



**Arrival Drive,
Melbourne Airport,
VIC, 3045**

Version: 1.2

Approval Date:

Authorisation of Emergency Plan

This Emergency Plan has been prepared in compliance with Australian Standard AS 3745 – 2010: Planning for emergencies in facilities. This Emergency Plan has been completed and approved through a collaborative process including consultation with stakeholders. This version of the Plan supersedes all previous editions of the Emergency Plan.

DEVELOPED	Ethan Hansia
	Associate EMS Consultant
	Prensa
	Dated: 5 December 2023
APPROVED	
	Dated:

Amendment Register

Date	Name	Pages	Amendments
05/12/2023	E.Hansia	All	Initial Issue
17/06/2024	E.Hansia & J.Holland	Various	Client feedback
11/09/2024	E.Hansia	Various	Final client feedback

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1 Emergency Contacts - Internal

The initial contact for all time critical emergencies shall be Triple Zero (000) followed by the IOC on (03) 9297 1601

2 Emergency Contacts – External

Contact	Name / Location	Phone
Emergency Services		000
Local Hospital	Sunshine Hospital	(03) 8345 1333
Local Ambulance Station (Non-Emergency Consultation)	Ambulance Victoria	(03) 9840 3653
Local Police (Non-urgent consultation)	Australian Federal Police	131 237
Local Police Station (Non-urgent consultation)	Broadmeadows Police Station	(03) 9302 8222
Local Fire Station (Non-urgent consultation)	Aviation Rescue Fire Fighting Service	(03) 9286 3199
Local Fire Station (Non-urgent consultation)	FRV Fire Station 52	(03) 9662 2311
Electricity	Melbourne Airport Faults	(03) 9297 1001
Gas	Melbourne Airport Faults	(03) 9297 1001
Water	Melbourne Airport Faults	(03) 9297 1001
Poisons Information Hotline		13 11 26
Local Council	Hume City Council	(03) 9025 2200
State Emergency Service (SES):		13 25 00
National Security Hotline		1800 123 400
Bureau of Meteorology		1300 659 217
Regulator	WorkSafe Vic	1800 136 089
Regulator	Airport Environment Office	
IOC	Chief Warden	(03) 9297 1601
Security	Coordinated by the IOC	

3 Facility Profile & Infrastructure

IMPORTANT: This facility does have an Emergency Warning System (i.e. amplifier, speakers, speaker horns, microphone, batteries, etc)

Facility Description:		Details
Facility Use		4 x Airport Terminal, 2 x Carpark, BN 64,59,219
Hours of Operation		24/7
Number of Levels		Terminals: 4, Car Park's:7, office and warehouse's: 1
Lifts		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Number of Occupants		20 000 whole precinct, 1500 in terminal
Number of Passengers		20 000 morning peak
Number of Tenants		300
Person Emergency Evacuation Plans required		Yes <input type="checkbox"/> No <input type="checkbox"/>
Public carpark		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Fire Engineering Report:		
Are there any relevant Fire Engineering Reports?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Emergency Control Point Fire Alarm & Detection System:		
Emergency Control Point	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Varies depending on emergency location
Fire Control Room	Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/>	6 (Terminal only) IOC, 2 x T2 apron, T4 Apron, T1, MSS Security Office. IOC is main FCR, T2 apron FCRs are secondaries and where ARFF respond too
Fire Indicator Panel (FIP)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Multiple in Terminal 1 in each carpark and 1 in each building
Sub Indicator Panel (SIP)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Multiple
Mimic Panel	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Multiple
Special Detection Equipment	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	VESDA <input checked="" type="checkbox"/> BEAM <input type="checkbox"/>
Emergency Warning and Intercom System	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Multiple
Cascade	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Refer to section 20.2

Cascade Sequence		Refer to section 20.2
External Alarm Indicator (Bell/Strobe)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Bells and Strobes
On Fire Alarm Activation:		
Alarm Signaling Equipment Activation	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Alert Tones Activate	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Evacuate Tones Activate	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Activation of Smoke Management System	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Activation of Stairway Pressurisation System	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Other Special Features	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Internal Blue Strobe lights
Automatic Fire Suppression System:		
Sprinkler System	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	All Levels
Gas Suppression System	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	For server rooms
First Attack Fire-fighting Equipment:		
Fire Hydrant	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Fire hose Reels	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Fire Blankets	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Fire Extinguishers	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Access and Egress:		
Exit Signs and Emergency Lighting	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Throughout
Other Features		
Refuge Area	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Full Time Security	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	ISS Security for internal. Wilson for forecourt and carparks
Two way Radios	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
CCTV	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
First Aid Kit	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Defibrillator	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Escalators	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Travellators	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

3.1 Terminals 1-4

Melbourne Airport consists of 4 terminals. Terminal 1 is Qantas, Terminal 2 is all International flights, Terminal 3 is Virgin Australia and Terminal 4 is all other domestic services. Each terminal also consists of a range of hospitality and retail tenancies.

Each terminal has its own Emergency Intercommunication Warning System (EWIS) and Fire Indicator Panel (FIP) located in multiple FCRs. Please note, IOC will be the main FCR, due to the IOC supervisors being the Chief Warden's during an emergency.

Fire graphic systems are used to indicate where the detector or sprinkler has gone off. These are located in the separate FCRs, with the IOC and T2 FCRs having fire graphic systems for all 4 terminals, as well as T1-3 Carpark and Building 64.

3.2 Carpark Terminal 1,2&3

Carpark Terminals 1-3 is located opposite Terminal 2. It is connected to the terminals via 2 pedestrian sky-bridges as well as ground floor pedestrian footpaths. The structure is 7 levels (including ground) and consist of carpark, valet parking, car rentals, as well as the Park Royal Melbourne Airports.

The carpark has an Occupant Warning System (OWS) installed, which is a standalone system from the Terminals, however the fire graphic system is connected to the IOC. Detectors and sprinklers are installed in high occupancy locations.

Please note, the Park Royal Hotel has an independent EWIS from the carpark and terminals.

