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EMERGENCY MANAGEMENT MANUAL



Darwin Corporate Park

**631 Stuart Highway
Berrimah**

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This Document is Valid until 17th March 2021

Document Control Schedule

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

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Emergency Procedures (Nominee Supervisor)

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Emergency Procedures (Nominee Supervisor), QBCC Licence Number 1191836.

Scope

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

HOW TO CALL TRIPLE ZERO (000)



Stay focused, stay relevant, stay on the line

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

- * A caller is able to connect to the emergency services answering point if GSM mobile coverage is available from any carrier's network at the location of the call (the same as 112). This feature is available when dialling “Zero-Zero-Zero” (000) anywhere in Australia.

Assess the situation

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

If you answered **YES** call “Zero-Zero-Zero” (000).

Make your call

- Stay calm and call “Zero-Zero-Zero” (000) from a safe place.
- When your call is answered you will be asked if you need Police, Fire or Ambulance.
- If requested by the operator, state your town and location.
- Your call will be directed to the service you asked for.
- When connected to the emergency service, stay on the line, speak clearly and answer the questions.
- Don't hang up until the operator tells you to do so.

Providing location information

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

In an emergency, can you be found?

Make sure your phone address details are accurate—it could save your life

The address details you give to your phone company may be used to send help if you make a “Zero-Zero-Zero” (000) emergency call. Your phone company is required by law to provide your address to a secure database which is used for responding to emergency situations. When you call Triple Zero, the address details that are stored in the Integrated Public Number Database will automatically appear on the operator’s screen and be passed on to the emergency service organisation you request (police, fire or ambulance).

Using other emergency numbers

Australia’s primary emergency call service number is “Zero-Zero-Zero” (000), which can be dialled from any fixed or mobile phone, pay phones and certain Voice over Internet Protocol (VoIP) services.

There are also two secondary emergency call service numbers, 112 and 106.

112 is an international standard emergency number which can only be dialled on a *digital mobile phone*. It is accepted as a secondary international emergency number in some parts of the world, including Australia, and can be dialled in areas of GSM network coverage with the call automatically translated to that country’s emergency number. It does not require a simcard or pin number to make the call, however phone coverage must be available (any carrier) for the call to proceed.

There is no advantage to dialling 112 over “Zero-Zero-Zero” (000). Calls to 112 do not go to the head of the queue for emergency services, and it is not true that it is the only number that will work on a mobile phone.

Dialling 112 from a fixed line telephone in Australia (including payphones) **will not connect you to the emergency call service** as it is only available from digital mobile phones.

106 connects to the text-based relay service for people who have a hearing or speech impairment. All calls to the emergency numbers, whether from fixed, mobile, pay phones or VoIP services are free-of-charge.

Warden Register

Chief Warden Contact Details

The contact details for the Chief Warden are as follows:

Company Name:	
Contact Person:	
Address:	
Telephone:	
Email:	

Wardens Contact Details

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

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EMERGENCY CONTACT NUMBERS

Building Owner Contact Details

The contact details for the building owner are as follows:

Company Name:	
Contact Person:	
Address:	
Telephone:	
Email:	

Managing Entity Contact Details

The contact details for the Managing Entity are as follows:

Company Name:	
Contact Person:	
Address:	
Telephone:	
Email:	

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

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

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

UTILITIES	
Water supply	
Gas supply	
Power supply	

FOREWORD

This Emergency Management Manual has been prepared by *First 5 Minutes* with a focus on the actions to be taken by the commercial area Emergency Control Organisation (ECO) and all occupants of the residential floors up to and once an emergency occurs. Specific response procedures have been inserted following an identification and analysis of potential emergencies likely to impact on the facility. It is designed to provide directions to ensure an appropriate response to an emergency up to the arrival of the attending emergency services.

The Emergency Management Manual also provides guidance on training requirements for the Emergency Control Organisation and building residents.

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

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

RULES OF INTERPRETATION

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

- a. Headings are for convenience only and do not affect interpretation.
- b. The singular includes the plural and conversely.
- c. A gender includes both genders.
- d. Where a word or phrase is defined its other grammatical forms have a corresponding meaning.

FIRST 5 MINUTES PTY LTD

First 5 Minutes Pty Ltd, Australia's leading fire and evacuation specialist, has been appointed to establish an Emergency Management Manual for **Darwin Corporate Park – 631 Stuart Highway, Berrimah**.

Managers are reminded of their legal and moral obligations to make time available for Wardens and employees to participate in Emergency Control Organisation meetings and an annual evacuation exercise. This training will assist Managers and the Body Corporate in meeting their obligations under the Northern Territory of Australia *Work Health and Safety (National Uniform Legislation) Act*, the *Work Health and Safety (National Uniform Legislation) Regulations* and the *Fire and Emergency Regulations*.

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

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

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1. BUILDING OCCUPANCY DETAILS

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

Building Characteristics

The building has a rise in storeys of 3.

The commercial offices are located on 3 floors.

Building Classification

The classification of a building or part of is determined by the purpose for which it is designed, constructed or adapted to be used. The classification for this building is Class 5 and Class 2.

Hours of Occupancy

The normal hours of occupancy for the commercial offices are from *9:00am until 5:00pm* Monday to Friday.

Outside these hours there will not be an effective Emergency Control Organisation (ECO) in place.

The residential floors are occupied 24 hours a day seven days a week.

2. ESSENTIAL SAFETY MEASURES AND ALTERNATE SOLUTIONS

Fire Safety Systems and Equipment

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

Some examples of fire safety systems are:

Active systems

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

Passive systems

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

Installed Fire Safety Systems and Equipment

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

FIRE DETECTION

FIRE INDICATOR PANEL (FIP)	<p>A Fire Indicator Panel (FIP) is an electric panel that is the controlling component of a fire alarm system. The panel receives information from environmental sensors designed to detect changes associated with fire, monitors their operational integrity and provides for automatic control of equipment, and transmission of information necessary to prepare the facility for fire based on a predetermined sequence.</p> <p>The FIP may also supply electrical energy to operate any associated sensor, control, transmitter, or relay (i.e. HVAC shutdown, security, electronic door locks etc).</p>
SUB-FIRE INDICATOR PANEL (SFIP)	<p>Some sites may contain buildings with a variety of appropriate, specialised fire protection systems including sprinkler systems and alarms which justify independent sub-indicator panels. Sub-fire indicator panels are often used in situations where one panel is not large enough, or in multiple-building situations.</p> <p>Sub-indicator panels are connected to a Fire Indicator Panel.</p>
SMOKE DETECTORS	<p>Smoke detectors are designed to sense the presence of fire, indicate its location and advise the Fire Service.</p>
THERMAL DETECTORS	<p>Thermal detectors are designed to sense the presence of fire, indicate its location and advise the Fire Service.</p>
MANUAL CALL POINT (MCP)	<p>A Manual Call Point is used to allow building occupants to signal that a fire or other emergency exists within the building. They are usually connected to a central Fire Indicator Panel which is in turn connected to an occupant warning system in the building and to the fire brigade or monitoring station.</p> <p>A Manual Call Point is operated <u>by depressing the frangible face of the device</u>.</p> <p>The body of a Manual Call Point shall be red in colour. A red Manual Call Point is mounted on the FIP and in select locations within the building.</p>

FIRE SUPPRESSION SYSTEM

SPRINKLER SYSTEM	<p>Automatically distributes water upon a fire in sufficient quantity either to extinguish it entirely or to prevent its spread.</p>
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FIRST ATTACK FIREFIGHTING EQUIPMENT

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

EMERGENCY WARNING SYSTEM (EWS)

EXTERNAL ALARM INDICATOR (FIRE BELL)	The fire detection system shall operate one bell to indicate a fire alarm. The bell shall be located on the outside of the building, be visible from the main approach to the building and shall be as near as practicable to the Designated Building Entry Point. The bell is to be red in colour and the word 'FIRE' shall be marked on the bell.
EXTERNAL ALARM INDICATOR (RED STROBE LIGHT)	The fire detection system shall operate one red strobe light to indicate a fire alarm. The strobe shall be located on the outside of the building, be visible from the main approach to the building and shall be as near as practicable to the Designated Building Entry Point. The word 'FIRE' shall be marked on or adjacent to the strobe in lettering not less than 25 mm in height on a contrasting background. The label shall be upright and clearly legible when the strobe is installed.
INTERNAL ALARM	An alarm is mounted internally in the building to provide warning to occupants that the fire detection system has activated.
ALERT ALARM	The Alert Alarm is a slow repetitive BEEP which can either be actuated by activation of the fire detection system or manually by the Chief Warden.
EVACUATION ALARM	The Evacuation Alarm is a rise and fall tone that is the executive order for all occupants to immediately evacuate the building. It can be actuated by activation of the fire detection system or manually by the Chief Warden.
VISUAL ALARM DEVICE	A device to warn of a fire alarm condition using a visual signal to alert persons with a hearing impairment. Examples of typical visual alarm devices include: (a) Flashing xenon beacon. (b) Continuously powered incandescent lamp with a rotating reflector. (c) Incandescent lamp, powered to flash on and off. (d) LED array.
PUBLIC ADDRESS (PA) SYSTEM	A Public Address system is installed to provide verbal communication between the Chief Warden and building occupants.

MEANS OF ESCAPE

EMERGENCY EXIT SIGNS	Emergency exits and the paths of travel to emergency exits are normally indicated by an illuminated EXIT and/or directional EXIT sign.
EMERGENCY LIGHTING	Emergency lights are designed to safeguard occupants from injury by providing sufficient lighting to allow occupants to safely negotiate the paths of travel to an exit in the event of a partial or major failure of the buildings' mains power.
EXIT DOORS	Exit doors are provided to give occupants a means of egress from any part of the building,
FIRE RESISTANT DOORS	A fire resistant door-set is installed across an opening in a fire wall to maintain the fire resistance rating of that fire wall. A sign to alert persons that the operation of fire doors must not be impaired must be installed where it can be readily seen on, or adjacent to, a required fire door providing direct access to a fire isolated exit on the side that faces a person seeking egress.
EMERGENCY DOOR RELEASE (EDR)	An Emergency Door Release (EDR) is similar in construction to a Manual Call Point (MCP). The body may be green, white or yellow in colour but must have the wording "Emergency Door Release" in a contrasting colour on the device. They are installed for use by occupants to override electronic door locks.
FIRE ISOLATED STAIRS / CORRIDORS	Fire isolated stairs and or corridors are designed to provide occupants with a safe means of egress from the building in the event of a fire.

Alternate Solutions

If construction work for a building involved an alternative solution for a relevant performance requirement that includes a fire safety management procedure as a condition of the occupation and use of the building then the Alternate Solution/s are to be detailed in an Annex to this document.

First 5 Minutes was not aware of any Alternate Solutions for this building at the date of review of this document.

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3. PREVENTION PROCEDURES

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

Maintenance of exits by occupiers of buildings

The occupiers of a building must ensure that all exits, paths of travel to exits and any external paths of travel to a road or open space required to be provided are maintained in an efficient condition and kept readily accessible, functional and clear of obstruction so that egress from the building or place is maintained.

Prevention

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

- (a) Any accumulation of litter which may increase the danger of fire.
- (b) Incorrect storage of flammable liquids.
- (c) Incorrect storage of Dangerous Goods and/or Hazardous Materials.
- (d) Any furniture, decoration, equipment or any other item that might restrict the width of the path of travel or impede access to the emergency exits.
- (e) Missing, defective or discharged fire extinguishers.
- (f) Any fire and smoke doors that are not kept shut (except during use) and any self closing mechanism which is not operational. These doors should close and fully latch automatically and are not to be held open by wedges etc.
- (g) Any obstructions in passageways.
- (h) The storage of any article in fire hose reel cupboards.

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

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

No Smoking Policy

Everyone that works or visits a workplace is required to abide by the smoking ban in enclosed workplaces, including:

- Employers
- Employees
- Voluntary workers
- Customers

'Workplace' means any premises or area where one or more employees or self-employed persons (or both) work, whether or not they receive any payment for that work'. This includes areas such as enclosed car parks.

HOT WORK

A Hot Work permit system must be implemented for cutting, welding, brazing, soldering and other similar works. Hot work involving the isolating an Essential Service must be strictly controlled by the Facility Manager/Body Corporate.

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

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

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

4. EVACUATION MANAGEMENT PLAN REQUIREMENTS

Introduction

This Emergency Management Manual has been designed for the guidance and information of the occupants of the Commercial and residential parts of **Darwin Corporate Park – 631 Stuart Highway, Berrimah**.

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

General requirements

The Facility Manager/Body Corporate must ensure this Emergency Management Manual is kept in written or electronic form and is readily available to all building occupants.

Operation of the Building Emergency Management Manual

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

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

Types of Emergencies

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

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

Evacuation Assembly Areas

An Evacuation Assembly Area has been established for this facility.

- *The Evacuation Assembly Area is located as follows*
 - AA – South Eastern corner of site on footpath verge, Stuart Highway side*
 - AB – Western side of site on footpath verge, Jessop Crescent*
 - AC – Northern side of site on footpath verge, Miles Road*

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

Master Emergency Communication Point

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

- *The Master Emergency Communication Point for this building is located in the foyer of Building 3 at the Fire Indicator Panel.*

Raising an Alarm

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

- (a) Ringing the Emergency Services, dialling 000.
- (b) Someone witnessing the emergency (for example fire, gas leak, civil disorder) and reporting it to the Chief Warden.
- (c) Operating any device that will sound the Emergency Warning System.

Commercial Areas - Outside Normal Working Hours

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

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

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

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

Use of Lifts

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

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

- (a) Lifts may stop owing to electrical or mechanical failure.
- (b) Smoke can enter lift cars and shafts.
- (c) The lift may be called to the fire-affected floor.
- (d) Lift doors with sensors may not close if smoke has broken the beam.

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

Movement of Motor Vehicles during an Emergency

Vehicles may be removed from a car park only after personnel have been evacuated and only with the approval of the senior Emergency Services Officer or Police.

