

EMERGENCY MANAGEMENT MANUAL



City of Dandenong Municipal Offices

**225 Lonsdale Street
Dandenong, VIC 3175**

Issued 23rd August 2021

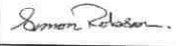
This Document is Valid until 23rd August 2026

Document Control Schedule

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

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

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

VERSION	DATED	REVISION DETAILS	NAME	SIGNATURE
225LON_v1.00	23/08/2021	Initial issue.	Simon Robson	

Emergency Procedures (Nominee Supervisor)

Simon Robson, First 5 Minutes Pty Ltd.

Emergency Procedures (Nominee Supervisor) QBCC Licence Number 1217050.

Scope

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

Satellite phone services and Triple Zero (000)

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

Instructions from the operator

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

Other languages and text-based services

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

EMERGENCY CONTACT NUMBERS

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

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

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

FOREWORD

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

Emergency Training

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

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

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

Recovery

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

Security

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

RULES OF INTERPRETATION

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

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

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2. ESSENTIAL SAFETY MEASURES AND PERFORMANCE 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:

Note: This is for a reader to discern the difference between passive and active systems and is not relative to what is installed in this building.

Active systems

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

Passive systems

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

Alert Signal Duration

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

FIRE SUPPRESSION SYSTEM

SPRINKLER SYSTEM	Automatically distributes water upon a fire in sufficient quantity either to extinguish it entirely or to prevent its spread.
DRENCHER SYSTEM / WALL WETTING	Consists of water nozzles which, when activated, will form water curtains to prevent the spread of a fire, or to provide protection to building facades e.g. large glass panels or curtain walls.

FIRST ATTACK FIREFIGHTING EQUIPMENT

FIRE EXTINGUISHERS	Fire extinguishers are installed in accordance with AS 2444 to provide occupants with equipment to attack a fire in its initial stages.
FIRE HOSE REELS	Fire Hose Reels are installed to allow occupants to undertake fire extinguishment in the initial stages of the fire. The fire hose reel system must have fire hose reels provided so that the nozzle end of a fully extended fire hose fitted to the reel and laid to avoid any partitions or other physical barriers will reach every part of the floor of the storey and internally within 4m of an exit. Fire Hose Reels are not to be used on fires with an associated electrical hazard.
FIRE HYDRANTS	A fire hydrant system must be provided to serve a building having a total floor area greater than 500 m ² ; and where a fire brigade is available to attend a building fire. The internally located fire hydrant is to provide coverage throughout all areas of the building.
FIRE BLANKETS	Fire blankets may be used on fires involving flammable liquids in cooking containers or containers such as deep fat fryers.

FIRST AID

FIRST AID ROOMS	A First Aid Room or Medical Room is a room in an establishment to which someone who is injured or taken ill on the premises can be taken for first aid and to await the arrival of professional emergency medical services.
FIRST AID KITS	A First Aid Kit is provided for the emergency treatment and life support for people suffering injury or illness. Contents of First Aid Kits should be suitable to the type of work carried out at the workplace. The <i>First Aid in the Workplace Code of Practice</i> advises that first aid kits for workplaces should not contain medications.
AUTOMATED EXTERNAL DEFIBRILLATOR (AED)	An Automated External Defibrillator (AED) is a portable electronic device that automatically diagnoses the life-threatening cardiac arrhythmias of ventricular fibrillation and ventricular tachycardia in a patient, and is able to treat them through defibrillation, the application of electrical therapy which stops the arrhythmia, allowing the heart to re-establish an effective rhythm. With simple audio and visual commands, AEDs are designed to be simple to use for the layperson.
EMERGENCY EYE WASH	Emergency eye wash equipment is used to drench or flush the eyes with water when dust, irritants, or chemicals enter the eye. The user needs to wash their eyes for at least 5 minutes.

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.
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3. PREVENTION PROCEDURES

The person with management or control of a workplace must ensure, so far as is reasonably practicable, that the workplace, the means of entering and exiting the workplace and anything arising from the workplace are without risks to the health and safety of any person.

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 person with management or control of a workplace 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

Occupants should be encouraged to take note of and bring to the attention of the Chief Warden or person in charge of their 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.

4. EMERGENCY MANAGEMENT MANUAL REQUIREMENTS

Introduction

This Emergency Management Manual detailing in part emergency response procedures has been developed for the guidance and information of the occupants of the **City of Dandenong Municipal Offices - 225 Lonsdale Street, Dandenong, VIC 3175**.

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 Building Owner/Managing Entity 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

Persons with Disabilities

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

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

Use of Lifts

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

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

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

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

Movement of Motor Vehicles during an Emergency

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.

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 or a nominated Warden must ensure the entry gate is locked in the down position to restrict entry and the exit gate is locked in the up position to allow all vehicles-in-transit to exit freely and drive away from the 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 given by the Chief Warden or attending Emergency Services.

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

Induction and Annual Training of Employees in Fire Safety

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

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

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

Emergency Control Organisation Personnel Training

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

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

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

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.

5. FACILITY EMERGENCY MANAGEMENT GROUP

Emergency Planning Committee

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

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

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

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

Indemnity – Employer to Employee

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

For further clarification please consult with a legal practitioner.

Emergency Control Organisation

The Emergency Control Organisation (ECO) has been established to deal with all emergency incidents that may affect the safety and wellbeing of building occupants and members of the public who may be in the 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.

Organisation to identify any deficiencies in the procedures should follow each exercise. All occupants are encouraged to participate in evacuation exercises to ensure they are familiar with Emergency Procedures. Participation in these exercises will assist Building Owners/Tenant Principals/Managers in meeting some of their obligations under the Victorian *Occupational Health and Safety Act 2004* and the *Occupational Health and Safety Regulation 2017*.