3.3 Carpark Terminal 4

Carpark Terminal 4 is located at the Southern end of the airport terminals. It is connected to the terminals via a ground floor pedestrian footpath. The structure is 8 levels (including ground) and consists of carpark, bus and taxi pickup/drop offs, offices, and a café. The carpark has an EWIS system in place, which is a standalone system.

3.4 Building 64

Building 64 contains offices and workshops. Building 64 is physically connected to Terminal 4 on Level 1 via a ramp to the Pier G concourse, and via canopy on the ground floor to the north (Rex Bussing area).

Building 64 is installed with an automatic fire sprinkler system, fire detection system and an emergency warning system. The FIP is located landside at the south end of the building, within the foyer to the Programmed Offices.

The detection system is networked to the terminal detection system. On activation of a device within Building 64, the IOC and fire control rooms will receive fire graphics print out. The IOC however has no functionality of Building 64's emergency warning system. The emergency warning system is a single zone system. On activation of a device, evacuation tones will automatically sound throughout the whole building. The emergency warning system is stand-alone and there is no cascading operation into the terminal building.

A WIP is provided at the ramp on Level 1 which connects to Terminal 4, however this is connected to the Terminal (4) EWIS.

3.5 Individual Tenanted Buildings

The emergency plan for these buildings is the responsibility of those tenants.

3.6 Building 59

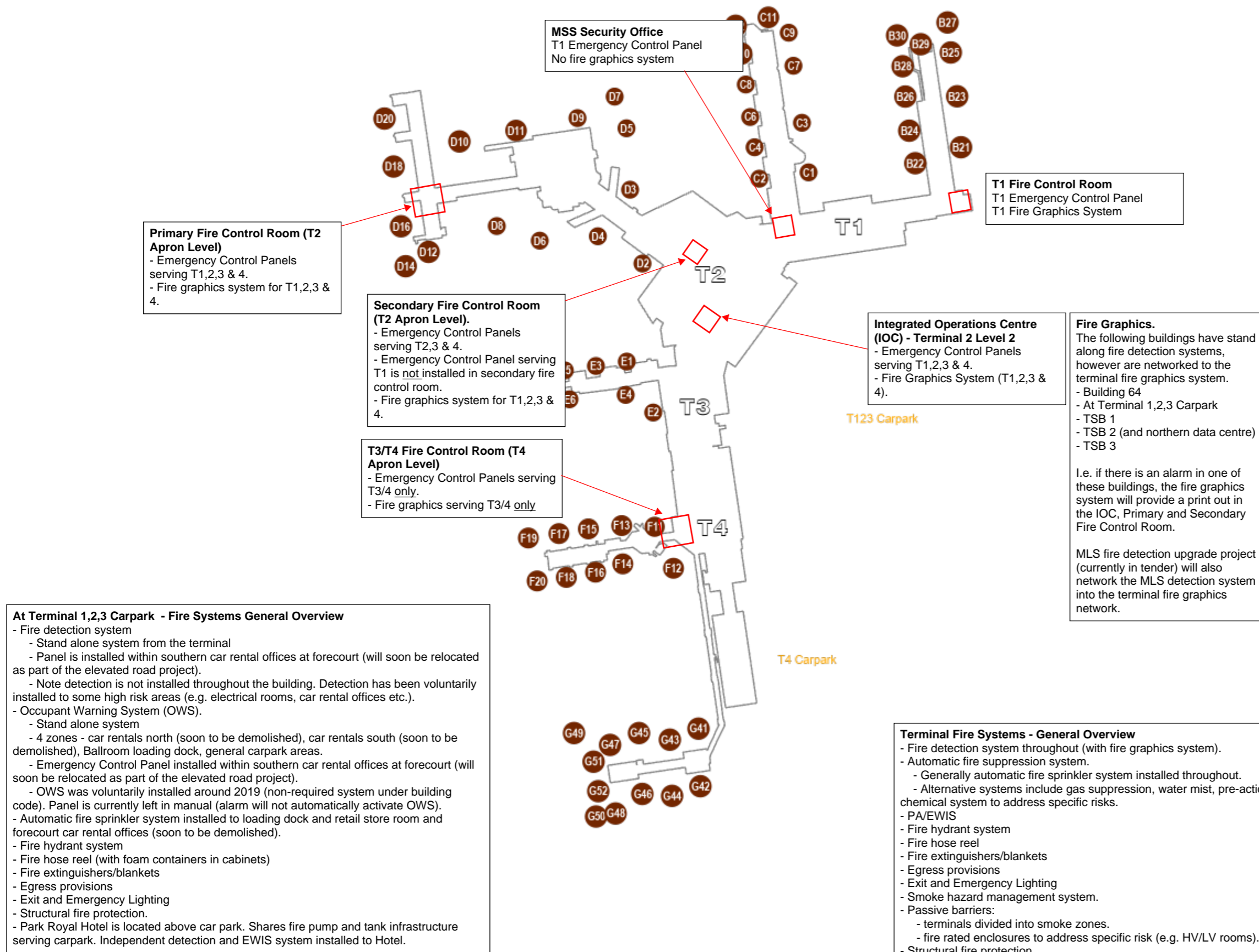
The building has a standalone fire detection and occupant warning system (not connected to the Terminal System). On activation of a device within the building, evacuation tones will automatically sound throughout the building. The IOC will **not** be automatically notified of an alarm within this building. The FIP is located internally along the northern wall of the building.

3.7 Building 219

Office building used primarily by airfield safety and security services. The building also has an attached workshop used for plant/vehicle maintenance.

The building has a standalone fire detection and occupant warning system (not connected to the terminal system). On activation of a device within the building, evacuation tones will automatically sound throughout the building. The IOC will **not** be automatically notified of an alarm within this building.

LEGEND



Primary Fire Control Room (T2 Apron Level)
 - Emergency Control Panels serving T1,2,3 & 4.
 - Fire graphics system for T1,2,3 & 4.