Managed Car Parks

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

If the car park is equipped with boom gates, car park attendants must ensure the entry gate is locked in the down position to restrict entry and the exit gate is locked in the up position to allow all vehicles-in-transit to exit freely and drive away from the facility.

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

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

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

Response Colour Codes

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

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

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

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

All Clear

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

Commercial Tenancy Employee Workplace Health and Safety Obligations

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

- (a) to take reasonable and practicable steps to ensure that they do not do anything, or fail to do something that creates a risk or increases an existing risk to the health of the employee or other persons at the workplace;
- (b) not to willingly injure himself/herself or other persons at the workplace;
- (c) to comply with employer instructions for workplace health and safety and to use appropriate protective equipment where this equipment has been supplied by the employer.

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

Induction and Annual Training of Commercial Area Employees in Fire Safety

The Tenant Managers must ensure that all employees are advised of the procedures to be followed in the event of an emergency within the facility. This should include:

- (a) The procedure to be followed in the event of an emergency incident.
- (b) The means of escape from a building in the event of an emergency incident.
- (c) The location and method of operating fire fighting equipment, fire alarms or equipment warning of fire.
- (d) The procedure for conducting visitors to an exit in the event of an emergency incident.
- (e) If any person is not present at the safe place, reporting the fact to the person in charge of the building at the time.

Commercial Area Emergency Control Organisation Personnel Training

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

- (a) Fire safety features including installed alarms.
- (b) The procedures for evacuation of the facility including the possibility of modification to set procedures where circumstances dictate a change is required.
- (c) The location of the evacuation assembly areas.
- (e) Emergency personnel identification.
- (f) Emergency personnel authorities.
- (g) The role and authority of each ECO member.
- (h) Communication methods and systems.

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

Evacuation Practice

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

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

An Emergency during an Emergency Response Exercise

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

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

Evacuation Practice Record

The Facility Manager/Body Corporate must keep a record (an **evacuation practice record**), complying with the following paragraph, of each evacuation of the building carried out.

The evacuation practice record must state the following:

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

Persons Refusing to Comply with Warden's Directions

Should a person refuse to comply with the directions given by a Warden from the Emergency Control Organisation, the Warden shall:

- (a) Ensure the person has been clearly advised (twice) that they are to evacuate the facility because of an emergency situation.
- (b) Notify the Chief Warden, who shall advise the senior Emergency Services Officer who, at their discretion, may take the appropriate action under law to remove the person.

5. COMMERCIAL AREAS EMERGENCY MANAGEMENT GROUP

Emergency Planning Committee

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

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

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

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

Indemnity – Employer to Employee

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

For further clarification please consult with a legal practitioner.

Commercial Area Emergency Control Organisation

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

Selection of ECO Members

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

Number of ECO Members

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

Identification of Emergency Control Organisation Members

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

- Chief Warden White
- Deputy Chief Wardens White
- Floor or Area Wardens Yellow
- Wardens Red

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

Objectives of the Emergency Control Organisation

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

- a. protect people endangered by the emergency. This could include conducting an orderly evacuation of the building's occupants, including members of the public who may be in the building at the time, to a safe place of assembly;
- b. protect property at risk by the incident;
- c. assist the Emergency Services;
- d. restore normality to the affected area.

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

Maintenance of the Emergency Control Organisation

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

- (a) The nomination of suitable persons to carry out the duties of Wardens in the building. If possible, occupiers should be represented by trained Wardens to provide for the safety of occupants.
- (b) A Warden Register containing the name, telephone number and location of all members of the Emergency Control Organisation within the building is implemented and maintained.
- (c) Regular meetings of the Emergency Control Organisation should be convened to provide training for Wardens. Meetings should be held at intervals not greater than six-months.

- (d) Evacuation exercises should be held annually for the Emergency Control Organisation and building occupants to practise the building's emergency procedures. A debriefing of the Emergency Control Organisation to identify any deficiencies in the procedures should follow each exercise. All occupants are encouraged to participate in evacuation exercises to ensure they are familiar with Emergency Procedures. Participation in these exercises will assist Managers in meeting some of their obligations under the Northern Territory of Australia *Work Health and Safety (National Uniform Legislation) Act*, the *Work Health and Safety (National Uniform Legislation) Regulations* and the *Fire and Emergency Regulations*

Chief Warden

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

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

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

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

The Chief Warden should be aware of the likelihood of contractors or members of the public being in the building.

Duties of Chief Warden

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

- (a) Proceed to Master Emergency Communication Point (MECP) and take control.
- (b) Establish communications with the affected area and assess the nature and extent of the emergency.
- (c) If an evacuation is required initiate evacuation procedures; and ensure all lifts are called to the ground floor and secured (if lift keys are available).
- (d) Ensure the Emergency Services are notified.
- (e) If an unwanted (false) alarm or if the incident has been overcome, notify all areas.

Deputy Chief Warden

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

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

Commercial Area Floor or Area Wardens

A Floor or Area Warden shall be appointed for each commercial floor to control the emergency evacuation procedures, generally as directed by the Chief Warden.

However, Floor or Area Wardens should commence evacuation of their area if they consider the situation to be life threatening.

Duties of Floor or Area Wardens

The Floor or Area Wardens should be thoroughly familiar with:

- (a) The layout of their area of responsibility.
- (b) All exits, safe holding areas and alternative escape routes.
- (c) The location of Wardens in their area. If there are changes of the Warden personnel, notify the Chief Warden and request training for the new Wardens.
- (d) The existence of store rooms, blind passages, toilets, tea rooms and obscure areas in which persons could be located.
- (e) The location of Manual Call Points and fire fighting equipment.
- (f) The operation of equipment installed to assist in the evacuation of personnel from the building.
- (g) Any person in their area with a special need who may require assistance during an evacuation of the building.
- (h) The likelihood of visitors or members of the public being in their area.

Wardens

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

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

Wardens should direct persons towards the exits using:

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

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

Duties of Wardens

Wardens' duties may include:

- (a) Assuming control of the floor in the absence of the nominated Floor or Area Warden.
- (b) Alerting building occupants by operating any device that will activate the building emergency warning system or by contacting the Floor Warden and/or Chief Warden.
- (c) Stopping occupants from evacuating prematurely.
- (d) Operating communications equipment.
- (e) When directed, notifying all occupants to assemble at a staging area near the emergency exits in preparation for evacuation.
- (f) When directed, guiding occupants through the emergency exits to the evacuation Assembly Area.
- (g) Assisting any person with a special need who may require assistance during an evacuation.
- (h) IF SAFE TO DO SO and trained, operating first attack fire fighting equipment, for example fire extinguishers and Fire Hose Reels.
- (i) Ensuring fire and/or smoke doors are closed properly.
- (j) Searching their area to ensure nobody has been left behind.
- (k) Searching their area for suspicious articles (Bomb Threat Procedures).
- (l) Ensuring lifts are not used during the evacuation.
- (m) If directed, meeting Emergency Services personnel on their arrival in the Warden's area.

6. RESIDENTIAL EMERGENCY MANAGEMENT

General requirements

The Body Corporate/Managing Entity must ensure this Emergency Evacuation Management Plan is kept in written or electronic form and is readily available to all residents.

Operation of the Building Emergency Evacuation Management Plan

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

The risk of panic, personal injury and loss of property is significantly reduced by having an efficient Emergency Control Organisation, and in addition all other employees trained in emergency response procedures.

Evacuation Assembly Areas

An evacuation Assembly Area has been established. Refer to Section 4 for the location or conversely check the location on the Evacuation Diagram signs.

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

Raising an Alarm

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

- (a) Someone witnessing the emergency (for example fire, gas leak, civil disorder) and reporting it to the Emergency Services on 000.
- (b) Operating any device that will sound the Emergency Warning System.

Use of Lifts

In a high rise building a resident or member of the public will normally have no indication of why an Emergency Warning System has sounded and as such, lifts should NOT BE USED by residents or members of the public if the Emergency Warning System sounds or if there is physical evidence of a fire.

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

- (a) Lifts may stop owing to electrical or mechanical failure.
- (b) Smoke can enter lift cars and shafts.
- (c) The lift may be called to the fire-affected floor.
- (d) Lift doors with sensors may not close if smoke has broken the beam.

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

Movement of Motor Vehicles during an Emergency

Vehicles may be removed from a car park only after personnel have been evacuated and only with the approval of the senior Emergency Services Officer or Police.

Response Colour Codes

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

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

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

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

All Clear

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

Induction and Annual Training of Residents in Fire Safety

The Body Corporate/Managing Entity must ensure that all residents are advised of the procedures to be followed in the event of an emergency within the facility. This should include:

- (a) The procedure to be followed in the event of an emergency incident.
- (b) The means of escape from a building in the event of an emergency incident.
- (c) The location and method of operating fire fighting equipment, fire alarms or equipment warning of fire.
- (d) The procedure for conducting visitors to an exit in the event of an emergency incident.
- (e) If any person is not present at the safe place, reporting the fact to the person in charge of the building at the time.

Evacuation Practice

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

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

An Emergency during an Emergency Response Exercise

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

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

Evacuation Practice Record

The Body Corporate/Managing Entity must keep a record (an *evacuation practice record*), complying with the following paragraph, of each evacuation of the building carried out.

The evacuation practice record must state the following:

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

7. PERSONS WITH SPECIAL NEEDS

Note: The procedures in this section, and in particular the information required of occupant's details, must take into account the requirements of the Australian Privacy Principles (APPs).

This includes maintaining compliance with the following Australian Privacy Principles:

Principle 1 - open and transparent management of personal information

Principle 2 - anonymity and pseudonymity

Principle 3 - collection of solicited personal information

Principle 4 - dealing with unsolicited personal information

Principle 5 - notification of the collection of personal information

Principle 6 - use or disclosure of personal information

Principle 7 - direct marketing

Principle 8 - cross-border disclosure of personal information

Principle 9 - adoption, use or disclosure of government related identifiers

Principle 10 - quality of personal information

Principle 11 - security of personal information

Principle 12 - access to personal information

Principle 13 - correction of personal information

For further information, go to Office of the Australian Information Commissioner (OAIC) web site at <http://www.oaic.gov.au/>.

Introduction

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

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

Personal Emergency Evacuation Plans

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

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

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

Stairway Descent Device

The Body Corporate/Managing Entity must give consideration to the purchase, use, suitability and storage arrangements of stairway descent devices for occupants or visitors who use wheelchairs or who otherwise would not be able to traverse the emergency exits.

Any stairway evacuation device should be operated by a competent person. These persons must also receive training in manual handling. To prevent the possibility of injury to the person being moved the training must include the process for relocating a person from a wheelchair to the descent device.

Categories of Impairments

There are five general categories of impairments:

- Mobility impairment;
- Visual impairment;
- Hearing impairment;
- Speech impairment; and
- Cognitive impairment

Mobility Impairment

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

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

Visual Impairment

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

Hearing Impairments

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

Speech Impairments

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

Cognitive Impairments

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

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

Assistance

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

Level of Assistance

Guidance

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

Minor Physical Effort

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

Major Physical Effort

- Operating a stairway descent device.

A Person with Special Needs in an Incident-Affected Area

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

In any other case where there is no direct access to a road or open space, once all other occupants have been evacuated, the person with special needs may be placed in a safe holding area, for example in a designated fire and or smoke isolated safe haven or on the landing in the emergency exits with a Warden or responsible person to provide comfort and reassurance.

A Person with Special Needs in a Non-Affected Area

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

Outside Normal Hours of Occupancy (see Section 1)

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

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

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

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

Uncontrolled Document

8. COMMERCIAL AREA EVACUATION PROCEDURES - CODE ORANGE

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

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

- (a) Ignore the alarm in the hope that it may be an unwanted (false alarm) or the situation will resolve itself.
- (b) Complete what they are doing when the alarm occurred, for example people will remain in a check-out queue, continue with a phone call or continue eating a meal.
- (c) Locate any family or friends before trying to evacuate.
- (d) React in a similar way to others around them.
- (e) Most people will not panic. This usually occurs only when a person thinks they have no way out of a dangerous situation and are desperate to escape.
- (f) They will usually maintain a passive role, expecting to be told what to do by someone in authority.

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

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

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

Evacuation Procedures

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

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

Authority to Initiate Evacuation

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

Stages of Evacuation

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

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

Stage 1 - Removal of Persons from the Immediate Danger Area

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

Stage 2 - Removal to a Safe Area

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

Stage 3 - Complete Evacuation of a Floor

Should the emergency necessitate evacuation of the affected floor, Wardens are to direct occupants to the assembly area via the emergency exits.

Controlled Evacuation of a High Rise Building

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

- (a) The affected floor.
- (b) The two floors above the affected floor.
- (c) The floor below the affected floor.
- (d) Other floors are then evacuated in ascending and descending order.

Controlled Evacuation of a Low Rise Building

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

- (a) The incident affected area.
- (b) The areas adjacent to the incident affected area.
- (c) If the situation warrants so then complete evacuation of the building

Priority Groups for Evacuation

Occupants are divided into four priority groups for evacuation:

- PRIORITY 1. *Ambulatory persons* who require only a Warden to guide or direct them to a place of safety.
- PRIORITY 2. *Semi-ambulatory* persons requiring just a helping hand.
- PRIORITY 3. *Non-ambulatory* persons who have to be physically moved or carried.
- PRIORITY 4. Aggressive, violent or resistive persons. These persons may place Wardens in danger.

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

Shelter in Place (No Evacuation)

Shelter in place (no evacuation) is an emergency response option that allows occupants and visitors to remain inside a facility on the basis that an evacuation to an external-to-building location might reasonably expose evacuated people to a greater level of danger.

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

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

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

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

- (a) Shut and lock all windows and doors.
- (b) Turn off all air handling equipment (heating, ventilation, and/or air conditioning, both supply and exhaust) within your ability to do so.
- (c) No sheltering rooms have been assigned at this time. Individuals are advised to remain where they are until further instructions become available.
- (d) Use the internet or turn on a TV or radio and listen for further instructions.
- (e) When the "all clear" is announced, open windows and doors, turn on ventilation systems and go outside until the building's air has been exchanged with the now clean outdoor air.

