

EMERGENCY PROCEDURES

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Valid to: 30th Jun 2021



Unit 3
20 Queensland Rd
Darra Qld 4076

Created for the Emergency Planning Committee

Property Managed by: Tony Aldahr

Developed by Evac Services Australia

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**IN AN EMERGENCY
DIAL '000'**

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Distribution List

POSITIONS	TYPE OF DISTRIBUTION	NUMBER OF COPIES
Tenancy/Building Responsible Person/ Emergency Planning Committee members Electronic Copies satisfy AS3745 S 3.6/6.7	Full Written Plan	1
Chief/Deputy Chief Warden Electronic Copies satisfy AS3745 S 3.6/6.7	Full Written Plan	1
Wardens – Electronic Copies satisfy AS3745 S 3.6/6.7	Procedures for Occupants/ECO	All Wardens
Facility Occupants – Electronic Copies satisfy AS3745 S 3.6/6.7	Procedures for Occupants	All Occupants

Foreword

Queensland legislative requirements are considered the strictest in Australia. For this reason, Evac Services Australia Pty Ltd has developed this manual to comply with the Queensland Building Fire Safety Regulation 2008, unless legislative requirements in this facility's jurisdiction contradict these requirements.

This document and the procedures undertaken to prepare this document are performed in accordance with the relevant Australian Standards and Legislation, including:

Queensland

- The Workplace Health and Safety Act 2011;
- The Workplace Health and Safety Regulations 2011;
- The Workplace Health and Safety Code of Practice 2011;
- The Queensland Fire and Rescue Service Act 1990;
- The Queensland Building Fire Safety Regulation 2008;
- The Queensland Building Act 1975;
- AS 3745-2010 Planning for emergencies in facilities;
- AS 4083 – 2010 Planning for emergencies in Health Care Facilities;
- AS 1851 – 2012 Maintenance of Fire Protection Equipment;
- The Queensland Dangerous Goods Safety Management Act and Regulation 2001;
- The Queensland Development Code MP 6.1;
- The Queensland Electrical Safety Act and Regulation 2002;
- Any other Legislation, Codes of Practice and Australian Standards relevant to the business' operations; and
- Any of the business' own OHS policies and procedures relating to the identification, assessment and control of workplace risks and emergency preparedness.

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Facility Profile

This profile is provided as a summary and is not sufficiently detailed or comprehensive for reference purposes.

Form Details:	
Person completing form:	Wayne Sunderland – Evacuation Services Australia Pty Ltd
Date (Please enter date):	30 Jun 2016

Building Details	
Tenant Name:	Alere
Building Address:	Unit 3, 20 Queensland Rd Darra 4076
Building Owner:	Tony George Aldahr and Elham Aldahr
Owner Contact Details:	Tony Aldahr 02 9630 3838 or tonya@aus-audio.com.au
Building Classification:	5, 7b
Building Construction:	C
Hours of Occupancy	6am to 6pm Mon - Fri
Total Levels including car park	2

Service / Deliverable	Number Required	Notes
EPC Meeting(s) All Tenancy Responsible Persons	1 Per Year	As per AS3745
General and 1 st Response training All Occupants	1 Per Year	As per AS3745
Warden Training 1 Session(s) All Wardens	1 x 6 Monthly	As per AS3745
Warden training 2 Session(s) All Wardens	1 x 6 Monthly	As per AS3745
Evacuation Practice(s) All building occupants	1 Per Year	As per AS3745
Procedures / Guidelines Manual	1	As per AS3745
Diagrams per level / tenancy	2	As per AS3745

Property Supervisor / Building Manager Details:	
Name:	Tony George Aldahr and Elham Aldahr
Company:	Tony George Aldahr and Elham Aldahr
Phone:	02 9630 3838
Email:	tonya@aus-audio.com.au
Location (On site or off site):	Off site

EPC Members:

Building Management	
Representative Name:	Tony George Aldahr
Email:	tonya@aus-audio.com.au
Phone:	02 9630 3838
Evacuation Coordinator / Chief Warden	
Representative Name:	Neil Lawley
Email:	neil.lawley@alere.com
Telephone:	(07) 3363 7752
Fire Safety Advisor (If applicable)	
Name:	Wayne Sunderland
Organisation:	Evacuation Services Australia Pty Ltd
Telephone	1300 922 437
Qualifications Held	Fire Safety Adviser – QBCC Fire Occupational licence 15009829
Date Qualification obtained	01 Mar 2014

This plan is maintained by:	
Name:	Alere in consultation with Evac Services
Address:	4/463 Nudgee Rd Hendra Qld 4011
Telephone:	1300 922 437
Email:	info@evacgroup.com.au

Training Provider	
Name:	Evacuation Services Australia Pty Ltd
Address:	4/463 Nudgee Rd Hendra Qld 4011
Telephone:	1300 922 437
Email:	info@evacgroup.com.au

Emergency Contacts:

Emergency Services	
Telephone:	000 (triple zero)

Building Management	
Representative Name:	Tony George Aldahr
Email:	tonya@aus-audio.com.au
Phone:	02 9630 3838

Alere Contacts	
1 st Representative Name:	On-call Team (Rohan James, Hiram Chipperfield, Ray Fischer)
Email:	N/A
Telephone:	N/A
Mobile:	0428 724 002
2 nd Representative Name:	Jane Indelicato
Email:	jane.indelicato@alere.com
Telephone:	(07) 3363 7164
Mobile:	0488 251 682
3 rd Representative Name:	Neil Lawley
Email:	neil.lawley@alere.com
Telephone:	(07) 3363 7752
Mobile:	

Definitions

Armed Person

A Person who is in possession of an offensive weapon or instrument.

Assembly area(s)

The designated place or places where people assemble during the course of an evacuation.

Australian Standards

National benchmarks for products and services produced to enhance quality of life and industry efficiency.

Bomb

An explosive device of any size or shape, obvious or be camouflaged, that may vary in sophistication, may explode or may not necessarily explode (i.e., incendiary, chemical, radiological, sharps, animals/reptiles).

Bomb threat

A threat, written or verbal, delivered by electronic, or other medium, threatening to place or use an explosive, chemical, biological, or radiological device at a time or date or place or against any specific person or organization.

Confrontation

A situation involving high risk of injury to personnel by a person(s) who may or may not be armed.

Emergency

Any event that arises internally, or from external sources, which may adversely affect persons, or the community generally, and which requires an immediate response.

Emergency control organisation (ECO)

A competent person or persons who implement the emergency procedures.

Emergency management plan

The written documentation of the emergency event arrangements for a facility, generally made during the planning process. It consists of the preparedness, response and recovery activities and includes the agreed emergency management roles, responsibilities, strategies, systems and arrangements.

Emergency planning committee (EPC)

Persons responsible for the documentation and maintenance of an emergency management plan.

Emergency procedures

A documented scheme of assigned responsibilities, actions and procedures within a designated section of the Emergency Management Plan, to respond to and manage emergencies.

EvacServices

Emergency Planning and Training Provider

Evacuation

The orderly movement of people from a place of danger.

External emergency

Any event that arises externally from the site that may necessitate the allocation of resources to another site or the reception of victims.

Facility

A structure or workplace that is, or may be occupied by people (occupants).

Hazard

A source of potential harm or a situation with a potential to cause loss.

Hot Work

Any activity that uses or produces significant friction, heat, sparks, fire or smoke or increases the risk of fire that is not specifically accommodated by the facility's built features (e.g. cooking in a kitchen is accommodated, cooking in a temporary kitchen is not).

Internal emergency

Any event that arises internally to the site, which may be caused by an external or internal source, and which requires immediate response by the occupants.

Material Safety Data Sheet (MSDS)

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.

Occupant

People at a facility, whether inside or outside it, whether permanent or temporary.

Occupant with a disability

A person who is unable to effectively, or who requires assistance to respond to an emergency in, or participate in an evacuation from a facility.

Offender

Armed or unarmed person/s creating disruption through personal threat or illegal occupancy.

Refuge

An area in which occupants with a disability may wait during an emergency or for evacuation.

Refusal

An occupant who, for whatever reason, refuses a reasonable request to evacuate.

Risk

The chance of something happening that will have an impact upon objectives. It is measured in terms of consequences and likelihood.

Smoke Alarm

2 monitored back to base smoke alarms are located in warehouse and 4 detectors in the cold room, 1 detector in the office and 1 detector in the warehouse for early detection of smoke or fire.

Unconscious Persons

An occupant unable to evacuate because of a lack of consciousness.

SITE EMERGENCY POLICY

Site Emergency Policy

Purpose

An emergency can develop from a number of causes, threaten lives and significantly cost and disrupt the facility. The development and implementation of an emergency plan and procedures is essential for the effective and efficient management of any emergency.

The purpose of this document is to enhance occupant's safety during emergencies, by providing an emergency plan and emergency procedures that utilise the built facilities to address identified hazards.

Scope

This plan is a foundation for the effective management of emergencies and potential emergencies affecting this facility, especially those identified by the hazard assessment, until the arrival of emergency services.

Following the arrival of emergency services this plan is intended to support their efforts.

Application

This Emergency Plan and the Emergency Procedures apply to the nominated site only.

This plan applies to all parts of the facility and all occupants. The emergency procedures within the plan may be applied by the ECO to any emergency or potential emergency that affects the facility.

Objectives

The objectives of this plan are to:

- Form an Emergency Planning Committee.
- Treat identified risks by documenting emergency procedures.
- Establish an emergency control organisation (ECO) to implement emergency procedures.
- Ensure that the ECO can operate at all times.
- Test and review the emergency management plan and procedures.
- Schedule EPC and ECO meetings at regular intervals.
- Schedule training for ECO members.
- Ensure that the emergency management plan is reviewed post-incident to identify opportunities for improvement.
- Ensure visitors and contractors are made aware of emergency procedures.

- Ensure a permanent record of events for each emergency is compiled and retained.
- Ensure that the register of ECO personnel is current and readily available.

Responsibility

The emergency planning committee is responsible for the development, implementation and review of this plan. In an emergency the Chief Warden or, in their absence, their deputy is responsible for implementing the emergency procedures.

Authority

All occupants are required to participate in emergency management activities, training and evacuation exercises and to acknowledge the authority of the Emergency Planning Committee and Emergency Control Organisation members.

Once an emergency is declared, the powers of wardens and Deputy Wardens shall override all normal non-emergency management procedures. Floor/Area Wardens and their Deputies have the authority to marshal any occupants in their area. This plan has been authorised by the emergency planning committee.

Challenging

This plan shall be challenged with emergency exercises to identify and correct any deficiencies in communication systems; the emergency plan, procedures and their implementation; and ECO response. Every part of the facility shall participate in an evacuation exercise at least once every 12 months. The facility's exercise schedule shall be documented annually for the following twelve month (52 week period) in the Emergency Management Exercise Schedule.

Independent observers shall be appointed for all evacuation exercises and use a checklist to record the details. Each evacuation exercise shall be prefixed by an announcement that it is an evacuation exercise only. A debriefing involving all participants shall be conducted after each exercise.

Review

This emergency plan and procedures shall be reviewed for deficiencies and opportunities for improvement by the emergency planning committee at least every twelve months and after

every emergency.

Records

The EPC shall ensure that records of all EPC and ECO activities are maintained, including:

- Minutes of meetings.
- Incident logs.
- Debriefing notes.
- Maintenance records.
- Drill and exercise reports.
- Training records.

Media

During an emergency no contact may be made with any print or electronic outlet without the approval of the Chief Warden.

References

This plan and the procedures were developed with reference to:

- Occupational Health and Safety Acts
- Occupational Health and Safety Regulations
- Environmental Planning & Assessment Regulations
- AS 3745-2010: Emergency control organisation and procedures for buildings
- Bombs – Defusing the Threat, Australian Federal Police

PREPARING FOR EMERGENCIES

Preparing for Emergencies

Emergency Planning Committee

The Chief Warden will arrange meetings of the Emergency Planning Committee (EPC) at least annually and oversee the implementation of the Emergency Response Procedures.

The EPC shall be formed from representatives of occupant groups and include the Chief Warden, Deputy Chief Wardens and others with specialist knowledge.

