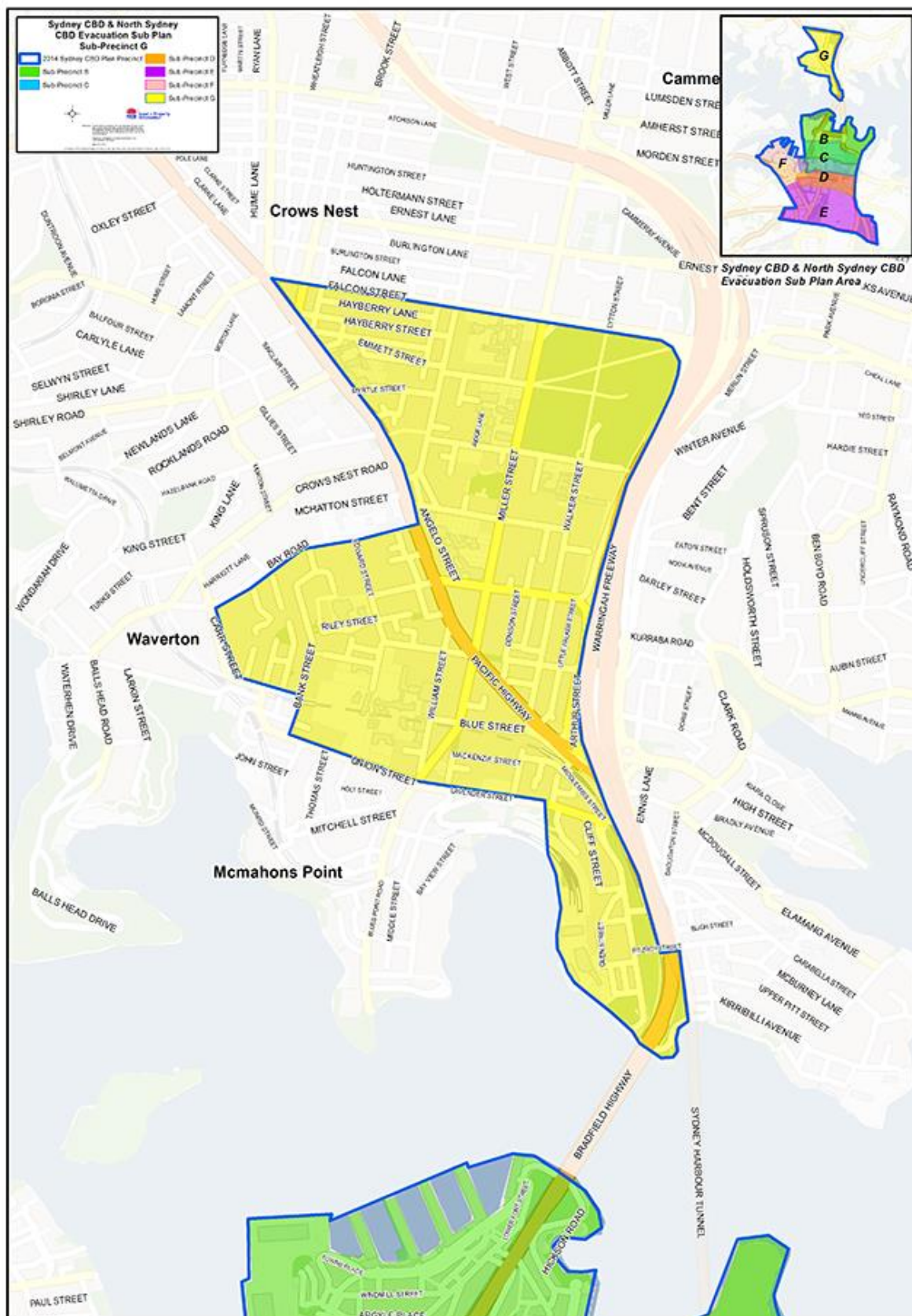
All Chief Wardens are to register with www.emergency.nsw.gov.au any change to your contact details must also be updated on this system. Sydney Alert utilises commercial SMS and E-mail systems to communicate important public safety information to Building Managers.

All personnel will be asked to consider an emergency plan for themselves and their families. This will minimise undue stress on those directly in the evacuation, families and friends.

It is highly recommended that updates on conditions or situations be distributed to building occupants every 60 minutes or when news becomes available.

Communication between Wardens and Chief Wardens will be crucial in the event of Sydney Alert conditions. Sydney Alert training will now be a part of your regular training schedule, it is important that all Wardens attend ongoing training in order to maintain competency levels and receive updates.





REFERENCE

COMMUNICATION

Communication during an emergency is a vital tool in the coordination of the safe and orderly movement of people from an area of danger to an area of safety. Many situations may arise where simply exiting the building via the nearest available exit is not appropriate and may place the evacuees in more danger than if they had remained where they were. Therefore, the flow of information to and from the Chief Warden is essential in the coordination of the Emergency Control Organisation and its ability to function at its most effective and efficient to safeguard life.

Consideration should be given, where applicable, to utilise multiple communication systems in emergency response. Multiple communication systems will ensure continuity of communication in the event of a failure of the primary communication system.

A list of emergency contact numbers is referenced within this ERP

FIRE INDICATOR PANEL

The Fire Indicator Panel (FIP) is connected to all automatic detection systems on site. It is this panel that communicates with the Fire Brigade on activation via the monitoring system.

The FIP will indicate a zone, area or floor in which an alarm has been activated and the Chief Warden should use this information in determining suitable emergency responses. However, under no circumstances should the Chief Warden or any other non Emergency Service personnel operate, or otherwise interfere with, an FIP during an alarm activation.

EMERGENCY WARNING INTERCOMMUNICATION SYSTEM (EWIS)

The Emergency Warning intercommunication System (EWIS) Panel is activated by the Fire Indicator Panel should a Smoke Detector or Sprinkler head or similar device attached to the system, activate. The EWIS generates an Alert Tone on the area/floor where the FIP detected an activation of the fire system. Should the system continue in automatic mode it will cascade the alarm to other area/floors within the facility until all area/floors have been alerted. The EWIS generates the emergency tones (Alert & Evacuation), allows for Public Address announcements and provides a dedicated communication system via the Warden Intercommunication Phones (WIP). The panel is kept in an automatic mode that activates the alert tone, and if not manually overridden, will evacuate the building in a cascading fashion commencing from the alarm area/floor. Once the EWIS has sounded the evacuation tones, whilst in automatic mode, the Chief Warden should not cancel the alarm and must continue with the evacuation of the building regardless if the nature of the alarm is known.

Where the Chief Warden has responded to the EWIS before evacuation tones are sounded the panel should be turned to Manual to allow for a controlled response to the alarm. Typically, the EWIS panel will have dedicated buttons for each area/floor and function and also the ability to broadcast / alert / evac the complete building.

WARDEN INTERCOMMUNICATION POINT PHONES (WIP)

Warden Intercom Phones (WIP) connected to The Emergency Warning Intercommunication System (EWIS), allow direct communication between the Chief Warden and the Area wardens during an emergency. These phones are located on each area/floor. Please take notice of Evacuation diagrams detailing the location of these phones. Area wardens should note that lifting the handset of their WIP calls the Chief Warden. Depending on the nature and location of the emergency, your call may not be answered immediately.