Evacuation of Contractors during an Emergency

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

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

Duties of Chief Warden during an Evacuation (Code Orange)

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

- (a) Proceed to the Master Emergency Communication Point (MECP) and take control.
- (b) Establish communications with the affected area and assess the nature and extent of the emergency.
- (c) If an evacuation is required initiate evacuation procedures; and ensure all lifts are called to the ground floor and secured (if lift keys are available).
- (d) Ensure the Emergency Services are notified.
- (e) If an unwanted (false) alarm or if the incident has been overcome, notify all areas.

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

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

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

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

- (b) When all occupants have assembled at the staging area, direct Wardens to commence evacuation via the emergency exits to the evacuation Assembly Area. A Warden should be directed to lead the occupants to show the way. Care is to be exercised when opening doors to the stairs as occupants from other floors may be descending.
- (c) Direct Wardens to conduct a final check of all parts of their area to ensure it is clear of occupants. Instruct Wardens to check toilets, strong rooms and all occupiable spaces in their area.

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

- (d) Advise the Chief Warden that the floor/area has been evacuated.

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

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

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

Wardens - When an Evacuation is required (Code Orange)

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

- (a) Wait until the emergency exits are clear before entering. If the emergency exits are congested, wait for a few moments and check again or use the alternative exit.
 - (b) A Warden should lead the occupants in single file down any stairs to the Assembly Area. A second Warden should follow the evacuees and ensure they all stay together. Keep calm and avoid running or lagging behind.
- Note: Wardens are to ensure that occupants maintain contact with the handrails at all times whilst traversing the stairways.*
- (c) If it is necessary to cross a street, traffic rules must be observed.
 - (d) Provide assistance to any person who falls or trips.
 - (e) Ensure the noise level is kept to a minimum.
 - (f) Allow room for Emergency Services personnel who may also be using the emergency exits.
 - (g) When directed conduct a final check of all areas of the floor/area to ensure it is clear of occupants. Wardens are to check toilets, strong rooms and all occupiable spaces in their area.
 - (h) Prevent any person from re-entering the area or building, unless authorised to do so by the Chief Warden or senior Emergency Services Officer.
 - (i) Prevent substances such as food or drinks which could create a hazard, from being taken into the emergency exits.
 - (j) Permit only non-bulky personal items, such as purses, wallets or handbags, to be carried into the emergency exits for an evacuation other than a bomb threat or IED incident.

R.E.A.C.T.TM

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

RESPOND TO OR RAISE THE ALARM

You should always Respond to or Raise the alarm.

EXAMINE

Examine what type of emergency you may be facing.

ASSESS

Assess the risks to your life safety and that of others.

CONTROL

Take Control of the situation, act responsibly.

TALK

Always Talk (communicate) with all parties concerned.

9. RESIDENTIAL AREA EVACUATION PROCEDURES - CODE ORANGE

Stages of Evacuation

All residents are to commence immediate evacuation of the building if their safety is threatened or on the sounding of the evacuation alarm in their area.

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

Stage 1 - Removal of Persons from the Immediate Danger Area

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

Stage 2 - Removal to a Safe Area

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

Stage 3 - Complete Evacuation of a Floor

Should the emergency necessitate evacuation of the residents are to proceed to the external assembly area via the emergency exits.

Controlled Evacuation of a High Rise Residential Building

For a controlled evacuation of a high rise residential building the sequence is:

- (a) The affected floor.
- (b) The two floors above the affected floor.
- (c) The floor below the affected floor.
- (d) Other floors are then evacuated in ascending and descending order.

Priority Groups for Evacuation

Occupants are divided into four priority groups for evacuation:

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

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

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

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

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

Shelter in Place

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

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

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

- (a) Shut and lock all windows and doors.
- (b) Turn off all air handling equipment (heating, ventilation, and/or air conditioning, both supply and exhaust) within your ability to do so.
- (c) No sheltering rooms have been assigned at this time. Individuals are advised to remain where they are until further instructions become available.
- (d) Use the internet or turn on a TV or radio and listen for further instructions.
- (e) When the "all clear" is announced, open windows and doors, turn on ventilation systems and go outside until the building's air has been exchanged with the now clean outdoor air.

Duties of the Chief Warden during an Evacuation (Code Orange)

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

- (a) Proceed to the Master Emergency Communication Point (MECP) and take control.
- (b) Establish communications with the affected area and assess the nature and extent of the emergency.
- (c) If an evacuation is required initiate evacuation procedures; and ensure all lifts are called to the ground floor and secured (if lift keys are available).
- (d) Ensure the Emergency Services are notified.
- (e) If an unwanted (false) alarm or if the incident has been overcome, notify all areas.

Residents - When an Evacuation is required (Code Orange)

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

- (a) Wait until the emergency exits are clear before entering. If the emergency exits are congested, wait for a few moments and check again or use the alternative exit.
- (b) Proceed in single file down any stairs to the Assembly Area. Keep calm and avoid running.
- (c) If it is necessary to cross a street, traffic rules must be observed.
- (d) Provide assistance to any person who falls or trips.
- (e) Ensure the noise level is kept to a minimum.
- (f) Allow room for Emergency Services personnel who may also be using the emergency exits.
- (g) Prevent any person from re-entering the area or building, unless authorised to do so by the Chief Warden or senior Emergency Services Officer.

10. MEDICAL EMERGENCY – CODE BLUE

For all **MEDICAL/FIRST AID** related incidents or emergencies call 000.

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

- REMAIN CALM:** Do not panic.
- BASIC LIFE SUPPORT**
- D** - Check for **DANGER**. Ensure the area is safe for your self, others and the patient.
 - R** - Check for **RESPONSE** – ask name – squeeze shoulders.
 - S** - Send for **HELP**. Dial triple zero (000) for an ambulance or ask another person to make the call.
 - A** - **AIRWAY**. Open mouth if foreign material present. Clear airway with fingers.
 - B** - Check for **BREATHING**. Not breathing – start CPR. Normal breathing - place in recovery position & monitor breathing.
 - C** - Start **CPR**. Give 30 chest compressions (almost 2 compressions / second) followed by 2 breaths
 - D** - Attach Automated External **DEFIBRILLATOR** (AED) if available and follow its prompts
- Continue Cardio Pulmonary Resuscitation (CPR) until qualified personnel arrive or signs of life return.

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

- RAISE ALARM:** Call for help – **Ring 000** and ask for the Ambulance Service.
- Advise your location, patients age/sex, symptoms & signs, any prior medical illnesses, medication (see questions below).

INFORMATION THAT MAY BE REQUIRED FOR THE AMBULANCE SERVICE:

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

11. FIRE EMERGENCY – CODE RED

If fire or the presence of smoke is reported to a Warden, they are to take the following action:

- (a) Dial “Zero-Zero-Zero” (000) to notify the Fire Service, activate an alarm initiating device if installed, and notify the Chief Warden. Commence evacuation of occupants from the immediate area.
- (b) Investigate the source of the fire or smoke and if trained in the use of the fire equipment and it is safe to do so, attempt to fight the fire with the correct fire extinguisher or a Fire Hose Reel.
- (c) DO NOT enter smoke-filled spaces as smoke is TOXIC.
Note: There are more detailed procedures on the following page.

Classification of Fires

The types of fire are classified as:

CLASS A	Ordinary free-burning materials such as paper, clothing, packing materials, wood and textiles.		
	FOR CLASS ‘A’ FIRES, USE:	Water Foam Dry Chemical <small>(ABE Only)</small> Vaporising Liquid	(Red) (Red with Blue Band) (Red with White Band) (Red with Yellow Band)
CLASS B	Liquids such as petrol, paint lacquers, thinners, oils, greases and many chemicals in liquid form.		
	FOR CLASS ‘B’ FIRES, USE:	Foam Carbon Dioxide Dry Chemical Vaporising Liquid	(Red with Blue Band) (Red with Black Band) (Red with White Band) (Red with Yellow Band)
CLASS C	Fires involving flammable gases.		
	FOR CLASS ‘C’ FIRES, USE:	Dry Chemical	(Red with White Band)
CLASS D	Fires involving metals, for example potassium, sodium, magnesium. Special extinguishers are required.		
CLASS E	Fire involving electrical equipment. To fight these fires, use only extinguishers that are non-conductors of electricity.		
	FOR CLASS E FIRES USE:	Carbon Dioxide Dry Chemical Vaporising Liquid	(Red with Black Band) (Red with White Band) (Red with Yellow Band)
CLASS F	Fires involving cooking oils and fats. <i>Where significant potential exists for a fire involving cooking oils and fats, WET CHEMICAL type extinguishers and FIRE BLANKETS should be provided.</i>		
	FOR CLASS ‘F’ FIRES USE:	Carbon Dioxide Dry Chemical <small>[BE only]</small> Wet Chemical	(Red with Black Band) (Red with White Band) (Red with Oatmeal Band)

– IF POSSIBLE, TURN THE POWER OFF FIRST –

– NEVER USE WATER OR FOAM EXTINGUISHERS ON ELECTRICAL FIRES –

Operating a Manual Call Point

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

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

Duties of Chief Warden during a Fire Emergency

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

- (a) Proceed to Master Emergency Communication Point (MECP) and take control.
- (b) Establish communications with the affected area and assess the nature and extent of the emergency.
- (c) If necessary initiate evacuation procedures; and ensure all lifts are called to the ground floor and secured (if lift keys are available).
- (d) Ensure the Emergency Services are notified.

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

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

- (a) Ensure the alarm has been raised and that the Fire Service has been notified.
- (b) Order the evacuation of the floor or area and notify the Chief Warden of the situation in their area.
- (c) Direct Wardens to attempt to extinguish the fire (if trained in the use of the equipment and it is safe to do so).
- (d) Provide updates to the Chief Warden of conditions in their area.
- (e) If the fire cannot be contained, order the Wardens to withdraw and close doors to slow the progress of the fire.

Wardens - On Becoming Aware of a Fire in Their Area

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

- (a) Try to remain calm and think. DO NOT panic.
- (b) Warn everybody in the immediate vicinity and ensure all occupants are evacuated from the incident area.
- (c) Alert the Fire Service by ringing "Zero-Zero-Zero" (000) and advise the Chief Warden.

Use of Fire Extinguishers

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

- (a) Determine type of fire and exact location. Where possible, keep the doorway or path of escape at your back and have another person back you up with another fire extinguisher.
- (b) Select right type of extinguisher.
- (c) Be sure you know how to use the extinguisher. If in doubt, READ THE INSTRUCTIONS.
- (d) Remove from bracket and whilst clear of the fire remove the anti-tamper seal and pin and test the fire extinguisher to ensure it will operate.
- (e) Proceed to the area of the fire and initially from a distance of no closer than 2 metres direct the agent in a sweeping motion at the base of the fire. As the fire diminishes in intensity slowly approach the fire while discharging the fire extinguisher until the fire is extinguished.
- (f) Keep low to avoid smoke.
- (g) Remember, direct the extinguishing agent at seat of the fire, NOT at the smoke.

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

Fire Hose Reels

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

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

To use a Fire Hose Reel:

- (a) Try to remain calm and think. DO NOT panic.
- (b) Warn everybody in the immediate vicinity and alert the Fire Service by ringing "Zero-Zero-Zero" (000).
- (c) Advise the Chief Warden.
- (d) Do not use on electrical fires – REMEMBER water will conduct electricity.
- (e) Whenever possible, *two people* should be used to unroll a hose from the Fire Hose Reel, that is, one to control the nozzle and one to ensure the hose runs off the reel freely and is not caught around doors or corners.
- (f) Before using the Fire Hose Reel, ensure that the water is TURNED ON before proceeding to the fire. There is a stopcock lever (or tap) at the base of the Fire Hose Reel (some will not release the nozzle out until this is done)
- (g) Check the water is capable of being turned on and off at the nozzle.
- (h) Direct stream at the base of the fire and apply in a sweeping motion.

Kitchens and Food Preparation Areas

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

- (a) All areas must be kept clean and grease free.
- (b) Oils/spirits/fats must be stored away from a possible ignition source.
- (c) All kitchen staff must be aware of the location and method of operation of fixed fire systems, alarms, extinguishers and fire blankets.

Use of Fire Blankets

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

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

Method of use:

- (a) Do not panic. Try to remain calm and think.
- (b) Warn everybody in the immediate vicinity and alert the Fire Service by ringing "Zero-Zero-Zero" (000).
- (c) Advise the Chief Warden.
- (d) Carefully and slowly cover the burning object with the blanket.
- (e) Turn off heat source and leave the blanket in place until cool.

Oven Fire

To extinguish an oven fire:

- (a) Do not panic. Try to remain calm and think.
- (b) Warn everybody in the immediate vicinity and alert the Fire Service by ringing "Zero-Zero-Zero" (000).
- (c) Advise the Chief Warden.
- (d) Ensure the oven door is closed.
- (e) Turn off power (if it is safe to do so).
- (f) Obtain a Carbon Dioxide (CO₂)/Dry Chemical Powder (DCP) BE rated fire extinguisher or fire blanket (if trained and it is safe to do so).
- (g) For oven with a pull down door: stay at the side of the oven, open the door, and extinguish the fire, shut the door. For an oven with a side opening door: keep below the top of door, open door, extinguish the fire and close the door.

Range Top Fire

To extinguish a range top fire:

- (a) Do not panic. Try to remain calm and think.
- (b) Warn everybody in the immediate vicinity and alert the Fire Service by ringing "Zero-Zero-Zero" (000).
- (c) Advise the Chief Warden.
- (d) Turn off power (if it is safe to do so).
- (e) Obtain a CO₂/Dry Chemical Powder BE rated fire extinguisher or fire blanket (if trained and it is safe to do so).
- (f) Approach fire while discharging extinguisher or carefully place fire blanket over the fire.