The objectives of the EPC are to:

- Develop an emergency plan and procedures.
- Establish and empower an emergency control organisation.
- Review and improve the emergency plan and procedures.

The EPC shall:

- Establish and implement emergency plans and procedures.
- Determine the number of ECO personnel appropriate to the nature and risk of the facility.
- Ensure that personnel are appointed to all positions on the ECO.
- Arrange for the training of ECO personnel.
- Arrange for the conduct of evacuation exercises.
- Ensure that ECO personnel are promptly replaced when they vacate their position.
- Review the effectiveness of evacuation exercises and arrange for procedure improvements.
- Determine who will implement emergency procedures.
- Ensure that, during emergencies, instructions given by ECO personnel overrule normal management structure.

Emergency Control Organisation

The objectives of the ECO are to:

- Ensure the protection of life over business continuity.
- Implement emergency procedures contained in this plan.
- Support the restoration of normality.

- To support transition and decision making, occupants roles in the ECO should, whenever possible, reflect their position in the normal organization.

ECO members

The ECO shall include:

- Chief Warden
- Deputy Chief Warden
- Floor (or Area) Wardens
- Wardens
- First Aid Officers

The ECO may also include:

- Communications Officer
- Zone Wardens
- Exit and Stair Wardens

Deputies shall be appointed for all of the above positions to ensure continuity after hours and during temporary absences. ECO members may also act up to fill temporary vacancies.

Members of the ECO may co-opt the assistance of other occupants.

Activation

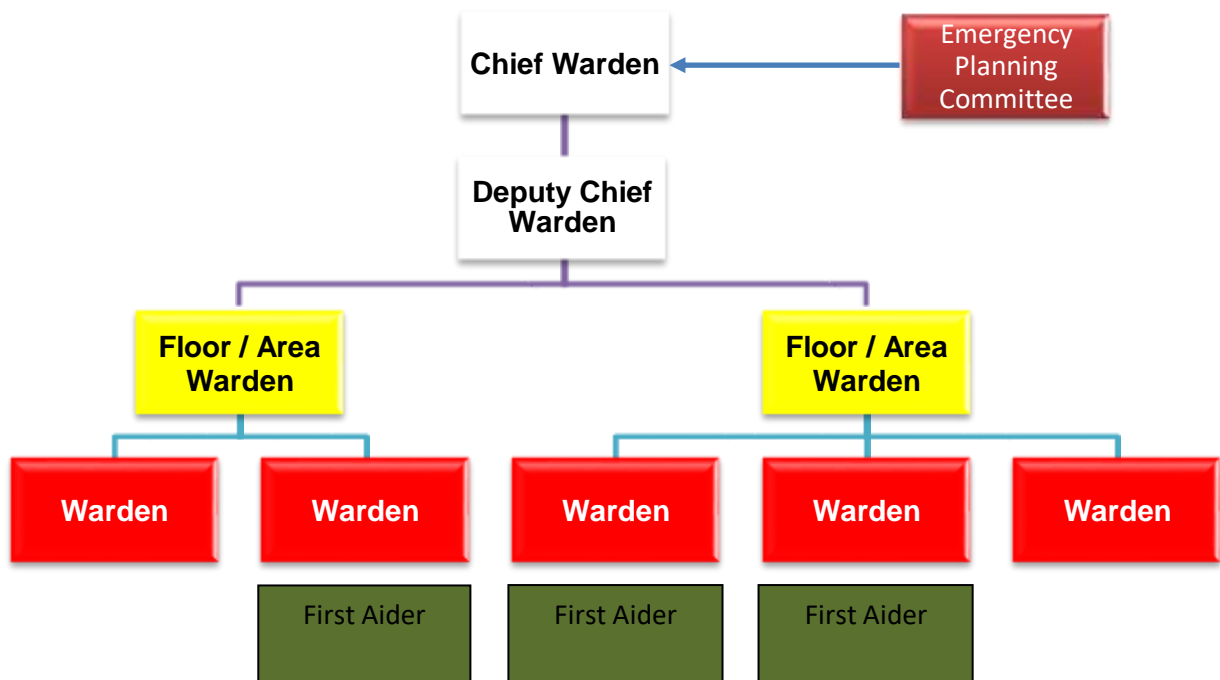
The ECO may be activated when an emergency is declared, when any of the events identified by the emergency procedures occur or when the Chief Warden or their Deputy deems it necessary. The ECO may be deactivated when normality is restored.

Legalities and Indemnification

Please note that Wardens are not indemnified as per Australian Standard AS3745-2010. All tenants should review their insurance obligations with their nominated providers to ensure coverage at all times.

Organisation

The ECO shall be organised according to the following example:



Identification

ECO members shall be identified with high visibility vests and helmets in the following colours:

			
White Chief Warden Deputy Chief Warden	Yellow Floor/Area Warden	Red Warden	Green First Aid Warden

Communication

Continuity of communication in emergencies is essential for ECO coordination. ECO members shall be familiar with available communications systems.






In an emergency ECO members shall:

- Keep fixed, cordless and mobile phone lines open for emergency communications.
- Plan communications before engaging in them.
- Limit communications to essential information and situation reports.
- Confirm all instructions before acting.

Emergency Colour Codes

Some sites, having a high level of public interface, may utilise the colour coding below to reference what threats/events are occurring over their communications. This colour coding is in accordance with Australian Standard AS3745-2010 - Emergency Control Organisation & Procedures for Buildings.

These codes can be used on any radio system to describe events with an element of immediate accuracy and privacy.

CODE RED		FIRE/SMOKE
CODE ORANGE		EVACUATION
CODE PURPLE		BOMB THREAT
CODE BLUE		MEDICAL EMERGENCY
CODE YELLOW		INTERNAL EMERGENCY

CODE BLACK		PERSONAL THREAT
CODE BROWN		EXTERNAL EMERGENCY

On discovering a fire or other emergency

ECO members should communicate in person or by telephone. If there is danger, they should inform all occupants in the immediate danger area by yelling 'Fire, Fire, Fire'.

Following Evacuation

Following evacuation, Wardens should communicate with their Floor Warden in person. Following verbal reports on their floor, Floor wardens should communicate with the Chief Warden or their Deputy in person and the Deputy Chief Warden should use a mobile telephone (or a runner, if mobile telephone use is not safe or possible) to communicate with the Chief Warden.

Communication Systems

Available communications systems may include:

- Mobile telephones – shall not be used during a bomb threat, but will continue to provide service during an electricity supply, fixed telephone and mobile telephone failure for a limited time.
- Cordless telephones – shall not be used during a bomb threat and may not provide service during an electricity supply or fixed telephone failure.
- Fixed telephones – may be used during a bomb threat, but may not provide service during an electricity supply or fixed telephone failure.
- Runners – may be co-opted to relay messages in the absence of voice communication systems or when other systems are overloaded.
- Surveillance cameras – may be used during a bomb threat, electricity supply, fixed telephone, cordless telephone and mobile telephone failure to monitor warden and occupant activities.

Accounting for Occupants

All occupants (visitors, short term and long term) attendance at the facility shall be recorded. In an emergency, hosts shall be responsible for reporting the presence or absence of visitors to ECO members.

If the facility is evacuated and time permits, ECO members will conduct a head count and obtain attendance records before evacuating their floor or area. Immediately after evacuation, if safe, ECO members will search their area for any remaining occupants or refusals before attending the assembly area. The search to confirm no occupants are left behind, however, is more important than the head count.

All evacuated occupants shall follow ECO directions to the assembly area and wait for further instructions.

Once at the assembly area, ECO members shall:

- Conduct a head count/buddy check;
- Conduct a roll call if attendance records are available (formality depends on each site);
- Ask occupants to identify any missing persons;
- Compare the head count before evacuation, after evacuation, roll call and occupant reports to identify any missing or suspected missing persons; and Report any missing persons, remaining occupants, refusals or that all occupants have evacuated to the Chief Warden.

The Chief Warden or their deputy shall conduct a count of occupant groups at the assembly area to ensure that no occupancies in their entirety have failed to evacuate.

Material Safety Data Sheets

Occupiers are responsible for conducting risk assessments and identifying hazardous substances in the facility. Material Safety Data Sheets (MSDS) for these hazardous substances should be made available to Emergency Service workers and (advisable) to the Chief Warden.

Selection Criteria

Chief Warden

The person appointed as Chief Warden shall:

- Be capable of performing their duties.
- Be capable of leading and taking command.
- Display good 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 relevant training.

Communications Officer

The person appointed as Communications Officer shall:

- Be capable of performing their duties.
- Display good 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 able to undergo relevant training.

Floor or Area Wardens

Floor or Area Wardens should be appointed consistent with the level of their day-to-day responsibilities. The Floor or Area Warden responsibilities should be attached to a specific position when possible, so that the person appointed to the position, in either a permanent or temporary capacity, carries out the necessary warden functions.

Persons appointed as Floor or Area wardens should:

- Be capable of performing their duties.
- Have leadership qualities and the ability to command authority.
- Display good 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 on the ECO.
- Be able to undergo relevant training.

Wardens

Persons appointed as Wardens should:

- Be capable of performing their duties.
- Have leadership qualities and command authority.
- Be available to undertake their appointed duties.
- Be capable of communicating with occupants.
- Be capable of deputizing for other positions.
- Be able to undergo relevant training.

Deputies (all roles)

Persons appointed as Deputies should:

- Be capable of performing their duties.
- Have leadership qualities and command authority.
- Have maturity of judgement, good decision-making skills and be capable of remaining calm under pressure.
- Be available to undertake their appointed duties and spend most of their time at, or near, their workstations.
- Be capable of effectively communicating with occupants and visitors.
- Be capable of deputizing for other positions.
- Be able to undergo relevant training.

First Aiders

The roles of the First Aiders and Wardens shall be separate and distinct. Wardens with first aid qualifications shall not be required to carry out first aid duties while acting in the role of a Warden.

Persons appointed as First Aiders should:

- Be capable of performing their duties.
- Be available to undertake their appointed duties.
- Be capable of communicating with occupants.
- Be able to undergo relevant training.
- Be capable of remaining calm under pressure.

Occupants/Visitors with a Disability [Mobility Impaired] & PEEP

Personal evacuation plans shall be considered for personnel with disabilities, including personnel who:

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

Each occupant with a disability will have a personal emergency evacuation plan (**PEEP**) developed. A register of such persons will be maintained by Building Management and Tenant Management and updated/reviewed by Floor Wardens on a quarterly basis. The register will remain confidential between Corporate Facilities, Chief Wardens, Wardens and the mobility impaired person. A copy shall be kept in the Fire Control Room. Specific training is to be provided to Wardens and any mobility impaired persons.

In the event of an emergency, occupants with a disability shall evacuate as per their individual PEEP. Designated Wardens assisting shall notify the Floor Warden. Floor Wardens in turn will inform the Chief Warden and then Chief Warden will advise the Emergency Services of the individual PEEP's. After the bulk of the floor staff are evacuated, disabled occupants are to be initially taken to a safe area in the building e.g. fire stairs landing. There, a warden shall stay with them until rescue can occur with Emergency Services.

Emergency Supplies

Warden Stations

The following supplies shall be maintained in each level/areas workplace for use in an emergency.

Identification hats.

Escape ladder located in office area.