The Chief Warden will prioritise answering calls beginning with the area/floor(s) most at risk, to the area/floor(s) least at risk. Therefore, should Wardens experience a delay from Chief Warden answering via the WIP, patience may have to be exercised. However, if your safety is compromised, Wardens should use their judgement and take actions necessary to safeguard themselves and those that they are responsible for, which may entail evacuating their area/floor without consultation with the Chief Warden. Should this occur, all effort should be made to inform the Chief Warden, when possible, of your actions and whereabouts so that persons can be accounted for.

The conducting of a regular test by ECO personnel provides the necessary practice in the effective use of the system and the timely identification of any system faults.

TWO-WAY RADIO

Many workplaces now are utilising two-way radio as the preferred method of communication between mobile staff. During an emergency two-way radio communication can be an effective means of communication providing flexibility and constant contact with Wardens regardless of their location. The Emergency Planning Committee (EPC) should allocate the assignment of a dedicated radio channel and call signs, in the event of an emergency.

The use of codes such as that recommended by the Australian Standard AS3745:2010 is highly recommended and will provide discretion over the radio frequency. Broadcasting an emergency warning, or providing detailed descriptions of a situation (e.g. a bomb threat) may cause panic from staff or visitors that may overhear a radio announcement.

Regular training using two-way radios should be encouraged to maintain the ECO's competence.

Care should be exercised with any equipment producing radio waves, in situations where such signals could have adverse effects on essential equipment such as medical equipment, or explosive devices in the same location.

Care should be taken that all battery-powered equipment that is used has fully charged batteries available.

❗ Two-way radios must not be used in close proximity to suspect packages

MOBILE TELEPHONE

Mobile telephones provide a reliable means of communication but are not recommended as the primary method. In the event of an emergency affecting a wide area, interruption may occur to the cellular phone network causing communication failure. Similarly, the use of a mobile phone restricts the ECO to talking to a single source at any one time. However, mobile phones are a valuable part of a multiple communication contingency and an up to date list of phone numbers should be provided to all ECO members.

❶ Mobile phones must not be used in close proximity to suspect packages or flammable gas leaks

TELEPHONES

Telephones provide a reliable means of communication. Depending on the system that a workplace may employ, a multiple call or loudspeaker function may be available. This may provide a convenient and reliable means of contacting Wardens but should not be the sole source of contact. In the event of an emergency affecting a wide area, interruption may occur to the phone network causing communication failure.

An up to date list of phone numbers should be accessible to all ECO members.

PUBLIC ADDRESS SYSTEMS

Public Address Systems (PA) allows the broadcasting of voice messages to specific areas, or the whole of premises. Generally, the PA is a feature of the EWIS and will be utilised by the Chief Warden for the broadcasting of emergency messages and providing evacuation directions or warnings. The PA feature will only work whilst the EWIS is operating in the 'manual' mode. Persons making announcements via the PA should be concise with announcements, speak slowly and clearly so as to provide specific and clear instructions to the areas being addressed. It is recommended that pre-arranged verbal announcements be scripted for use by the Chief Warden or suitable replacement. (See appendix)

RUNNERS

In situations where the normal communication methods are compromised or out of action, the use of 'Runners' is an alternative option. Runners physically deliver messages between the Chief Warden and the Wardens.

Consideration should be made for the safety of the Runners in emergency situations and Runners be made aware of the urgency of the situation but should not endanger themselves in the process.

EMERGENCY PROCEDURES

RACE EMERGENCY RESPONSE PROCEDURES

FIRE AND EMERGENCY OPTIONS IN CASE OF FIRE

R	REMOVE PEOPLE FROM IMMEDIATE DANGER AREA Continually assess the situation, do not put yourself or others at risk (Do not obstruct Exits and/or Exit Routes)	
A	ALERT OTHER PEOPLE IN VICINITY OF THE FIRE/EMERGENCY Dial 000 and ask for the Fire Brigades/Fire Service	
C	CONFINE FIRE/SMOKE (PROBLEM) Close doors behind you and where practicable, windows also (To contain smoke/fire)	
E	EVACUATE (Extinguish/Contain Fire. If trained and if safe to do so, operate appropriate extinguishers)	 



Sydney

(02) 9111 4555

Canberra

(02) 6253 1266

Melbourne

(03) 9890 8084

Brisbane

(07) 3514 9211

Perth

(08) 9289 8115

AFTER HOURS

In the event of an "Alert" tone (Beep, Beep, Beep) being sounded after normal working hours. Do not assume it is a "false alarm" even though there is no evidence of fire on your area/floor. After hours, all persons should, for their own safety, evacuate their area/floor when the "Evacuation" tone (Whoop, Whoop, Whoop) is sounded and await instruction from the Emergency Services before re-entering the building.

LIFTS

Grounding of Lifts

There are 1 lifts servicing the building.

In the event of an emergency, the Chief Warden with the assistance of staff will:

- Ensure that lifts are keyed into manual mode, which will ground each lift
- Ensure that persons do not enter the lifts whilst an emergency situation is underway
- That lifts are available for use by Emergency Services and the ECO

In non-fire emergencies lift use may be beneficial and not pose a safety risk. However, until the circumstances of an emergency can be ascertained and an informed decision can be made, either by the Chief Warden or Emergency Services, lifts should not be used.

BUILDING RE-OCCUPATION

The Chief Warden will be advised when the building is safe to enter by the relevant Emergency Services (e.g. Fire Brigade, Police etc.) depending on the extent and type of emergency.

Return to Building

Occupants gathered at the Assembly Area will be advised to return to the building by the Chief Warden or their representative. The Assembly Area will be informed via a loud hailer. The main entrances will be used for the return to the building. Lifts can be used for the return of occupants to work areas. If necessary they will be operated by lift drivers under the direction of the Chief Warden.

- At the conclusion of any emergency incident reoccupation of the building can only take place on the instruction/ advice of the emergency services controller.
- The Chief warden will liaise with the emergency services controller to receive return to building approval.
- When the emergency incident is rendered safe or the emergency service returns control, notify the ECO members to advise occupants that they can return to the building, as appropriate.
- Before occupants return to the building the Chief Warden must liaise with building management as any area of the building that may be unsafe to occupy.

EVACUATION PRINCIPLES

It is the aim of this manual to provide guidelines and procedures to facilitate the orderly movement of persons from an area of danger, in the safest manner possible. In doing so, the Australian Standard AS 3745:2010 *Planning for emergencies in facilities*, has been utilised.

The size and configuration of a facility, together with type of occupancy, will determine the type and time interval between emergency response exercises. These may be conducted either as partial emergency response exercises or a total emergency response exercise covering the entire facility. All areas of the facility shall participate in at least one emergency response exercise in each 12-month period.

All occupants of the area/floor(s) involved in the emergency response exercise shall take part, unless the EPC grants a written exemption prior to conducting the emergency response exercise.

LIFTS

In a fire emergency, lifts are reserved for the exclusive use of attending Emergency Service personnel. Upon a fire alarm being activated, the lifts should be switched to the Fire Service mode. This will bring the lifts to the ground floor and the Emergency Service will hold the lift at the ground floor with doors open. Occupants in the lifts at the time of emergency will proceed via the lifts to the Ground Floor where the lift will be immobilised. Certain lifts may be used to facilitate the removal of occupant/visitors with a disability or to transport the Emergency Services throughout the building. This will be strictly under the control of Emergency Services.

Lifts should not be used for evacuation in the event of a fire unless specifically directed by the Emergency Services.

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

- Lifts may stop due to electrical or mechanical failure
- Smoke can enter lift cars and shafts
- Electrical problems on the area/floor in alarm may actually call the lift to that floor and put occupants in extreme danger
- Lift doors with sensors may not close if smoke has broken the photoelectric beam

In the case of emergencies other than fire and fire related, the Chief Warden, in consultation with the responding Emergency Service, will determine the appropriate use of escalators.