Deep Fat Fryer Fire

To extinguish a deep fat fryer fire:

- (a) Do not panic. Try to remain calm and think.
- (b) Warn everybody in the immediate vicinity and alert the Fire Service by ringing "Zero-Zero-Zero" (000).
- (c) Turn off power (if it is safe to do so).
- (d) Slide a close-fitting metal lid or fire blanket over the vat.
- (e) If available, operate a fixed extinguisher system, a Wet Chemical or B E rated Dry Chemical Powder fire extinguisher. Initially, stand well back when operating extinguishers on deep fat fryer fires.

12. BOMB OR SUBSTANCE THREAT PROCEDURES - CODE PURPLE

Introduction

HOT-UP is a term used to describe a process for making an initial assessment about unattended, doubtful or suspicious items. The 'HOT-UP' principle originated in the UK during the 1970s and was used by the British army to address the Irish Republican Army's bomb threats. It has since been used extensively in Australia for awareness training of police, volunteers and employees during significant events, including the 2000 Olympic Games in Sydney.

The HOT-UP principle relies on responses to the following:

Is the item:	Has there been:
H idden?	U nauthorised access?
O bviously a bomb?	P erimeter breach?
T ypical of its environment?	

HOT-UP is an assessment tool to be used by an Emergency Control Organisation in conjunction with the emergency services to help determine a course of action. Meeting HOT-UP considerations does NOT necessarily mean the item is an IED but it warrants further examination. If the suspect item fails any of the HOT-UP questions it should increase the Emergency Control Organisation's awareness and ability to make an informed decision ensuring the ongoing safety of occupants.

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

Threat Overview

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

Because each threat is different, it is almost impossible to have a detailed procedure for each contingency. These procedures are designed to help you assess the level of the threat and, on the information available, decide on a course of action.

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

Telephone Threat Procedures

Any person receiving a telephone threat should observe the following:

- (a) Keep calm. If possible attract the attention of a fellow worker.
- (b) Keep the caller on the line as long as possible to gather information.
- (c) Use the threat check list provided. *The check list can be used as evidence against the perpetrator of the threat in any subsequent legal proceedings.*
- (d) Obtain as much detail as possible about the bomb or substance and its location.
- (e) Listen carefully for any background noises, speech mannerisms, accents or other details that might give a clue to the age, sex, identity and location of the caller.
- (f) DO NOT discuss the call with other occupants.
- (g) Immediately after the threat, contact your immediate supervisor, the Chief Warden and notify the Police.
- (h) Complete the threat report form (reverse of check list) and hand it to the Chief Warden or, in their absence, the Police when they arrive.

Written Threat

Once it has been confirmed that a message is a bomb or substance threat the message and envelope or its container must preferably be placed inside a plastic envelope to preserve fingerprints etc. Any further direct handling of the message must be avoided.

Threat Received by Email

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

- (a) Save an electronic copy of the email and any attachments;
- (b) Print a hard copy of the email for referencing the details of the threat;
- (c) Notify the Chief Warden and the Police

Threat via Web Chat

We are experiencing an ever expanding variety of methods of making threats of harm. They have progressed from a personal verbal threat to anonymous phone calls, notes left on site, mail, faxes, email, and it has now entered into other areas of the World Wide Web.

An increasing number of people have access to the Internet. The Internet is a network of millions of interrelated computers. Unlike a television set, a computer provides two-way communication whereby when you connect to another computer, not only do you receive information, but you also transmit data. You are not anonymous so for the average user tracing can be relatively easy for the authorities. As such, a bomb or substance threat made by email or text message or over a chat line must be treated in the same way as a bomb or substance threat made verbally.

If a threat is received on media such as a "Chat-Line" the recipient should keep the caller involved in the chat for as long as possible. It would be strongly recommended that screen captures should be taken at regular intervals of the conversation so that the text can be reviewed in detail later.

The recipient is to contact their immediate supervisor who will contact the Chief Warden. All details of the threat are to be relayed to the Police. The Chief Warden is to assess the threat from the information at hand, screen captures etc.

Your IT provider or IT Department should be contacted as soon as is practicable. In the case of a company the process for doing so must be documented.

The Chief Warden will follow the standard Bomb or Substance Threat procedures.

Threat Evaluation

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

- NON-SPECIFIC THREAT OR LOW RISK. For example a call made by a child and/or with childish laughter in background or where little detail is received.
- SPECIFIC THREAT OF MUCH GREATER RISK. For example a call made in a calm deliberate manner where greater detail regarding timing, location or type of device is given.

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

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

Other factors that may provide assistance are:

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

Person with Special Needs

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

Types of Search

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

Supervisory Search

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

Occupant Search

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

Initiating search

There are several methods to initiate search, namely:

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

Direct personal contact is also an option.

Search Procedure

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

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

Note Places of public assembly such as Cinemas, Assembly Halls, Auditoriums and places of entertainment cannot be searched while patrons are present.

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

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

Wardens should look for anything:

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

If a suspicious object is found:

- No one is to touch it or move it.
- Clear people away from the immediate vicinity.
- Secure the area.
- Inform your supervisor.
- Initiate evacuation.
- Leave a torn paper trail to the object.
- Inform the police.

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

The designated safe assembly area is to be well away from the building, out of line-of-sight and well clear of windows. For biological threats evacuate upwind and upslope of the building. A minimum distance of 150 metres is recommended.

Detailed Room Search

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

- (a) Listen for any unusual sounds.
- (b) Conduct a passive search only (that is, look without touching).
- (c) Operate with one team progressing clockwise and one team anti-clockwise, checking the area as follows:
 - floor to waist level
 - waist level to head level
 - head level to ceiling.
- (d) Mark the area as clear, using chalk marks, Post-It labels, etc.

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

Courses of Action – The Decision to Evacuate

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

Option to do Nothing (Disregard Threat)

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

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

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

Option to Search with Partial Evacuation

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

Evacuate Immediately Without Search

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

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

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

Evacuation

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

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

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

- (b) Conduct a final check of all areas including toilets, strong rooms, plant rooms, store rooms and all other occupiable spaces to ensure they are clear of occupants.
- (c) Advise the Chief Warden when their area has been evacuated. Ensure internal doors, except fire doors, are left open if possible, and that occupants do not re-enter the building.
- (d) Proceed to the nominated Assembly Area and remain in charge of occupants until directed to return to the building.

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

Threat after Hours

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

The Decision to Reoccupy

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

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

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

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

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

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

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

13. IMPROVISED EXPLOSIVE DEVICES – CODE PURPLE

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

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

Incendiary Devices

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

Mail Bomb

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

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

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

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

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

Stage 1

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

The recipient would be looking for:

- (a) An envelope that is lopsided or uneven
- (b) A package that is excessive in weight for its size
- (c) Excessive tape or other securing material
- (d) An article from an unknown source
- (e) Wires or metallic material protruding from the article
- (f) Postage in excess of what would be required to have the article forwarded

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

Stage 2

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

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

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

Stage 3 to 5

The 3rd Stage will involve specialist assistance such as the Police or Military Bomb Technicians who are armed with an array of detection equipment. The items they have at their disposal include fluoroscopes, x-ray equipment, explosive vapour detectors and explosive detection dogs. If at Stage 3 the Technician confirms that the article IS NOT an IED then the recipient will normally deliver the article to the addressee.

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

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

Bomb Threat Evacuation Guide

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

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

- ¹ *The min. withdrawal distance is intended for use by essential personnel with adequate frontal and overhead protection.*
- ² *The maximum evacuation distance is governed by the greater of the throw distance for fragmentation or the glass breakage/falling hazard distance.*

Courier Delivered Bomb

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

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

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

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

Placed Bomb

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

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

Vehicle Borne Improvised Explosive Device (VBIED)

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

A VBIED is any means used to deliver a large amount of explosive usually to the external boundary of a building, structure or workplace.

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

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

Evacuation

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

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

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

- (b) If safe to do so, conduct a final check of all areas including toilets, strong rooms, plant rooms, store rooms and all other occupiable spaces to ensure they are clear of occupants.
- (c) Advise the Chief Warden when the floor has been evacuated. Ensure internal doors, except fire doors, are left open if possible.
- (d) Proceed to the nominated assembly area taking personal items with you and remain in charge of occupants until directed to return to the building.

Vehicle Movement

The removal of vehicles from a car park may be dangerous if the car park (or the passage of vehicles) is close to the reported suspicious object. If there is doubt about the safety of moving vehicles, the Chief Warden should instruct that the car park be closed and vehicle movement halted.

If a Device Detonates

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

- (a) protecting yourself from falling debris;
- (b) assessing damage on the floor. If it is dark use a torch to check for damage. DO NOT use naked flame such as matches to assess damage as there may be gas present;
- (c) ensuring First Aid is given to those injured;
- (d) notifying the relevant authorities;
- (e) isolation of electric power, if it is safe to do so;
- (f) initiating controlled evacuation; or
- (g) conducting a search of the floor, if safe to do so.

Reducing the Risk

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

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

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

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

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

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

14. EARTHQUAKES – CODE BROWN

Personal Safety Guidelines

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

Basic guidelines for personal safety in earthquakes are as follows:

- (a) Try to remain calm.
- (b) Move away from windows and outside walls.
- (c) Keep away from mirrors, light fittings, bookcases and other furniture that may fall or slide.
- (d) If possible, take cover from falling debris under a desk or move to an internal corner of a room, sit down and protect your face and head.
- (e) Don't use telephone immediately, unless for serious injury.
- (f) Don't go sightseeing.
- (g) Don't use vehicles unless there are special circumstances that warrant this (for example a serious injury).

If personnel are caught outside the building they should:

- (a) Seek refuge under archways and doorways which could offer protection from falling debris
- (b) Keep off roadways, footpaths and do not stand under shop awnings
- (c) Get away from high walls, overhead power lines or dangling electrical wires
- (d) If driving, pull off the road (not under power lines) and stay in their car until they can assess the situation around them

REMEMBER – DO NOT ATTEMPT TO RUN FROM THE BUILDING

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

The Chief Warden or a Deputy should call the building's Emergency Control Organisation into action as soon as possible after the earthquake.

Duties of the Emergency Control Organisation

Chief Warden. The Chief Warden shall:

- (a) Stand by to record reports from each Floor/Area Warden.
- (b) Direct Wardens, where available, to inspect all public areas and report back any structural damage, hazard or injured personnel.
- (c) As a precaution against possible broken or fractured lines it may also be necessary to isolate electrical and plumbing services.
- (d) Unless conditions otherwise dictate Floor Wardens should be advised to direct occupants to remain where they are until the immediate danger is over. Conditions outside could be worse than inside.

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

- (a) Any injuries; their nature, severity and who is giving first aid.
- (b) Any hazards such as fallen or exposed electrical wires, precariously balanced material such as hanging ceilings, beams, etc.
- (c) Any unfamiliar odours.
- (d) The condition of the fire stairwell as far as they can see from their floor level.
- (e) If considered safe to do so, Floor or Area Wardens will direct occupants to assemble in safe areas, as close as possible to the Emergency Exits and await further instructions.

Uncontrolled Document

15. CIVIL DISORDER - CODE BROWN

Causes

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

Responsibility

The Person in Charge of the Workplace and the building's Emergency Control Organisation should coordinate the response to an incident until the arrival of the Police, to whom they should provide as much assistance as required.

Action

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

- (a) Notify the Police and request assistance (dial 000 and ask for the Police Operator).
- (b) Notify supervisors.
- (c) Restrict entry to the building.
- (d) Confine the presence of demonstrators to the ground floor.
- (e) Restrict contact between demonstrators and building occupants.
- (f) Alert other members of the ECO.

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

The Person in Charge of the Workplace should promote an air of confidence and calm.

16. WORKPLACE CONFRONTATION – CODE BLACK

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

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

General Procedures

If you are confronted by an armed or unarmed intruder:

- (a) If a duress alarm is installed and it is safe to do so discreetly operate it.
- (b) Obey the intruder's instructions, do what you are told and nothing more, and do not volunteer any information.
- (c) Stay out of danger if not directly involved in the incident, if it is safe to do so, leave the building then discreetly raise the alarm. Call the Police and notify Management.
- (d) If directly confronted be deliberate in one's actions if ordered to carry out an instruction by the offender. The act should be carried out with due consideration to one's safety.
- (e) Discreetly telephone the Police emergency number if able to do so without danger and to keep the phone line open. Alternatively, ask some other responsible member of the staff, by way of pre-determined gesture/s or key word/s, to phone the Police if it is safe to do so.
- (f) Carefully observe any vehicle used by the offender/s, taking particular note of its registration number, type, colour, and number of occupants and their appearances.
- (g) Immediately after the offender/s have/has left, mark off any areas where they stood or touched. Do not allow anybody in these areas until the Police have checked for fingerprints and other clues.
- (h) Observe the offender/s as much as possible. In particular, take note of the speech, mannerisms, clothing, scars, tattoos or any other distinguishing features, and record these observations in writing as quickly as possible after the incident, as the Police will want your individual impressions of what happened before your memory is influenced by discussion with others.

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

- (i) Ask all witnesses to remain until the Police arrive, and explain to the witnesses that their view of what happened, however fleeting, could provide vital information when placed together with other evidence.
- (j) Exclude all members of the media from the area and allow only the authorised person to make statements.

During an Armed Incident Procedures

During an incident:

- (a) Tell yourself to stay calm. Do not attempt to be a hero – accept the situation and be prepared to wait.
- (b) Do not speak unless spoken to and only if necessary.
- (c) Do exactly what the offender tells you.
- (d) Do not be argumentative with either the offender or other staff.
- (e) Do not make suggestions to the offender. If your suggestion is wrong the person may think you planned it that way.
- (f) If safety permits, operate any installed “duress” alarm.
- (g) Try to be observant.
- (h) Notice the offender’s mannerisms, clothing, speech and so on.
- (i) Try not to involve other staff in the incident.