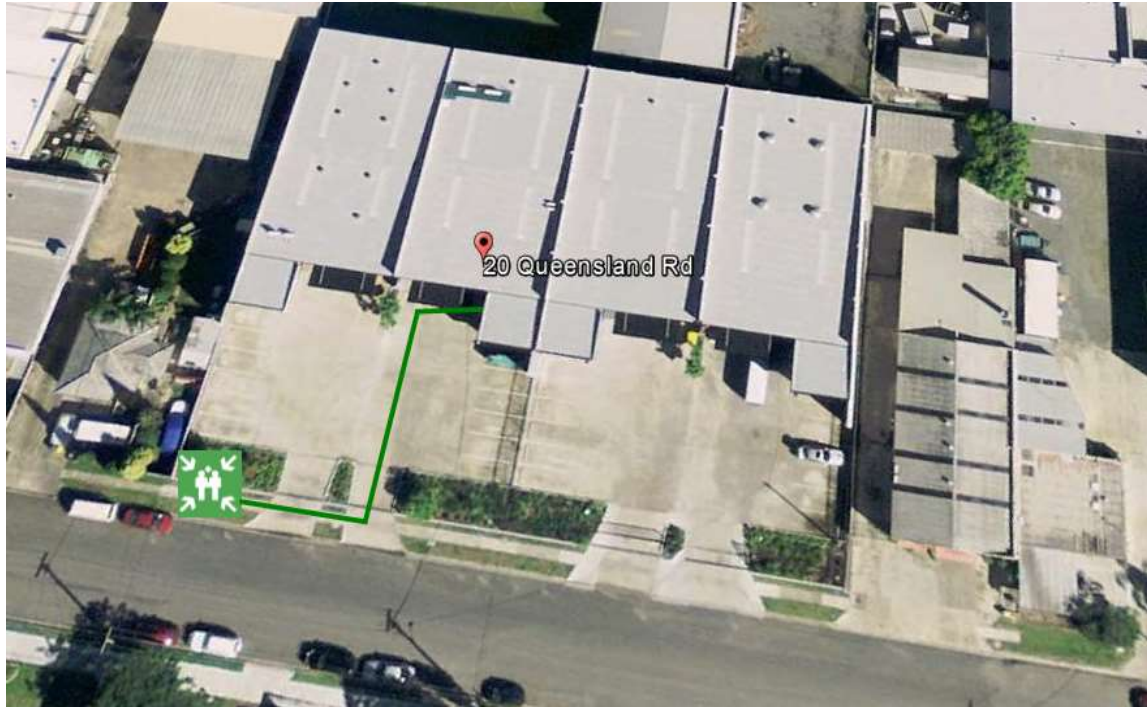
Assembly Area

In addition the following supplies shall be maintained at a convenient location to be taken to the assembly area in an emergency.

First Aid Kits.

Evacuation Assembly Areas

Note: This is the primary assembly area and depending on the type and location of the emergency, the Chief Warden may direct occupants to another location further away from the incident.



Training

The EPC shall arrange training on the emergency management plan and procedures for the EPC, ECO and facility occupants, appropriate to each person's role and level of responsibility. This shall include training that is appropriate for occupants with a disability. Training, including periodic exercises, shall be conducted to test the procedures and ECO and occupant responses in accordance with this section.

Training shall be conducted by competent persons and developed from a recognized competency standard.

EPC Training

Training for the EPC shall include:

- The duties of the EPC and ECO as described in the emergency procedures and emergency management plan.
- The duties of the ERT as described in the emergency procedures and emergency management plan.
- Developing, managing and maintaining an emergency management plan.
- The conduct of site-specific hazard assessments.
- Establishing and managing an ECO.
- The management of appropriate documentation.
- The management and development of assessment activities.
- The development and implementation of training activities including evacuation exercise management.
- Emergency prevention, mitigation and preparedness.
- Imparting knowledge about the installed fire safety systems, for example, sprinkler systems and fire doors.
- Installed emergency communications, notifications and warnings.
- Liaison with Emergency Services.
- Post-evacuation management.

ECO Members

There shall be sufficient personnel trained in all positions within the ECO to allow for projected absences or attrition. Training for the ECO shall address:

The duties of the ECO as described in the emergency procedures and emergency management plan.

- Responding to alarms and reports of emergencies.
- Initiation of installed emergency warnings and notifications.

- Communication during emergencies.
- Evacuation activities.
- Post-evacuation activities.

Occupants with disabilities. NOTE: This may need to include training on personal evacuation plans.

Human behaviour during emergencies.

- Procedures for the specific emergencies contained in the emergency management plan.
- The use of installed emergency equipment
- Imparting knowledge of the installed essential service installations.
- Exercises and assessment.

ECO Leaders

In addition to the training for all ECO members, persons appointed to the positions of Chief Warden, Deputy Chief Warden and Communications officer, along with the nominated Deputies for each position, shall have additional training addressing:

- His or her roles and responsibilities within the emergency management plan.
- The duties of the EPC.
- The duties of the ERT, where it exists, as described in the emergency procedures and emergency management plan.
- Decision-making, command and control and record keeping.
- Actions for the specific emergencies contained in the emergency management plan.
- Coordination of communications(s) during emergencies, including use of any installed specialised communications equipment.
- Liaison with Emergency Services.
- Coordination of evacuation management.
- Coordination of post-incident management incorporating peer support, debriefing, re-location, recovery, and similar.
- Coordination of training, exercising and assessment activities for the ECO.

First-Attack Fire fighting

The training for first attack firefighting shall address:

- The duties of the ECO, and ERT, where it exists.
- Preparing for site-specific emergencies.
- Reporting emergencies.
- Reacting safely to emergencies.
- Evacuating from dangerous areas.
- Emergencies that may occur.
- Recognizing unsafe conditions.
- Correcting and reporting unsafe conditions.
- Procedures for specific emergencies.
- Responding to fire emergencies.
- Determining if it is safe and appropriate to use first attack equipment.
- Selecting the correct portable fire extinguishers, fire hose reels or fire blankets.
- Operating portable fire extinguishers, fire hose reels and fire blankets.

Occupants

Occupants shall be trained to act in accordance with the emergency and evacuation procedures. Where training is not practical, all occupants shall receive the information necessary to act in accordance with the evacuation procedures. The training/information shall address:

- Occupant responsibilities within the emergency and evacuation procedures.
- The types of emergencies contained in the emergency management plan.
- How to report emergency incidents including activation of alarm systems, if installed.
- Recognising and reporting unsafe conditions, and correcting unsafe conditions when appropriate.
- Where an ECO is in place, the roles, responsibilities and identification of ECO personnel.
- Reacting safely to emergency incidents and alarms.
- Evacuating from dangerous areas.
- The location of internal and external assembly areas, as contained in the emergency management plan.
- The location of egress routes.
- Post-incident protocols.
- Procedures for specific emergencies.

The training/ information set out in this Clause shall be provided for all new occupants, including casual occupants/ employees, at the commencement of their occupancy/ duties in the facility.

Visitors and Contractors

Visitors to the facility shall receive information to act in accordance with the evacuation procedures. This information shall address:

- How to report emergency incidents including activation of alarm systems.
- Reacting safely to emergency incidents and alarms.
- Evacuating from dangerous areas.
- The location of internal and external assembly areas, as contained in the emergency management plan.
- The location of egress routes.

This information may be provided through briefings, notices and diagrams.

Skills Maintenance

ECO personnel, including nominated deputies, shall attend a skills maintenance activity every 6 months.

ECO Refresher Training

ECO refresher training shall be conducted to maintain the skills and knowledge necessary for the ECO members to undertake the duties set out in the emergency management plan.

Refresher training shall address the following:

- The duties of the ECO as described in the emergency management plan.
- Responding to alarms and reports of emergencies.
- Occupants' personal evacuation plans.
- Procedures for specific emergencies, as contained in the emergency management plan.
- Fire safety systems, (awareness, operation and use), and strategies relating to emergency events.
- Initiation of installed emergency warnings and notifications.

NOTE: Refresher training may also include, but not necessarily be limited to the following:

- Communication during emergencies.
- Evacuation activities.
- Post-evacuation activities.
- Human behaviour during emergencies.

Occupant Skills Maintenance

All personnel shall participate in skills maintenance activities to enable them to act in accordance with the emergency and evacuation procedures. Occupants' skills maintenance activities shall address the following:

- Responding to alarms and reports of emergencies.
- Occupant's personal evacuation plans.
- Procedures for specific emergencies as contained in the EMP.

PROCEDURES FOR OCCUPANTS

Procedures for Occupants

Occupant Procedures

These procedures should be used as a guide and may not be suitable for all circumstances. Before taking any action, assess the risk and consider the consequences.

Discovering an Emergency

On hearing the smoke alarm or discovering an emergency, occupants shall take the following actions:

- Call for assistance. (Yell 'Fire, Fire, Fire')
- If safe, rescue any persons in immediate danger and remove them to safety.
- Alert other occupants and emergency services by:
- Dialling triple zero '000'
- If safe and within ability, attempt to contain the emergency using first attack equipment.
- If unsafe, withdraw and close, but do not lock doors, windows and shutters.
- Evacuate to the assembly area by the nearest safe exit.
- Report any missing persons.

On confirmation of an emergency, occupants shall take the following actions:

- Follow directions from Wardens.
- Assist occupants with disabilities.
- Evacuate by the nearest safe exit.
- Go directly to the safest assembly area.
- Report any missing persons.
- Standby for further instructions.



Chief Warden Procedures

These procedures should be used as a guide and may not be suitable for all circumstances. Before taking any action, assess the risk and consider the consequences.

Discovering an Emergency - See Occupant Procedure.

Becoming Aware of an Emergency

On becoming aware of an emergency, the Chief Warden shall take the following actions:

- Don White hat/helmet, respond and take charge.
- Ascertain the nature of the emergency and implement appropriate action.
- Ensure that the appropriate Emergency Service has been notified.
- Ensure Wardens are advised of any changing emergency situation
- If necessary due to an identified immediate emergency, initiate evacuation.
Organise Wardens to:
 - Control entry to the affected areas.
 - Control vehicle movements.

Continue to:

- Monitor the progress of the preparation and ensure action taken is recorded in an incident log.
- Any other actions considered to be necessary.

Completing the Evacuation

- Brief the Emergency Services personnel upon arrival on type, scope and location of the emergency
- Relay status of the evacuation, mobility impaired occupants and then act on the Senior Officer's instructions.
- Monitor and record progress of each area once evacuated.
- Relay to authorities when completed.
- Secure site and prevent re-access.
- Maintain contact with Police or Emergency Services.

After the Incident

When the incident is rendered safe or the Emergency Service returns control:

- Secure and prevent access to any possible unsafe areas.
- Notify the Wardens to have occupants return to their facility. (if safe)
- Implement the recovery phase of the emergency management plan, if appropriate.
- Organise debrief with ECO personnel.
- Compile a report for the EPC and management.

Deputy Chief Warden Procedures

The Deputy Chief Warden shall assume the responsibilities normally carried out by the Chief Warden if the Chief Warden is unavailable, and otherwise assist the Chief Warden as required.



Warden Procedures

These procedures should be used as a guide and may not be suitable for all circumstances. Before taking any action, assess the risk and consider the consequences.

Discovering an Emergency - See Occupant Procedure.

Becoming Aware of an Emergency

Persons selected as wardens shall carry out activities as set out in the emergency procedures. Wardens' activities may include the following:

- Don Red hat/helmet.
- Check that any fire doors and smoke doors are properly closed.
- Ensure mobility impaired or disabled are prepared.
- Direct occupants to commence shutdown procedures and secure valuables.
- Prepare to prioritise and stage evacuation if the circumstances on their floor or area warrant this.

Evacuation

- Wardens to conduct evacuation.
- Ensure First Aid kit taken and co-opt others to assist.
- Wardens to place mobility impaired in safe area. (if applicable)
- On completion, report to the Chief Warden of all actions, any mobility impaired, refusals, or missing and you are last to leave.
- Standby with mobility impaired in safe area.
- Organise head count and roll call at assembly area and report results to Chief Warden.

At Assembly Area

- Wardens to physically secure the route to the Assembly Area.
- Corral staff into a single point.
- If possible, call attendance roll or have staff 'buddy check'.
- Report serious issues to the Chief Warden.



First Aid Warden Procedures

These procedures should be used as a guide and may not be suitable for all circumstances. Before taking any action, assess the risk and consider the consequences.

Prior to an Emergency

Regularly inspect first aid kits and replenish as required.

Becoming Aware of an Emergency

On hearing an alarm or becoming aware of an emergency:

- Don green helmet.
- Collect first aid kit.
- Follow directions from Wardens.
- Assist occupants with disabilities.
- Evacuate by the nearest safe exit.
- Go directly to the assembly area.
- Report any missing persons.
- Stand where people can easily find you.
- Give assistance to any injured and make them comfortable.
- Remain with injured occupants until emergency services have arrived or as long as it is safe to do so.