Secondary Fire Control Room (T2 Apron Level).
 - Emergency Control Panels serving T2,3 & 4.
 - Emergency Control Panel serving T1 is not installed in secondary fire control room.
 - Fire graphics system for T1,2,3 & 4.

T3/T4 Fire Control Room (T4 Apron Level)
 - Emergency Control Panels serving T3/4 only.
 - Fire graphics serving T3/4 only

MSS Security Office
 T1 Emergency Control Panel
 No fire graphics system

T1 Fire Control Room
 T1 Emergency Control Panel
 T1 Fire Graphics System

Integrated Operations Centre (IOC) - Terminal 2 Level 2
 - Emergency Control Panels serving T1,2,3 & 4.
 - Fire Graphics System (T1,2,3 & 4).

Fire Graphics.
 The following buildings have stand along fire detection systems, however are networked to the terminal fire graphics system.
 - Building 64
 - At Terminal 1,2,3 Carpark
 - TSB 1
 - TSB 2 (and northern data centre)
 - TSB 3

I.e. if there is an alarm in one of these buildings, the fire graphics system will provide a print out in the IOC, Primary and Secondary Fire Control Room.

MLS fire detection upgrade project (currently in tender) will also network the MLS detection system into the terminal fire graphics network.

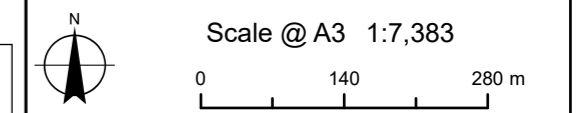
At Terminal 1,2,3 Carpark - Fire Systems General Overview

- Fire detection system
 - Stand alone system from the terminal
 - Panel is installed within southern car rental offices at forecourt (will soon be relocated as part of the elevated road project).
 - Note detection is not installed throughout the building. Detection has been voluntarily installed to some high risk areas (e.g. electrical rooms, car rental offices etc.).
- Occupant Warning System (OWS).
 - Stand alone system
 - 4 zones - car rentals north (soon to be demolished), car rentals south (soon to be demolished), Ballroom loading dock, general carpark areas.
 - Emergency Control Panel installed within southern car rental offices at forecourt (will soon be relocated as part of the elevated road project).
 - OWS was voluntarily installed around 2019 (non-required system under building code). Panel is currently left in manual (alarm will not automatically activate OWS).
- Automatic fire sprinkler system installed to loading dock and retail store room and forecourt car rental offices (soon to be demolished).
- Fire hydrant system
- Fire hose reel (with foam containers in cabinets)
- Fire extinguishers/blankets
- Egress provisions
- Exit and Emergency Lighting
- Structural fire protection.
- Park Royal Hotel is located above car park. Shares fire pump and tank infrastructure serving carpark. Independent detection and EWIS system installed to Hotel.

Terminal Fire Systems - General Overview

- Fire detection system throughout (with fire graphics system).
- Automatic fire suppression system.
 - Generally automatic fire sprinkler system installed throughout.
 - Alternative systems include gas suppression, water mist, pre-action systems, wet chemical system to address specific risks.
- PA/EWIS
- Fire hydrant system
- Fire hose reel
- Fire extinguishers/blankets
- Egress provisions
- Exit and Emergency Lighting
- Smoke hazard management system.
- Passive barriers:
 - terminals divided into smoke zones.
 - fire rated enclosures to address specific risk (e.g. HV/LV rooms).
- Structural fire protection.

UNCONTROLLED WHEN PRINTED



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Date: 3/13/2024 11:45 AM
 Author:

4 Purpose

The purpose of this plan is to supplement the Airport Emergency Plan and should be read in conjunction with that plan.

This sub-plan is designed to reduce the potential for harm to human health, property and the environment which could occur at the facility.

5 Scope

This Emergency Plan applies to all facility occupants, contractors and visitors.

6 Airport Emergency Committee (EPC)

The Airport Emergency Committee (EPC) will be responsible for reviewing and updating of the Emergency Plan as well as the distribution of the Emergency Plan. The Airport Emergency Committee can be contacted by emailing resilience@melair.com.au

7 Distribution of the Emergency Plan

The development of this emergency plan is in accordance with the requirements and recommendations outlined in the Australian Standard AS3745-2010: *Planning for emergencies in facilities* and in conjunction with the requirements within each state's work health and safety legislation.

This Plan must be distributed and revised under the guidance of the EPC. People who hold copies are responsible for ensuring their copies are up-to-date.

An electronic copy of this Plan will be available on the Emergency Management Portal.

8 Testing, Reviewing and Updating of the Emergency Plan

AS 3745-2010 (and by reference AS 1851-2012) requires emergency plans to be review and updated annually. It is the EPC’s responsibility to ensure that the implementation of this Plan is monitored, reviewed for the need to change or improve and update it accordingly. All changes must be formally approved by the EPC.

For the Emergency Plan to remain accurate, current and effective, it must be reviewed, (if necessary) revised and tested on a regular basis. This Emergency Plan shall be reviewed on a 5-yearly basis or when any of the following scenarios occur:

- When there are significant changes to the facility
- When there are changes in the number, composition or contact details of staff
- Shortfalls are encountered during training exercises or after an actual emergency

9 Emergency Control Organisation (ECO)

The ECO will consist of:

- Chief Warden
- Communications Officer – This role is covered by the IOC communication’s personnel
- Floor/Zone Wardens
- Wardens and Deputies

An up-to-date register of all ECO members will be maintained by the manager of the facility and will be available upon request from the EPC.

The ECO will be responsible to facilitate the safe and orderly implementation of the emergency response procedures, including the evacuation of the occupants from the facility.

9.1 Identification Apparel

IMPORTANT:

Once the ECO has been enacted as the result of an emergency each member of the ECO shall don their respective identification apparel and follow the respective emergency procedure. This also includes the first aid officers.