Chief Warden

The Chief Warden during an emergency situation is required to respond immediately to the Master Emergency Communication Point (MECP), to 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. Upon the arrival of the Fire Service the Chief Warden is to brief the Senior Officer on the actions taken by the ECO and the current status of the incident including any persons unaccounted for or mobility impaired persons and their location within the facility.

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

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

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

Duties of Chief Warden

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

- (a) Proceed to Master Emergency Communication Point (MECP) and take control;
 - (b) Establish communications with the affected area and assess the nature and extent of the emergency
- Note: For example, communication can be by Warden Intercommunication Phone (WIP), Public Address (PA), telephone or runner.*
- (c) If an evacuation is required initiate evacuation procedures; and ensure all lifts are called to the ground floor and secured (if lift keys are available);
 - (d) Ensure the Emergency Services are notified Triple Zero (000).;
 - (e) Ensure that a Warden is despatched to meet the Emergency Services at the Designated Building Entry Point (DBEP) and direct them to the Master Emergency Communication Point (MECP);
 - (f) When an evacuation is conducted ensure that Floor/Area Wardens conduct a check of occupants and they must report any case of missing persons to the Chief Warden;
 - (g) Upon the arrival of the Fire Service the Chief Warden is to brief the Senior Officer on the actions taken by the ECO and the current status of the incident including any persons unaccounted for or mobility impaired persons and their location within the facility;
 - (h) If an unwanted (false) alarm or if the incident has been overcome, notify all areas.

Deputy Chief Warden

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

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 an Emergency Control Point in their area.

Duties of Wardens

Wardens' duties may include:

- (a) Assuming control of their area in the absence of the nominated Floor or Area Warden;
 - (b) Alerting occupants;
 - (c) Contacting the Floor or Area Warden and/or Chief Warden and notify them of the incident;
 - (d) Stopping occupants from evacuating prematurely;
 - (e) Operating communications equipment;
 - (f) When directed, notifying all occupants to assemble at a staging area near the emergency exits in preparation for evacuation;
 - (g) When directed, guiding occupants through the emergency exits to the evacuation Assembly Area;
- Note: If traversing a set of stairs all Wardens are to ensure that occupants do so in single file and that they maintain contact with the handrail at all times.*
- Note: If a Warden notes that the pace of an occupant is slowing the movement of others down a set of stairs then they must move that person aside on a landing until all others have passed.*
- (h) Assisting any person with a special need who may require assistance during an evacuation;
 - (i) IF SAFE TO DO SO and trained, operating first attack firefighting equipment, for example fire extinguishers and Fire Hose Reels;
 - (j) Ensuring fire and/or smoke doors are closed properly;
 - (k) Searching their area to ensure nobody has been left behind;
 - (l) Searching their area for suspicious articles (Bomb Threat Procedures);
 - (m) Ensuring lifts are not used during the evacuation;
 - (n) If directed, meeting Emergency Services personnel on their arrival in the Warden's area.

Stairway Descent Device

The person in charge of a workplace 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.

Outside Normal Hours of Occupancy (see Section 1)

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

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

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

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

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 the Building

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

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

Evacuation of Contractors during an Emergency

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

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

Duties of Chief Warden during an Evacuation (Code Orange)

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

- (a) Proceed to the Master Emergency Communication Point (MECP) and take control;
 - (b) Establish communications with the affected area and assess the nature and extent of the emergency
- Note: For example, communication can be by Warden Intercommunication Phone (WIP), Public Address (PA), telephone or runner.*
- (c) If an evacuation is required initiate evacuation procedures; and ensure all lifts are called to the ground floor and secured (if lift keys are available);
 - (d) Ensure the Emergency Services are notified;
 - (e) Ensure that a Warden is despatched to meet the Emergency Services at the Designated Building Entry Point (DBEP) to direct them to the Master Emergency Communication Point (MECP);
 - (f) When an evacuation is conducted ensure that Floor/Area Wardens conduct a check of occupants and they must report any case of missing persons to the Chief Warden;
 - (g) Upon the arrival of the Fire Service the Chief Warden is to brief the Senior Officer on the actions taken by the ECO and the current status of the incident including any persons unaccounted for or mobility impaired persons and their location within the facility;
 - (h) If an unwanted (false) alarm or if the incident has been overcome, notify all areas.

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

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

- (a) Direct Wardens to assemble occupants at a staging area (for example in the vicinity of the emergency exits or lobby) in preparation for an evacuation;
- Note: 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 or 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 a staging area, direct Wardens to commence evacuation via the emergency exits to the evacuation Assembly Area. A Warden should be directed to lead the occupants to show the way. Care is to be exercised when opening doors to the stairs as occupants from other floors may be descending;
 - (c) Direct Wardens to conduct a final check of their area to ensure it is clear of occupants. Instruct Wardens to check toilets, strong rooms and all occupiable spaces in their area.

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

Shelter in Place (No Evacuation)

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

Irrespective of where you are sheltering in place 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) If no sheltering area has been determined or you cannot get to the designated shelter 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.