After the Incident

- Report feedback to the Chief Warden for debrief.
- Return and replenish first aid kits.

Outside Normal Business Hours Procedure

These procedures should be used as a guide and may not be suitable for all circumstances. Before taking any action, assess the risk and consider the consequences.

Discovering an Emergency

On discovering an emergency outside normal business hours, occupants shall take the following actions:

- Call for assistance.
- If safe, rescue any persons in immediate danger and remove them to safety.
- Assist occupants with disabilities.
- Alert other occupants and emergency services by:
 - Dialling triple zero '000'
- If safe and within ability, attempt to contain the emergency using first attack equipment.
- If unsafe, withdraw and close, but do not lock doors, windows and shutters.
- Evacuate to the assembly area by the nearest safe exit.
- Attempt to identify any missing persons.
- Wait for and report to Emergency Services on their arrival.
- Do not re-enter the building until advised it is safe.

PROCEDURES FOR SPECIFIC INCIDENTS

Procedures for Specific Incidents

Evacuation

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

If an emergency is not controlled or continues to threaten the safety of occupants evacuation may be necessary. Evacuation is removing occupants from a place of danger to a safe place. Evacuation options include:

1. **Full evacuation:** This is used to clear the facility of all occupants. Full evacuation is normally carried out in response to a potentially catastrophic, life-threatening situation or where the building cannot function due to a severe services malfunction.
2. **Partial evacuation:** This is used to clear part of the facility of all occupants. Partial evacuation is normally carried out in response to a localized fire, flood, chemical spill, a bomb threat affecting a specific area etc.
3. **Protect in place:** This requires occupants to remain inside a facility on the basis that an evacuation to another location might reasonably expose them to a greater level of risk. For certain hazards and conditions no evacuation may be the best option.

- Consider the effect that the emergency may have on evacuation routes, paths for leaving the facility and the assembly area. It may be necessary to use an alternate evacuation route and assembly area.
- Communicate any changes to ECO members and occupants.
- Coordinate available personnel to assist with the evacuation of disabled occupants
- Commence evacuation in the most affected zone and give priority to:
 - Those at most risk.
 - The largest number of people.
 - Anyone else in the affected zone.
 - Anyone else in the facility.
- Avoid premature evacuation of unaffected zones where there are common exit paths. Congestion may prevent the evacuation of zones at greater risk.
- If safe, occupants may be asked to take their personal effects that are at hand (e.g. handbags, wallets, car keys) – they may not be able to return for some time.
- Direct occupants to use the nearest safe exit and proceed directly to the assembly area.
- Search the area to make sure all occupants have evacuated.
- Check that all fire and smoke doors are closed.
- Lead occupants to the assembly area.
- Ask occupants to identify any missing persons or groups.
- Conduct a head count and roll call to identify any missing persons.
- Do not allow occupants to reoccupy the facility until the emergency is concluded and affected areas are secured or made safe.

Shelter in Place Procedures

NOTE: Shelter in Place procedures are sometimes associated with a building Lock-Down. Lock-Down is a Security procedure and implemented by Management. The ECO will be informed by Management if the need for Occupants to Shelter in Place is required.

A Shelter in Place of a building is an Emergency procedure intended to secure and protect Occupants who are in the proximity of an immediate threat. This procedure is used when it may be more dangerous to evacuate a building than stay inside. By controlling entry/exit and movement within a facility, the ECO are better able to contain and handle any threats until Emergency Services arrive.

A notification to Occupants to Shelter in Place may be sent by the Chief Warden depending on the situation.

It is essential for the safety of Occupants and the ECO that individuals comply with instructions provided by ECO personnel at all times.

Situations requiring Shelter in Place

- Civil disturbance (whether peaceful or violent protest)
- Threat or presence of an Active Shooter
- Threat, suspected or actual bomb attack
- Other terrorist threats
- Severe Weather
- Hazardous material incident

General Procedure

Lockdown will be called by the Chief Warden if there is a perceived risk to Occupants in the building from an outside source.

- Once Shelter in Place begins, no one is to leave the tenancy under any circumstances unless directed to do so by Wardens or Emergency Services Officer.
- Wardens to check that all tenancy Occupants are accounted for.
- Wardens are to check areas immediately outside their tenancy for any Occupants and take them into the tenancy.
- Wardens to lock the door to their tenancy.
- Tenancies should identify the safest locations in which to shelter especially to avoid large areas of glass.
- All Occupants to sit on the floor and remain below window level.
- Remain in this position until further instructions. Note that this might be for extended periods and Occupants should be prepared for this circumstance.

Do not:

- Do not open the door once it has been secured until you are officially advised “all clear” or are certain it is emergency response personnel at the door.
- Do not call 000 after the original call unless you have immediate concern for your safety, the safety of others, or feel you have critical information that will assist Emergency Services in the response.

Other Considerations:

- Follow instructions from emergency personnel only.
- Monitor Media reports.
- For their own safety, Emergency Services personnel must initially consider all individuals as potential threats. It is important to follow instructions from police at all times to avoid harm and ensure the best possible response.

Following the Lockdown:

- Cooperate with ECO and Emergency Service personnel to assist in an orderly evacuation. (if applicable)
- Proceed to the designated assembly area (if advised).
- The police may require individuals to remain available for questioning following a Shelter in Place.

Occupants with Disabilities

Occupants with disabilities refers to persons unable to evacuate without assistance.

Evacuation of occupants with disabilities shall be conducted in stages whenever possible. The three stages of evacuation are:

Stage 1: Remove occupants from the immediate hazard to a place with direct access to a refuge or emergency exit e.g. removing people from a room which is on fire or is alleged to have a bomb in it.

Stage 2: Remove occupants to a refuge. This may be to an adjoining compartment protected by fire and smoke doors on the same level, or to another, preferably, lower level.

Stage 3: Complete evacuation of the facility to the external assembly area. The resources of all available staff will be required to assist in the movement of occupants and visitors to a safe place.

- If safe, direct all available and capable persons to assist with the evacuation of disabled occupants.
- Area Warden to coordinate staff assisting with the evacuation of disabled occupants.
- Commence evacuation with those at greatest risk and progress in stages. Ambulant occupants and visitors should be evacuated first.
- Where occupants have varying degrees of mobility, evacuation should commence in the most affected area and give priority to:
 - Ambulant occupants.
 - Semi-ambulant occupants.
 - Non-ambulant occupants.

Occupants with Disabilities Unable to Evacuate

If circumstances prevent the evacuation of a disabled occupant beyond any stage, a member of the ECO should remain with the occupant(s) as long as it is safe. The ECO member shall report the situation and the disabled occupant's location to, and maintain regular communication with, the Chief Warden.

Unconscious Persons

Do not move an unconscious person more than is necessary to secure their safety. The extent of their injuries may not be evident.

- If the unconscious person is not in immediate danger:
- Report the situation and location to the Chief Warden.
- Remain with the person and maintain contact with the Chief Warden.
- If the unconscious occupant is in immediate danger:
- Report the situation and location to the Chief Warden and request assistance.
- Use implied consent and drag the unconscious person to a safe place from where escape using an emergency exit is possible.
- Close doors to increase isolation from the hazard.
- If there is further danger, drag the unconscious person to the nearest safe refuge.
- If there is further danger, drag the unconscious person to the nearest exit and the exterior of the building.
- Chief Warden to notify First Aiders and Emergency Services of unconscious persons location

Refusal to Evacuate

Warning

ECO Members shall not use physical force to remove someone refusing to evacuate.

- Attempt to verbally persuade the occupant to evacuate.
- If the occupant continues to refuse, leave them.
- Report the refusal and their location to the Chief Warden.
- Chief Warden to notify emergency services immediately following their arrival.

Emergency Involving Cryogenic Material

Emergencies that may present as a result of storage and handling of cryogenic material (CO₂ Solidified – dry ice), including burns/medical emergency, accidental release, and the development of an oxygen deficient atmosphere unfit for human habitation.

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Contact with a cryogenic stored material – skin or eye

Spills of cryogenic material

Increase of storage temperature or loss of containment resulting in oxygen displacement.

Warning

Carbon Dioxide may be distributed around the facility by air handling and air conditioning plant.

Substance is stored at below -56.6°C. direct contact or contact with fluid substances will cause cryogenic freeze burns.

Normal Composition of air is:

- Nitrogen – 78.09%
- Oxygen – 20.95%
- Carbon Dioxide – 0.04%
- Other Gases – 0.92%

In an enclosed space such as a cool room, the likelihood of changes in this composition is enhanced. Carbon Dioxide is heavier than the air around it, which means it will pool in areas after release and cause displacement of oxygen. Any area with an oxygen concentration of <19.5% is classed as oxygen deficient, which when taken into that it is contained in a cool room not intended primarily for human occupancy may result in the development of a confined space (AS 2865:2009 – Confined Spaces)

Burns resulting from direct or indirect contact with Material

- DRS-(Dial 000) ABCD
- Activate ECO.
- Shut down air conditioning and air handling plant. (if applicable)
- Ventilate the area (open all three doors to the chiller storage). If this is done, alert the on-call team (0428 724 002).
- If safe - Remove casualty from danger area (use PPE to protect from burns to rescuers)
- Cool the injured area - preferably with running water for minimum 20 minutes.
- Remove any clothing not involved with the burn. (Any restrictive jewellery should be removed due to risk of swelling).
- If paramedics not in attendance cover affected area with non-adherent dressing or burns dressing.
- Transport to medical aid (if no paramedic attendance).

Notes:

If burn area is larger than the size of a hand; involves the face, neck and upper body, or genitals – Dial 000 ASAP and request ambulance attendance.

Oxygen deficient atmosphere unfit for human habitation (Oxygen level below 19.5%)

- If a person is involved (Unconscious) Dial 000 and request Fire and Ambulance attendance. Under no circumstances shall a person attempt to enter the cool room and retrieve an unconscious person if there is a chance of oxygen deficiency.
- Activate ECO.
- Shut down air conditioning and air handling plant. (if applicable)
- Ventilate the area (open all three doors to the chiller storage). If this is done, alert the on-call team (0428 724 002).
- Prevent entry to all persons (Barricading/ placing a sentry)
- Brief occupants.
- Conduct air monitoring to chart oxygen levels and ascertain when the area is safe to re-enter.

Spill of cryogenically stored material - <30 kg

- Activate ECO.
- Shut down air conditioning and air handling plant. (if applicable)
- Ventilate the area (open all three doors to the chiller storage). If this is done, alert the on-call team (0428 724 002).
- Prevent entry to all persons (Barricading/ placing a sentry)
- Brief occupants.
- Don provided Personal Protective Equipment and clean up spill with non-conductive implements (Plastic).
- **Always have a spotter located outside the door of the Cool Room with line of sight to the person undertaking the work.**

Spill of Cryogenically Stored Material - >30 kg

- Activate ECO.
- Shut down air conditioning and air handling plant. (if applicable)
- Ventilate the area (open all three doors to the chiller storage). If this is done, alert the on-call team (0428 724 002).
- Prevent entry to all persons (Barricading/ placing a sentry)
- Brief occupants.
- Dial 000 to request fire brigade attendance (If persons are involved).
- Conduct air monitoring to ensure oxygen levels are not below 19.5% (Oxygen Deficient).
- Don provided Personal Protective Equipment and clean up spill with non-conductive implements (Plastic).
- **Always have a spotter located outside the door of the Cool Room with line of sight to the person undertaking the work.**
- **Conduct work in accordance with AS 2865:2009 – Confined Spaces.**

Loss of storage temperature resulting in an increase in release of CO₂

- Activate ECO.
- Shut down air conditioning and air handling plant. (if applicable)
- Ventilate the area (open all three doors to the chiller storage). If this is done, alert the on-call team (0428 724 002).
- Prevent entry to all persons (Barricading/ placing a sentry)
- Brief occupants.
- Conduct air monitoring to ensure oxygen levels are not below 19.5% (Oxygen Deficient).
- If possible – Remove cryogenically stored CO₂ into a well ventilated outside area where the high concentrations of Carbon Dioxide will not affect any other areas/tenancies.
- If removal is not possible – Prior to re-entry into the cool room:
Conduct air monitoring to ensure oxygen levels are not below 19.5% (Oxygen Deficient).
- If oxygen levels are deficient, ventilate until oxygen levels are normal again (see warnings above)

Normality may be restored when:

The incident has been rendered safe, air composition is normal and all materials are cleaned up.