Identification of the ECO will be as follows:

Role	Identification
Chief Warden	White helmet, cap, vest or tabard
Zone Wardens	Yellow helmet, cap, vest or tabard
Wardens	Red helmet, cap, vest or tabard
First Aid Officers	Green helmet, cap, vest or tabard with white cross

Note:

The First Aid Officers are not part of the ECO but are a valuable asset who can be utilised in the event of an emergency

Identification apparel should be prominently marked with the wearer’s ECO title such as ‘Chief Warden’ or ‘Warden’. The type of identification used for each ECO designation shall be consistent throughout the facility. The specific floor, area or facility may be identified on the apparel if deemed necessary by the EPC.

9.2 Hybrid Work Environment

Where hybrid work environments exist, EPC must advise and inform tenants of their obligations in relation to workplace OH&S and emergency plans and provide Wardens during normal working hours, including shifts that are normally operating after hours.

10 Facility Occupant Responsibility

All facility occupants including tenants must ensure they have nominated persons to facilitate this plan in the event of an emergency situation to cover all operational hours. Building management and tenants must attend training sessions organised for the facility.

11 Occupants / Visitors with a Disability

Should the Chief Warden be advised of a person with disability (existing disability or person may incur a temporary disability), a Personal Emergency Evacuation plan (PEEP) is to be formulated in consultation with the person.

A copy of all PEEP’s should be retained by the person with a disability and at the Emergency Control Centre. PEEP’s should be reviewed at least annually by the respective occupant and a relevant warden to ensure they remain current and applicable. After this review, forward a copy to the Chief Warden to report it to the EPC for their information.

In addition to other information, a PEEP should also consider the following points and procedure:

- Location of the Warden Control Point
- Proceeding to the Warden Control Point upon notification of an emergency
- Access to the Refuge area and exits available
- Procedures during an emergency

Note: It is strongly advised that any occupant confined to a wheelchair should practice moving into the EXIT during the PEEP planning stage. This is to ensure that the EXIT landing is capable of housing the wheelchair and the EXIT door is not obstructed from its normal function.

Zone Warden Procedure

The Zone Warden shall assess the surrounding floor area and should take the following actions subject to the observations of an emergency threat:

No Emergency Present

- Ensure occupants with a disability have moved to the Warden Control Point
- Ensure occupants with a disability remain under your control
- Notify the Chief Warden of occupants with a disability on your floor level upon communication being established
- Follow any directions given by the Chief Warden
- Remain with the occupant with a disability by the Warden Control Point until assistance arrives

- Continue to monitor conditions on the floor and report any change of conditions immediately

Emergency Present

- Ensure occupants with a disability on the floor level have moved to the Warden Control Point
- Bring under your control any occupant that requires assistance to evacuate
- Admit the occupant with a disability into the EXIT once all able-bodied occupants have evacuated
- Notify the Chief Warden of your location, if communication cannot be established with the Chief Warden, advise Triple Zero (000) directly or task a Warden to report to a member of the Emergency Services upon exiting the facility

Note: This information is vital to responding Emergency Services.

12 Training

All ECO members should be trained on the Emergency Plan, the site risks and the emergency response procedures. The following will also be completed records of training maintained:

- Quarterly - An evacuation exercise is completed quarterly considering the potential high and medium risk emergency scenarios identified. Records of evacuation exercises will be maintained; and
- Three-monthly –Training will be provided to ECO and records maintained

13 Potential Emergency & Risk Rating – Internal / External

All Melbourne Airport's risk assessments have been conducted and stored in the organisation Risk Management System – Please reference ATOM.

14 Alarm Initiation - Business Hours

This Emergency Plan (EP) and Response Procedures are based on business hours activities 24/7 where a full ECO is typically present. Follow the instructions of both the emergency warning system and the ECO during business hours.

15 Alarm Initiation – Outside of Normal Business Hours

This Emergency Plan (EP) and Response Procedures are based on business hours activities 24/7 where a full ECO is typically present. Working outside these hours, occupants need to follow any instructions from the installed emergency warning system or any ECO member and contact emergency services on 000 if they identify an emergency situation.

The emergency warning system can be manually activated by pressing red break glass alarm near/at the fire indicator panel, if required.

Alarm activations outside of normal business hours will require all occupants to self-evacuate due to potential limited ECO members. Occupants are to:

Upon becoming aware of an emergency or hearing the ‘Alert’ tones, occupants are to do the following, if safe to do so:

1. Begin work shutdown procedures. Gather key personal items; such as;
 - Mobile phones;
 - Wallet/purse;
 - Vehicle keys;

Upon becoming hearing the ‘Evacuate’ tones, occupants are to do the following

1. Enact PEEP;
2. Commence evacuating from the facility;
3. Follow the instructions of wardens;
4. Move to a well-lit position away from, yet in full view of the facility that you evacuated from;
5. Report to attending emergency services and identify yourself by name and give a status report of what you know; and
6. Follow instructions given by the emergency services.

16 Emergency Control Point

The Main Emergency Control Point (MECP) is located in the IOC, which also contains the Fire Indicator panel (FIP) and Emergency Warning and Intercommunication System. The IOC is the main ECP, as this is also where the Chief Warden is located 24/7.