STAIRWELLS, PASSAGEWAYS, PERFORMANCE SEATING AND TUNNELS

In the event of a fire, safe egress from the building will be by fire-isolated stairs, passageways or tunnels.

Fire isolated stairwells, passageways and tunnels contain:

- Non combustible in design and construction
- Emergency lighting
- Directional exit lighting
- 2 hour fire rated doors
- Safe Haven floors that can be entered from the Emergency Stairs

Due to the increased fire danger, no goods or items of any type will be stored in stairwells, passageways, tunnels or under any performance seating.

❗ The Emergency Stairwells are fire isolated compartments that require ALL Fire Doors to be closed. DO NOT chock open Fire Doors as this will compromise the integrity of the Emergency Stairwell.

EVACUATION DIAGRAMS

Evacuation diagrams (indicating the position of emergency stairs, exits, emergency equipment, and general instructions for staff) should be prominently displayed in each respective area/floor. Each diagram should also indicate the primary Assembly Area and egress routes.

OTHER EQUIPMENT

Wardens should ensure that emergency equipment is readily available at all times. Items such as evacuation procedures, helmets, fire extinguishers, exit signs that are not illuminated, or evacuation diagrams, if found missing or faulty, should be reported to the Emergency Planning Committee.

PERSONAL ITEMS

Attempting to traverse a stair or passageway with large personal items may hinder the evacuation process. All effort should be made to inform building occupants that, in the event of an emergency, no attempt should be made to retrieve or carry large items from the emergency area. Wardens should encourage persons not to enter stairwells or passageways with items that may constitute a hazard to the evacuation process. Items such as, but not limited to, shopping trolleys, prams/pushers/strollers, briefcases or laptop computers, even hot drinks such as tea or coffee, should not be taken with evacuees.

PERSONAL EMERGENCY EVACUATION PLAN

OCCUPANT/VISITOR WITH A DISABILITY OR MOBILITY IMPAIRMENT

An occupant/visitor with a disability is a person who requires more time or different forms of communication, compared with other occupants, to respond to an emergency or; assistance to respond to an emergency or evacuate from a facility.

If an occupant with a disability is normally situated within the workplace, the Area Warden should discuss with occupant with a disability the procedures for assistance in an emergency situation. Once a suitable personal emergency evacuation plan (PEEP)** has been developed and documented it should be entered into the occupant/visitor with a disability register and a copy of the register secured by the Chief Warden and the relevant Area Warden.

If a disabled person is temporarily on premises, in the event of an emergency, the Area Warden should be made aware of the occupant/visitor with a disability and procedures for assistance and care should be made until their evacuation can be accomplished. Under no circumstances should the occupant/visitor with a disability be left alone. A warden should be appointed to accompany the occupant/visitor with a disability at all times during an emergency or the person should be placed in the care of the Area Warden.

If the emergency is such that you or the safety of the occupant/visitor with a disability is at risk, the person should be moved into the emergency stairs and wait for Emergency Service assistance. If safety is not at risk, then a suitable staging point should be sought near an exit or fire-isolated stairwell and, when the area has evacuated, the Area Warden will advise the Chief Warden and wait with the occupant/visitor with a disability until retrieved by the Emergency Services.

Training shall be conducted for all staff in the procedures for the safe evacuation of any person with a disability or mobility impairment either staff or visitors.

This training is to include the identification of and location of (where possible) of these persons and that all staff and management in that area shall be made aware of this. Further this training must also include the location of and use of the refuge areas located along the external balcony.

A copy of the PEEP form must be completed for all staff with a disability or mobility impairment and a copy of this form must be retained by the Areas Warden and a copies must be located in the Management Office and also the FCR for the information of Chief Warden and responding emergency services.

* The definition above is taken from the Commonwealth *Disability Discrimination Act 1992* (DDA)

** PEEP assessment and documentation form is available in appendix

STAIRWAY EVACUATION DEVICE

Stairway evacuation devices may be an option that can be considered based upon the number and location of occupant/visitors with a disability. Suitability and storage of stairwell evacuation devices as well as their ongoing inspection and maintenance should be included in regular facility maintenance routines. Stairwell evacuation devices should only be operated by a competent person.

Stairway evacuation devices will be located in strategic locations throughout the building and their location will be signposted so that their location can be easily identified.

Staff will be trained in the deployment and use of these devices.

REFUSALS TO LEAVE

At no times are Wardens to use physical force to remove someone who refuses to evacuate. Wardens should strongly persuade the occupant to evacuate. If they still refuse the Warden should leave the person and report the person's location to the Chief Warden.

The Chief Warden will then advise the attending Emergency Service.

UNCONSCIOUS PERSONS

Wardens will use "implied consent" for any unconscious person in imminent danger only. Move them to the nearest fire safe area or compartment.

The Warden will nominate a person – preferably a First Aid Officer or another Warden, to stay with the unconscious person in a safe place. This must be reported to the Chief Warden. When using exits, all doors should be closed to provide isolation from the danger area. If you are moving the unconscious person into an emergency stair, allow able-bodied staff to evacuate first.

Do not move the person more than is necessary, as you may be unaware of the extent of their injuries. If the unconscious person is not in imminent danger do not move them, but ensure someone remains with that person and the Chief Warden is notified of their location.

CONTRACTORS/VISITORS

All effort must be made to provide for the safety and welfare of contract staff that may be working on premises. In an evacuation, where practicable, the ECO personnel should check that all persons are cleared from the area/floor. The ECO personnel should report the result of the check to the Chief Warden.

A visitor sign in record or contractor site record should be made available to the ECO for reference in the event of an emergency. All effort should be made during the planning process to provide a method for accessing the roster of visitors and contractors on-site. Wardens should be informed of any visitor or contractor that will be in their area of responsibility so that their whereabouts can be accounted for during an evacuation.

ANNUAL EMERGENCY RESPONSE EXERCISE

Conducting regular emergency based exercises is essential in the maintenance and improvement of the emergency procedures. An emergency plan is only as good as the people enacting it. Regular practice will ensure that all personnel are familiar with the procedures and what is required of them in the event of an emergency.

All care must be taken to ensure that adequate warning, including the proposed date, shall be given to personnel, as evacuation exercises without notice are NOT recommended.

Prior to the commencement of an exercise an announcement should be made throughout the premises and should be prefixed that this is an emergency response exercise only. Similarly, should the exercise have the capacity to affect other tenants within a shared building or neighbouring facility all effort should be made to give notice of the impending exercise.

Prior to any emergency exercise a building announcement will be broadcast to inform all occupants that a practise emergency exercise is about to commence.

The objectives for conducting an exercise should include, but not be limited to, ensuring that:

- Wardens initiate emergency procedures without waiting for instructions
- Wardens respond to alarms within a reasonable timeframe
- A search of ALL areas of the building is completed without delay
- A simulated call to the Emergency Services is included in the exercise
- The emergency control point is staffed immediately
- The evacuation commences within a reasonable timeframe
- The evacuation is completed within a reasonable timeframe
- Wardens communicate that their area/floor of responsibility is clear, and/or,
 - Any persons deemed to be missing
 - The number and location of any persons with disabilities/injuries that require assistance
 - The number and location of any persons refusing to vacate the premise
 - The location of any inaccessible areas that cannot be searched
- If appropriate, vehicle movements within site be controlled
- The Chief Warden, or their delegates, be at an entry point to meet the responding Emergency Services

No DUFF

Should a real emergency arise whilst the exercise is being conducted the term “**NO DUFF**” will be used to cancel the exercise and issue real directives and actions. All announcements or verbal communications should be prefixed “No Duff” followed by the appropriate announcement or message. This term is only to be used in the event of a **REAL** incident during the exercise.