R.A.C.E

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

R REMOVE

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

A ALERT

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

C CONTAIN / CONTROL

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

E EVACUATE / EXTINGUISH

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

Automatic External Defibrillator (AED)

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

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

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

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

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

SAFETY

- ✓ **DO NOT** operate an AED if under the effects of ALCOHOL or DRUGS
- ✓ **DO NOT** use on children below 8 years or under 40 kg unless using paediatric (child) electrode pads.
Note: AEDs are NOT to be used on children under one year of age.
- ✓ **DO NOT** use on conductive surfaces such as water, fluids or metal
- ✓ **DO NOT** touch the patient when shock therapy is being delivered.
- ✓ **DO NOT** use in an explosive environment, e.g. oxygen enriched, gaseous or fume environment

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

/ Step by Step use of AED on next page

9. FIRE EMERGENCY – CODE RED

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

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

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

Classification of Fires

The types of fire are classified as:

CLASS A	Ordinary free-burning materials such as paper, clothing, packing materials, wood and textiles.									
	FOR CLASS 'A' FIRES, USE:	<table><tr><td>Water</td><td>(Red)</td></tr><tr><td>Foam</td><td>(Red with Blue Band))</td></tr><tr><td>Dry Chemical (ABE Only)</td><td>(Red with White Band)</td></tr><tr><td>Vaporising Liquid</td><td>(Red with Yellow Band)</td></tr></table>	Water	(Red)	Foam	(Red with Blue Band))	Dry Chemical (ABE Only)	(Red with White Band)	Vaporising Liquid	(Red with Yellow Band)
Water	(Red)									
Foam	(Red with Blue Band))									
Dry Chemical (ABE Only)	(Red with White Band)									
Vaporising Liquid	(Red with Yellow Band)									
CLASS B	Liquids such as petrol, paint lacquers, thinners, oils, greases and many chemicals in liquid form.									
	FOR CLASS 'B' FIRES, USE:	<table><tr><td>Foam</td><td>(Red with Blue Band)</td></tr><tr><td>Carbon Dioxide</td><td>(Red with Black Band)</td></tr><tr><td>Dry Chemical</td><td>(Red with White Band)</td></tr><tr><td>Vaporising Liquid</td><td>(Red with Yellow Band)</td></tr></table>	Foam	(Red with Blue Band)	Carbon Dioxide	(Red with Black Band)	Dry Chemical	(Red with White Band)	Vaporising Liquid	(Red with Yellow Band)
Foam	(Red with Blue Band)									
Carbon Dioxide	(Red with Black Band)									
Dry Chemical	(Red with White Band)									
Vaporising Liquid	(Red with Yellow Band)									
CLASS C	Fires involving flammable gases.									
	FOR CLASS 'C' FIRES, USE:	<table><tr><td>Dry Chemical</td><td>(Red with White Band)</td></tr></table>	Dry Chemical	(Red with White Band)						
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:	<table><tr><td>Carbon Dioxide</td><td>(Red with Black Band)</td></tr><tr><td>Dry Chemical</td><td>(Red with White Band)</td></tr><tr><td>Vaporising Liquid</td><td>(Red with Yellow Band)</td></tr></table>	Carbon Dioxide	(Red with Black Band)	Dry Chemical	(Red with White Band)	Vaporising Liquid	(Red with Yellow Band)		
Carbon Dioxide	(Red with Black Band)									
Dry Chemical	(Red with White Band)									
Vaporising Liquid	(Red with Yellow Band)									
CLASS F	Fires involving cooking oils and fats. <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:	<table><tr><td>Dry Chemical (BE only)</td><td>(Red with White Band)</td></tr><tr><td>Wet Chemical</td><td>(Red with Oatmeal Band)</td></tr></table>	Dry Chemical (BE only)	(Red with White Band)	Wet Chemical	(Red with Oatmeal Band)				
Dry Chemical (BE only)	(Red with White Band)									
Wet Chemical	(Red with Oatmeal Band)									

– IF POSSIBLE, TURN THE POWER OFF FIRST –

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

Note: The Floor or 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 or Area Warden shall also render assistance to the Chief Warden such as controlling all entry to the building.

- (f) Direct Wardens to attempt to extinguish the fire (if trained in the use of the equipment and it is safe to do so);
- (g) Provide updates to the Chief Warden on the status of the evacuation and fire in their area;
- (h) If the fire cannot be contained, order the Wardens to withdraw and close doors to slow the progress of the fire
- (i) Proceed to the evacuation Assembly Area and remain in charge of occupants until the All Clear is given;

Wardens - On Becoming Aware of a Fire in Their Area

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

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

Use of Fire Extinguishers

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

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

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

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 Triple 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 Triple 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 Triple Zero (000);
- (c) Turn off power (if it is safe to do so);
- (d) Slide a close-fitting metal lid or fire blanket over the vat;
- (e) If available, operate a fixed extinguisher system, a Wet Chemical or B E rated Dry Chemical Powder fire extinguisher. Initially, stand well back when operating extinguishers on deep fat fryer fires.

Threat Received by Email

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

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

Threat Evaluation

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

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

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

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

Other factors that may provide assistance are:

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

Person with Special Needs

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

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

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

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

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

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

Wardens should look for anything:

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

If a suspicious object is found:

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

Assembly Area

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

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

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

Detailed Room Search

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

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

Evacuation

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

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

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

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

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

Threat After Hours

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

The Decision to Reoccupy

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

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

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

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

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

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

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

Stage 1

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

The recipient would be looking for:

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

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

Stage 2

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

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

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

Stage 3 to 5

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

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

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

Placed Bomb

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

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

Vehicle Borne Improvised Explosive Device (VBIED)

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

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

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

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

Evacuation

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

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

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

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

12. CIVIL DISTURBANCE - CODE BROWN

Causes

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

Responsibility

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

Action

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

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

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

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

During an Armed Incident Procedures

During an incident:

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

Precautions

There are steps you can follow for your safety

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

After the incident - Describing the Weapon

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

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

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

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

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

/ Personal Threat Summary List on next page

14. ACTIVE ARMED OFFENDER GUIDELINES -CODE BLACK

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

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

RESPONSE OVERVIEW

Initial response

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

ESCAPE:

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

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

HIDE:

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

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

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

TELL:

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

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

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

HIDE

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

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

TELL

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

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

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

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

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

15. 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 or criminal intent. This is a wilful act designed to cause damage and harm. The response to purposeful introduction of airborne contaminants is detailed further on in this section.