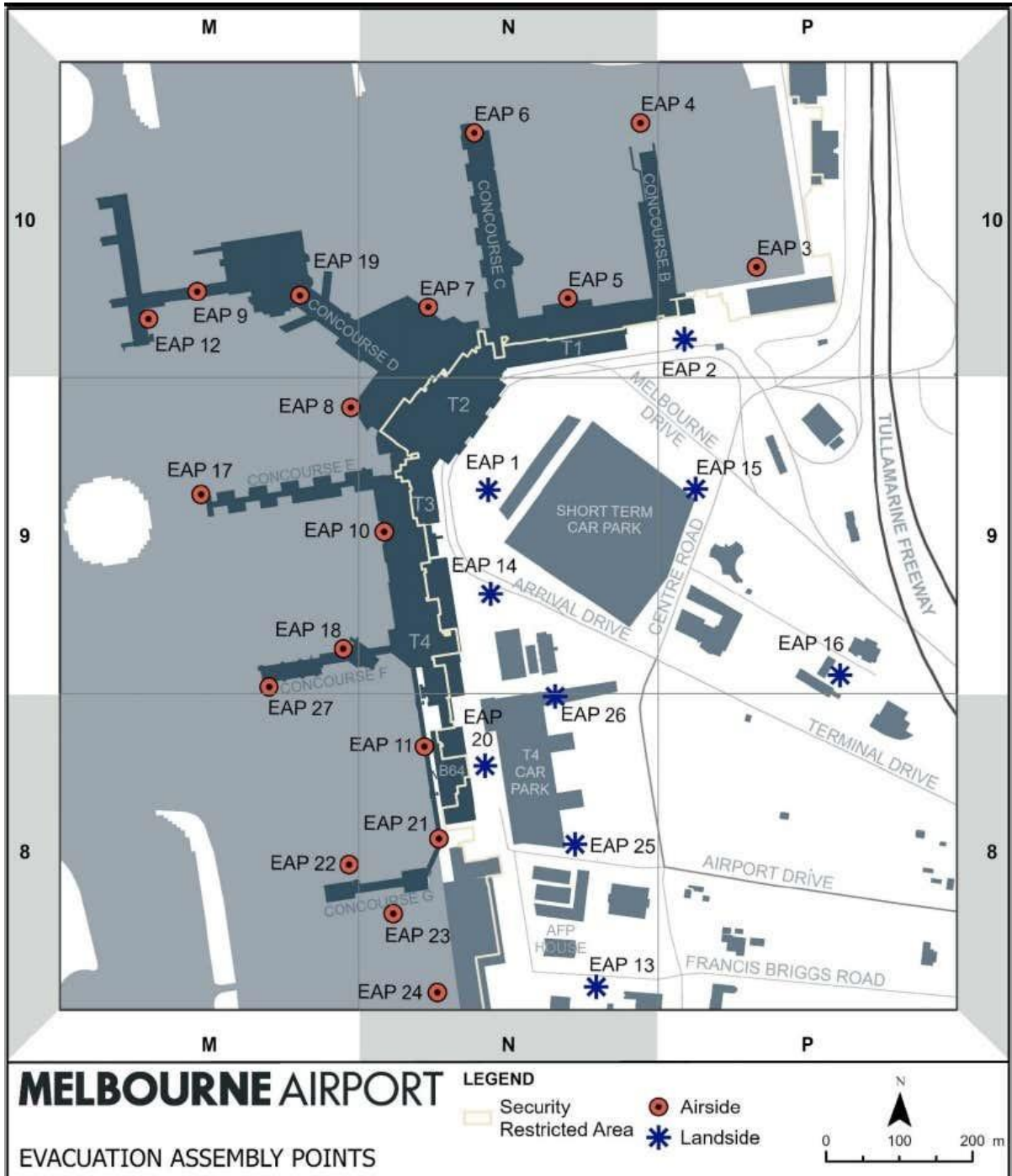
17 Emergency Communications

During an emergency, the Chief Warden/Wardens will use the following means and methods of communication.

- The Emergency Intercommunication Systems
- The Public Address system function of the Emergency Warning System
- The ‘Alert’ or ‘Evacuate’ tones of Emergency Warning System
- Blue, Orange and Red Strobes accompanying the tones of the Emergency Warning System

18 Assembly Areas

The Assembly Areas are located both landside and airside depending which building the evacuation is being conducted. Each Assembly Area has a sign indicating the Emergency Assembly Point (EAP) and a designated number



Primary Assembly Area

Landside, Wardens and security will disperse all visitors and contractors to a safe location away from the Terminal.

Airside evacuations require all occupants, wardens and security to follow all instructions from the yellow safety cars.

19 Building Access and Occupant Transportation Equipment

19.1 Vehicles & Pedestrians

Vehicle and pedestrian access points will need to be controlled and this will be tasked by the Chief Warden. The use of the alarm tones and or PA announcements will help in controlling these areas until the arrival of Wilson Security or responding Emergency Services.

19.2 Lifts

Unless advised by responding Emergency Services, lifts are not to be used as a means of egress and should be grounded under fire trip conditions. Wardens are instructed to challenge any occupant from using lifts as a means of egress while the facility is under alarm. Generally, Wardens will not know the cause of the activation and should treat each alarm activation as a legitimate emergency. Responding Emergency Services may choose to utilize the lifts to gain access to levels or to evacuate occupants with a disability.

There are some emergency situations whereby occupants may move from the facility via lifts. These situations will be advised and controlled by the Chief Warden.

19.3 Escalators - Travelators

Escalators and travelators are not designated paths of travel to exits from the building and should not be used during emergency evacuations.

20 General Emergency Response Procedure

20.1 EWS Operation Responses

In large or complex facilities, there are typically two types of EWS Operation responses that the EPC may require the ECO to use as their default procedure. These are:

- Emergency Response using Automatic EWS operation; and
- Emergency Response using Manual EWS operation (either before or after EWS activation)

The key difference between these two responses, is that for Manual EWS operation the Chief Warden:

1. Places the EWS into Manual mode;
 - Which may include stopping or suspending the automatic EWS Alert/Evacuation sequence, if it had already commenced;
2. Instigates and manages an investigation into the cause of the emergency; and
3. Enacts the necessary response procedures based on the findings of the investigation