BRIEFINGS

Prior to an exercise a briefing should be undertaken so as to ensure that all participants are aware of the nature of the exercise and be given the opportunity to ask questions.

As part of the ECO training programme an annual emergency response exercise must be conducted in accordance with AS3745. The aim of the emergency response exercise is to provide the ECO the opportunity to practice the information gathered during the training session. This also gives the occupants the opportunity to participate and be informed of their roles in the event of an emergency within the building and also the location of the Assembly Area.

Emergency response exercises will be announced to the occupants prior to commencement clearly stating that it is an exercise only.

A debriefing session after each exercise (or actual) evacuation is essential to identify any positive or negative facets of the organisation or procedures. Wardens and other key participants shall attend the session. The session should be conducted by the Chief Warden or their delegate. Observer's checklists or notes shall be analysed during debriefing sessions and any comments or suggestions should be reported to the EPC for analysis and possible amendment to the emergency procedures. Debriefing sessions should not be held as a means of accusations, but should be used as the opportunity for all participants to comment free of recriminations for the benefit of improving the planning process and consequently improving safety for all occupants alike.

POST EMERGENCY DEBRIEF

Within 7 days of the conclusion of an emergency whereby the full or partial evacuation has occurred, the EPC should conduct a formal debrief and review of the events and processes affecting the emergency to ensure that the Emergency Plan and organisational preparedness remain appropriate and competent. As part of the debrief procedure the EPC should invite all Wardens to submit their thoughts on what worked well, and what needs to be improved, including lessons learnt, a time related account of the exercise, any recommendations from the exercise.

A copy of the emergency exercise report should be made available to the EPC and ECO for reference purposes against future events.

The EPC should use this opportunity as an improvement tool, it is important that these meetings are conducted without recrimination to encourage full and frank discussions on the past events.

APPENDICES

Announcements

Assembly Area Check List

Bomb Threat Check List

Emergency Planning Committee Minutes

Escalation Report

Evacuation Checklist

Evacuation Exercise Observer's Check List

Evacuation Incident Report

Fire Extinguisher Selection Chart

How to Use A Fire Extinguisher

Incident/Offender Check List

Occupant/Visitor with A Disability Register

Personal Emergency Evacuation Plan (Peep)

Property Damage Report

Risk Matrix

Tenancy Vacated Sign

Glossary

www.Trimevac.com.au

ANNOUNCEMENTS

INVESTIGATING AN ALARM

Area/floor in alarm

(Business Hours, Monday-Friday)

“May I have your attention please? May I have your attention please? This is the Chief Warden. We have an alarm signal on the _____ floor. Could the Wardens for this level please investigate and report back via the WIP. All staff please standby.”

Other floors

(Business Hours, Monday-Friday)

“May I have your attention please? May I have your attention please? This is the Chief Warden. We have an alarm signal on the _____ floor. It is being investigated. Area wardens please stand by your Warden Intercom Points for further instructions. All staff please standby.”

NO EMERGENCY EVIDENT

Attention all staff, attention all staff. The alarm situation on level... is under control. Please resume normal activities (repeat once)

CONFIRMED EMERGENCY

Shelter in-place - For occupants to evacuate to a SAFE HAVEN FLOOR

“May I have your attention please? May I have your attention please? An alarm has been activated on the _____ floor. Occupants on levels.... should calmly and quietly proceed to the stairs and go down to level.... Where you can re-enter onto another floor. Do not use the lifts!” (Repeat)

Receiving Floors are defined as the floors receiving relocating personnel.

“May I have your attention please? May I have your attention please? We have had an alarm activation on Level xxx. Be prepared to receive persons on your floor from the floors above.” (Repeat)

FULL BUILDING EVACUATION

“May I have your attention please? May I have your attention please? This is an announcement for a complete building evacuation. Occupants of the building should calmly and quietly proceed to the stairs and exit the building. Do not use the lifts. After you have left the building, please move away from the building and proceed to the Assembly Area at the forecourt of Pier 2/3 off Hickson Road. You will be notified when it is safe to re-enter the building.” (Repeat)

PRACTICE EVACUATION ANNOUNCEMENT

"Attention all staff on level _____, a practice evacuation exercise is about to commence, I repeat, a practice evacuation exercise is about to commence. All wardens report to the WIP phone. All staff stand-by and await further instructions from your warden"

POWER FAILURE

"Attention all occupants". (Repeat)

"The building is currently suffering a power outage and we are investigating the situation". "Staff please turn off all lights and electrical appliances to prevent a power surge when power is restored"

OUTSIDE ODOUR INVADES THE BUILDING

"May I have your attention please, may I have your attention please. We are investigating a report of an odour that is coming into the building from the outside. Please remain in the building unless you are told to relocate by Management. We are proceeding to evaluate the problem and will keep you informed. Please shelter within the building for your continued safety.

ODOUR DETECTED INSIDE THE BUILDING

"May I have your attention please, may I have your attention please. We are investigating a report of an odour in the building. Please remain in the building unless you are told to relocate by Management. We are proceeding to evaluate the problem and will keep you informed.

SHELTER IN PLACE ANNOUNCEMENT

"May I have your attention please. May I have your attention please.

The facility has been notified of an emergency situation that requires all occupants to remain within the building and shelter in a safe location on your floor away from windows and doors.

I repeat all occupants are to remain within the building and shelter in a safe location on your floor away from windows and doors. Remain sheltering in place until the "ALL CLEAR" is given by the Chief Warden or emergency services personnel.

MEDICAL EMERGENCY

"Attention, Attention. We have had a Medical Emergency on Level _____. An Ambulance has been summoned. The First Aid Officer for this Level please respond to the emergency. Would all occupants please avoid this area and ensure clear passage for the ambulance personnel.

ASSEMBLY AREA CHECKLIST

Property Name:	Wharf 4/5
Address:	15 Hickson Road Walsh Bay
Assembly Area Coordinator:	
Date:	

Record of Arrival at the Assembly Area.

[illegible]

Materials Checklist

Two-way Radio		Loud Hailer		AA Manual/Clip Board	
Control Point Sign		First Aid Kit		First Aid Sign	

Ensure the Assembly Area Coordinator has a means of communication to the Chief Warden to provide regular updates of the status of the evacuation and to receive instructions from the Chief Warden.

BOMB THREAT CHECKLIST



Bomb, Chemical, Biological & Radiological Threat Check-list

Alert your supervisor. If your supervisor is unavailable, call 000
Remember - Keep calm and don't hang up!

Date :

Time:

Caller Phone Number:

Exact wording of threat:

Important questions to ask:

Where did you put it?

When is the bomb going to explode?

What does it look like?

General questions to ask:

How will the bomb explode? OR
How will the substance be released

Did you put it there?

Why did you put it there?

Bomb threat questions:

What type of bomb is it?

What is in the bomb?

What will make the bomb explode?

Chemical/ biological threat questions:

What kind of substance is in it?

How much of the substance is there?

How will the substance be released?

Is the substance a liquid, powder or
gas?



