

1. Purpose

To outline the processes and accountabilities of the Greater Dandenong City Council (GDCC) to prevent injury to occupants within GDCC premises in the event of a workplace emergency.

2. Scope

This procedure applies to all employees, contractors, volunteers and visitors.

3. Definitions

Workplace Emergency: An event that arises internally or from external sources which may adversely affect the safety of persons in a building or the community generally and requires immediate response.

Emergency Assembly Area: The designated place/s where people assemble during an evacuation.

Emergency Control Point (ECP): Location from which the Chief Warden establishes communication and coordination of the emergency and liaises with emergency services.

Emergency Control Organisation (ECO): Person/s appointed by the emergency planning committee to ensure the effective application of the OHS Emergency Management Plan and emergency response procedures, consisting of:

- Chief Warden or equivalent, may also include:
 - Deputy chief warden,
 - Communication officer (if required),
 - First aiders,
 - Floor/area wardens, and
 - Wardens.

Emergency Management Plan: The written documentation of the emergency arrangements for GDCC facilities, generally made during the planning process. It consists of the preparedness, prevention and response activities and includes the agreed emergency roles, responsibilities, strategies, systems and arrangements.

Emergency Planning Committee (EPC): Persons responsible for the documentation and maintenance of an emergency management plan.

Emergency Planning External Consultant: A person who has acquired through training, education, qualification and experience the knowledge and skill enabling them to advise on human behaviour, fire safety systems, evacuation methodology, emergency preparedness and response and the development of an emergency plan in consultation with the ECO, management and the OHS Unit.

Emergency Preparedness: The arrangements made to ensure that, should an emergency occur, all those resources and services that are needed to cope with the effects can be efficiently mobilised and deployed.

Emergency Prevention: The measures taken to eliminate the incidence of emergencies. These include the regulatory and physical measures to ensure that emergencies are prevented.

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Emergency Response Procedures (ERPs):

A documented scheme of assigned responsibilities, actions and procedures within a designated section of the emergency management plan, to respond to and manage emergencies.

Typically, emergency situations include:

- fire
- bomb threat
- personal threat
- chemical spill
- medical
- civil disorder
- extreme weather event

Emergency Response Team (ERT): Specialist personnel, competently trained and appointed to attend specific incidents to contain, control or eliminate the emergency using emergency response equipment.

Emergency Warning System (EWS): Devices used to alert people of an emergency.

Emergency Warning Intercommunication System (EWIS): An emergency warning system that operates to alert people within a facility to an emergency by providing a means for internal communications and the control of alarms at a stationary control point.

First-Attack Firefighting Equipment: Portable fire extinguishers, fire hose reels, and fire blankets, which are used to fight fires in their early stages.

First-Response Emergency Equipment: Resources, such as Automatic External Defibrillators (AED), spill kits and first aid kits, which are used to address various emergency scenarios in their early stages.

Personal Emergency Evacuation Plan (PEEP): An individualised emergency plan designed for an occupant with a disability (permanent or temporary); who may need assistance during an emergency.

Registered Training Organisation (RTO): A regulated facility where the delivery of Nationally recognised training is certified and undertaken by accredited trainers and assessors.

4. Responsibilities

For general OHS responsibilities refer to the OHS Responsibility Procedure.

Manager People, Culture & Innovation is responsible for:

- ensure the establishment of the EPC and is controlled by appointed PCI Staff,
- ensure the formation of the EPC to include at least one management representative, all Chief and Deputy Chief Wardens from all GDCC facilities as one group,
- ensuring appropriate employees are appointed to ECO,
- assisting with the identification and delivery of training to meet requirements of roles identified in workplace emergency management at GDCC, and
- reviewing the effectiveness of workplace emergency management at GDCC.

Building Maintenance is responsible for:

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- inspection, testing and maintenance is conducted at regular intervals on workplace emergency equipment and signs.

Emergency Planning Committee (EPC) is responsible for:

- ensuring applicable Victorian Legislative requirements are met.
- undertaking risk assessments to identify foreseeable workplace emergency situations, including critical incidents, refer OHS Risk and Change Management Procedure.
- ensuring those responsible for a facility or its occupants should ensure that leases include obligations to participate in emergency activities, including evacuation exercises.
- the development, implementation and maintenance of ERPs
- establishing validity and review periods for ERP's – not exceeding 5 years.
- the establishment of ECOs for all applicable GDCC facilities
- ensuring ECO members receive the necessary training for their roles in accordance with Australian Standards: AS 3745-2010 Planning for emergencies in facilities.
- ensuring the ECOs undertake the testing of their emergency procedures at least annually.
- the coordination with Department Managers and ECO Staff having sufficient resources at all relevant GDCC facilities to execute the emergency plan adequately and safely when required.
- shall meet at least annually and a record of meetings shall be made and retained in accordance with Victorian Legislative requirements.