Can this procedure be challenged?

Aspects of the procedure may be challenged through desktop exercises and simulations. This procedure may also be challenged by exercise in certain circumstances.

Air Supply Contamination

Contamination of the facility's air supply with a toxic or irritating substance.

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Release of a toxic or irritating substance.

Warning

Substance may be drawn into the facility by air handling and air conditioning plant.

Substance may be distributed throughout the facility by air handling and air conditioning plant.

Hazardous vapours and gasses may travel to remote areas of the facility. Vapours and gasses may be heavier than air and may accumulate in low areas and drains with poor ventilation. Hazardous materials may be flammable, corrosive, explosive, radioactive and toxic.

- Call Fire Rescue on 000. Report the nature of the facility, number of occupants affected, the total number of occupants and the number of occupants with disabilities.
- Activate ECO.
- Shut down air conditioning and air handling plant. (if applicable)
- Close doors, windows and shutters to contain contamination.
- Brief occupants.
- If safe, attempt to identify source of contamination. If the source is internal consider evacuation.
- Consider the effect that the emergency may have on evacuation routes, paths for leaving the facility and the assembly area.
- It may be necessary to use an alternate evacuation route and assembly area or to protect occupants in place.
- Discuss evacuation options with emergency services.

Normality may be restored when:

The incident has been rendered safe.

Can this procedure be challenged?

Aspects of the procedure may be challenged through desktop exercises and simulations.

Bomb

An explosive or suspected device of any size or shape, obvious or be camouflaged, that may vary in sophistication, may explode or may not necessarily explode (i.e., incendiary, chemical, radiological, sharps, animals/reptiles).

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Discovery of a bomb or suspicious object by accident or during a bomb threat search.

Warning

All threats, regardless of any assessment, shall be reported to the Police and treated as genuine until proven otherwise.

- Do not touch, tilt, tamper with or handle the object in any way.
- Do not cover the object or immerse it in water.
- Notify Supervisor.
- Notify Chief Warden.
- Notify Police.
- Cease mobile phone use.
- Note any obvious details.
- Remove occupants to a safe place.
- Leave doors, windows and shutters open (allowing any blast to escape and reducing potential damage).
- Evaluate threat and consider full or partial evacuation.
- Ensure exits, evacuation routes and assembly areas are searched prior to any evacuation.
- If safe, search for any further suspicious objects. See Conducting a Bomb Threat Search.
- Evacuate. See Evacuation.
- Prevent further entry.
- Follow ECO instructions.

Normality may be restored when:

Police advise the threat has been proven a hoax or the situation has been declared safe.

Can this procedure be challenged?

Yes with simulations and exercises.

Telephone Threat

A threat, written or verbal, delivered by electronic, or other medium, threatening to place or use an explosive, chemical, biological, or radiological device at a time or date or place or against any specific person or organization.

Bomb threats are a serious public nuisance, which can cause confusion, panic and considerable lost time to the facility. Most threats are just that – threats, however, all bomb threats shall be taken seriously until proven otherwise.

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Industrial unrest, disgruntled persons, disturbed persons, extortion, terrorism, nuisance etc.

Warning

All threats, regardless of any assessment, shall be reported to the Police and treated as genuine until proven otherwise.

Receiving a Telephone Threat

- Remain calm and endeavour to complete the bomb threat checklist. Record what is said (see telephone threat checklist in Forms).
- If possible, notify a co-worker whilst still on the phone.
- Don't hang up (this may allow faster call tracing).
- Notify Supervisor.
- Notify Chief Warden.
- Notify Police

Receiving a Mail Threat

- Notify Supervisor.
- Notify Chief Warden.
- Notify Police.
- Place the threat document in a plastic envelope or transparent folder to preserve condition and prevent contamination.
- Do not photocopy and minimise handling.
- Surrender threat document to the Chief Warden.

Discovering a Suspicious Object

- Do not touch, tilt, tamper with or handle the object in any way.
- Do not cover the object or immerse it in water.
- Notify Supervisor.
- Notify Chief Warden.
- Notify Police
- Shut down any machinery in the vicinity and cease mobile phone and two-way radio use.
- Note any obvious details.
- Evacuate area.
- Prevent further entry.
- Follow ECO instructions.

Evaluating Telephone Threats

Warning

Exits, evacuation routes and assembly areas must be searched prior to any bomb threat evacuation. Refer to Bomb Threat Search Procedures in Reference.

- The Chief Warden or their Deputy shall evaluate the bomb threat and categorise it as either specific or non-specific:
- Specific threats
 - Detailed information and may include statements describing the device, why it was placed, its location, the time of activation and other details.
- Non-specific
 - Less detailed and may be a simple statement to the effect that a device has been placed. Very little, if any, additional detail is conveyed before the caller terminates the conversation.
- Non-specific threats are more common. Specific threats are less common, but more credible.
- Based on the evaluation, the Chief Warden shall coordinate:
- A search without evacuation.
- An evacuation and search.
- An evacuation (without search).
- If evacuating, ensure exits, evacuation routes and assembly areas are searched prior to any evacuation.
- If evacuating, leave doors, windows and shutters open (allowing any blast to escape and reducing potential damage).
- If the threat is a suspicious object consider searching for any further suspicious objects.
- Refer to Bomb Threat Search Procedures.
- Refer to Evacuation Procedures.

Normality may be restored when:

Police advise the threat has been proven a hoax or the situation has been declared safe.

Can this procedure be challenged?

Yes with simulations and exercises.

Bomb Threat Search Procedures

This section is intended for reference purposes and is not a substitute for formal training.

The most appropriate people to carry out a search in response to a bomb threat are the occupants of the facility. This is because they have the best idea of what does or does not belong at any given time. Emergency services may assist, but this is not normal.

The aim of a bomb threat search is to identify any object:

- That is not normally found in an area location;
- For which an owner cannot be readily identified; or
- Is suspicious for any reason.

Identifying Suspicious Objects

Examples of suspicious objects include:

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

Use HOT UP to make an initial assessment of doubtful, unattended or suspicious objects:

Is the item:

- Hidden?
- Obviously a bomb?
- Typical of its environment?

Has there been...

- Unauthorised access?
- Perimeter breach?

Suspicious objects may be Improvised Explosive Devices (IED) or Improvised Dispersion Devices (IDD).

Improvised Explosive Device

These are objects assembled to create an explosive device. Be aware, that they may not look like what you generally perceive a 'bomb' to look like. If it does not look like it is meant to be there, question yourself, and then report it.

Improvised Dispersal Device

These are assembled objects that are created to disperse what is normally a liquid. The materials may be thick, like heavy oil, or thinner liquids. They are designed to create vapours, or disperse the materials across a surface area.

In many instances, they may use a low grade explosive material to do this, or by creating a chemical reaction to achieve dispersal.

Search Procedure

Warning: Avoid using mobile phones, two-way radio, wireless technology transmission and any other device that produces electromagnetic radiation if improvised explosive devices are suspected. Such equipment should not be used until clearance is given by the attending bomb technicians.

Do not wear helmets or vests during the search.

Search for objects that are:

- Unusual in appearance.
- Foreign to a given setting.
- Hidden from view (this does not discount obvious items).
- Ownership or origin questionable.

Bomb threat searches should generally follow this sequence:

- Outside areas including evacuation assembly areas.
- Facility entrances, exits and paths people will use to evacuate.
- Public areas within the facility.
- Once external and public areas have been searched, the search should continue, beginning at the lowest level and continuing up until every level, including the roof, has been searched.

Divide the facility into manageable areas and prioritise these for searching. Delegate responsibility for searching each area to available ECO members and occupants.

The search is to be visual only and not involve any handling. Occupants and wardens should further divide their search area and focus attention to search one portion at a time. Conduct the visual search as follows:

- Visually check from floor level to waist height, e.g. under and on chairs, tables and cabinets, etc. Start and finish at a common point.
- Visually check from waist to ceiling height, e.g. light fittings, behind drapes, window ledges, wall decorations and tops of cupboards.

All searched areas should be conspicuously marked and reported to the Chief Warden to avoid duplication.

If a suspicious object is located:

- DO NOT touch, tilt, tamper, cover or move it in any way.
- Conspicuously mark the location (e.g. a paper trail to the nearest exit).
- If safe, continue the search to ensure there are no other suspect objects in the vicinity.
- Evacuated and isolate the area.
- If safe, continue searching in other areas to identify any other suspect objects.

Civil Disorder

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Larger scale external public demonstration or disobedience, passive or violent, intended to create disruption.

Trigger

Industrial action, political protest, community outrage, riot, celebration etc.

- Notify Police.
- Alert ECO.
- Inform occupants of restrictions to be implemented.
- Reassure occupants.
- Restrict access and egress.
- Lock doors and windows.
- Secure files, computers and other valuables.
- Withdraw occupants from public and exposed areas.
- Restrict contact between the demonstrators and the facility occupants.
- Restrict the use of external non-emergency communication.

Normality may be restored when:

Order is restored or demonstrators have dispersed.

Can this procedure be challenged?

Limited aspects may be challenged through desktop exercises and simulations.

Contaminated Mail

Mail contaminated or suspected of being contaminated with a hazardous substance.

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Building occupants receiving contaminated articles or articles suspected of being contaminated.

Warning

Contaminants may not be visible.

Contaminants may be disturbed by even subtle movement and distributed by air handling systems.

Do not distribute any mail until suspect articles have been cleared.

Exposed Persons

- Cover the contaminated article or seal it in a plastic bag.
- Avoid any further handling.
- Avoid touching your face or any other exposed skin.
- Limit movement and any contact with others. This may spread contamination.
- Notify supervisor.
- Notify Chief Warden.
- Notify Police
- Wash exposed skin.

Emergency Control Organisation

- Isolate contaminated area and control entry.
- Ensure Emergency Services called.
- For an accompanying bomb threat see Bomb Threat Procedure.
- Shut down air handling systems.
- Evacuate affected area and separate and minimise contact with exposed persons.
- If possible, consult Emergency Services prior to further evacuation. Protect in place may be more appropriate.

Normality may be restored when:

Exposed occupants and areas have been decontaminated and assessed and Police inquiries have concluded.

Can this procedure be challenged?

Yes. With simulations and exercises

Earthquake

Any sudden or violent shaking of the ground with the potential for structural damage.

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Seismic activity including land slide, subsidence, movement of the crust and volcanic activity.

Warning

Beware of fallen power lines, gas leaks and flooding

Beware of falling debris and unstable structures

Indoors

- Avoid windows, shelving, loose furniture.
- Seek shelter under a door frame, table, or bench.
- Do not rush outside.
- Evacuation from the facility may not be appropriate.

Outdoors

- If outdoors, keep well clear of buildings and other structures, power lines, trees etc.
- If in a vehicle, stop in an open area and listen to your car radio for advice.

After the Earthquake

- Tune radio to local media.
- Do not use elevators or lifts.
- STAY VIGILANT.
- Expect aftershocks.
- Activate ECO and request damage reports.
- Tune radio to local media.
- Watch for hazards and check for injuries or damage.
- Turn off electricity, gas and water.
- Only use telephones in an emergency.
- Avoid driving unless for emergency.
- Stay calm and help others if possible.
- Consider evacuating affected areas. Evacuation from the building may not be appropriate.
- Check evacuation route and assembly areas prior to evacuation.
- Watch for falling objects.

Normality may be restored when:

Advice is received that there is no further danger of aftershocks and any damage has been assessed by an engineer and made safe.

Fire or Smoke

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Arson, negligence, hot works, poor housekeeping, plant failure, systems failure, spillage, inadequate maintenance etc.

Warning

Smoke is greatest hazard in any fire and may remain a hazard long after the fire is extinguished. Fire activity may be concealed by walls and other structural features. Lifts shall not be used during a fire or smoke emergency.