Chemical Agents

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

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

The following are examples of more sinister chemical agents:

- Sarin gas
- Ricin toxin

Chemical Agent Emergency Response Summary

The Chemical Agents emergency response summary is:

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

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

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

Biological Agents

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

The following provides some examples of biological agents:

- Plague bacteria
- Smallpox virus
- Anthrax bacteria

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

- Put the package down and try not to disturb it any further;
- If possible, cover it/seal it;
- Cover your hands but do not put your hands near your mouth;
- Hold your breath until you are able to move away;

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

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

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

Radiological Agent Emergency Response Summary

The Radiological Agents emergency response summary is:

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

16. 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;

Critical Points for Employees

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

TEST

Avoid:

TOUCHING,

EATING,

SMELLING,

TASTING

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

Suspected Mail Improvised Explosive Device (IED) Detected

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

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

Summary

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

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

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

/ Guides

GUIDE

Suspected Biological Item - Spillage

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

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

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

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

Critical Points for Employees

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

TEST

Avoid:

TOUCHING,

EATING,

SMELLING,

TASTING

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

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.

Instruction of Employees

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

Entrapped Person Procedures

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

Building, Structure and Workplace

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

Chief Warden

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

Designated Building Entry Points (DBEPs)

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

Emergency Control Organisation (ECO)

A person or persons appointed by the emergency planning committee to direct and control the implementation of the facility's emergency response procedures.

Emergency

An event that arises internally, or from external sources, which may adversely affect the occupants or visitors in a facility, and which requires an immediate response.

Emergency Management Manual

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

Emergency Plan

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

Emergency Planning Committee (EPC)

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

Emergency Planning Consultant

A person who has acquired through training, education, qualification and experience the knowledge and skill enabling him/her to advise on human behaviour, fire safety systems, evacuation methodology, emergency preparedness and response and the development of an emergency plan.

Emergency Prevention

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

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

Emergency Response Procedures

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

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.

Safe place

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

Staging area

An area in a facility where occupants and visitors are intended to gather in preparation for an evacuation.

Visitor

A person who is within a facility who is temporarily visiting the facility and is not—

- (a) employed at or for the facility, either on a permanent casual, temporary, contracting basis;
- (b) a resident/inmate; or
- (c) studying at the facility.

NOTE: Visitors include customers and clients.

Warden Intercom Point (WIP)

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

Workplace

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

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

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

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

Annex C Sample Threat Check List



THREAT CHECK LIST

KEEP CALM. DON'T HANG UP.

WRITE DOWN EXACT WORDING OF THREAT

ACTION

Report call immediately to your Chief Warden.

Telephone number: _____

BACKGROUND NOISES

Street noises: YES ☐ NO ☐ House noises: YES ☐ NO ☐
 Aircraft: YES ☐ NO ☐ Local Call: YES ☐ NO ☐
 Voices: YES ☐ NO ☐ Long distance: YES ☐ NO ☐
 Music: YES ☐ NO ☐ STD call: YES ☐ NO ☐
 Machinery: YES ☐ NO ☐
 Other: _____

OTHER CHARACTERISTICS

Sex of caller: MALE ☐ FEMALE ☐
 Estimated Age: _____

CALL TAKEN

Date: ____/____/____ Time: _____
 Duration of call: _____
 Number called: _____

PERSON WHO RECEIVED CALL

Name (Print): _____
 Telephone Number: _____
 Signature: _____

GENERAL QUESTIONS TO ASK

1. What is the threat? ☐ BOMB ☐ CHEMICAL
☐ BIOLOGICAL ☐ RADIOLOGICAL
2. When is the bomb going to explode? _____
 or
 When will the substance be released? _____
3. What type of bomb is it? _____
 or
 What type of substance is it? _____
 Is the substance ☐ LIQUID ☐ POWDER
☐ GAS ☐ OTHER _____
4. How large is the bomb? _____
 or
 How much of the substance is there? _____
5. Where did you put it? _____
6. What does it look like? _____
7. When did you put it there? _____
8. How will the bomb explode? _____
 or
 How will the substance be released? _____
9. Did you put it there? _____
10. Why did you put it there? _____
11. What is your name? _____
12. Where are you? _____
13. What is your address? _____

THREAT DETAILS

CALLERS VOICE

Accent (specify): _____
 Any impediments (specify): _____
 Voice (loud, soft, etc): _____
 Speech (fast, slow, etc): _____
 Diction (clear, muffled): _____
 Manner (calm, emotional, etc): _____
 Did you recognise the voice? _____
 If so, who do you think it was? _____
 Was the caller familiar with the area? _____