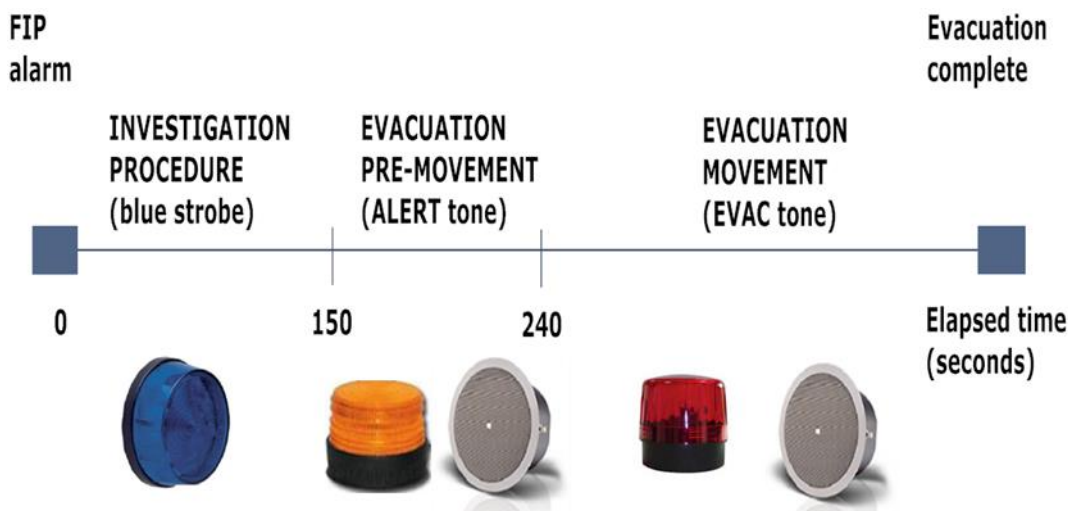
For this facility, the default emergency response is **Automatic/Manual** EWS operation.

20.2 Emergency Warning System (Automatic Operation) – Informative (Terminal)

Upon receipt of a fire alarm event, the Emergency Warning System automatically flashes the blue strobes for 2.5 minutes, indicating that wardens need to report to the IOC via WIPs to gather information. After 2.5 minutes has elapsed, the EWIS will sound the 'Alert' tone and flash orange strobes first for 1.5 minutes, after which the system automatically changes the tone to the 'Evacuate' tone. Refer to Appendix D for detailed information on this system.

The emergency warning systems sounds the tones on each floor level simultaneously throughout the entire building.

The emergency warning system will first flash the blue strobes for 2.5 minutes, The emergency warning systems will then sound the 'Alert' tone in the effected zone first (zone in which the fire alarm activated). After 1.5 minutes, the system cascades and sounds the 'Evacuate' tone in the fire zone and the 'Alert' tone in the adjacent zones. This cascading timed sequence continues until either the 'evacuate' tone sounds throughout every zone of the entire building or until it is manually switched to 'Isolate'.



Automatic Evacuation process for a typical fire incident

20.3 Emergency Warning System (Automatic Operation) – Informative (Carparks)

Upon receipt of a fire alarm event, the Emergency Warning System automatically sounds the 'Alert' tone first for 3 minutes, after which the system automatically changes the tone to the 'Evacuate' tone. Refer to Appendix D for detailed information on this system.

The emergency warning systems sounds the tones on each floor level simultaneously throughout the entire building.

The emergency warning systems sounds the 'Alert' tone on fire floor first (floor on which the fire alarm activated). After 3 minutes, the system cascades and sounds the 'Evacuate' tone on fire floor and the 'Alert' tone on the two floors above and one floor below the fire floor. This cascading timed sequence continues until either the 'evacuate' tone sounds throughout every floor of the entire building or until it is manually switched to 'Isolate'.

20.4 ECO Members - Initial Emergency Response Procedures

Notification of an emergency may be from one of several sources; including activation of EWS tones, from facility occupants via verbal or electronic means. The notification could be to security, a reception, a Warden, the Chief Warden or by operation of a break glass alarm.

Therefore, upon becoming aware of an emergency in the facility the following initial emergency response procedures are to be carried out.

Chief Warden:

- Don white identification apparel and look around the surrounding area
- Proceed to the Emergency Control Point
- Take control of the emergency
- IOC to enact the appropriate emergency response procedure

Notification by EWS tones

- If the EWS is sounding the ALERT tone or EVACUATE tone, then:
 - Switch the EWS to 'Manual' mode;
 - Interrogate the fire indicator panel to determine the floor in fire alarm and location of alarming device;
 - Request the Zone Wardens, in the zone with the fire alarm, advise you if there is any immediate sign of danger on their floor level. If they advise you:
 - There is no sign of danger, then, inform them of the location of the fire alarm and to instruct the wardens to investigate and attempt to identify the cause of the alarm and report their findings back to you;
 - If there is a sign of danger, then, instruct the Zone Warden to commence evacuation of occupants on the floor/zone; and
- Upon being informed of the investigation findings; then:
 - For a **real fire** event either:
 - Switch the EWS to 'Automatic' mode and reinstate the EWS sequence to evacuate occupants; or
 - Manually control the EWS sequence to evacuate occupants; or
 - For a **false alarm** - Stop the evacuation procedure.

Important: If you are unable to establish contact with any Warden on the fire floor, you should assume that the emergency is a real fire and control or reinstate the EWS sequence to evacuate occupants from the facility.

- If the EWS is sounding the ALERT tone or EVACUATE tone, then keep the EWS in its current mode. (Automatic) and continue the evacuation procedure.
- Attempt to obtain further information to determine to the nature of the emergency.
- Communicate with Zone Wardens or Wardens as necessary.

Note: If the emergency warning system, in automatic mode, has proceeded to sound the 'Evacuate' tone, it is recommended that Chief Warden leave the emergency warning system in automatic mode.

Notification by other means

Upon notification of an emergency, where the EWS has not automatically activated, the Chief Warden:

- Decides whether to leave the EWS in Automatic mode or switch it to Manual mode;
- Instigates and manages an investigation into the cause of the emergency; and
- Assesses, determines and enacts the required response based on the findings of the investigation.

Zone Wardens:

- Don yellow identification apparel and look around the surrounding area
- Proceed to the Warden Control Point
- Report in to the Chief Warden
- Brief Wardens of issue and be ready to coordinate the required response
- Identify occupants in your area who have a disability and be ready to enact their PEEP
- Carry out instructions from the Chief Warden
- Prepare to Evacuate
- Carry out instructions from the Chief Warden (via any emergency communication method)

Important: If you consider occupants in your area to be at immediate risk of the emergency hazard, commence evacuation of occupants under your control.