Precautions

There are steps you can follow for your safety

- (a) Be aware of people loitering for extended periods that appear agitated and may be holding bulky items.
- (b) Advise your Manager if you see anyone acting strangely or suspiciously.
- (c) Keep rear and side doors locked from external access at all times. Minimise the points of entry to lessen the chance of unauthorised persons gaining access to the premises.
- (d) If your company holds cash on the premises keep cash in any till drawer to a minimum. Never discuss cash transactions or procedures involving the holding or movement of cash with any person other than staff who have a direct need to know.
- (e) Till drawers should be locked when not in use and the key must be in your control at all times.
- (f) Do not discuss security procedures with anyone other than staff members who have a direct need to know.
- (g) Record the telephone numbers of your Security Company and the Police near the telephone.
- (h) Keep offender and weapon description forms and learn how to complete them correctly.
- (i) Be knowledgeable about the location and operation of all security and duress alarms.

After an Incident

After an incident as the offender leaves:

- (a) Gauge height using markers on door, if provided.
- (b) Lock yourself in.
- (c) If safe, observe which direction offender goes, the type of car, its colour and its registration number.
- (d) Do not touch any areas the offender touched.
- (e) Cordon area off.
- (f) Keep witnesses there until Police arrive.
- (g) Post sign on front door *Closed Due to Robbery/Security Incident*.

Describing the Offender

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

Here are some prompts to help you with your descriptions:

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

Describing the Weapon

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

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

Most guns have a brand or logo prominently displayed on the handle or barrel. If circumstances permit, check for that identification. Look for distinguishing marks or scratches on the weapon.

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

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

Statements such as “I should have done this” or “I could have done that” certainly empower and give back to us our sense of invulnerability. They do not, however, put the responsibility where it belongs – with the person who committed the offence! Remember: you are a victim, not the criminal.

One of the first responses from a victim is a feeling of being totally alone and not understood. Often struggling with the acceptance of what has happened, victims allow bureaucratic systems such as a Police investigation to take over their lives. These procedures, whilst necessary, often leave the victim feeling helpless, confused and resentful of others doing things to and for them.

It is normal to be scared and it is imperative for you to remember that you are not on your own.

If you prefer to handle the problem independently the Victims of Crime Association will provide further advice.

/ Personal Threat Summary List

Summary

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

17. SHOOTING INCIDENT

Introduction

A shooting incident may occur as a random act of revenge, disturbance, pay-back, jealous or non-attributable reason. It may also be politically motivated. In these circumstances, little or no warning of such an incident is likely. The following actions deal only with the circumstance where no escalation of an incident occurs and where the Chief Warden/Facility Manager takes immediate control of the shooting incident.

Shooting incidents that impact on a facility may occur internally (within the confines of the facility), externally within the facility's precincts or in the immediate vicinity of the facility. Dependent on the location, action may involve lock-down of the facility to prevent entry. In all cases the presence of the Police will be required.

It is important to note that not all shooting incidents covered by these procedures will involve the discharge of a weapon. The person may just be in possession of a weapon.

Occupant Action

Occupants should take the following action if a shooting incident occurs:

- a. Take no action that may place yourself or any other person in more harm;
- b. Personal safety is to take precedence. If the shooting incident is in your immediate area and you are in imminent danger attempt to evacuate away as quickly as possible.
- c. If it is not safe to evacuate seek shelter behind a substantial object so that you are not evident to the intruder. If possible lock any doors between yourself and the intruder.
- d. When safe to do so advise your Manager, immediate Supervisor or Warden who should notify the Emergency Services and the Chief Warden;
- e. Assess any injuries and render first aid assistance to injured or harmed persons;
- f. Secure your area if safe to do so;
- g. If the incident is not in your immediate area do not commence an evacuation until instructed to do so by the Chief Warden;
- h. Support any occupant who escapes by escorting them to a safe place where they may be treated and or comforted.
- i. Avoid disturbing evidence; and
- j. Follow instructions of the Chief Warden and/or the Police Service.

Chief Warden Action

The Chief Warden shall take the following action:

- a. Contact the Police Service and provide advice of shot(s) fired;
- b. Take no action that may place yourself or any other person in more harm. Avoid the use of alarms and public address systems (PA). Only use these systems when all other methods of communications are exhausted. If the PA system is to be used, broadcast the alarm using colour code: "**CODE BLACK**".

Note: "CODE BLACK" – Personal threat (armed hold-up, siege or other situation involving high risk or injury).

- c. Identify the area where the shot(s) were fired. Gather as much additional information about the incident including the type of weapon if safe to do so.
- d. Determine a nominated emergency control point within the facility for this specific incident that is secure and which provides for effective control measures to support the management of the incident (several suitable areas dependent on exposure or various entry points should have been pre-planned);
- e. Inform all key staff members, but particularly any Security personnel, and have them report to your nominated emergency control point;
- f. Inform all Emergency Control Organisation (ECO) personnel of the incident and have them report to your nominated emergency control point. The communication must be by discreet method such as a mobile phone/two way radio or "runner";
- g. Where CCTV is available, this may be used as a means of identifying the location of the shooting incident and any individual/s involved and can also be used to track the movement of the offender/s. Advise attending Police Service personnel of the availability of CCTV.
- h. Seal off the incident area as carefully as possible to prevent any person moving into an endangered area. Be mindful that uninjured persons or injured persons who have some mobility may be able to escape or be released and they will need quick access to a safer place and possibly this access will be through your established cordon;

Note: Persons used for the cordon are there to discreetly prevent other persons from entering the danger area. They are not to expose themselves and should they encounter imminent danger they will take appropriate action.

- i. Commence an evacuation of areas adjacent to secure area then other areas as required or deemed necessary;
- j. Support any occupant who escapes by escorting them to a safe place where they may be comforted.
- k. Keep occupants who were involved in or who witnessed the shooting incident separate from other occupants and offer comfort and reassurance. This also provides ready access to these occupants by attending Police Service personnel who may need information to secure a resolution of the incident or take statements in relation to the incident;
- l. Render or organise appropriate medical support to any person who is injured or reported to be injured; and
- m. At the conclusion of the incident arrange for a debriefing of all involved parties.

Facility Manager Action

The Facility Manager shall take the following action:

- a. Ensure the Chief Warden has performed nominated tasks;
- b. Action any task not yet performed by the Chief Warden;
- c. Instruct the building security provider to secure the building and put in place appropriate security measures when safe to do so;
- d. Ensure any occupant or visitor who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;
- e. Activate special attention to seriously injured or indisposed persons;
- f. Isolate with sensitivity any person who may be deceased. Do not shift, move or alter the body position. Cover the body discreetly and prevent others from observing (portable screens, tents);
- g. Ensure that CCTV functions are protected and where possible unobtrusively targeting the incident area;
- h. Liaise with the attending Emergency Services. Follow the direction of the Police Incident Site Commander and/or other Emergency Service personnel;
- i. If safe to do so, undertake a full situation analysis to determine if the shooting incident was due to intentional targeting of the facility or part thereof (a tenant);
- j. Advise tenants of the situation;
- k. Arrange contractors to clean up any affected area when safe to do so;
- l. Arrange for the prompt repair to any damaged security equipment;
- m. Arrange for follow up of any person who is injured or harmed who requires external medical services; and
- n. Arrange for appropriate professional services to provide counselling and support.

Note 1. Should a large scale shooting incident occur there will be a high level of public and media-interest. A media spokesperson should be immediately required to attend the site to deal with media enquiries. No comment should be made about specific injuries or casualties. The Emergency Services may, in some cases, set up a triage area (temporary medical assessment/treatment area) in the event of an incident involving a shooting.

Note 2. It is important for the Facility Manager to make no comment or provide advice which could legally bind themselves or the building owner. Equally, it is important to ensure the Tenant Managers take full accountability for their duty of care to their employees and members of the public for issues that are clearly the respective tenants' responsibility. This does not prevent the Facility Manager from rendering assistance.

Note 3. It is important to be aware that a shooting incident will not be deemed to have ended until the all clear has been given by the officer-in-charge of the Police Service.

18. CHEMICAL, BIOLOGICAL OR RADIOLOGICAL INCIDENTS – CODE YELLOW

Introduction

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

This section of the emergency response procedures deals with the actions required when CBR contaminants are introduced either through accidental or purposeful actions by first providing an overview and then direct emergency response procedures which are focused on personal and general actions.

Differences between a chemical and a biological agent

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

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

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

Purposeful Introduction

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

Chemical Agents

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

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

The following are examples of more sinister chemical agents:

- Sarin gas
- Ricin toxin

Self-protection is important and if an individual believes they have been exposed to a chemical agent the following should apply:

- Hold your breath and move quickly away covering your face with a handkerchief or cloth.
- If indoors, move outside and upwind to a level above the point of release.
- If outdoors, move upwind to a level above the point of release.
- If chemical droplets contaminate clothing, remove outer garments and wash exposed skin with cold water.
- If any of the following affects are evident seek medical assistance immediately.
 - Dizziness
 - Choking
 - Dimming of vision
 - Muscular twitching
 - Nausea/Vomiting
 - Tearing/Irritation of eyes

Chemical Agents emergency response summary

The *Chemical Agents emergency response summary* is:

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

Biological Agents

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

The following provides some examples of biological agents:

- Plague bacteria
- Smallpox virus
- Anthrax bacteria

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

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

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

Biological Agents emergency response summary

The *Biological Agents emergency response summary* is:

- If indoors isolate the area and move those who have not been exposed outdoors and upwind of the point of release.
- Prevent others from entering the area.
- Call "Zero-Zero-Zero" (000) and advise the emergency services of the suspected biological incident including:
 - The description of the potential contaminant and the package/device.
 - The action taken to isolate the area.
 - Visible signs of distress.
- Follow the instructions of the attending emergency services.

Radiological Agents

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

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

The types of radiation are:

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

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

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

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

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

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

Radiological Agents emergency response summary

The *Radiological Agents emergency response summary* is:

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

Summary

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

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

- How did casualties react (initial symptoms may be gradual and non-specific) – developed a cough, felt fatigued, had chest pain (pulmonary), became disorientated, collapsed after prolonged exposure, immediately collapsed.
- What did the material look like - solid, liquid, gas?
- Are there any hazardous materials stored in this area?

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

The following is a list of precautions for guidance:

- All occupants need to be aware of the need for security in the building.
- Do not leave unsecured areas of your tenancy unattended.
- Question any strangers on your floor or within your tenancy.
- Check for unattended or unusual packages.
- Know your building's emergency procedures.
- Know the emergency contact telephone numbers including your Chief Warden.
- People handling mail must remain vigilant and cautious but remember that most reports of suspicious packages are unwanted (false) alarms.
- All personnel who handle mail must be aware of emergency procedures.
- Where possible the sorting and handling of mail should be done in an area that can be easily contained.
- If a suspicious letter or package has been received but has not been opened place the item in a plastic bag and seal it. Place all items in a second plastic bag and seal it also.
- Stay in the immediate work area. This applies to co-workers in the same room. Prevent others from entering the area and becoming contaminated. Wait for help to arrive.
- Call for help from your immediate supervisor or ring "Zero-Zero-Zero" (000) to ask for the Fire Service Hazardous Materials (HAZMAT) Unit. Advise them of the exact location (street address, building, and floor number), the number of potentially exposed people, a description of the package/device, action taken (eg item covered with a black coat).
- If there has been any handling of suspicious mail all persons who may have been exposed are to be aware that they must keep their hands away from their face to avoid contamination of the eyes, nose and mouth.
- If possible, and without leaving your work area, wash your hands.

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

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

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19. SUSPECTED BIOLOGICAL ITEM (WHITE POWDER)

Mail Handling Emergency Procedure Guidelines

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

Responding Authority

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

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

Mail Opening Procedures

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

Identifying Suspicious Mail Items

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

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

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

Suspected Biological Item - Contained

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

- All occupants must remain in the room. This is to prevent possible cross contamination of other staff members who have not been directly exposed. Remember you are not in immediate danger.
- Ensure you are wearing a face mask and impermeable gloves.
- Close all entrances and windows to isolate the immediate area.
- Place envelope / item into an A4 plastic sleeve then place this into a second A4 plastic sleeve and place in a prominent location.
- Shut off fans and or air-conditioning plant where possible to do so without leaving the room.
(NOTE: If a Manual Call Point is available operating this device will normally shut down the air conditioning system)
- Dial "Zero-Zero-Zero" (000) and ask for the Fire Service Operator (HAZMAT) and give them the details of the suspect item. Move as far as is practicable away from the suspect item.
- Contact your building Chief Warden.

Suspected Biological Item - Spillage

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

- All occupants must remain in the room. This is to prevent possible cross contamination of other employees who have not been directly exposed. Remember you are not in immediate danger.
- Ensure you are wearing a face mask and impermeable gloves.
- Close all entrances and windows to isolate the immediate area.
- Where practicable cover the suspected contaminant with an upturned waste receptacle or other covering such as plastic garbage bag, plastic sheet, coat or similar. All action must be in a smooth and calm way to prevent creating turbulence which may cause the agent medium (e.g. powder) to become airborne.

- Shut off fans and or air-conditioning plant where possible to do so without leaving the room.

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

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

Critical Points for Employees

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

TEST

Avoid:

TOUCHING,

EATING,

SMELLING,

TASTING

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

Suspected Mail Improvised Explosive Device (IED) Detected

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

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

/ Summary

Summary

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

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

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

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/ Guides

GUIDE

Suspected Biological Item - Contained

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

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

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

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

Critical Points for Employees

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

TEST

Avoid:

TOUCHING,

EATING,

SMELLING,

TASTING

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

GUIDE

Suspected Biological Item - Spillage

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

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

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

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

Critical Points for Employees

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

TEST

Avoid:

TOUCHING,

EATING,

SMELLING,

TASTING

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

20. BUILDING SERVICES / SYSTEMS FAILURE – CODE YELLOW

Introduction

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

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

Building services / systems that could be involved include:

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

Occupant's Action

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

- a. Immediately advise their workplace manager, immediate supervisor or Warden who will notify the Chief Warden;
- b. Remain calm and continue with their normal work activities provided the temporary failure allows them to do so;
- c. Ensure that they do not use building services such as lifts/toilet facilities and so on that may not be functioning correctly;
- d. Follow the directions of Wardens if there is a need to evacuate the building;
- e. Move to the designated assembly area; and

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

Chief Warden's Action

The Chief Warden shall consider the following action:

- a. Immediately report the building services/systems failure to the Facility Manager;
- b. Place the Emergency Control Organisation (ECO) on standby and allocate some ECO members to control the use of affected services/systems;

- c. Ensure that building occupants do not use building services such as lifts that may not be functioning correctly;
- d. Implement a manual system of communication; and
- e. Evaluate the need to evacuate the building; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building.