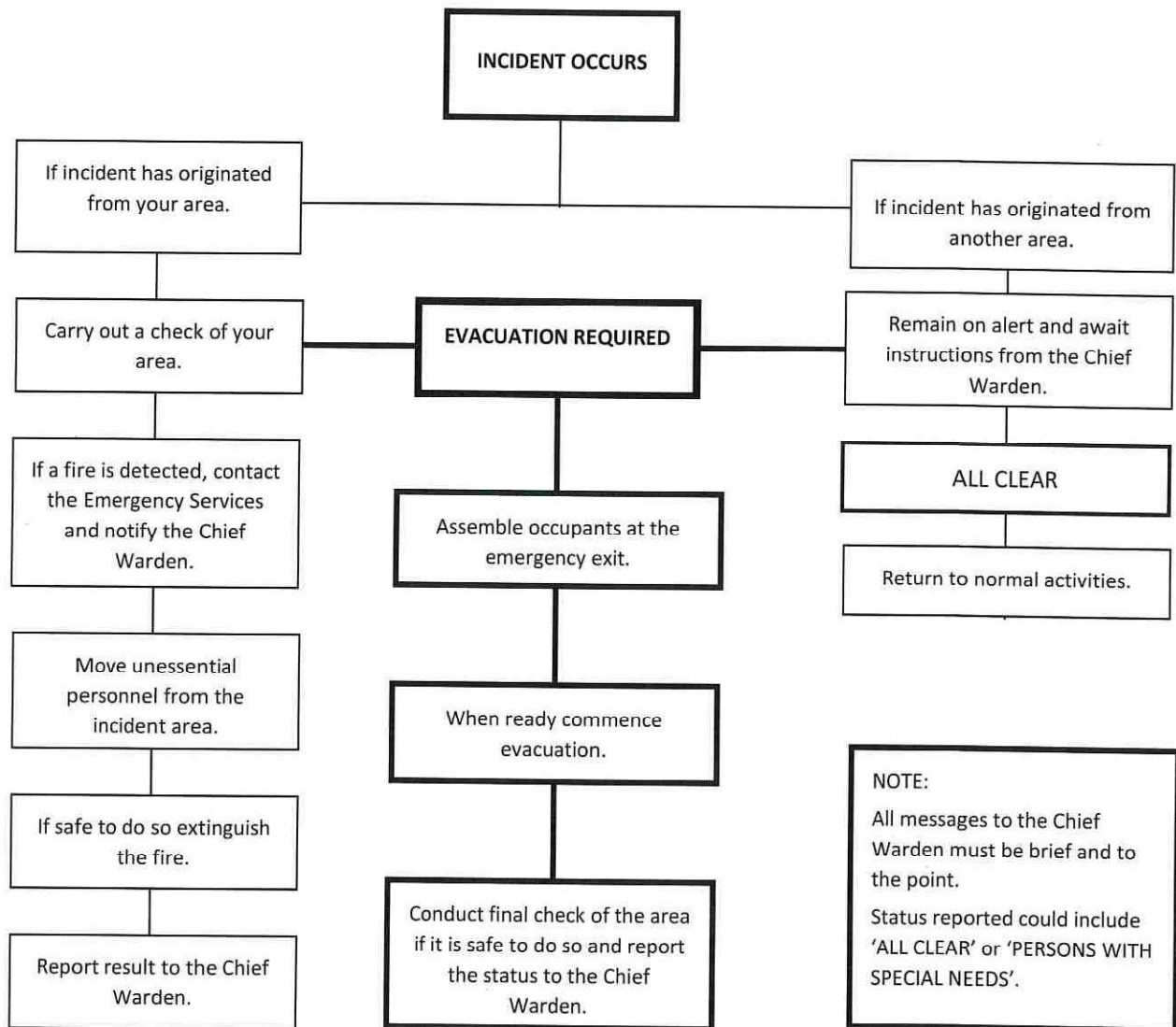
THREAT LANGUAGE

Well spoken: YES ☐ NO ☐
 Incoherent: YES ☐ NO ☐
 Irrational: YES ☐ NO ☐
 Taped: YES ☐ NO ☐
 Message read by caller: YES ☐ NO ☐
 Abusive: YES ☐ NO ☐
 Other: _____

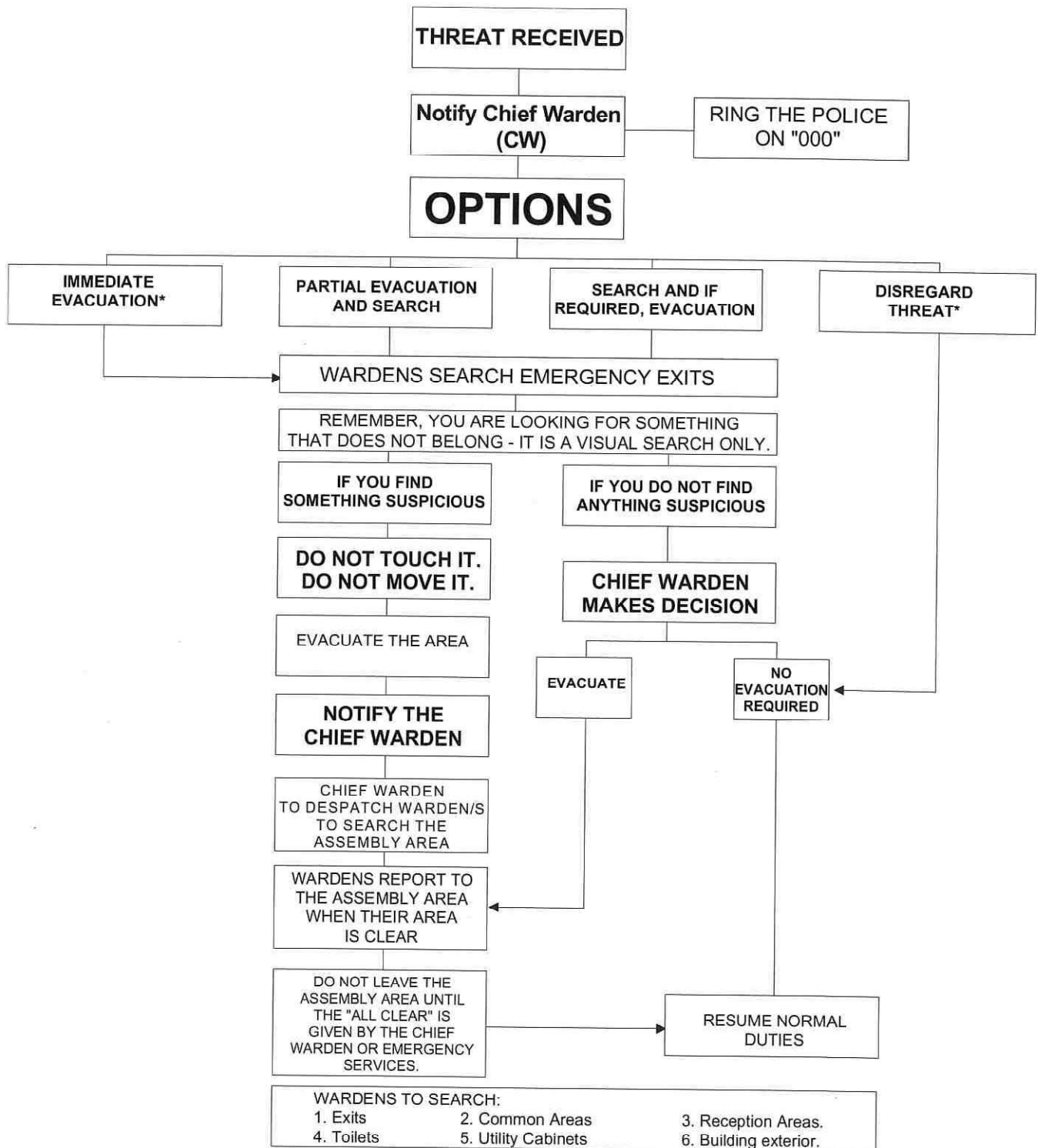
Hand completed card to chief warden or police