- Notify Wardens in your area.
- If safe, rescue any persons in immediate danger and remove them to safety.
- If overwhelmed by smoke, get down low and crawl to the nearest safe exit.
- Call Fire Rescue *Service*.
- Without taking any risks, occupants with first attack firefighting skills should use firefighting equipment to contain the fire. See Firefighting.
- Consider the effect that the fire may have on evacuation routes, paths for leaving the facility and the assembly area. If necessary, use an alternate evacuation route and assembly area.
- Evacuate affected zones and alert adjoining zones. See Evacuation.
- Prioritise and stage evacuation. Commence with those at greatest risk and progress in stages. Ambulant occupants and visitors should be evacuated first.
- Communicate instructions to ECO members and occupants.
- Close, but do not lock doors, windows and shutters to confine smoke.
- If safe, search the floor or area to ensure all persons have evacuated.
- Check that any fire doors and smoke doors are properly closed.

Normality may be restored when:

After the Fire Rescue *Service* has handed control of the facility to the occupier, damage control activities are concluded and the affected zone is safe and secured.

Can this procedure be challenged?

This procedure may be challenged with desktop scenarios, simulations, drills and exercises.

Flooding (External)

Flooding or potential flooding of the facility or part of the facility with water from an external source.

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Prolonged rainfall, downpour, dam, weir or levy failure, water main failure etc.

Warning

Beware wet and slippery floors. Waters may be energised with electrical current. Water may be contaminated with chemical and biological hazards. Do not enter floodwaters because you cannot see what is beneath the water. Flood depths and speed can be deceptive and floodwaters may contain hazardous materials (e.g. raw sewage, chemicals) as well as spiders and snakes.

Before and During the Flood

- See Discovering an Emergency.
- Tune radio to local media.
- Tell staff, of the likelihood of a flood and of the need to stay in the building if flooding occurs.
- Tell staff that are away from the premises to shelter in a safe location away from the affected area and not to return until flood waters recede.
- Raise stock, records, equipment, chemicals, waste e.g. by stacking them on benches and tables well above floor level.
- Shelter in the highest part of the building if possible.
- Remind staff of OH&S procedures and added risks of manual handling and working in darkness.
- If you are asked to evacuate, leave before floodwaters arrive and shelter at an appropriate place on higher ground away from creeks and drains.
- Never drive, ride or walk through floodwater
- If you are asked to evacuate shut off electricity, gas and water supplies and secure building.
- Do not leave the facility until floodwaters have receded.

After the Flood

- Salvaged material and documents should be relocated to a well drained, ventilated, sheltered area where they will not cause further damage.
- Undertake an OH&S risk assessment before entering the flood damaged part of the premises, inc;
- -Structural safety of buildings.
- -Safety of electricity and gas supplies and equipment.
- -Slips, trips and falls particularly with mud and water.
- -Venomous spiders and snakes.
- -Sharp debris.
- -Manual handling and lifting.
- Clean up in accordance with OH&S procedures e.g. wear protective clothing including enclosed, waterproof, non-slip footwear and waterproof, puncture-resistant gloves.
- Ensure occupants wash properly after cleaning flood damage.
- Clean and dry as much stock, plant, equipment, fittings and furniture as is salvageable.
- Remove debris and clean, repair and disinfect premises.
- Restore critical records, cash and computer files.
- Implement any reciprocal help agreements.

Normality may be restored when:

Flood waters recede, disaster recovery measures and repairs are completed and the facility is reoccupied.

Can this procedure be challenged?

Limited aspects may be challenged through desktop exercises and simulations.

Flooding (Internal)

A large quantity of water outside of its normal containment with the potential to cause damage. These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Severe weather, structural failure, plumbing failure, services failure, plant failure etc.

Warning

Beware wet and slippery floors. Pools of water may be energised with electrical current. The quantity of water may exceed the buildings load bearing capacity and cause structural failure. Water may be contaminated with chemical and biological hazards.

- See Discovering an Emergency.
- If there is significant or uncontrolled flooding or any electrical hazard call Fire Rescue Service.
- If possible use local control valves to isolate source of flooding.
- If necessary use main control valve to isolate source of flooding.
- Check for flooding on and water draining to lower levels.
- Isolate power to affected area.
- Provide gloves and other necessary PPE for persons exposed to flooding.
- Raise stock, records, equipment, chemicals, waste e.g. by stacking them on benches and tables.
- Use squeegees, towels and other absorbents to contain and direct flow to drains, exits and the facility's exterior.
- Use mops, buckets and other absorbents to remove floodwater.
- Salvaged material and documents should be relocated to a well-drained, ventilated, sheltered area where they will not cause further damage.

Normality may be restored when:

The cause of flooding has been isolated, recovery operations have concluded and there is no risk to occupant safety.

Can this procedure be challenged?

Limited aspects may be challenged through desktop exercises and simulations.

Gas Leak

Uncontrolled release of a hazardous gas from its containment.

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Maintenance, plumbing failure, valve left open, sabotage etc.

Warning

Gas may be flammable, oxidizing, asphyxiating, toxic and/ or corrosive.

- Use manual call point to activate fire alarm and automatic fire trips.
- Eliminate ignition sources. Smoking is prohibited..
- If safe, rescue any persons in immediate danger and remove them to safety.
- Call emergency services.
- Call gas supplier.
- Attempt to shut off gas supply at local control valve.
- Close, but do not lock doors and windows to confine gas.
- If unsuccessful, attempt to shut off gas supply at main control valve.
- Shut down air conditioning and air handling plant.
- Consider the effect that the emergency may have on evacuation routes, paths for leaving the facility and the assembly area. It may be necessary to use an alternate evacuation route and assembly area. It may be safer to protect occupants in place.
- Evacuation should be uphill, upwind and at least 50 m from the leak source.

Normality may be restored when:

Hazardous gas has dissipated and normal gas supply has been restored

Can this procedure be challenged?

Aspects of the procedure may be challenged through desktop exercises and simulations.

Hazardous Materials Incident (External)

Uncontrolled release of a hazardous or suspected hazardous substance.

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Uncontrolled release of a hazardous or suspected hazardous substance near, but not inside the facility.

Warning

Hazardous vapours and gasses may travel to remote areas of the facility. Vapours and gasses may be heavier than air and may accumulate in low areas and drains with poor ventilation. Hazardous materials may be flammable, corrosive, explosive, radioactive and toxic.

- Call Fire Rescue *Service on 000*. Report the nature of the facility, the number of occupants affected, the total number of occupants and the number of occupants with disabilities.
- Activate ECO.
- Move all occupants inside.
- Close doors, windows and shutters.
- Shut down air conditioning and air handling plant.
- Brief occupants.
- Consider the effect that the emergency may have on evacuation routes, paths for leaving the facility and the assembly area.
- Discuss evacuation options with emergency services.
- Protecting occupants in place may be the preferred option or it may be necessary to use an alternate evacuation route and assembly area.

Normality may be restored when:

Emergency services advise the incident has been rendered safe.

Can this procedure be challenged?

Aspects of the procedure may be challenged through desktop exercises and simulations.

Hazardous Materials Incident (Internal)

Uncontrolled release of a hazardous or suspected hazardous substance.

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Uncontrolled release of a hazardous or suspected hazardous substance inside the facility.

Warning

Vapours from a spill may travel to and affect remote areas of the facility. Vapours may accumulate in confined and poorly ventilated spaces. Potentially contaminated persons should be isolated from other occupants. Hazardous materials may be flammable, corrosive, explosive, radioactive and toxic.

- If safe, rescue any persons in immediate danger and remove them to safety.
- Call Fire Rescue *Service on 000*.
- Eliminate ignition sources. Smoking is prohibited.
- Identify substance and hazards involved. For further information refer to Material Safety Data Sheet.
- If safe, trained and wearing suitable PPE, attempt to control spill by righting containers, closing valves, stopping processes and using spill kits to contain spill.
- Isolate contaminated persons and commence decontamination for at least 15 minutes with a large volume of fresh, flowing water.
- If unsafe, evacuate.
- Close, but do not lock doors and windows to confine gas.
- Consider the effect that the emergency may have on evacuation routes, paths for leaving the facility and the assembly area. It may be necessary to use an alternate evacuation route and assembly area. It may be safer to protect occupants in place.
- Evacuation should be uphill, upwind and at least 50 m from the leak source.

Normality may be restored when:

The spill has been recovered, any associated hazards removed and emergency services advise the situation is safe.

Can this procedure be challenged?

Aspects of the procedure may be challenged through desktop exercises and simulations.

Illegal Occupancy

Short or long term occupation of the facility or parts of the facility by unauthorised persons.

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Industrial action, political protest, community outrage etc.

- Notify Police.
- Alert ECO.
- Inform occupants of restrictions to be implemented.
- Reassure occupants.
- Lock doors and windows.
- Restrict illegal occupants to affected area.
- Restrict facility occupant's access to affected area.
- Inform occupants of unaffected areas to remain at their location unless otherwise advised.
- Restrict the use of external non-emergency communication.

Normality may be restored when:

Illegal occupants leave or have been removed and any risks to occupant safety have been controlled.

Can this procedure be challenged?

This procedure can be challenged with desktop exercises, simulations and exercises.

Medical Emergency

Medical emergency requiring first aid treatment.

These procedures should be used as a guide and may not be suitable for circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, assess the risk and consider the consequences.

Trigger

Occupant suffering a medical emergency requiring first aid treatment.

Warning

Occupants administering first aid should take universal infection control precautions prior to contact with any casualty. If there is no further danger to the casualty, minimise movement and provide support.

- Alert persons nearby.
- Call for assistance and first aiders.
- If there is further danger and this cannot be controlled, commence evacuation. See Procedures for Occupants, Discovering an Emergency.
- Apply DRSABCD first aid protocol.
- Assist and reassure injured person.
- Determine if Ambulance required.
- Call Ambulance by dialling '000' and provide the following information:
 - Name:
 - Location:
 - Nearest Cross Street:
 - Number of persons Injured:
 - Extent of Injuries (if able):
 - Designate someone to meet the ambulance and direct it to the correct location.
 - First aiders and Chief Warden should record all relevant details.

Normality may be restored when:

The casualty has been treated and transported (if necessary), any hazards have been removed and any investigations have concluded.

Can this procedure be challenged?

This procedure may be challenged through scenarios, exercises and simulations.

Personal Threat

Any actual or suggested threat to cause physical harm to an occupant.

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Armed or unarmed offender threatening or causing physical harm to occupants.

Warning

- DO NOT attempt to stop offender.
- DO NOT insult, ridicule or argue with the offender.
- DO NOT volunteer information.
- DO NOT have prolonged eye contact with the offender.
- DO NOT attempt to follow or apprehend the offender after the armed hold-up.

During the Assault

- Endeavour to stay calm and obey the armed offender's instructions.
- Do as you are directed and nothing more.
- Confirm the offender's instructions by repeating the demand as you carry out the required action.
- If ordered to hand over anything, be deliberate in your movements.
- Observe as much as possible. In particular note speech, mannerisms, clothing, scars, or any other distinguishing features such as tattoos.
- Take note of the weapon used by the offender.

After the Offender has departed

- If possible, obtain a description of the getaway vehicle and the direction taken.
- Notify Chief Warden.
- Notify Police.

ECO

- Ensure Police have been called.
- Activate ECO. Consider the need to do this discretely.
- Restrict entry to the building if possible.
- Attempt to confine or isolate the offender.
- Consider evacuation (only if safe to do so).
- If you have a description of a car or of the direction the intruder(s) were travelling, advise police and/or manager.
- Ask occupants complete to Offender Description Form
- Ensure all details are passed to Police.
- Offer employee assistance scheme to any affected persons.

Normality may be restored when:

Police operations have concluded and there is no danger of the offender's return.

Severe Weather and Storm Damage

Storms producing lightning and damaging winds, rain and hail. These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Severe weather or forecast severe weather.

Warning

- Beware of lightning strikes, hail, flying and falling debris, damaged trees and unstable structures.
- Beware wet and slippery surfaces and flash flooding.
- Evacuation from the facility may be inappropriate.