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GREENWICH EMERGENCY MANAGEMENT TRAINING & SERVICES

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VER 2.2 - Feb 2018

Wharf 4-5
15 Hickson Road Walsh Bay
Page 114 of 136

Issued: November 2018
Amended: 07 May 2020

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Bomb, Chemical, Biological & Radiological Threat Check-list

Other questions to ask

What is your name?

Where are you?

What is your address?

Notes for after the call

Accent (specify):

Voice (loud, soft, etc):

Dictation (clear, muffled):

Did you recognise the caller?

If so, who do you think it was?

Was the caller familiar with the area?

Any impediment (specify):

Speech (fast, slow, etc):

Manner (calm, emotional, etc):

Threat Language

Well Spoken:

Irrational:

Message read by caller:

Abusive:

Other:

Incoherent:

Taped:

Background Noises

Street noises:

Aircraft:

Music:

Local call Noise:

House Noises:

Voices:

Machinery:

STD:

Other

Sex of the caller:

Estimated age:

Call Taken

Duration of call:

Number Called:

Action Taken (Obtain details from supervisor)

Report call immediately to:

Phone number:

Who received the call

Name:

Date call received:

Signature:

Telephone:

Time received:



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VER 2.2 - Feb 2018

Wharf 4-5
15 Hickson Road Walsh Bay
Page 115 of 136

Issued: November 2018
Amended: 07 May 2020

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Tailored Emergency Training | EPC Training | Chief Warden Training | EWIS/EWS Training | Warden Training | Scenario Exercises | Evacuation Exercises

EMERGENCY PLANNING COMMITTEE MINUTES

Wharf 4-5

15 Hickson Road Walsh Bay

Date of EPC Meeting

Record of attendance

Attendance records are to be kept on a separate signed sheet

Agenda Points

Item	Requirement	Actions Required to comply	By Who
1	Are all roles within the emergency control organisation adequately filled?		
2	Is the emergency plan / procedure within its five (5) year validity period?		
3	Have there been any changes to the facility or facility risk profile that warrant a review of the emergency plan / procedure?		
4	Has the emergency plan / procedure been distributed to the persons that require access to it (Chief Warden, Facility Management, etc)?		
5	Are the evacuation diagrams within the five (5) year validity period?		
6	Are the evacuation diagrams displayed appropriately and securely affixed to their locations?		
7	Is the current training schedule adequate to ensure all members of the ECO attend training at least every six months?		
8	Are members of the ECO attending training frequently (at least every six months)?		
9	Are there processes in place to ensure visitors / contractors are informed of the emergency procedures?		
10	Are all emergencies / false alarms documented and records kept?		
11	Are all PEEP Documents still valid? Remove expired PEEPS documents and amend list.		
12	Is a list of Occupants / Visitors with Disabilities available at the Master Emergency Control Point (Fire Control Room)		
13			
14			

Note: The maximum period of validity for the emergency plan / procedures and evacuation diagrams is 5 years. This may be reduced by the EPC as required

ESCALATION REPORT

This report has been developed to keep a track of the key actions taken during the emergency by the Chief Warden.

Escalation Advice

Time	Person	Reason	Status

Escalation Directives

Time	Person	Reason	Status

EVACUATION CHECKLIST

Property Name: Wharf 4/5

Address: 15 Hickson Road Walsh Bay

Scenario:

[illegible]

❶ ENSURE THE EWIS PANEL IS RETURNED TO AUTO ON COMPLETION OF THE EXERCISE OR ONCE THE EMERGENCY SERVICES HAS ADVISED THAT THE FIP HAS BEEN RESET.

EVACUATION EXERCISE OBSERVERS CHECKLIST

Are announcements heard prior to the exercise?	Yes/No		
Was the announcement clear and audible?	Yes/No		
Is the ALERT TONE audible?	Yes/No	Time:	
Area warden respond to the WIP?	Yes/No	Time:	
Are Wardens wearing their helmets?	Yes/No		
Was task communicated to other Wardens?	Yes/No		
Which stairwell has been nominated?	Yes/No		
Are Wardens handling the situation?	Yes/No		
Is the evacuation running smoothly?	Yes/No		
Has the floor been checked?	Yes/No		
Have the toilets been checked?	Yes/No		
Occupants assembled?	Yes/No	Time:	
Are ALL persons accounted for?	Yes/No	Number:	
Are there Occupant/visitor with a disability?	Yes/No	Number:	
Are there any refusals to leave?	Yes/No	Numbers:	
Warden WIP call to Chief Warden	Yes/No	Time:	
Evacuation tone sounded?	Yes/No	Time:	
ALL CLEAR given to Chief Warden?	Yes/No	Time:	
General comments:			

Please be candid in your comments as your feedback is valuable in continually improving the Emergency Procedures and the Warden Team.

EVACUATION INCIDENT REPORT

To be completed by the Chief Warden

Wharf 4-5

15 Hickson Road Walsh Bay

Date of evacuation

Time of evacuation

Floors involved

Cause of evacuation (e.g. fire, bomb threat, false alarm, malicious, drill)

Did the Fire Brigade attend

Yes/No

SYSTEM OPERATIONS CHECKLIST

Evacuation tones sounded on Alarm floors?

Yes/No

Public address system was audible?

Yes/No

WIP phone handset was operative?

Yes/No

Lights on EWIS panel operated?

Yes/No

Sprinklers operate simultaneously?

Yes/No

Local alarm bell sounded?

Yes/No

Air Con system shut down?

Yes/No

Emergency stairwells pressurised?

Yes/No

REPORTS & COMMENTS

FROM EACH FLOOR:

IN THE EMERGENCY STAIRWELLS

AT THE ASSEMBLY AREAS

ARE THERE ANY CASUALTIES?

DURATION OF EVACUATION:

COMMENTS & NOTES

FIRE EXTINGUISHER SELECTION CHART

Fire Extinguisher Chart: Types of Extinguisher

UPDATED: V2.3, JAN 2018

Location Indicator 	Electrically Conductive				Electrically Non-Conductive			
	Water 	Foam 	Wet Chemical 	Carbon Dioxide 	Dry Chemical Powder AB(E) 	Dry Chemical Powder B(E) 	Vaporizing Liquid 	Fire Blanket 
 Class A	✓	✓	✓	Limited*	✓	✗	✓	Clothing Fire (Human Torch)
 Class B	✗	✓	✗	Limited*	✓	✓	Limited*	✗
 Class C	✗	✗	✗	✗	✓	✓	Limited*	✗
 Class E	✗	✗	✗	✓	✓	✓	✓	✗
 Class F	✗	Limited*	✓	✗	✗	✓	✗	✓
As per NZS 4503:2005 Note: This chart does not reflect Class D or Solvent Fires.	Wood, Paper, Textiles & Plastics, etc Note: Dangerous if used on flammable liquid, energized electrical equipment and cooking oil/ fat fires.	Flammable Liquids (e.g. petrol, diesel, paint thinners) *Limited on Class F Fires (shallow fat fires) Note: Dangerous if used on energized electrical equipment.	Cooking Oils & Fats (e.g. olive oil, sunflower oil, canola oil) Note: Dangerous if used on energized electrical equipment.	Live / Energised Electrical Equipment (e.g. TV, computer, powerboard) Note: Generally not suitable for outdoor use. Suitable for small fires only.	Wood, Paper, Plastics, Flammable Liquids, Gases, Live / Energised Electrical Equipment (e.g. TV, computer, powerboard) Note: Special powders are available specifically for various types of metal fires.	Flammable Liquids & Gases, Shallow Cooking Oils & Fat Fires, Live / Energised Electrical Equipment (e.g. TV, computer, powerboard) Note: Special powders are available specifically for various types of metal fires.	Wood, Paper, Plastics, Flammable Liquids, Gases, Live / Energised Electrical Equipment *Limited on Class B & C fires Note: Check the characteristics of the specific extinguisher.	