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

Facility Manager's Action

The Facility Manager shall consider the following action:

- a. Take control of the incident;
- b. Ensure that the Chief Warden has performed the nominated tasks;
- c. Action any task not yet performed by the Chief Warden;
- d. Conduct a situation analysis to determine the impacts of the temporary services/system failure;
- e. Liaise with the building security provider to ensure the security of the entire building;
- f. Make contact with the provider of the defective service or such other utility service provider to determine the timing when services will recommence;
- g. Advise occupants of the situation including advice on the estimate period of temporary failure;
- h. Make provisions to ensure that the subsequent commencement of supply (such as power surge) does not create further emergency/crisis/issues;
- i. Organise contractors to conduct interim repairs to any system/service that is critical to the safety or security of occupants and the critical functionality of the building systems including all emergency warning systems;
- j. Consider the use of temporary/portable substitutes to counter the temporary failure;
- k. Advise occupants of ongoing developments;
- l. Audit the facility to identify any secondary damage resultant from the incident; and
- m. Arrange for contractors to carry out permanent repairs to the faulty building system.
- n. Once an emergency is completed and/or at an appropriate time, the Facility Manager must conduct a debriefing of the incident. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.

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

21. LIFT ENTRAPMENT - CODE YELLOW

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

Building Occupant Action

Upon becoming aware of a short term lift trapping (less than 30 minutes) occupants should consider the following action:

- a. Immediately advise their workplace manager, immediate supervisor or Warden who will notify the Chief Warden;
- b. Remain calm and continue with their normal work activities provided the temporary failure of the lift allows them to do so; and
- c. Avoid any conversation with those entrapped that might hinder the Emergency Services or professional help.

Chief Warden

The Chief Warden shall consider the following action:

- a. Immediately report the building services/systems failure to the Facility Manager who will in turn contact the lift maintenance contractor;
- b. Evaluate whether there is a need to call the Emergency Services where appropriate;
- c. Ensure that building occupants do not use other lifts that may not be functioning correctly; and
- d. Ensure competent members of the ECO have been positioned to provide moral support to those entrapped.

Facility manager

The Facility Manager shall consider the following action:

- a. Take control of the incident and notify the lift maintenance contractor to release those entrapped;
- b. Advise those trapped that action to rescue is in hand;
- c. Determine the timing when the incident may be resolved;
- d. Conduct a situation analysis to determine the impacts of the temporary lift entrapment on building access and egress;
- e. Update those trapped of the situation;
- f. Arrange for professional counselling for those who may have been subjected to stress during the incident;
- g. Organise the lift maintenance contractor to conduct interim repairs to the faulty lift to ensure the functionality of the building is restored;
- h. Arrange for contractors to carry out permanent repairs to the faulty lift; and
- i. Once an emergency is completed and/or at an appropriate time, the Facility Manager must conduct a debriefing of the emergency/crisis/issue. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.

Instruction of Employees

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

Entrapped Person Procedures

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

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Annex A Definitions

For the purpose of this document, the definitions from AS 3745-2010, the Building Code of Australia (BCA), Occupational Health and Safety legislation (OH&S), Australian Federal Police Bomb Data Centre and those below apply.

First 5 Minutes Pty Ltd acknowledges the origination of the definitions and that it has no copyright interest with those used from the above nominated published sources.

Alternative Solution

A performance based approach to the fire safety issues as recognised by the Building Code of Australia, 1996 (BCA). This approach allows the fire safety provisions within the building to be designed in the most flexible, cost-effective and practical manner to best suit the specific building and its occupancy.

Area

A floor, zone or place within a building, structure or workplace that may be occupied by people.

Bomb

Can be of any size or shape, can look obvious or be camouflaged, may vary in its 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, oral or other medium, threatening to place or use an improvised explosive, chemical, biological, or radiological device at a time or date or place or against any specific person or organization.

Improvised Explosive Device (IED)

A device fabricated in an ad hoc manner, which contains explosive components designed to, or capable of, causing unlawful injury or damage.

Courier-delivered bomb

An improvised explosive device (IED) delivered by a courier.

Mail bomb

An improvised explosive device (IED) sent through the postal system.

Placed bomb

An improvised explosive device (IED) hand-delivered or purposefully placed.

Vehicle bomb

Vehicle Borne Improvised Explosive Device (VBIED). An incident in which a vehicle is used as the means of delivery of a large IED.

Building, Structure and Workplace

A building, structure or workplace that is occupied by people, i.e. offices, warehouses, factories, public buildings, shopping complexes, apartment buildings, or a place that may be occupied by people.

Chief Warden

The person selected to head the Emergency Control Organisation. The Chief Warden shall have a good knowledge of the building, structure and workplace.

Designated Building Entry Points (DBEPs)

In compliance with AS1670.1 each building with an Automatic Fire Alarm that is required to be connected to a Fire Brigade or independent monitoring centre must have a Designated Building Entry point (DBEP). The DBEP will normally be the main entrance to the building. The regulatory authority may require large buildings to be equipped with multiple DBEPs.

Emergency Control Organisation (ECO)

A competent person or persons who implement the emergency procedures.

Emergency/Incident

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 Management Manual

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

Emergency Planning Committee (EPC)

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

Emergency Prevention

The measures taken, including the regulatory and physical measures, to ensure that emergencies are prevented or their effects mitigated. The goal of emergency prevention is to eliminate or reduce the incidence or severity of emergencies.

NOTE: Examples of emergency prevention are: good house-keeping measures including reduction removal of excessive fuels loads; and policies/procedures and training in the safe use of installed equipment.

Emergency 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 as identified in the hazard assessment.

Emergency Alarm Initiating Device (EAID)

An Emergency Alarm Initiating Device (EAID) is part of the group which has the broad term Emergency Call Point (ECP). It is similar in construction to a Manual Call Point (MCP) but is white in colour. They are installed for use by occupants to actuate the EWS within the structure **ONLY** and will not advise the Fire Service.

Emergency Call Point (ECP)

The term Emergency Call Point (ECP) refers to a group of devices that are used to raise an alarm. The devices include, Manual Call Points, Emergency Alarm Initiating Devices, Pull Alarms, Duress Alarms and Emergency Telephones.

Emergency Door Release (EDR)

An Emergency Door Release (EDR) is similar in construction to a Manual Call Point (MCP) but is green in colour. They are installed for use by occupants to override electronic door locks.

Emergency Warning and Intercommunication System (EWIS)

A combined emergency warning and intercommunication system that facilitates both way communications and control during an emergency.

Emergency Warning Systems (EWS)

A system to provide a distinctive audible signal, verbal address, and visible signals as required, for emergency alarm purposes.

Evacuation

The orderly movement of people from a place of danger.

Evacuation diagram

A graphical representation of a floor or area of a facility.

Evacuation Route

1. An **evacuation route**, in relation to a building, means:
 - a. a path of travel from any place in the building, through a final exit of the building, to a place of safety outside the building; or
 - b. otherwise, a path of travel from a common area of the building, through a final exit of the building, to a place of safety outside the building.
2. An **evacuation route** includes the space above a path of travel.

Evacuation time

Evacuation time means the time calculated from when the emergency starts for the occupants of the building to evacuate to a safe place appropriate to:

- a. the number, mobility and other characteristics of the occupants; and
- b. the function or use of the building; and
- c. the travel distance and other characteristics of the building; and
- d. the fire load; and
- e. the potential fire intensity; and
- f. the fire hazard; and
- g. the fire hazard properties; and
- h. any active fire safety systems installed in the building; and
- i. fire brigade intervention.

Facility

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

NOTE: See relevant Commonwealth, State and Territory occupational health and safety statutes for the definition of 'workplace'.

Fire Safety System

Fire safety system means one or any combination of the methods used in a building to:

- (a) warn people of an emergency; or
- (b) provide for safe evacuation; or
- (c) restrict the spread of fire; or
- (d) extinguish a fire,

and includes both active and passive systems.

Fire Service

This term only refers to statutory authorities established under an Act of Parliament having as one of its functions the protection of life and property from fire and other emergencies. It may be a professional brigade with full-time fire-fighters, or a volunteer brigade. Many companies employ their own private fire services. The standard of these private fire services varies greatly. They are excluded from the definition of a fire service.

Fire and Evacuation Instructions

Fire and evacuation instructions for a building, means general evacuation instructions, first-response evacuation instructions or evacuation coordination instructions for the building.

Managing Entity (Occupier)

The managing entity, of a multi-occupancy building, means the entity that is the occupier of, or in control of, the general access areas of the facility.

Examples of entities that may be managing entities of buildings include a body corporate or the owner of a building.

Manual Call Point

Operation of a Manual Call Point (MCP) shall require the breaking, or appear to require the breaking, of the frangible element to manually raise the alarm. The frangible element which is capable of being broken or appearing to be broken forms part of the front cover of an MCP.

The body of a Manual Call Point shall be red in colour.

Master Emergency Communications Point (MECP)

The location within the building from where a warning system can be activated and from where instructions can be relayed to the Warden Intercom Points.

Occupant

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

Occupier

The entity that is the occupier of, or in control of, the general access areas of the facility.

Persons with Special Needs

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

Safe place

- (a) a place of safety within a building:
 - (i) which is not under threat from a fire; and
 - (ii) from which people must be able to safely disperse after escaping the effects of an emergency to a road or open space; or
- (b) a road or open space.

Warden Intercom Point (WIP)

The location on a floor or evacuation zone, where equipment is provided through which instructions can be received from the controlling emergency control panel via the emergency intercommunication system.

Workplace

Any place where work is, or is to be, performed by:

- (a) a worker who does work whether the person engaged works for gain or reward or on a voluntary basis; or
- (b) a person conducting a business or undertaking.

NOTE: This definition includes places commonly recognized as workplaces, such as offices, shops, factories, construction sites and hospitals. It also includes many other types of less obvious workplaces, such as mines, underground tunnels, railway stations, care facilities, goals, etc.

(See relevant Commonwealth, State and Territory Occupational Health and Safety statutes.)

Annex B Emergency Calls

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

“Zero-Zero-Zero” (000) *

“Zero-Zero-Zero” (000) is Australia's primary emergency service number and should be used to access emergency assistance in the first instance.

Telstra, as the designated universal emergency call service provider, currently operates the “Zero-Zero-Zero” (000) emergency call service from two centralised emergency call centres in New South Wales and Victoria. Telstra's role in operating the “Zero-Zero-Zero” (000) service is to connect callers to the nearest and most appropriate emergency service organisation as quickly as possible. The local emergency service organisation (police, fire or ambulance) is then responsible for sending help to the correct location.

Callers can be connected to police, fire or ambulance by dialling “Zero-Zero-Zero” (000) from any fixed or mobile phone (where there is coverage) in Australia. As the location of callers using mobile phones cannot be identified automatically however, mobile phone callers need to give as much information as possible about their location when speaking to the operator.

- * [A caller is able to connect to the emergency services answering point if GSM mobile coverage is available from any carrier's network at the location of the call. This feature is available when dialling “Zero-Zero-Zero” \(000\) anywhere in Australia.](#)

112*

The “112” number cannot be dialled from the fixed network.

If you have a GSM digital mobile phone you can be connected to the emergency call service by dialling “Zero-Zero-Zero” (000) as with other phones. However, because GSM is an international standard, GSM mobile phone users can also be connected to emergency services by dialling the international emergency call number “112”.

When dialling “112” on GSM mobile phones, access is provided regardless of the presence or validity of the SIM card within the phone, or whether the keypad is locked.

- * “112” can be dialled anywhere in the world with GSM coverage and callers will be automatically translated to that country's particular emergency number.
- * A caller is able to connect to the emergency services answering point if GSM mobile coverage is available from any carrier's network at the location of the call.

106 (Text-based emergency call service)

People with a hearing or speech impairment can call police, ambulance or fire services by dialling '106' from a phone line connected to a Teletypewriter (TTY) or from a computer with a modem (but **not** mobile text messaging). This text-based emergency call service is supplied through the National Relay Service which is provided by the Australian Communications Exchange.

For more information about the '106' text-based emergency call service, visit the Australian Communications Exchange website.

Emergency Smartphone Application (App)

Smartphone apps and Triple Zero (000)

Australia's Triple Zero Awareness Working Group has developed a smartphone app for iOS and Android devices to:

- provide the caller with information about when to call Triple Zero
- provide the caller with information about who to call in various non-emergency situations
 - State Emergency Service (SES) (132 500)
 - Police Assistance Line (131 444)
 - Crime Stoppers (1800 333 000)
 - Health Direct Australia (1800 022 222)
 - National Relay Service
- assist the caller to dial the relevant number
- display the GPS coordinates of the phone's location that the caller can read out to the emergency operator.

The app is free of charge and available for download from iTunes and Google Play Stores.

Emergency Alerts

Alerts are issued by emergency services authorities such as fire, emergency services, and police in each State or Territory. Each State and Territory has people trained in using the system and they will decide if a telephone alert needs to be issued to a community. It is for use in a range of emergency situations, including bushfires and other extreme weather events.

Emergency Alerts are sent by emergency services to landline telephones based on the location of the handset, and to mobile phones, based on the billing address. In the case of an emergency, you may receive a voice message on your landline or a text message on your mobile phone. If you receive an Emergency Alert and want more information, follow the instructions in the message or find your local emergency service at <http://www.emergencyalert.gov.au/>.

Who sends these alerts? Alerts are issued by emergency services authorities such as fire, emergency services, and police in each State or Territory. Each State and Territory has people trained in using the system and they will decide if a telephone alert needs to be issued to a community.