Wardens:

- Don Red identification apparel and look around the surrounding area
- Proceed to the Warden Control Point
- Report in to the Zone Warden
- Carry out instructions from the Zone Warden
- Act as Zone Warden if needed

First Aid Officers:

- Don the green identification apparel and look around the surrounding area
- Obtain a portable first aid kit
- Obtain an Automated External Defibrillator (AED), if available in your area
- Proceed to the Warden Control Point
- Report in to the Zone Warden
- Carry out instructions from the Zone Warden

Occupants / Visitors / Contractors:

- Upon being alerted of an emergency, look around the surrounding area
- If safe to do so, begin work shutdown procedures and gather key personal items; such as,
 - Mobile phones;
 - Wallet/purse; and
 - Vehicle keys.
- Report any suspected dangers (smoke, suspicious people, etc.) to a Warden

- Follow instructions from the Wardens
- Evacuate when directed to by any Warden or the emergency warning systems and proceed to the nominated assembly area
- Do not attempt to use the lifts to evacuate

21 Full and Partial Evacuation Procedures

21.1 Full Evacuation Procedure

If:

- The emergency warning system is sounding the ALERT or EVACUATE tones as a result of automatic or manual operation; or
- The Chief Warden makes a determination that as a result of an emergency a full evacuation is required, then the following full evacuation procedure shall be carried out

Chief Warden:

- For a Real Fire Emergency:
 - Continuing from the initial response procedures; either continue the Automatic EWS operation or manually control evacuation by switching the EWS to Manual mode; **or**
- For Another Type of Emergency:
 - Otherwise, use the EWS and manually initiate evacuation of all occupants from the building on a floor by floor/area by area basis using the EWS ALERT and EVACUATE tones, with priority being given to floors/areas near the emergency hazard;

and

- Use emergency communications to contact and instruct the Zone Wardens that as a result of the emergency a **full** evacuation of the facility will be carried out using the emergency warning system
- Instruct Zone Wardens to notify and assist occupants to evacuate when the EVACUATE tone sounds;
- Instruct Zone Wardens to assist any occupant with a disability evacuate from the facility (unless a PEEP states otherwise)
- If the emergency hazard is likely to affect areas outside the facility, request the Deputy Chief Warden to contact neighbours;
- Request and receive reports from Zone Wardens as floors/areas are evacuated;
- Continue to manage the response to the emergency, until it no longer exists or emergency services assume control; and
- After the emergency no longer exists or has been sufficiently managed, inform occupants that the emergency is over

NOTE: When the responding emergency services arrive, transfer control of the emergency management to them.

Zone Wardens:

- Communicate with the Chief Warden as required;
- Ask for more assistance if needed;
- Nominate wardens to
 - Check all areas where there may be people, including all toilets and meeting rooms, close but don't lock doors, and if necessary marshal them to a nominated area
 - Ensure evacuation routes are safe
 - Note the details of occupants with a disability
- When evacuation is directed (by the 'Evacuate' tone or as otherwise directed by the Chief Warden), or initiated by yourself:
 - Direct wardens to evacuate occupants to the designated assembly area or as directed by the Chief Warden
 - Instruct Wardens to assist any occupant with a disability evacuate from the facility (unless their PEEP states otherwise)
 - Assist and direct others to assist where needed, e.g. Stair exits, traffic points, assembly area, suspicious package searches
 - When your designated floor/area has been cleared, report this to the Chief Warden including; any refusals, status and location of occupants with a disability or other relevant information and then evacuate yourself; and

Wardens:

- Assume the role of the Zone Warden if the Zone Warden is NOT available
- Assist the Zone Warden and carry out their instructions
- Check all areas where there may be people, including all toilets and meeting rooms
- Inform the Zone Warden of any issues found
- Instruct individuals on the evacuation process and assembly point location
- Assist the Zone Warden with evacuation of occupants; and
- Assist any occupant with a disability evacuate from the facility (unless their PEEP states otherwise) or place them in an area of safety, reassuring them and assuring someone stays with them, if safe to do so; and
- Assist the Zone Warden with occupants at the assembly area

Occupants / Visitors / Contractors:

- Upon being alerted of an emergency, look around the surrounding area
- If safe to do so. Gather key personal items; such as,
 - Mobile phones;
 - Wallet/purse; and
 - Vehicle keys
- Report any suspected dangers (smoke, suspicious people, etc.) to a Warden
- Evacuate when directed to and proceed to the nominated assembly area

- Do not attempt to use the lifts to evacuate

NOTE: Be aware that some emergencies may require a response other than evacuation to the usual assembly area, e.g. Movement to another safe area in the area or the facility, or to an alternative assembly area.

Refusals:

When a person refuses to comply with the directions given by a Warden, the Warden should:

- Ensure the person has been clearly advised (twice) that they are required to evacuate
- Notify the Zone Warden who will in turn notify the Chief Warden who shall advise the attending Emergency Services

NOTE: Where possible, it is advisable to have a witness to confirm any refusals. Document and report any such refusal to the Chief Warden.

21.2 Partial Evacuation Procedure

If the Chief Warden makes a determination that as a result of an emergency a partial evacuation is required, then the following evacuation procedure and tasks shall be carried out.

Chief Warden:

- Use emergency communications to contact and instruct the Zone Wardens that as a result of the emergency a **partial** evacuation of the facility will be carried out using the emergency warning system
- Instruct Zone Wardens to assist any occupant with a disability evacuate from the facility (unless a PEEP states otherwise)
- Manually initiate the partial evacuation of occupants from the building on a floor by floor/area by area basis using the EWS ALERT and EVACUATE tones on a floor by floor/area by area basis with priority being given to floors/areas near the emergency hazard)
- Instruct Zone Wardens to also notify occupants to evacuate
- If the emergency hazard is likely to affect areas outside the facility, request the Deputy Chief Warden to contact neighbours
- Request and receive reports from Zone Wardens as floors/areas are evacuated
- Continue to manage the response to the emergency, until it no longer exists or emergency services assume control; and
- After the emergency no longer exists or has been sufficiently managed, inform occupants that the emergency is over

NOTE: When the responding emergency services arrive, transfer control of the emergency management to them.