Type Of Fire, Class & Suitability



Caution: Switch off power or isolate fuel source if safe to do so, before attempting to extinguish a fire.

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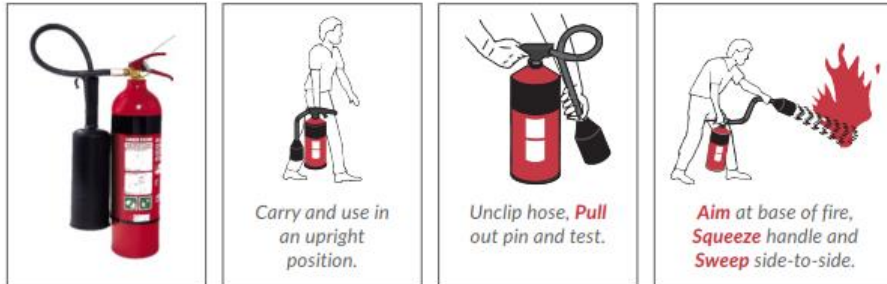
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HOW TO OPERATE A FIRE EXTINGUISHER

? How to operate a Fire Extinguisher

This is to extinguish small uncomplicated fires
How to operate...



Instructions:

1. Ensure that you use the correct extinguisher.
2. Always keep an Emergency Exit behind you (away from the fire).
3. Stay low to avoid heat and smoke (when entering a hazardous environment).
4. Direct contents across the base of the flames/ fire.
5. Move the nozzle/ applicator in a side-to-side sweeping motion.
6. If the fire gets to the point where you are no longer able to control it, retreat and close the door (do not lock).

Remember P. A. S. S.

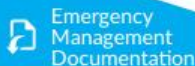
PULL THE PIN AND TEST

AIM NOZZLE/ APPLICATOR AT BASE OF FIRE/ FLAMES

SQUEEZE THE (TRIGGER) OPERATING HANDLE

SWEEP THE CONTENTS FROM SIDE TO SIDE

Fire Extinguishers should only be used if safe to do so,
and only on small uncomplicated fires



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VER 2.2 - Sept 2016

Time of Incident: ☐ am ☐ pm Date: / / 20
Day Month Year

Location of Incident:

Nature of Incident:

Suspect Person: _____

Previously Observed: ☐ Yes ☐ No (Where/When):

Last Sighted: _____ Direction of Travel: _____

FACIAL	<input type="checkbox"/> Moustache	<input type="checkbox"/> Beard	<input type="checkbox"/> Scars
VOICE	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Accent
HAIR COLOUR	<input type="checkbox"/> Blonde	<input type="checkbox"/> Fair	<input type="checkbox"/> Light Brown
	<input type="checkbox"/> Brown	<input type="checkbox"/> Red	<input type="checkbox"/> Black
HAIR STYLE	<input type="checkbox"/> Short	<input type="checkbox"/> Long	<input type="checkbox"/> Curly
	<input type="checkbox"/> Straight	<input type="checkbox"/> Balding	<input type="checkbox"/> Bald
EYE COLOUR	<input type="checkbox"/> Blue	<input type="checkbox"/> Black	<input type="checkbox"/> Brown
	<input type="checkbox"/> Green	<input type="checkbox"/> Hazel	<input type="checkbox"/> Grey
BUILD	<input type="checkbox"/> Thin	<input type="checkbox"/> Medium	<input type="checkbox"/> Muscular
	<input type="checkbox"/> Solid	<input type="checkbox"/> Obese	
APPEARANCE	<input type="checkbox"/> Caucasian	<input type="checkbox"/> Asian	<input type="checkbox"/> Sth. European
	<input type="checkbox"/> Negro	<input type="checkbox"/> Islander	<input type="checkbox"/> Indigenous (Aust.)
COMPLEXION	<input type="checkbox"/> Ruddy	<input type="checkbox"/> Pale	<input type="checkbox"/> Medium
	<input type="checkbox"/> Olive	<input type="checkbox"/> Dark	
OTHER FEATURES	<input type="checkbox"/> Scars	<input type="checkbox"/> Marks	<input type="checkbox"/> Tattoos
	<input type="checkbox"/> Piercing	<input type="checkbox"/> Jewellery	

Description: _____

Approximate Age: _____ Height: _____

Clothing

Upper Garments: _____ Lower Garments: _____



Emergency Management Documentation



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VER 2.3 - Sept 2016

Wharf 4-5
15 Hickson Road Walsh Bay
Page 123 of 136

Issued: November 2018
Amended: 07 May 2020





Incident / Offender Check-list

Suspect's Vehicle description

MAKE	<input type="checkbox"/> Ford	<input type="checkbox"/> Holden	<input type="checkbox"/> Toyota
	<input type="checkbox"/> Mazda	<input type="checkbox"/> Honda	<input type="checkbox"/> Other.....
TYPE	<input type="checkbox"/> Sedan	<input type="checkbox"/> S/Wagon	<input type="checkbox"/> Coupe
	<input type="checkbox"/> Utility	<input type="checkbox"/> Van	<input type="checkbox"/> Other.....
COLOUR	<input type="checkbox"/> White	<input type="checkbox"/> Red	<input type="checkbox"/> Green
	<input type="checkbox"/> Silver	<input type="checkbox"/> Blue	<input type="checkbox"/> Other.....

Registration number:

Model:

Approx. Year:

Other Vehicle Features:

Type of Threat

VERBAL	Wording of Threat:		
	<hr/>		
	<hr/>		
	<hr/>		
PHYSICAL	<input type="checkbox"/> Push	<input type="checkbox"/> Punch	<input type="checkbox"/> Kick
	<input type="checkbox"/> Other.....		
WEAPON	<input type="checkbox"/> Firearm	<input type="checkbox"/> Knife	<input type="checkbox"/> Instrument
	<input type="checkbox"/> Other.....		

Witness / Victim Details:

Signature:

Name (Print):

Telephone Number:



Emergency
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OCCUPANT/VISITOR WITH A DISABILITY REGISTER

Permanent staff deemed **occupant/visitor with a disability** should be included in this register to ensure appropriate evacuation procedures have been developed and implemented in case of an emergency evacuation of the building.

Level	Name	Company	Contact	Has PEEP been developed?

PEEP – Personal Emergency Evacuation Plan should be developed for each occupant/visitor with a disability.

Copy of PEEP to be retained by the Chief Warden and located in the FCR.

Copy of PEEP to be retained by the Floor/Area Warden of the area the person normally is located.

PERSONAL EMERGENCY EVACUATION PLAN (PEEP)



Personal Emergency Evacuation Plan

Level/Floor No.

Occupants Name

Building Name

Company Name

Address

Room/Suite No.

Workstation Location

Questions:

Is an assistance animal involved?

Yes ☐

No ☐

Are you trained in emergency response procedures?
(including evacuation procedures)

Yes ☐

No ☐

Preferred method of receiving updates to Emergency response procedures

Please state, e.g. text, email, Braille, verbal

Preferred method of notification of emergency

Please state, e.g. visual alarm, personal vibrating device, SMS, etc

Type of assistance required:

Please list procedures necessary for assistance



Emergency Management Documentation



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EMERGENCY MANAGEMENT TRAINING & SERVICES

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VER 2.3 - Feb 2018

Wharf 4-5
15 Hickson Road Walsh Bay
Page 126 of 136

Issued: November 2018
Amended: 07 May 2020

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Personal Emergency Evacuation Plan

Equipment required for evacuation: *Please list:*

Egress Procedure: *Give step by step details:*

Designated assistants and contact details:

Name	Phone No.	Mobile No.	Email

Are your designated assistants trained in emergency response procedures?
(including evacuation procedures)

Yes ☐

No ☐

Are your designated assistants trained in the evacuation equipment?