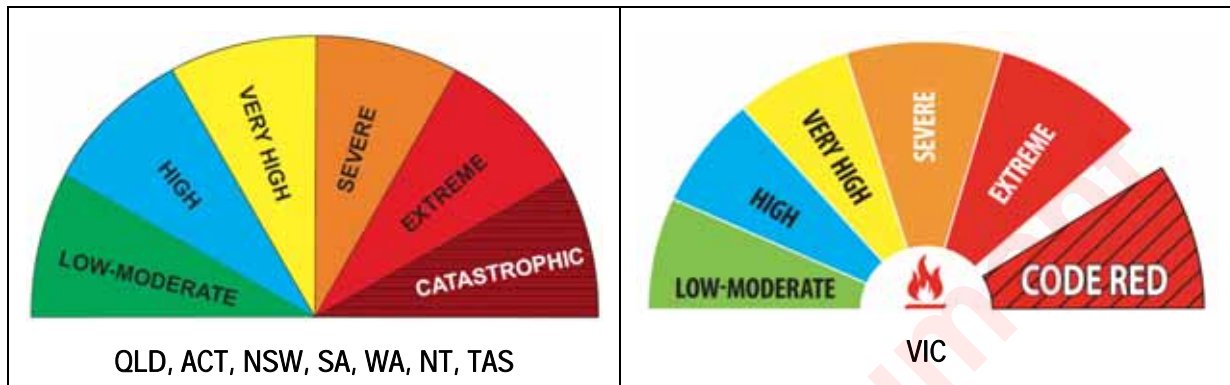
When warnings are issued you need to understand the level of warning. There are three levels, each increasing in importance:

1. Advice – a bushfires or other extreme weather event has started – general information to keep you up-to-date with developments.
2. Watch and Act – a bushfires or other extreme weather event is approaching you, conditions are changing; you need to start taking action now to protect your life and your family.
3. Emergency Warning – you are in imminent danger and need to take action immediately. You will be impacted by the bushfires or other extreme weather event.

While the emergency services will do their best to provide official warnings, you should not wait to receive a warning to leave. Incidents such as bushfires can be threatening lives and homes within minutes of starting. Just because you don't receive a warning, does not mean there isn't a threat; and do not expect a fire truck.

You need to remain alert, monitor the outside environment for signs of the event and actively seek information. Tune into your emergency broadcasters: ABC and commercial radio stations, and SKY News TV, for fire updates and warnings during the fire season.

Fire Danger Rating (FDR)




Points to remember:

- Emergency Alert is operated and activated by authorised personnel from emergency services organisations. It allows for localised, community based warnings to be issued by area or geographic region.
- In the case of an emergency, you may receive a voice message on your landline or a text message on your mobile phone. It is for use in a range of emergency situations, including bushfires and other extreme weather events.
- It is important that you do not rely on receiving an alert: you and your community must still prepare yourselves and have an action plan in case of an emergency.
- The alert you receive will direct you to either seek further information from a website or, radio station or it may give you advice on what you should do.
- If you provide your children with mobile phones, it is important to explain to them what to do if they receive an alert. If your child receives an alert when they are at school, they must follow the emergency management arrangements currently in place at their school.
- Alerts do not replace existing workplace emergency arrangements. You must follow current emergency management arrangements in place at your workplace.
- You will receive the alert regardless of who provides your telephone service.

WEB SITES:

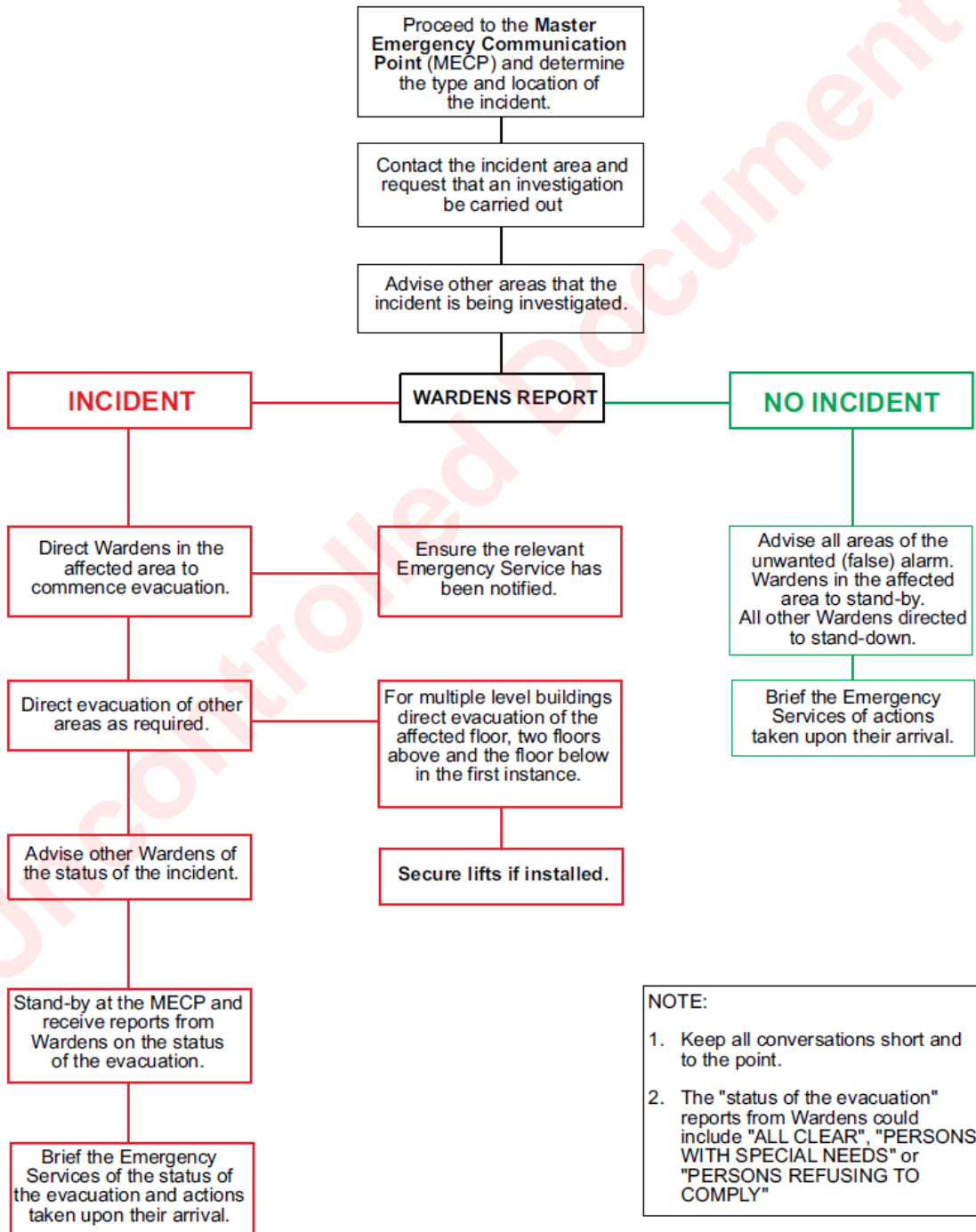
<p>BUREAU OF METEOROLOGY (BOM) http://www.bom.gov.au</p>	<p>QUEENSLAND OFES http://www.fire.qld.gov.au/ OLD RFS http://www.ruralfire.qld.gov.au SES http://www.emergency.qld.gov.au/ses</p>
<p>VICTORIA MFB http://www.mfb.vic.gov.au/ CFA http://www.cfa.vic.gov.au SES http://www.ses.vic.gov.au</p>	<p>WESTERN AUSTRALIA DFES http://www.dfes.wa.gov.au SES http://www.ses-wa.asn.au/</p>
<p>SOUTH AUSTRALIA SAMFS http://www.samfs.sa.gov.au Country Fire Service http://www.cfs.sa.gov.au SES http://www.ses.sa.gov.au</p>	<p>TASMANIA Tasmanian Fire Service http://www.fire.tas.gov.au SES http://www.ses.tas.gov.au/</p>
<p>NEW SOUTH WALES Fire and Rescue NSW http://www.fire.nsw.gov.au/ Rural Fire Service http://www.rfs.nsw.gov.au/ SES http://www.ses.nsw.gov.au/</p>	<p>ACT Fire and Rescue http://esa.act.gov.au/actfr/ Rural Fire Service https://esa.act.gov.au/actrfs/ SES http://esa.act.gov.au/actses/</p>
<p>NORTHERN TERRITORY NT Fire and Rescue Service http://www.pfes.nt.gov.au/Fire-and-Rescue.aspx NT Police, Fire and Emergency Service http://www.pfes.nt.gov.au/</p>	

Annex C Sample Threat Check List

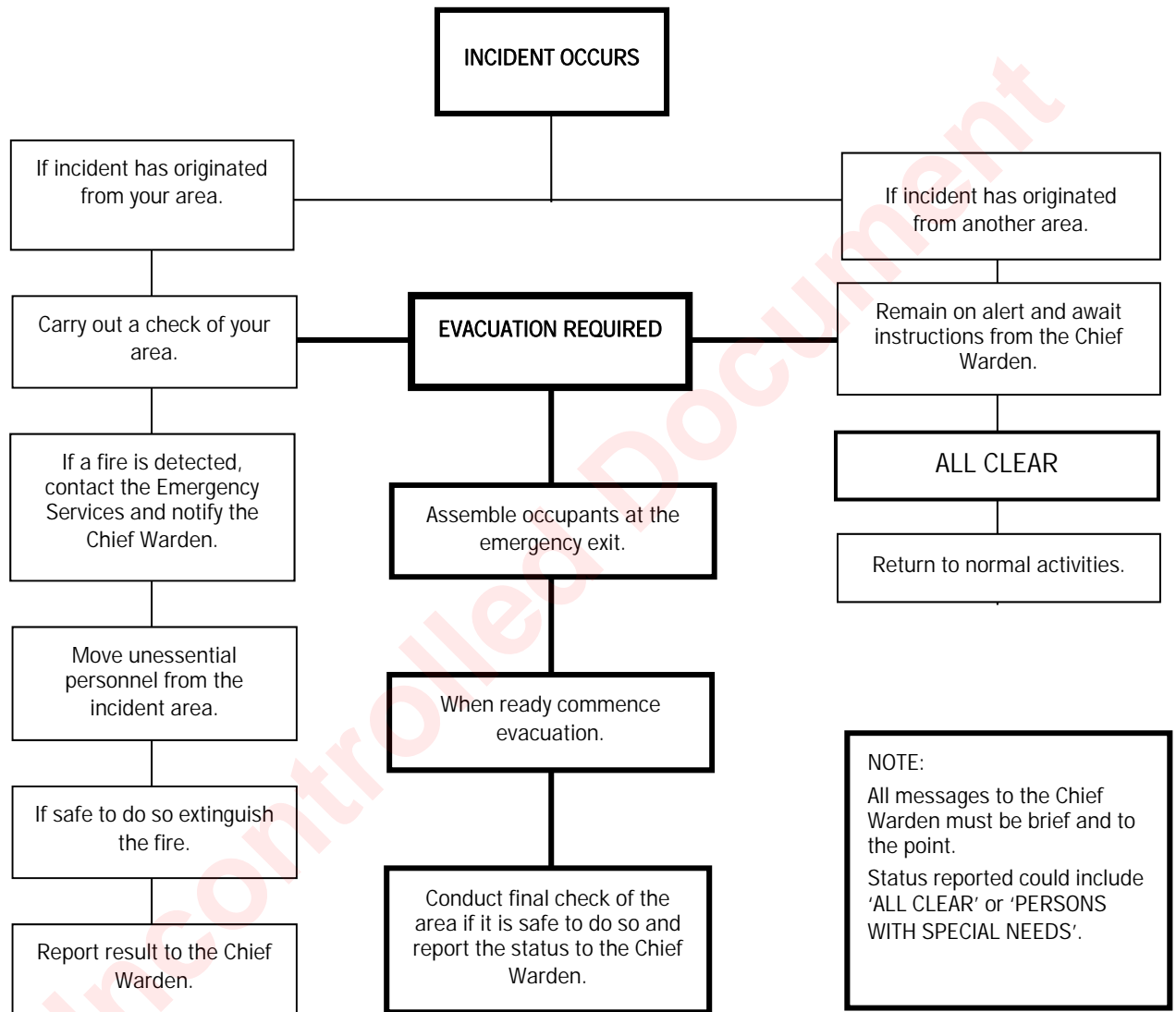
	 <p>THREAT CHECK LIST KEEP CALM</p>	<p>THREAT REPORT CALLERS VOICE</p> <p>Accent (specify): _____</p> <p>Any impediments (specify): _____</p> <p>Voice (loud, soft, etc): _____</p> <p>Speech (fast, slow, etc): _____</p> <p>Diction (clear, muffled): _____</p> <p>Manner (calm, emotional, etc): _____</p> <p>Did you recognise the voice? _____</p> <p>If so, who do you think it was? _____</p> <p>Was the caller familiar with the area? _____</p>
	<p>WRITE DOWN EXACT WORDING OF THREAT</p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div>	<p>THREAT LANGUAGE</p> <p>Well spoken: YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>Incoherent: YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>Irrational: YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>Taped: YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>Message read by caller: YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>Abusive: YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>Other: _____</p>
ACTION	<p>Report call immediately to your Chief Warden. Telephone Number: _____</p>	
	<p>GENERAL QUESTIONS TO ASK</p> <p>1. What is the threat? <input type="checkbox"/> BOMB <input type="checkbox"/> CHEMICAL <input type="checkbox"/> BIOLOGICAL <input type="checkbox"/> RADIOLOGICAL</p> <p>2. When is the bomb going to explode? _____ or When will the substance be released? _____</p> <p>3. What type of bomb is it? _____ or What type of substance is it? _____ Is the substance LIQUID <input type="checkbox"/> POWDER <input type="checkbox"/> GAS <input type="checkbox"/> ?</p> <p>4. How large is the bomb? _____ or How much of the substance is there? _____</p> <p>5. Where did you put it? _____</p> <p>6. What does it look like? _____</p> <p>7. When did you put it there? _____</p> <p>8. How will the bomb explode? _____ or How will the substance be released? _____</p> <p>9. Did you put it there? _____</p> <p>10. Why did you put it there? _____</p> <p>11. What is your name? _____</p> <p>12. Where are you? _____</p> <p>13. What is your address? _____</p>	<p>BACKGROUND NOISES</p> <p>Street noises: YES <input type="checkbox"/> NO <input type="checkbox"/> House noises: YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>Aircraft: YES <input type="checkbox"/> NO <input type="checkbox"/> Local call: YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>Voices: YES <input type="checkbox"/> NO <input type="checkbox"/> Long distance: YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>Music: YES <input type="checkbox"/> NO <input type="checkbox"/> STD call: YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>Machinery: YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>Other: _____</p> <p>OTHER CHARACTERISTICS</p> <p>Sex of caller: MALE <input type="checkbox"/> FEMALE <input type="checkbox"/></p> <p>Estimated age: _____</p> <p>CALL TAKEN</p> <p>Date: ___ / ___ / ___ Time: _____</p> <p>Duration of call: _____</p> <p>Number called: _____</p> <p>PERSON WHO RECEIVED CALL</p> <p>Name (Print): _____</p> <p>Telephone Number: _____</p> <p>Signature: _____</p> <p style="text-align: center;">*Hand completed card to Chief Warden or Police</p>