- Tune radio to local media.
- Consider protecting occupants in place.
- Move vehicles under secure cover and away from trees
- Secure or move inside loose furniture/ umbrellas/ objects that could become airborne.
- Close doors and windows.
- Brief and reassure occupants.
- Draw curtains and move occupants away from windows.
- Move appliances and furniture away from windows and raise off floor.
- Move occupants to elevated areas if there is a risk of flash flooding.
- Remain inside.
- Shut down appliances and do not use electrical equipment (including computers and hard wired telephones) during electrical storms.
- Check for damage.
- SES and emergency services can make temporary repairs to storm damaged property, secure structures and clear access points to roads and properties.
- Arrange professional tradesmen to repair broken windows and damaged structures.

Normality may be restored when:

The storm warning is cancelled, the storm has passed or any damage has been made safe and occupants.

Can this procedure be challenged?

Limited aspects may be challenged with desktop exercises and simulations.

Structural Failure

The threatened collapse or actual collapse of the facility or part of the facility.

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Seismic activity, fire, explosion, flooding, engineering failure etc.

Warning

Instability may lead to further collapse.

Do not take any risks.

Do not enter unstable areas.

- Watch for falling objects.
- Activate ECO.
- Watch for hazards and check for injuries or damage.
- Gather injury and damage reports.
- If necessary, establish alternate communications strategy.
- Check evacuation route and assembly areas prior to evacuation.
- Commence evacuation.
- Provide first aid for injured occupants.
- Shut off gas and water supply.

Normality may be restored when:

Emergency services and engineers have stabilised the structure and rendered any hazards safe. If damage is severe, normality may not be restored.

Can this procedure be challenged?

Aspects of this procedure may be challenged with desktop exercises and simulations.

Tsunami

Damaging waves many metres high travelling up to several kilometres inland.

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

Trigger

Undersea earthquake, volcanic eruption, meteor impact or coastal landslides and slumps.

Warning

The first wave may not be the largest. Stay out of the warning area until an “all clear” is issued by emergency services.

- Tune radio to local media.
- Brief ECO.
- Co-opt assistance as required.
- Brief and reassure occupants.
- Direct occupants to use pre-determined path to identified high ground. This should be determined with advice from emergency services.
- If you are unable to quickly move inland, high, multi-story, reinforced concrete buildings may provide a safe refuge on the third floor and above.

Normality may be restored when:

The tsunami warning has been cancelled and the facility has been re-occupied or, in the event of an actual tsunami, normality may not be restored.

Can this procedure be challenged?

Limited aspects may be challenged through desktop exercises and simulations.

First Attack Fire Fighting

This section is intended for reference purposes and is not a substitute for formal training.

Attacking small fires (generally less than one square metre) after occupants in danger have been removed to safety and emergency services alerted.

Hazards

Hazards associated with fire include:

- Smoke
- High temperatures
- Oxygen deficiency
- Toxic substances
- Flammable liquids
- Flammable and toxic gases
- Live electrical appliances
- Working alone
- The size of the fire
- Unsuitable equipment
- Unserviceable equipment
- Inadequate escape route



Risk Control Measures

Risk control measures include:

- Withdrawing and evacuating.
- Not entering confined spaces.
- Working up hill.
- Working up wind.
- Avoiding smoke.
- Getting down low.
- Isolating the electricity supply.
- Getting a buddy to support you.
- Identifying the fuel involved.
- Selecting an appropriate extinguishing method.
- Testing extinguishers prior to use.
- Planning an escape route.

Warning

Only attack a fire if it is safe and you are trained to. Do not take any risks. If hazards cannot be controlled, evacuate.

Smoke is the greatest hazard and all smoke is toxic. Fires produce the most smoke when they are smouldering (just after ignition and just prior to extinguishment). Medical attention must be sought for any occupant who may have inhaled smoke.

Gas fires are best extinguished by isolating the gas source. If the source cannot be isolated avoid extinguishing the fire, unless the fire represents a greater hazard than the hazard of an uncontained flammable gas cloud.

In some situations attacking the fire may be a better option than removing the occupants. If this option is selected, the fire must be extinguished completely and precautions must be taken to protect occupants from smoke inhalation (e.g. after the fire, remove occupants, ventilate the area, remove fire products).

- See Procedures for Occupants, Discovering an Emergency.
- Call for assistance.
- If safe, rescue any persons in immediate danger and remove them to safety.
- Alert other occupants and emergency services
- Identify any hazards.
- Control any risks.
- If the risks cannot be controlled, close doors, windows and shutters and evacuate. See Procedures for Specific Incidents, Evacuation.
- Test portable equipment before use.
- If possible, attack from uphill, up wind and down low.
- If the fire cannot be controlled, close doors, windows and shutters and evacuate. See Procedures for Specific Incidents, Evacuation.
- If the fire and any associated risks can be controlled, standby to prevent re-ignition.
- If the smoke hazard persists, close doors, windows and shutters and evacuate.

Fire Hose Reels

This section is intended for reference purposes and is not a substitute for formal training.

Fire hose reels are for emergency use only. Fire Hose reels may be used to extinguish Class 'A' fires only. Where required, there should be sufficient hose reels to reach any point on each level. Hose reels consist of approximately 36 metres of 20 mm diameter hose connected to a water supply. A valve and nozzle are fitted to the end of the hose and another valve is fitted at the hose reel. The closed valve at the hose reel should secure the nozzle.



Fire hose reel in cabinet and example of a fire hose reel valve operation.

Warning

Water conducts electricity. Cooking fats and oils will react violently if water is applied to them.

Operation

Turn the valve at the hose reel on to supply water to the hose and release the nozzle. Drag the hose to the fire. The nozzle may be operated by one person, however, assistance may be required to drag the hose around corners. Advance to a safe distance, operate the nozzle and aim at the base of the fire.

After Use

Fire hose reels should be serviced by a competent person. When there is no danger of re-ignition the hose may be rolled back onto the reel. Close the valve at the nozzle and open the valve at the hose reel. Neatly feed the hose back onto the reel. When all the hose is on the reel, secure the nozzle and close the valve at the hose reel.

Fire Hydrants

This section is intended for reference purposes and is not a substitute for formal training.

Where required, fire hydrants are provided for fire fighters to connect lay-flat fire hose. They may be located in cabinets or fire-isolated exits.



Fire hydrant in fire isolated exit stair.

Operation

Fire hydrants are for fire fighter's use only.

Maintenance

Fire hydrants should be inspected by a competent person every six months per AS 1851.

Fire Extinguishers

This section is intended for reference purposes and is not a substitute for formal training. A fire extinguisher is a cylinder containing a fire fighting agent that is stored under pressure. Various firefighting agents are available for different classes of fire. Fire extinguishers are painted red and a coloured band around the extinguisher identifies the content.

Warning

Applying the wrong firefighting agent to a fire can have dangerous consequences and may cause the fire to increase intensity and spread.

Fire extinguishers may discharge their contents with some force. Air may be drawn in by the discharging agent and cause the fire to increase intensity.

- Dry chemical powder extinguishers may cause respiratory irritation.
- Carbon dioxide extinguishers may reduce breathable oxygen.
- Water, foam and wet chemical conduct electricity and cannot be safely applied to fires involving live electrical equipment.
- Water and foam cannot be safely applied to fires involving cooking fats and oils.

Operation

The PASS acronym describes the operation of most fire extinguishers:

PULL out the safety pin and briefly test the extinguisher.

AIM the nozzle at the base of the fire.

SQUEEZE the handle.

SWEEP the nozzle from side to side

After Use

Lay the extinguisher on its side. Report all extinguisher use to the Chief Warden. Partially discharged extinguishers shall be considered empty and must not be returned to service. Once the pin has been removed, a competent person must service the extinguisher.

Maintenance







Extinguishers must be inspected by a competent person every six months per AS 1851.

Selecting Fire Extinguishers

Combustible metals (D CLASS) fires require special extinguishing agents.

 = Not Suitable  = Suitable  = Most Suitable

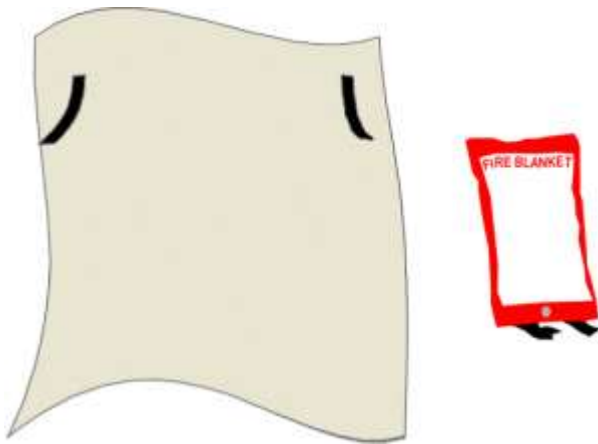
Class of Fire 	A	B	C	(E)	F
---	---	---	---	-----	---

Type of Fire 		Ordinary combustibles (wood, paper, plastics etc.)	Flammable and combustible liquids	Flammable gasses	Fire involving energised electrical equipment	Cooking oils and fats
Colour	Agent	Extinguisher suitability				
 Red	Water	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 Red with oatmeal band	Wet chemical	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
 Red with blue band	AFFF	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Not for alcohol fires	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 Red with white band	B(E) Powder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	AB(E) Powder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 Red with black band	Carbon Dioxide (CO ₂)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Fire Blankets

This section is intended for reference purposes and is not a substitute for formal training.

Fire blankets are a sheet of fire resistant material that may be used to smother a fire or wrap around a burning person.



Hazards

Fire blankets require an air tight seal to be effective. Fire blankets will burn if the fire is not quickly smothered.

Warning

Do not throw the fire blanket over the fire. The blanket may fan the fire and fire may run underneath it. If the fire cannot be approached safely, find another means of extinguishing the fire or evacuate.

Operation

Pull the tags down to release the blanket and pull the tags apart to unfold it. Hold the blanket up so that your body is protected, but you can still see over the top. Fold the corners so your hands are protected and lay the bottom of the blanket over the nearside of the fire.

After Use

If safe, stand by with a fire extinguisher in case of re-ignition. The blanket must be serviced and/or replaced by a competent person.

Maintenance

Fire blankets must be inspected by a competent person every six months per AS 1851.

APPENDIX ONE

FORMS

Telephone Threat Checklist

Date: _____ Time: _____

Try to keep the caller talking. Try to obtain as much information as possible. Remain calm and gain the attention of a supervisor. Take care not to alarm the general public or colleagues.

Exact wording of threat:

Questions to ask the caller:

1	When is the bomb going to explode? OR When will the substance be released?	
2	Where did you put the bomb/item?	
3	When did you put the bomb/item there?	
4	What does the bomb/item look like?	
5	What kind of bomb is it? OR Type and quantity of the substance? – gas, liquid, powder?	
6	What will make the bomb explode? OR How will the substance be released?	
7	Did you place the bomb/item?	
8	Why did you place the bomb/item?	
9	What is your name?	
10	Where are you?	
11	What is your address?	

Analysis of caller's voice:

Sex	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>						
Accent	American	<input type="checkbox"/>	Asian	<input type="checkbox"/>	Australian	<input type="checkbox"/>	British	<input type="checkbox"/>	Greek	<input type="checkbox"/>
	Irish	<input type="checkbox"/>	Middle Eastern	<input type="checkbox"/>	Other	<input type="checkbox"/>				
Voice	Angry	<input type="checkbox"/>	Calm	<input type="checkbox"/>	Child	<input type="checkbox"/>	Giggling	<input type="checkbox"/>	Obscene	<input type="checkbox"/>
	Other	<input type="checkbox"/>								
Speech	Distinct	<input type="checkbox"/>	Distorted	<input type="checkbox"/>	Fast	<input type="checkbox"/>	Lisp	<input type="checkbox"/>	Slow	<input type="checkbox"/>
	Slurred	<input type="checkbox"/>	Stutter	<input type="checkbox"/>	Other	<input type="checkbox"/>				
Background Noise	None	<input type="checkbox"/>	Aircraft	<input type="checkbox"/>	Construction	<input type="checkbox"/>	Machinery	<input type="checkbox"/>	Sirens	<input type="checkbox"/>
	Street	<input type="checkbox"/>	Telephone	<input type="checkbox"/>	Traffic	<input type="checkbox"/>	Train	<input type="checkbox"/>	TV/Radio	<input type="checkbox"/>
	Other	<input type="checkbox"/>								

Comments from person receiving the call:

Other:

Estimated age of caller:

Caller's command of the English language?