Yes ☐

No ☐

Issue date:

Review Date:

Occupant Approved:
Signature

Date:

Chief Warden:
Name

Signature:

Date:



Emergency
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VER 2.3 - Feb 2018

Wharf 4-5
15 Hickson Road Walsh Bay
Page 127 of 136

Issued: November 2018
Amended: 07 May 2020

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RISK MATRIX

Using a Risk Matrix is one means of evaluating the facility. Risk Matrices vary between organisations and requirements. The matrix shown hereunder is only an example.

Cross-referencing the Likelihood with the Consequence the matrix will provide a Risk Level for the specific risk.

	CONSEQUENCE				
LIKELIHOOD	Insignificant	Minor	Moderate	Major	Catastrophic
Rare	Low	Low	Low	Low	Low
Unlikely	Low	Low	Low	Medium	Medium
Possible	Low	Low	Medium	Medium	Medium
Likely	Low	Low	Medium	High	High
Almost Certain	Low	Low	Medium	High	Extreme

LIKELIHOOD

The likelihood of an emergency situation occurring is one component in determining the outcome of the risk rating. For example, an emergency that has catastrophic consequences but is Rare, results in a LOW Risk rating.

Rare	May only occur in exceptional circumstances
Unlikely	Could occur at some time; less than 25% chance of occurring;
Possible	Might occur at some time; 25-50% chance of occurring
Likely	Will probably occur in most circumstances; 50-75% chance of occurring
Almost Certain	Can be expected to occur in most circumstances; more than 75% chance of occurring

CONSEQUENCE

The consequence of an emergency occurring is also taken into account when calculating the risk. For example, insignificant or minor consequences resulting from an 'Almost certain' likelihood results in a LOW Risk assessment for the emergency.

Insignificant	Minimal interruption to normal activities, no injuries or damage to property
Minor	Possible injuries treatable by first aid, superficial damage can be dealt with on site
Moderate	Injuries requiring ambulance assistance, damage requiring isolation & structural repair
Major	Multiple injuries requiring ambulance assistance, major structural damage requiring evacuation of the building
Catastrophic	Deaths and critical injuries, structural collapse or significant damage rendering the building unsafe for occupation

RISK RATING

By the application of the risk matrix each identified hazard will be given a risk rating with which an appropriate response can be developed. It should be noted that the risk rating is a guide only and other factors can apply in how the risk is treated.

LOW	Situations that either the outcome poses a minimal influence on the day to day operations or if the outcome could be Catastrophic the likelihood of this occurring is extremely rare, such as an aircraft colliding with the building.
MEDIUM	Situations where it is foreseeable that a risk may occur and where the result could lead to major injuries or building damage
HIGH	Situations where it is quite likely that a risk will occur and where the outcome would lead to major injuries, death and substantial building damage
EXTREME	Situations of high risk where both the likelihood of it occurring and the outcome would ensure a high degree of deaths or injuries and overwhelming damage to the building.

ASSESSING THE RISKS

The process of identifying and assessing potential risks to a building, may involve multiple factors, each of which if dealt with in isolation may not be significant but when viewed as a group, may pose a higher level of risk.

The EPC should ensure an understanding of the relevance of all the factors likely to influence the identification and assessment of potential risks to their facility and where necessary, should seek advice from others more qualified to make these assessments.

Common Risk Profiles

Buildings of similar construction and use exhibit similar risk profiles. As such, a typical risk profile can be developed that could apply to similar buildings subject to local variances.

RISK PROFILE

Risks for Wharf 4/5 - 15 Hickson Road Walsh Bay can be listed on the table below.

RISK	CODE	LIKELIHOOD	CONSEQUENCE	RISK RATING
Minor Internal Fire	RED	Possible	Minor	Low
Major Internal Fire	RED	Rare	Major	Low
Bomb Threat	PURPLE	Unlikely	Moderate	Low
Suspicious Package	PURPLE	Possible	Moderate	Medium
Chemical Spillage	YELLOW	Unlikely	Minor	Low
Electrical Outage	YELLOW	Unlikely	Moderate	Low
Lift Entrapment	YELLOW	Possible	Minor	Low
Gas Leak	YELLOW	Unlikely	Moderate	Low
Storm Damage	BROWN	Unlikely	Moderate	Low
Flood	BROWN	Unlikely	Moderate	Low
Civil Disturbance	BLACK	Possible	Minor	Low
Hostage Situation	BLACK	Unlikely	Major	Medium
Workplace Intrusion	BLACK	Unlikely	Moderate	Low
Aircraft Accident	BROWN	Rare	Major	Low
Earthquake	BROWN	Rare	Major	Low
External Fire	BROWN	Unlikely	Moderate	Low
Vehicle Accident	BROWN	Possible	Minor	Low
Bushfire Threat	BROWN	Unlikely	Major	Medium

GLOSSARY

Alert Tone	A sound broadcast throughout premises to indicate the detection of an abnormal situation. Usually described as a “Beep Beep Beep” sound and may also include automated verbal announcements
Area Warden	A person who, during an emergency, assumes control over a particular floor, area or zone. Usually identified by the wearing of a yellow coloured helmet, hat, cap, tabard or vest. (This role can interchange with Area warden)
Assembly Area(s)	The designated place or places where people assemble during the course of an evacuation
Attempted Bombing	An incident where there has been an attempt to function an Improvised Explosive Device (IED). The item has subsequently failed to function as a result of design or construction flaws, or as a result of bomb reactive measures undertaken by response personnel.
AS3745:2010	Australian Standard “ <i>Planning for emergencies in facilities</i> ”
Australian Bomb Data Centre (ABDC)	Division of the Australian Federal Police responsible for responding to an investigation of criminal activity involving the use, or threats to use, explosive materials
BCA	Building Codes of Australia
Bomb	A device fabricated that contains explosive, chemical, incendiary, or noxious contents designed to, or capable of, causing unlawful injury or damage.
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. It is not necessary for any other action to be taken by the offender.
Bombing	An incident where an improvised Explosive Device has functioned as designed.
Break Glass Alarm	(BGA) An alarm activated by breaking a thin sheet of glass covering an alarm button. Usually housed in a red or white coloured surround. BGA's are generally located adjacent the fire isolated exits from a building. Also referred to as a Manual Call Point (MCP)
Call Sign	The name assigned to a radio user for communication purposes
Chief Warden	The person selected to take control of the Emergency Control Organisation. Usually identified by the wearing of a white coloured helmet/hat/cap/vest or tabard
Control	The overall direction of emergency management activities in an emergency situation. Authority for control is established in legislation or in an emergency plan.
Damage Assessment	A report on the extent of damage caused by an event.
Debriefing	The process of sharing the good and bad points of the response to an incident as a means to improve any future planning and responses.