Annex D Emergency Procedure Flow Charts

Chief Warden Procedure on Becoming Aware of an Incident



WARDEN EMERGENCY PROCEDURES






Occupant Procedures

EMERGENCY PROCEDURES

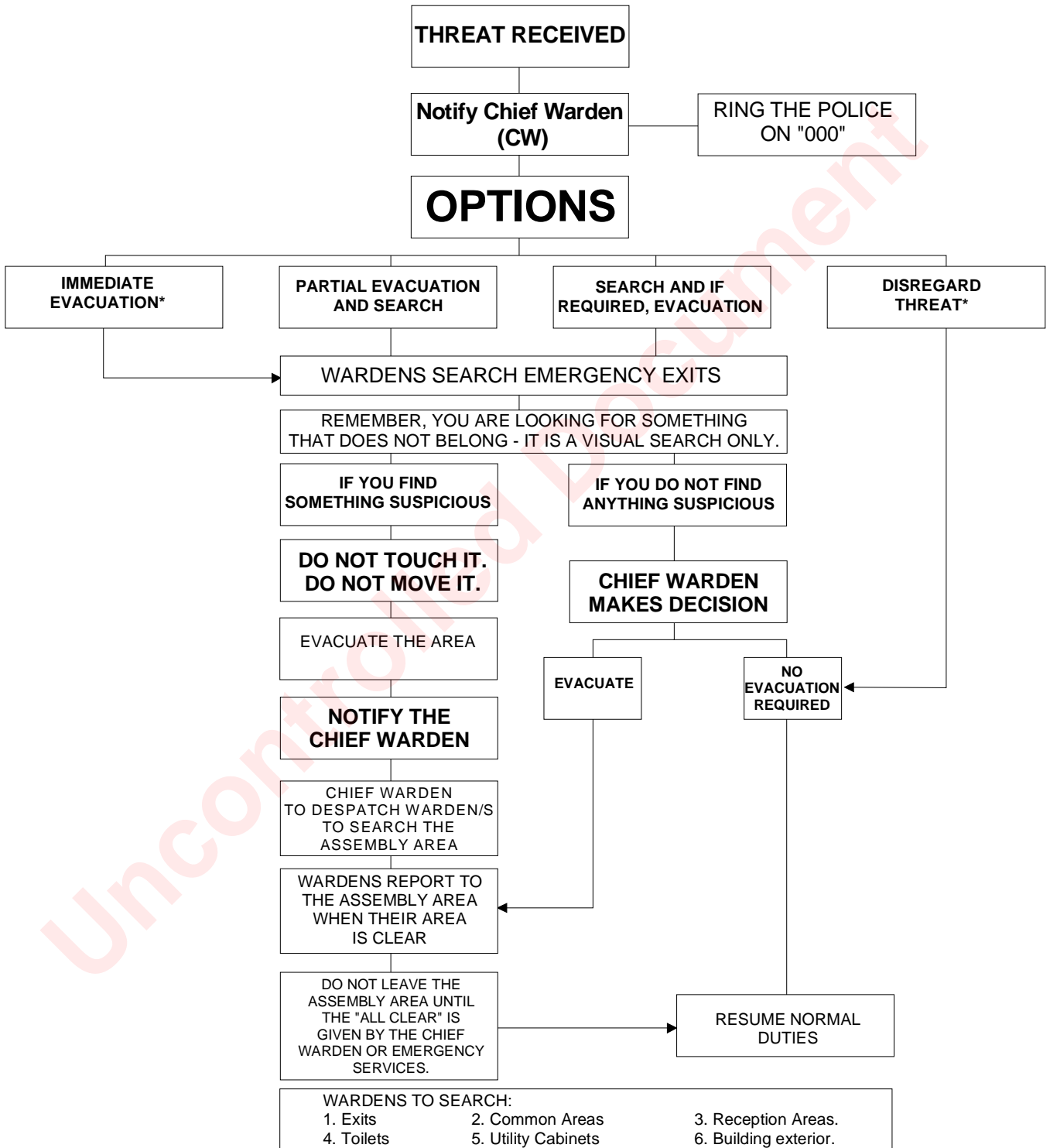
<p>IN AN EMERGENCY TELEPHONE:</p> <p>FIRE BRIGADE 000</p> <p>POLICE 000</p> <p>AMBULANCE 000</p>	<p>WHEN YOU DIAL THE EMERGENCY NUMBER:</p> <p>Ask for the relevant service operator (Fire, Police or Ambulance) and pass on the following details:</p> <ul style="list-style-type: none"> - The type of emergency; - Street name & number and nearest cross street; - Suburb; and - Street Directory reference (if known) <p>and any other information requested by the operator.</p>
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IN ALL CASES, ADVISE THE PROPERTY MANAGER

<p>EVACUATION PROCEDURES</p> <p>IF IN IMMEDIATE DANGER or on being instructed to evacuate:</p> <ol style="list-style-type: none"> 1. If safe to do so secure your office and evacuate the building via the nearest exit and proceed in an orderly manner to the assembly area. <p style="text-align: center;">DO NOT USE LIFTS</p> <ol style="list-style-type: none"> 2. Do not re-enter the building unless advised it is safe to do so by an authorised person. 	<p>KNOW YOUR EXITS</p> <div style="text-align: center;">  </div> <p>FOR YOUR SAFETY MAKE SURE YOU KNOW THE LOCATION OF THE NEAREST EMERGENCY EXIT</p>
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<p>FIRE EXTINGUISHERS AND HOSE REELS</p> <p>IF SAFE TO DO SO :</p> <p>FIRE EXTINGUISHERS</p> <p>Select the correct extinguisher</p>  <ol style="list-style-type: none"> 1. Remove from bracket. 2. Carry to scene of fire. 3. Whilst clear of fire remove pin and test the fire extinguisher. 4. Proceed to fire and initially from a distance of no closer than 2 metres direct the agent in a sweeping motion at the base of the fire. <p>FIRE HOSE REEL</p>  <ol style="list-style-type: none"> 1. Open valve (ensure that hose reel is turned off at nozzle). 2. Run out hose towards scene of fire. 3. Open nozzle and direct stream at base of fire. <p>NB. FIRE HOSE REELS ARE NOT TO BE USED ON FIRES WITH AN ELECTRICAL HAZARD</p>	<p>BOMB OR SUBSTANCE THREAT PROCEDURES</p> <ol style="list-style-type: none"> 1. Remain Calm.. 2. Record exact wording of threat. 3. Keep the caller talking - try to obtain as much information as possible using the Threat Checklist. 4. Report call to: CHIEF WARDEN, YOUR MANAGEMENT and POLICE ON "000". 5. Record details of caller's voice and background noise. 6. Await instructions from authorised persons.
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Bomb or Substance Threat Strategy Flow Chart



*Decisions made by the Chief Warden

Annex E Example of a "Personal Emergency Evacuation Plan"

PERSONAL EMERGENCY EVACUATION PLAN

Occupant's Name: _____

Location: _____

Building/Facility _____

Floor _____

Room Number _____

Is an Assistance Animal involved? YES NO

Are you trained in the emergency response procedures (including the evacuation procedures)? YES NO

Preferred method of receiving updates to the emergency response procedures: (Please state, e.g. text, email, Braille etc.)

Preferred method for Notification of Emergency: (Please state, e.g. visual alarm, personal vibrating device, SMS, etc.)

Type of assistance required: (Please list procedures necessary for assistance.)

Equipment required for evacuation: (Please list.)

Egress procedure: (Give step by step details.)
1. _____
2. _____

3.

Designated assistants and contact details: (Please list name, phone, mobile, email.)

The designated assistants have been trained in the emergency response procedures:
(including the evacuation procedures)

YES NO

The designated assistants have been trained in the evacuation equipment:

YES NO

The following diagram details the preferred route for assisted evacuation.

A diagram showing the location of the person who requires assistance and the path of travel to a place of safety is to be inserted here.

This diagram will **ONLY** be relevant to an individual and their location within the building and a generic diagram **CANNOT** be inserted.

Date of Issue: _____

Review Date: _____

Occupant approved: _____

Date: _____

(signature)

Annex F Example of Record of Fire Evacuation Instruction

<u>Fire and Evacuation Instruction Record</u>				
Company				
Address				
General Evacuation Instruction (GEI)				
The location of the fire safety reference points for the building; and				
The procedures for evacuating the building safely in the event of an incident which could impact on the safety of occupants.				
First Response Evacuation Instruction (FREI)				
The method of operation of manually operated fire alarms and fire fighting equipment in the building, including at least one of the following:				
a. Training in the use of the fire alarms and fire fighting equipment				
b. A demonstration of the use of manually operated fire alarms and fire equipment that are identical, or at least similar to, the fire alarms and fire fighting equipment				
Date	Training Type	Staff Member's Name	Staff Member's Signature	Instructor's Name
	GEI / FREI			
	GEI / FREI			
	GEI / FREI			
	GEI / FREI			
	GEI / FREI			
	GEI / FREI			
	GEI / FREI			
	GEI / FREI			
	GEI / FREI			
	GEI / FREI			

Annex G Emergency Identification and Analysis

Identification and analysis of potential emergencies likely to impact on the facility was undertaken for the facility to determine which events required consideration as emergencies in this document.

Facility Risk Assessment Matrix

Description of Task				Risk Rating				
Persons At Risk		Likelihood	Consequences	1-3	Tolerable (T)	No further action is required unless circumstances change. Monitor situation.		
A. Staff Members		1. Unlikely	1. Insignificant	4-8	Moderate (M)	Satisfactory, additional minor actions may be required. Re-assess at review date.		
B. All Occupants		2. Possible	2. Low	9-15	High (H)	Unsatisfactory, priority action must be taken. Review current methods and re-assess.		
C. Public		3. Likely	3. Minor					
		4. Almost Certain	4. Moderate	16-25	Very High (V)	Serious and imminent danger. Immediate action must be taken. Re-assess after control measures.		
		5. Certain (ISO 31000)	5. Major (ISO 31000)					
Hazard No	Hazard Identified	Persons At Risk	Existing Control Measures	Likelihood 1-5	Consequences 1-5	Risk Score = Consequence X Likelihood	Risk Rating	Are Existing Control Measures Adequate
1	Fire – Minor Internal	A, B, C	Fire equipment in place. Fire detection system in building. Expected rapid response from Fire Brigade. Emergency Response Procedures in place. ECO trained in reacting to fires.	1	2	3	Tolerable	Yes
2	Fire – Major Internal	A, B, C	Fire equipment in place. Fire detection system in building. Expected rapid response from Fire Brigade. Emergency Response Procedures in place. ECO trained in reacting to fires.	1	5	5	Moderate	Yes
3	Medical Emergency	A, B	Emergency procedures in place. Trained First Aid personnel available. First Aid kits available	3	2	6	Moderate	Yes
4	Bomb or Substance Threat	A, B, C	Bomb and Substance threat procedures in place. ECO trained in Bomb and Substance threat procedures.	2	3	6	Moderate	Yes

Hazard No	Hazard Identified	Persons At Risk	Existing Control Measures	Likelihood 1-5	Consequences 1-5	Risk Score = Consequence X Likelihood	Risk Rating	Are Existing Control Measures Adequate
5	Civil Disturbance	A, B, C	Emergency response procedures in place. Expected rapid response from emergency services.	1	3	3	Tolerable	Yes
6	Earthquake	A, B, C	Emergency response procedures in place. ECO trained to be self-reliant as impact will be extensive.	2	4	8	Moderate	Yes
7	Workplace Confrontation	A, B	Emergency response procedures in place. Expected rapid response from emergency services.	2	2	4	Moderate	Yes
8	Shooting Incident	A, B, C	Emergency response procedures and control measures in place. Expected rapid response from emergency services.	2	4	8	Moderate	Yes
9	Building services / systems failure	A, B	Emergency response procedures in place. Possible delay in response from Emergency Services and Utilities	2	2	4	Moderate	Yes
10	Lift entrapment	A, B	Emergency response procedures in place. Expected rapid response from emergency services and contractors.	2	2	4	Moderate	Yes
11	Hazardous materials incident	A, B, C	Emergency response procedures and control measures in place. Expected rapid response from emergency services.	2	4	8	Moderate	Yes
12	Bushfire	A, B, C	Emergency response procedures, prevention procedures and control measures including early evacuation in place. May not be a response from emergency services.	3	4	12	High	Yes
13	Flood (Storm)	A, B	Emergency response	3	4	12	High	Yes

	surge)		procedures in place. Pre-incident procedures to prepare occupants and protect the infrastructure and equipment.					
14	Cyclones	A, B, C	Emergency response procedures in place. Pre-incident procedures to prepare occupants and safeguard the facility.	3	4	12	High	Yes

Uncontrolled Document