Emergency Control Organisation (ECO) is responsible for:

- collaborating with the EPC, the management of the facility and any relevant specialist Staff, participate in the implementation and maintenance of the ERP as appropriate to their role,
- during an emergency, or an emergency drill, facilitating the safe and orderly execution of the ERPs, including where appropriate the evacuation of the occupants from building/s,
- assisting the EPC review the effectiveness of the ERPs.

Chief Warden is responsible for:

- responding to all emergencies and coordination of the evacuation from the ECP,
- ascertaining nature of the emergency and determining appropriate action,
- where applicable, initiating a partial or full evacuation of the site by activating the EWS or EWIS,
- providing directions through Deputy Wardens, Area Wardens, and/or Emergency Wardens
- notifying appropriate emergency service/s,
- meet and brief the emergency services personnel on arrival,
- ensuring the executive management team are notified of emergency,
- facilitating a de-briefing session for employees involved in the emergency control process, and
- completing relevant incident reports as required.

Deputy Chief Warden/s are responsible for:

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- assisting the Chief Warden to carry out their responsibilities
- assuming Chief Warden duties if Chief Warden is unavailable

Floor Wardens are responsible for:

- assist with ascertaining and communicate the type of emergency/incident to the Chief Warden
- communicating an emergency to staff in their area of responsibility
- notifying (if required) first aiders
- evacuation of the immediate area in conjunction with area wardens
- communicating with the Chief Warden advising action/s taken
- directing staff to and whilst at the emergency assembly area

Area Wardens are responsible for:

- assist with ascertaining and communicate the type of emergency/incident to the Floor Warden / Chief Warden
- communicating an emergency in their work area to the Floor Warden, or in their absence to the Chief Warden
- following the directions of the Chief Warden / Floor Warden
- assisting with the evacuation of their area
- assisting (if required) first aiders
- notifying the Floor Warden that an evacuation is complete
- assuming duties of the Floor Warden in their absence

First Aiders are responsible for:

- providing and recording first aid treatment in the event of an injury or illness, refer the OHS First Aid Procedure

Communications Officer is responsible for:

- assist the Chief Warden with emergency communications
- ascertain the location and nature of the emergency from ECO members
- confirming appropriate emergency services have been notified
- notifying appropriate ECO members
- transmitting and recording instructions and information
- recording the details of the emergency

Managers are responsible for:

- the review of site specific emergency procedures applicable to their department/area of responsibility (this will include adequate coverage of wardens, incorporating processes such as duress alarm systems, messaging 'SMS' systems, and other similar alert or warning devices for staff in the field)
- ensuring employees and other relevant persons are inducted to emergency management plan and ERP, refresher information, instruction and training is provided, as required

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- ensuring that employees under their control attend required emergency management drills and training
- following instructions of the ECO in emergency situations

Employees are responsible for:

- participating in emergency response training, evacuation and other emergency drills
- following instructions directed by ECO where required
- proceeding to, and remaining at, emergency assembly area until all clear has been given or directed otherwise by the ECO

5. Procedure

5.1 Employee Awareness

Employees of GDCC will be provided with information including:

- names and locations of the ECO
- emergency exits and Assembly Areas
- emergency requirements and obligations
- any changes to emergency management plan or ERP

5.2 Emergency Response

Employees and other persons while at GDCC shall follow established ERP.

Any person discovering an emergency situation must:

- assess the situation
- warn people in the area of any immediate danger
- raise the alarm
- control the situation, if safe to do so;
- follow any instructions given by ECO personnel

5.3 OHS Workplace Emergency Management Review

The review of OHS emergency response shall be performed on an annual basis. Reviews may also be conducted informally depending on circumstances and requirements. This is to ensure GDCC emergency preparedness and emergency prevention is workable. The testing of its effectiveness to be conducted at least once every 6 months in accordance with the Australian Standards: AS 3745-2010 Planning for emergencies in facilities

Examples of emergency preparedness are: the membership, structure and duties of the EPC; emergency identification; the appointment of the ECOs at all Staffed GDCC facilities; development and maintenance of emergency procedures; training; organising the temporary removal of people and property from the threatened location; facilitating timely and effective rescue.)

Examples of emergency prevention are the implementation of GDCC policies and procedures, regular maintenance and servicing of appliances, alarm systems, plant and equipment; training in the safe use of installed equipment; correct storage practices; good housekeeping measures such as the reduction or removal of excessive fuel loads.

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Review process should take into consideration:

- statutory OHS performance
- incident and hazard data
- outcomes from internal and external audits
- changes to regulatory requirements
- changes to OHS standards
- opportunities for improvement
- community expectations

The review process shall consider the input / recommendations of employees and others as part of the review, following OHS Consultation, Communication, and Issue Resolution Procedure.