Egress	A path or opening for going out, an exit
Emergency	Any event, which arises internally or from an external source which may adversely affect the occupants or visitors in a facility, and which requires an immediate response
Emergency Door Release	A White or Green break glass panel that will open electronically locked doors on nominated paths of egress. These devices will not activate the buildings installed occupant warning system
Emergency Lighting	A battery powered lighting system that will automatically illuminate in the event of a mains power failure.
Emergency Mitigation	Measures taken to decrease the likelihood of emergencies occurring and the associated impacts upon people, the facility and the environment
Emergency Plan	The written documentation of the 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 Preparedness	The arrangements made to ensure that, should an emergency occur, all those resources and services that are needed to cope with the effects can be efficiently mobilized and deployed
Emergency Prevention	The measures taken to eliminate the incidence of emergencies. These include the regulatory and physical measures to ensure that emergencies are prevented.
Emergency Planning Committee	(EPC) An organisation consisting of members responsible for the development, implementation and maintenance of the emergency plan, emergency response procedures, appointing members to the Emergency Control Organisation and related training, in accordance with Australian Standard AS 3745:2010 <i>Planning for emergencies in facilities</i> .
Emergency Response Exercise	A site-specific exercise implemented to determine the effectiveness of the emergency response procedures
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
Emergency Services	An agency responsible for the protection and preservation of life and property from harm resulting from incidents and emergencies.
Emergency Warning Intercommunication System (EWIS)	(EWIS) In the event of alarm activation the EWIS will automatically sound the Alert and Evacuation tones for the premises. Can also be utilised in manual mode. Public address announcements can be made via the EWIS. The EWIS also is the central point for the Warden Intercommunication Phones (WIP) and allows communication between Area wardens and the Chief Warden.

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
Evacuation Tone	A sound broadcast throughout a premise to indicate that leaving the area or premises and proceeding to an assembly area is warranted. Usually described as a "Whoop Whoop Whoop" sound and may also include automated verbal announcements
Exercise	Simulation of emergency management events, through discussion or actual deployment of personnel for training, review or testing procedures.
Exit	A passage or way out, Also see 'Egress'
Explosion	Sudden release of large amounts of energy in a destructive manner.
Explosive	A substance, whether or not contained in a device specifically prepared, which is manufactured with a view to producing a practical effect by explosion
Extinguisher	A portable device containing a fire-fighting medium for the express use of fire fighting.
Facility	A building, structure or workplace that is, or may be, occupied by people (occupants)
Facility Operational Incidents	Facility operational incidents are non-life threatening and may not require the activation of the ECO
Fire	A rapid, persistent chemical change that releases heat and light and is accompanied by flame, especially the exothermic oxidation of a combustible substance.
Fire Alarm System	A range of devices that may emit audible and/or visual indication that an emergency situation has been detected and may instigate other actions.
Fire Blanket	A non-combustible sheet used to smother small fires and can be used to douse persons on fire.
Fire Control Room	(FCR) An area or room containing a fire indicator panel (FIP) and other such devices utilised for the identification and warning of an emergency situation such as an EWIS.
Fire Detection System	A range of devices that monitor an area for indications of smoke, heat or flame and may instigate a fire alarm system.
Fire Indicator Panel (FIP)	(FIP) A control panel that indicates in which region a fire detection device has activated an alarm and is also responsible for alerting a monitoring company. May also activate a local alarm.
Fire Rating	The minimum fire resistance of a material or method of construction as determined by the method specified in AS 1530.4

First Aid	Immediate and temporary care given on site to the victims of an accident or sudden illness in order to avert complications.
Floor warden	A person who, during an emergency, assumes control over a particular floor, area or zone. Usually identified by the wearing of a yellow coloured helmet, hat, cap, tabard or vest.
Hoax Device	An item that is placed, designed or manufactured in a manner that is intended to cause another person to believe that the item is an improvised explosive device
Hose Reel	Fire hose reels are designed to reach every part of a floor area. Hose reels are operated by turning the control valve anti-clockwise, unreeling the hose, opening the nozzle and directing water at the base of the fire.
Hydrants	Fire hydrants are large capacity water connection points provided for Fire Brigade use only.
Improvised Explosive Device (IED)	(IED) A device fabricated in an ad hoc manner which contains explosive components designed to, or capable of, causing unlawful injury or damage.
Incendiary Device	Any device or mix of chemicals causing or capable of causing fire.
Incident	An event, accidentally or deliberately caused, which requires a response from one or more of the statutory emergency response agencies.
Isolated Stairwells	A stairwell encompassed by fire rated doors and construction, so as to provide safe egress in the result of an emergency
Lifts	During fire emergencies lifts should not be used as a means of egress. Lifts will be grounded as part of the evacuation procedures.
Mail Bomb	An Improvised Explosive device sent through the mail or a courier system.
Manual Call Point	(MCP) An alarm activated by breaking a thin sheet of glass covering an alarm button. Usually housed in a red or white coloured surround. Also referred to as a Break Glass Alarm (BGA)
Occupant	A person attending a facility on a permanent or temporary basis, such as an employee, contractor, student or resident, but not a visitor
Occupant/visitor with a Disability	A person who requires more time or different forms of communication, compared with other occupants, to respond to an emergency; or assistance to respond to an emergency or evacuate from a facility
Personal Emergency Evacuation Plan (PEEP)	An individualized emergency plan designed for an occupant with a disability who may need assistance during an emergency
Procedures	Pre planned detailed directions for dealing with specific occurrences.
Public Address System (PA)	A portable or permanent device for the amplification and announcement of voice messages to an area of a premises or select group of people.
Refuge	An area on a floor or area that is specifically designed to protect people from heat, smoke and toxic gasses and which provides direct access to an exit

Response	Measures taken in anticipation of, during and immediately after an emergency to ensure its effects are minimised.
Safety Data Sheet (SDS)	(SDS) A document that describes the properties and uses of a substance, that is, identity, chemical, and physical properties, health hazard information, precautions for use and safe handling information.
Staging Area	An area in a facility where occupants and visitors are intended to gather in preparation for an evacuation
Sprinklers	A system designed to activate once a determined temperature is attained at the sprinkler head and suppresses a fire with water sprays. Upon activation the sprinkler system will signal the FIP that the area is in alarm.
Smoke Detector	A device designed to detect particles, which are the result of combustion. On activation the detector will signal the FIP to instigate the alarm tones & alert the Emergency Services.
Suspect Item	An item that is considered to be suspicious by response personnel requiring further investigation or specialist inspection.
Terrorism	The calculated use of violence or the threat of violence to attain goals that are political, religious or ideological in nature.
Thermal Detector	A device designed to detect a rapid rise in temperature within an area. On activation the detector will signal the FIP to instigate the alarm tones & alert the Emergency Services.
Two-Way Radio	A device used to communicate between personnel via the use of radio frequency transmissions
VESDA	Very Early Smoke Detection Apparatus (VESDA) An extremely sensitive smoke sampling unit that draws air from the monitored area via a nozzle.
Visitor	A person who is within a facility who is temporarily visiting the facility and is not employed at or for the facility, either on a permanent casual, temporary, contracting basis; or an inmate or resident; or studying at the facility
Warden	A person or persons who, during an emergency, assists as requested the Area or Area warden in the safe evacuation of their floor or area of responsibility. Usually identified by the wearing of a red coloured helmet, hat, cap, tabard or vest.
Warden Intercommunication Point (WIP)	(WIP) The location on a floor or evacuation zone, that includes a handset provided through which instructions can be received from the intercommunication panel via the emergency intercom system
Workplace	Any place where work is, or is to be, performed by a person engaged for work for gain or reward, or on a voluntary basis including a person conducting a business or undertaking as defined by the Commonwealth, State and Territory occupational health and safety statutes for the definition of 'workplace'