Please complete back page

WARDEN EMERGENCY PROCEDURES



Bomb or Substance Threat Strategy Flow Chart



*Decisions made by the Chief Warden

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 G Managing Infectious Diseases

Assumption of risk

The basis of good infection control in the workplace is to assume that everyone is potentially infectious. Proper procedures have to be followed at all times. Every workplace should have an appropriate first aid kit, with at least one staff member trained in first aid. Equipment such as gloves, gowns, eye goggles and face shields should be provided if necessary.

Transmission of infection

Infectious agents can be spread in a variety of ways, including:

- Breathing in airborne germs – coughs or sneezes release airborne pathogens, which are then inhaled by others
- Touching contaminated objects or eating contaminated food – the pathogens in a person's faeces may be spread to food or other objects, if their hands are dirty
- Skin-to-skin contact – the transfer of some pathogens can occur through touch, or by sharing personal items, clothing or objects
- Contact with body fluids – pathogens in saliva, urine, faeces or blood can be passed to another person's body via cuts or abrasions, or through the mucus membranes of the mouth and eyes.

Workplace infection control – personal hygiene practices

Infection control procedures relating to good personal hygiene include:

- Hand washing – the spread of many pathogens can be prevented with regular hand washing. Thoroughly wash your hands with water and soap for at least 15 seconds after visiting the toilet, before preparing food, and after touching clients or equipment. Dry your hands with disposable paper towels
- Unbroken skin – intact and healthy skin is a major barrier to pathogens. Cover any cuts or abrasions with a waterproof dressing
- Gloves – wear gloves if you are handling body fluids or equipment containing body fluids, if you are touching someone else's broken skin or mucus membrane, or performing any other invasive procedure. Wash your hands between each client and use fresh gloves for each client where necessary
- Personal items – don't share towels, clothing, razors, toothbrushes, shavers or other personal items.

Infection control and workplace cleanliness

Infection control procedures relating to cleanliness in the workplace include:

- regularly washing the floors, bathrooms and surfaces (such as tables and bench tops) with hot water and detergent
- periodically washing the walls and ceilings
- thoroughly washing and drying mops, brushes and cloths after every use – drying mops and cloths is particularly important, since many pathogens rely on moisture to thrive;

Annex HPandemic Procedures

The possibility of a pandemic disease impacting upon the operation and/or functionality of a commercial building is of an unknown potential. Unlike the seasonal influenza which impacts upon the wider Australian community each year (and for which an annual vaccination is available),

A pandemic disease is anticipated to be more wide spread than seasonal influenza and have a much more severe impact on businesses.

Fundamentally, the position statement places the pandemic disease emergency/crisis/issue into three segments:

Segment A "Pandemic Preparedness"

This segment deals with various activities by a Facility Manager that may be determined / implemented while the level of threat is minimal. Essentially, these activities are preventative risk management strategies to ensure that individual buildings are capable of continued operation and functionality.

Segment B "Pandemic Incident – Early Response"

This segment deals with the early response to a pandemic disease in Australia which would be represented by the current Australian Government Pandemic Phase Level 6 onwards. Essentially, the actions in this segment would be strongly reliant upon the advisory information from relevant Government Authorities.

Segment C "Pandemic Incident – Ongoing"

This segment deals with the actions and response that may apply when the current Australian Government Pandemic Phase levels apply from Level 6 (b) onwards. In all probability, the actions in this segment will be directed by Government and relevant agencies.

Note: The Government may, at its discretion, introduce a separate but comparable Pandemic Alert Scale at some future time.

While an infectious pandemic may well be introduced into a building through a tenant or visitors over which the Facility Manager has little control clearly the Australian Government will constantly monitor the world position and elevate the Australian risk warning as necessary.