Good Fair Poor

Duration of call:

Did the caller appear familiar with the area?

Yes No

Phone number call was received on:

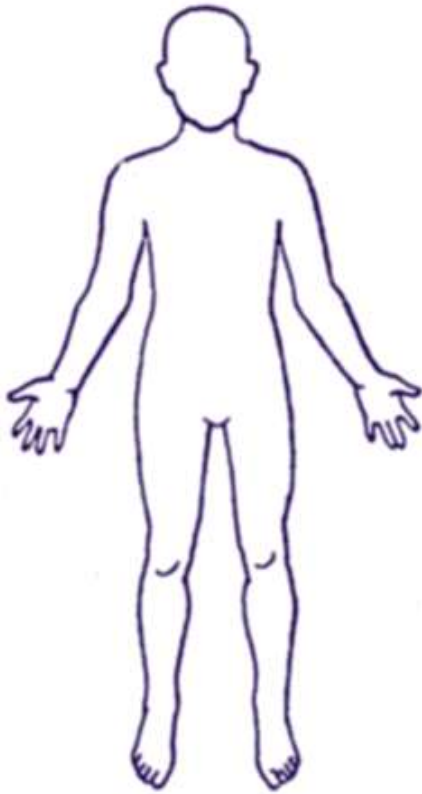
Location:

Name of person receiving call:

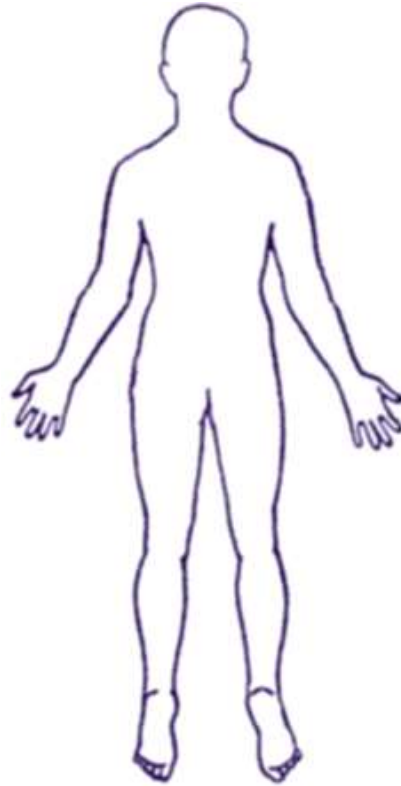
Signature:

Alert your supervisor. If your supervisor is unavailable, call "000"

Offender Description Checklist



Front



Rear

Height:

Build:

Hair:

Skin:

Clothing:

Disabilities:

Speech:

Accent:

Other important aspects/
descriptions:

Personal Emergency Evacuation Plan - PEEP

All occupants or visitors with a disability [Mobility Impaired] require a PEEP to be created to identify, assess and record circumstances and abilities prior to an emergency evacuation. A copy of the PEEP should be kept in the Managers Room for reference by Emergency Services, and Wardens. ECO and EPC are made aware of requirements and processes.

Building Name		Building Address	
Company Name		Floor/Level	
Suite/Area		Workstation Location	

Occupant Name		Occupant Work No. / Extension	
Occupant Mobile No.		Occupant Email	
Days & times on site		Location most of time spent	

Occupant Trained in Procedures	<input type="checkbox"/> Y <input type="checkbox"/> N	Is a Trained Assistance Animal In Use	<input type="checkbox"/> Y <input type="checkbox"/> N
--------------------------------	--	---------------------------------------	--

Method of Notification	<input type="checkbox"/> Verbal	Wardens Allocated	<input type="text" value="1"/>
	<input type="checkbox"/> Desk Tel		<input type="text" value="2"/>
	<input type="checkbox"/> Mobile		<input type="text" value="3"/>
	<input type="checkbox"/> Visual		<input type="text" value="4"/>

Warden Name	Desk Tel No	Mobile No	Email
1			
2			
3			
4			

Are Wardens Trained in Specific Notification?	
Are Wardens Trained in Specific Equipment?	
Are Wardens Trained in Specific Procedures?	

Assistance Type:	Describe Requirements and Processes
Evacuation Equipment Type/Requirement:	Describe Equipment and Type

Evacuation/Egress Procedure:

Questions	
Are you aware of the emergency procedures for the areas where you are based?	
Can you hear the fire alarm in the areas where you work or are based?	
Can you move quickly in the event of an emergency?	
Are you able to use stairs to enter/leave buildings without difficulty?	
Could you raise the alarm if you discovered a fire?	
Are you able to leave your work area without assistance in the event of an emergency?	

PEEP Stored in Fire Control Room?	Location:	Date	
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Hearing impairment	
Can you hear the fire alarm under normal circumstances?	
Do you have adequate devices to allow you to hear the alarm clearly?	
Are there sufficient measures in place that would assist you in leaving the building safely in the event of an emergency?	
Are you happy that all issues are covered above?	

Visual impairment	
Are you able to leave the area/building safely in the event of an emergency?	
Are you able to move around the building without aids or assistance?	
Under normal circumstances, how long does it take you to leave the area/building using your current support methods?	
Are there sufficient measures in place to assist you in leaving the area/building in the event of an emergency?	
Are you happy that all issues have been covered above?	

Mobility impairment	
Can you leave the building unassisted?	
If you use a wheelchair, are you able to leave the chair and move short distances if required?	

Is your wheelchair a standard size and able to fit through standard size doors?	
Have you ever been shown how an evac chair operates to assist you in leaving the area in an emergency?	
Has the concept of 'fire refuge points' been explained to you?	
If necessary, would you find it acceptable to use a fire refuge point?	
Do you have access to a support person or buddy who would assist you and stay with you in an emergency?	
Are there sufficient measures in place to assist you in leaving the area in the event of an emergency?	
Are you happy that all issues have been covered above?	

Tour of the work area/building that you most commonly use.	
Is the directional and instructional signage adequate and relevant?	
(if you have a hearing impairment) - are there illuminated alarm devices within the toilet areas that you would use?	
(if you have a partial mobility or visual impairment) - do you routinely negotiate stair wells and/or lifts?	
If you use stairs, are the edges of the treads of the stairs adequately identified?	
If you use lifts, is there easy access/egress from the lift and is the lift easy to operate?	
If you use a lift, is there an emergency telephone or other	

communication method installed in the lift?	
There will be fire doors with self-closing devices on your exit routes - are you able to negotiate these doors without too much hindrance?	
If there are internal or external steps on your exit route, can you negotiate these without too much hindrance?	

Issue Date		Review Date	
Occupant Approval Name		Approval Date	
Signature			

Tenancy Manager / Tenancy Responsible Person Name		Date	
Signature			

Chief Warden Name		Date	
Signature			

Other Persons requiring a copy of this PEEP			
Name		Date	
Signature			

APPENDIX TWO


DIAGRAMS

EMERGENCY EVACUATION SIGN & DIAGRAM

SAFETY CONSIDERATIONS

- R: Remove persons from immediate danger
- A: Alert nearby staff and members of the public and call 900 (operate manual call point if applicable)
- C: contain fire and smoke. Close windows and doors (if safe). Keep low, under the smoke
- E: evacuate to Assembly Area

SITE PLAN



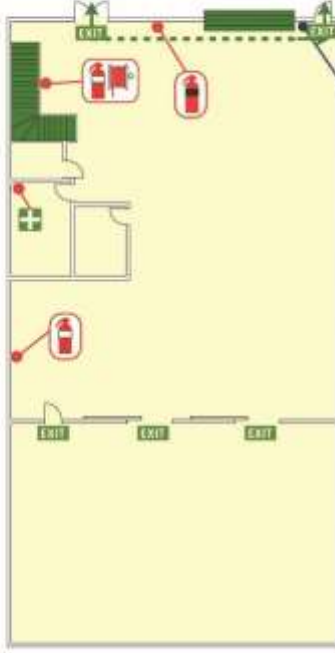
AT THE ASSEMBLY AREA

- Account for people missing from the building
- Report any person missing to the Fire Brigade / Responding Authorities
- DO NOT re-enter the building until the "All Clear" is given by the responding Emergency Service

LEGEND

	Dry chemical extinguisher		Assembly area
	CO2 extinguisher		Emergency exit
	Fire hose reel		Exit path
	First aid kit		Main exit path

20 Queensland Road
Darra, QLD 4076
Ground Level



N


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EMERGENCY EVACUATION SIGN & DIAGRAM

SAFETY CONSIDERATIONS

- R: Remove persons from immediate danger
- A: Alert nearby staff and members of the public and call 900 (operate manual call point if applicable)
- C: contain fire and smoke. Close windows and doors (if safe). Keep low, under the smoke
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SITE PLAN




AT THE ASSEMBLY AREA

- Account for people missing from the building
- Report any person missing to the Fire Brigade / Responding Authorities
- DO NOT re-enter the building until the "All Clear" is given by the responding Emergency Service

LEGEND

	Dry chemical extinguisher		Assembly area
	CO2 extinguisher		Emergency exit
	Fire hose reel		Exit path
	First aid kit		Main exit path

20 Queensland Road
Darra, QLD 4076
Ground Level







N


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EMERGENCY EVACUATION SIGN & DIAGRAM

SAFETY CONSIDERATIONS

-  Evacuate persons from immediate danger
-  Alert nearby staff and members of the public and call 000 (operate manual call point if applicable)
-  Contain fire and smoke. Close windows and doors (if safe). Keep low, under the smoke
-  Evacuate to Assembly Area






SITE PLAN



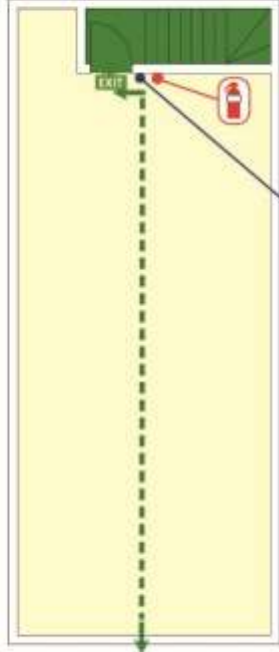
AT THE ASSEMBLY AREA

- Account for people missing from the building
- Report any person missing to the Fire Brigade / Responding Authorities
- DO NOT** re-enter the building until the "All Clear" is given by the responding Emergency Service


LEGEND

-  Dry chemical extinguisher
-  Assembly area
-  Emergency exit
-  Exit path
-  Alternate exit path

20 Queensland Road
Darra, QLD 4076
Mezzanine Level



N



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APPENDIX THREE

BUILDING

APPROVAL AND

ROUTINE SERVICE

DOCUMENTS

Documents Required by State to be included in this section:

Queensland

- Annual Statement supplied by Maintenance Service Provider
- Occupiers Statement
- Certificate of Classification

Reference

Fire Safety Installation Checklist

	Installed?
Air handling systems	Yes
Access panels through fire rated construction	No
Emergency lifts	No
Emergency lighting	Yes
Emergency power supply	Yes
Emergency warning and intercommunication systems	No
Exit signage	Yes
Fire control centres	No
Fire curtains	No
Fire dampers	No
Fire detection/alarm system	Yes
Fire doors	Yes
Fire extinguishers	Yes
Fire hose reels	Yes
Fire hydrants	No
Fire mains	No
Fire pumps	No
Fire hydrant booster assembly	No
Fire sprinklers	No
Fire sprinkler booster assembly	No
Fire shutters	No
Fire windows	No
Protection of penetrations through fire rated construction	No
Other features *	
Smoke alarms	Yes
Smoke and heat venting systems	No
Smoke exhaust system	No
Smoke doorsets	No
Solid core doors	No
Special automatic suppression systems (gas, powder etc)	No
Stairwell pressurisation systems	No
Structural fire protection	No
Systems required to have a fire resistance level	No

APPENDIX FOUR

WARDEN LISTS

Refer to EvacConnect for Warden lists