5.4 Training

All training and skills retention activities shall be conducted or supervised by competent person/s. A recognised competency standard should be used to develop the training and be specific to GDCC facilities. The current competencies are as follows:

- PUAFER005 – Operate as part of an emergency control organisation
- PUAFER006 – Lead an emergency control organisation

Appropriate documentation and training shall be provided to employees and stakeholders in accordance with the emergency management plan. At **GDCC** training will be provided in:

- emergency procedure training for new workers, contractors, volunteers and visitors
- refresher training for employees and other stakeholders as identified by EPC
- enabling the relevant Staff to competently execute their obligations as a member of the EPC for GDCC
- ECO role specific training both initial and refreshers to develop the skills and knowledge necessary to undertake the duties set out in the emergency response procedures.

The training shall address, but not limited to, the following:

- The duties of the ECO as described in the emergency management plan or ERP.
- Procedures for the specific emergencies contained in the emergency plan.
- Responding to alarms and reports of emergencies.
- Reporting emergencies and initiating the installed emergency warning equipment.
- Communication during emergencies.
- Pre-emergency activities.
- Emergency activities.
- Post emergency activities.
- Occupants and visitors with disabilities – to include the training on PEEP.
- Human behaviour during emergencies.

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- The use of installed emergency response equipment.
- The performance of the building and its installations during a fire or other emergencies.

The training shall include exercises and assessments.

In addition to the training for all ECO members, person/s appointed as Chief Warden, Deputy Chief Warden, Floor and Area Wardens, and the Communications Officer shall have additional training, including but not limited to the following:

- Their roles and responsibilities within the emergency plan.
- Duties of the EPC.
- Duties of ERT where specialist person/s, if exists, as described in the emergency response procedures. Including: 1st Aid Officers, spill response, first-attack firefighting, etc.
- Decision making, command and control.
- Record keeping.
- Actions for specific emergencies contained in the emergency response procedures.
- Coordination of communication(s) during emergencies, including use of any installed specialised communications equipment.
- Liaison with Emergency Services.
- Coordination of evacuation activities.
- Implementation of post-emergency activities in accordance with the emergency management plan or ERP.

5.5 First-Attack Firefighting

DO NOT attempt to combat a fire or other emergency unless this can be achieved without placing any person at further risk. The purpose of a first-attack firefighting is to extinguish any small fires before it becomes a major hazard and an immediate threat to life.

If first-attack firefighting is included in the emergency management plan and/or ERP, selected employees shall be trained to enable them to competently execute their duties.

The training for first-attack firefighting shall address, but not necessarily be limited to, the following:

- The duties of the ECO, and ERT, where it exists.
- Preparing for site-specific fires.
- Reporting fires.
- Evacuating from endangered areas.
- Identifying, reporting and correcting unsafe conditions.
- Responding to fire emergencies.
- Identifying the classes of fire.
- Selecting the correct first-attack firefighting equipment.
- Safe operating procedures for first-attack fighting equipment.
- Procedures to be followed after first-attack firefighting equipment has been used.

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- Post evacuation activities.

5.6 Emergency Response Skills Training

- Where a specialist ERT has been deemed necessary, training for specific emergencies within a facility identified in the emergency plan shall be developed and carried out. For example, use of fire extinguishers and spill response training under the competency: PUAFER008 Confine Small Emergencies In A Facility is undertaken by an RTO.

5.7 Emergency Evacuation Drills

At GDCC scheduled emergency response drills will occur in all GDCC Staffed facilities annually.

Following a drill a full debriefing session shall be conducted with members of the ECO with input as required from Workplace Emergency Planning Committee EPC.

6. References

Occupational Health and Safety Act 2004

Occupational Health & Safety Regulations 2017

AS/NZS ISO 45001:2018 Occupational Health & Safety Management Systems

AS 3745-2010 Planning for emergencies in facilities

7. Related Documents

GDCC OHS Policy

GDCC OHS Responsibility Procedure

GDCC OHS Consultation, Communication, and Issue Resolution Procedure

GDCC OHS Risk and Change Management Procedure

GDCC OHS First Aid Procedure

GDCC Emergency Management Plan – contains

GDCC ERP

8. Document history

Version Number	Issue Date	Description of Change
0.1		1 st Draft from MAV/JLT
0.2	27.03.2019	Accepted by OHS Policy Sub-Committee
0.3		2 nd Draft following All Staff consultation
0.4	11.07.2019	2 nd Draft Accepted by OHS Policy Sub-Committee
1.0	July 2019	Approved by OHS Oversight Team
1.1	May 2023	3 rd Draft from OHS Unit
1.2	Aug 2023	Accepted by OHS Policy Sub-Committee
1.3	Sep 2023	14 Day Employee Consultation complete
2.0	Oct 2023	Approved by OHS Committee

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