The Facility Manager of a commercial building may need to action the following to prepare for or deal with a pandemic disease:

- Distribute specific advisory communication/s to tenants. Keep a register of both the communication forwarded and the date sent.
- Monitor the standard of cleaning services provided by contractors and keep a register of the date and observations of cleaning standards. Take corrective action to improve cleaning standards if contracted standards are not achieved.
- Introduce any specific additional cleaning activities through contractors. Keep a register of the date the work commenced and note the additional work.
- Monitor the rubbish disposal from all tenants and where a tenancy shortfall (poor disposal) occurs, take corrective action.
- Purchase and store personal protective equipment (PPE). The most common types of equipment will be masks and disposable gloves which may be used to prevent human to human transmission.
- Issue the personal protective equipment and keep a register to record the date, quantity and recipient of the equipment. Once issued, the Facility Manager will monitor the equipment that is used.
- Purchase and store other materials such as soaps, disinfection sprays and wipes. Issue the other materials as required and keep a register of the date, quantity and location of the distribution.

Chief Warden Action

The Chief Warden shall consider the following action to effectively manage an emergency involving a suspected pandemic incident:

- a. Call '000' and advise the emergency services of the incident including:
 - The exact location of the incident.
 - The estimated number of victims.
 - The victims' symptoms.
- b. Shut down the air handling system. This includes all types of fans or air circulation equipment;
- c. Follow the instruction of the attending emergency services; and
- d. Report the incident to the Facility Manager.

Facility Manager's Action

The Facility Manager shall consider the following action:

- a. Ensure that the Chief Warden has performed the nominated tasks;
- b. Action any task not yet performed by the Chief Warden;
- c. Ensure a command post has been established to liaise with the responding Emergency Service;
- d. Ensure any tenant or visitor who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;
- e. Instruct the building security provider to secure the property and put in place appropriate security measures;
- f. Ensure that all vehicle access (both arrivals and departures) ceases;
- g. Liaise with the attending Emergency Service Officer/s. Follow the directions of the Senior Emergency Services Officer;
- h. Advise occupants of the situation and ongoing developments;
- i. Audit the facility to identify any contamination resultant from the incident;
- j. Arrange for contractors to carry out decontamination of the building or its environs; and
- k. 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.

8	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
9	Lift entrapment	A, B	Emergency response procedures in place. Expected rapid response from emergency services and contractors.	2	2	4 Moderate	Yes
10	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
11	Severe Storm	A, B	Emergency response procedures in place. Pre-incident procedures to prepare occupants and protect the infrastructure and equipment.	2	4	8 Moderate	Yes
12	Flood / Storm Surge	A, B	Emergency response procedures in place. Pre-incident procedures to prepare occupants and protect the infrastructure and equipment.	2	3	6 Moderate	Yes

Reviewing SDS

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

Duties under the WHS Regulations

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

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

Personnel Health and Safety

Any hazardous material can affect personnel by:

- Inhalation;
- Absorption;
- Ingestion.

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

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

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

General Group Classification System for Dangerous Goods.

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

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

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

HAZCHEM CODE

The HAZCHEM Code advises on:

- Firefighting media;
- Personal protection requirements;
- Risk of violent reaction;
- Spillage handling;
- Evacuation consideration.

NUMERALS

The numerals in the code denote the firefighting media:

- 1. Jets
- 2. Fog
- 3. Foam
- 4. Dry Agent

If the code has the numeral "1" then all other agents can be safely used. "2" use fog, foam or dry agent. "3" use foam or dry agent. "4" use dry agent only.

As we can see we can come down the list but agents above cannot be used.

LETTERS

The letters ranging from "P" to "Z" denote the action and level of protection for the personnel responding to the incident.

If the letters P, R, S, T are used the material can be diluted with spillage washed into drains with large quantities of water. Due care must be taken to avoid unnecessary pollution of watercourses.

If the letters W, X, Y, Z are used the material must be contained. You must prevent by any means available, spillage from entering drains and water courses

The letter V means that the material can be violently or explosively reactive.

The letter E means you should consider evacuation if there is any doubt on the ability to contain the situation.

Full means the use of full body protection and CABA and BA means the use of breathing apparatus and gloves.

EMERGENCY NUMBERS AND INFORMATION

IN AN EMERGENCY, CALL 000 FOR EMERGENCY SERVICES (FIRE BRIGADE, AMBULANCE, POLICE)

HELP THEM TO HELP YOU BY GIVING THE FOLLOWING INFORMATION:

Identification:

Your Name/Organization

Call Back No./Location

Event:

Product(s) Involved

Quantity

Type of vehicle/Container

Deaths/Injuries

Time/Exact Location

Help: on site/to be called

Other Helpful Information:

Consignor/Origin

Carrier

Consignee/Destination

Car/Truck/Trailer/Flight No.

Bill of Lading/Waybill No.

IN CASE OF POISONING, CALL POISONS INFORMATION CENTRE 131 126

Severe Storm - WARNING

Employee's Action - Severe Storm - Warning

Where there is a possibility that the building may be exposed to a severe storm employees should take the following action:

- a. Immediately advise their supervisor or Warden who will notify the Chief Warden;
- b. Remain in the area as directed by the Chief Warden unless it is unsafe to do so as leaving may expose them to possible risk. If individual employees do depart it may also create difficulties in accounting for them;
- c. Follow the directions of Wardens if there is a need to relocate within or evacuate the building;
- d. If shelter in place is required move to the designated floor or such other location as directed; and
- e. Remain at the designated location and follow the directions of the Chief Warden until the danger has passed.

Chief Warden Action - Severe Storm - Warning

The Chief Warden shall take the following action if the facility is threatened by the potential of a severe storm:

- a. Immediately log onto the Bureau of Meteorology (BoM) weather site and check the warnings. Maintain a regular watch of the warnings.
- b. Report the expected incident to the building Facility Manager.
- c. Ensure that torches are available.
- d. Consult with Supervisors to arrange measures to be implemented to mitigate the effects of a storm by securing external fixtures and fittings; and prepare to move occupants to safe areas within the building which are away from windows.
- e. Ensure any person who advises of or is observed with any sign of distress is placed in the care of appropriate paramedical personnel.

Severe Storm - IMPACT

Employee Action - Severe Storm - Impact

When a severe storm impacts on the building employees should take the follow action:

- a. Remain calm and advise their immediate supervisor or Warden of any injuries or situations that could affect the safety of other employees or members of the public.
- b. Move away from windows and outside walls.
- d. Take cover from debris, move to an internal corner of a room, sit down and protect both the face and head.
- e. Refrain from using the telephone, unless for serious injury. and
- f. DO NOT leave their area unless it is unsafe to remain;

Chief Warden Action - Severe Storm - Impact

The Chief Warden shall take the following action when a flood or severe storm impacts on the building:

- a. Report the incident to the Facility Manager.
- b. Ensure that employees and visitors have been relocated from those parts of the building that could be subjected to storm impact to a safe area within the building.
- c. Instruct employees to turn off electrical equipment that could be effected by power surges.
- d. After the storm has passed evaluate the need to evacuate the building; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building.
- e. Ensure any employee or visitor who advises of or is observed with any sign of distress is placed in the care of appropriate paramedical personnel; and
- f. Follow the directions of and assist the Emergency Services upon their arrival.

Facility Manager Action - Severe Storm - Impact

The Facility Manager shall take the following action when a severe storm has impacted on the building:

- a. Ensure that the Chief Warden has performed the nominated tasks;
- b. Action any task not yet performed by the Chief Warden;
- c. Ensure any person who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;
- d. Liaise with the facility security provider to secure the facility as soon as it is safe to do so;
- e. Advise occupants of the situation;
- f. Audit the facility to identify any damage resultant from the storm;
- g. Seek professional advice on any structural or facility system element where a visual inspection cannot determine the safety, security or functionality;
- h. Set up an incident control centre within the building or near to the building as necessary;

Annex L Flooding Procedures

Introduction

Natural disasters can occur without warning but we have technology to predict most weather conditions. This means we can prepare for the majority for situations. This specific procedure is for situations where pre-warning has been received.

Properties at risk from flood inundation are those that are located within or adjacent to flood plains or those that may have a vulnerability to barriers preventing water flow, diverting water flow or blocking water flow. Floods can also occur as a result of changes to the natural landscape or failure of storm water drainage systems to cope with a sudden or prolonged downpour.

A one-hundred-year flood is a flood event that has a 1% probability of occurring in any given year. The 100-year flood is also referred to as the 1% flood, since its annual exceedance probability is 1%. For river systems, the 100-year flood is generally expressed as a flowrate.

Properties located in flood prone areas should have pre-planned and constructed physical measures to minimise the flood effects. In the long term they must engage a hydrologist to develop a flood plan for their building.

Flood - Warning

Occupant Action

Where there is a possibility that a building may be exposed to a flood occupants should take the following action:

- a. Immediately advise their immediate supervisor or Warden who will notify the Chief Warden;
- b. Remain in their normal area unless it is unsafe to do so as leaving may expose them to possible risk. If individual occupants do depart it may also create difficulties in accounting for occupants;
- c. Follow the directions of Wardens if there is a need to evacuate the building;
- d. Move to the designated assembly area or such other location as directed; and
- e. Remain at the evacuation assembly area until it is unsafe to do so or directed to return by the Chief Warden or the officer in charge of the responding Emergency Service.

Chief Warden Action

The Chief Warden shall take the following action if the property is threatened by the potential of flood-waters:

- a. Report the expected incident to the Property Manager;
- b. Consult with tenancy/workplace managers to arrange measures to be implemented to mitigate the effects of a flood by:
 - i. moving valuables/essential assets to an area located above the anticipated flood level;
 - ii. placing sandbags at entry points to eliminate or minimise the amount of water that could enter the building;
 - iii. disconnecting portable electrical equipment such as computers and if possible move them to a location located above the anticipated flood level. If the items cannot be moved ensure power is disconnected;
- c. Arrange for an electrician to be available to disconnect the mains power;

Flood - Impact

Occupant Action

When a flood impacts on the building occupants should take the follow action:

- a. Remain calm and advise their immediate supervisor or Warden of any injuries or situations that could affect other tenants;
- b. Relocate to an area above the expected flood level;
- e. Refrain from using the telephone immediately, unless for serious injury;
- f. DO NOT leave their area unless it is unsafe to remain; and
- g. Stop the use of vehicles unless there are special circumstances that warrants this, for example a serious injury requires the transport of a person where the Emergency Services are unable to help.

Chief Warden Action

The Chief Warden shall take the following action when a flood occurs:

- a. Report the incident to the Property Manager;
- b. Relocate occupants located in those parts of the building that could be subjected to flood water to a safe area within the building or other safe point;
- c. Evaluate the need to evacuate the building; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building;
- d. Instruct occupants to turn off electrical equipment that could be effected by power surges;
- e. Move valuable records and high cost items to a point above any area that may be subject to flood water penetration;
- f. Ensure any person who advises of or is observed with any sign of distress is placed in the care of appropriate paramedical personnel; and
- g. Follow the directions of and assist the Emergency Services upon their arrival.