Zone Wardens:

- Communicate with the Chief Warden as required;
- Ask for more assistance if needed;
- Nominate wardens to
 - Check all areas where there may be people, including all toilets and meeting rooms, close but don't lock doors, and if necessary marshal them to a nominated area;
 - Ensure evacuation routes are safe;
 - Note the details of occupants with a disability;
- When evacuation is directed by the Chief Warden (by the 'Evacuate' tone or other method of warning notification), or initiated by yourself:
 - Direct wardens to evacuate occupants to the designated assembly area or as directed by the Chief Warden;
 - Instruct Wardens to assist any occupant with a disability evacuate from the facility (unless their PEEP states otherwise);
 - Assist and direct others to assist where needed, e.g. Stair exits, traffic points, assembly area, suspicious package searches;

- When your designated floor/area has been cleared, report this to the Chief Warden including; any refusals, status and location of occupants with a disability or other relevant information and then evacuate yourself; and

Wardens:

- Assume the role of the Zone Warden if the Zone Warden is NOT available
- Assist the Zone Warden and carry out their instructions
- Check all areas where there may be people, including all toilets and meeting rooms
- Inform the Zone Warden of any issues found
- Instruct individuals on the evacuation process and assembly point location
- Assist the Zone Warden with evacuation of occupants; and
- Assist any occupant with a disability evacuate from the facility (unless their PEEP states otherwise) or place them in an area of safety, reassuring them and assuring someone stays with them, if safe to do so; and
- Assist the Zone Warden with occupants at the assembly area

Occupants / Visitors / Contractors:

- Upon being alerted of an emergency, look around the surrounding area.
- If safe to do so. Gather key personal items; such as
 - Mobile phones;
 - Wallet/purse; and
 - Vehicle keys
- Report any suspected dangers (smoke, suspicious people, etc.) to a Warden
- Evacuate when directed to and proceed to the nominated assembly area
- Do not attempt to use the lifts to evacuate

NOTE: Be aware that some emergencies may require a response other than evacuation to the usual assembly area, e.g. Movement to another safe area in the area or the facility, or to an alternative assembly area.

Refusals:

When a person refuses to comply with the directions given by a Warden, the Warden should:

- Ensure the person has been clearly advised (twice) that they are required to evacuate
- Notify the Zone Warden who will in turn notify the Chief Warden who shall advise the attending Emergency Services

NOTE: Where possible, it is advisable to have a witness to confirm any refusals. Document and report any such refusal to the Chief Warden.

22 Shelter In Place Procedure

Shelter in Place can be imposed upon the facility when an internal or external emergency is occurring and the Chief Warden has deemed it to be safer to remain inside.

Chief Warden:

- Establish an emergency control point
- Alert the Wardens using strobe or Whispir
- Request the Communications Officer to call (000) and notify the emergency services
- Use emergency communications to make an emergency announcement to notify occupants and Wardens of an emergency and the need to **Shelter in Place**
- Don the Chief Warden tabard
- Determine the radius of the shelter in place requirement; seek advice from emergency services as required (ARFFS and AFP may be able to assist)
- Instruct Zone Wardens to station Wardens at access points to exits, lifts, stairs and the like to persuade occupants to remain in the area/floor
- Communicate the need to shelter in place with wardens, including the reason and areas that should shelter
- If the danger of the emergency increases to the point that it is no longer safe to remain in the facility, carry out the Full Evacuation Procedure
- If safe to do so, arrange an escort to meet emergency services
- Notify the Deputy Crisis Chair as per Crisis Assessment Guide – if a Forward Commander is appointed, complete a handover
- Handover to emergency services on arrival including actions taken
- Follow any other directions of forward commander or emergency services
- Maintain a log of events
- Participate in debrief as required

Zone Wardens:

- Upon being alerted of an emergency by the Chief Warden, proceed to the Warden Control Point and await contact from the Chief Warden
- Carry out the instructions issued by the Chief Warden
- Issue instructions to the Wardens to advise occupants to:
 - Remain calm and remain in their current area/floor
 - Be prepared to evacuate occupants or move to other floors, if required
- Remain available to communicate with the Chief Warden
- Monitor the situation

- Communicate with the Chief Warden of any emerging issues

NOTE: Instructions from the Chief Warden are likely to include informing:

- Occupants to remain calm and remain in their current area/floor
- Stationing Wardens at access points to lifts, stairs and the like to persuade occupants to remain in the area/floor

Wardens:

- Upon being alerted of an emergency by the Chief Warden, proceed to the Warden Control Point and await instruction from the Chief Warden via the WIP phone
- Don the warden tabard or cap
- Carry out the instructions issued by the Chief Warden
These instructions may be any or all of the following:
 - Advise occupants to remain calm and remain in their current area/floor
 - Advise occupants to be prepared to evacuate occupants or move to other floors, if required
- Monitor the situation
- Communicate with the Zone Warden of any emerging issues

NOTE: Instructions from the Chief Warden are likely to include informing:

- Occupants to remain calm and remain in their current area/floor
- Stationing Wardens at access points to lifts, stairs and the like to persuade occupants to remain in the area/floor

- Remain available to communicate with the Zone Warden
- Communicate with occupants within your area the need to shelter in place
- If there is an immediate threat that outweighs the risk, commence evacuation, advise Zone Warden or Chief Warden
- Advise Zone/Chief Warden once actions have been taken
- Follow any other directions of Chief Warden, Forward Commander, or Emergency Services
- Maintain a log of events
- Participate in debrief as required

Occupants / Visitors / Contractors:

- Follow instructions issued by the ECO

23 Lockdown

A threat posed by a person, group of people or other dangerous situation may require the facility to be placed into 'Lockdown'.

NOTE: Lockdown procedures may require all tenants to lock themselves and any customers/occupants within their area and await further directions.

Chief Warden:

- Instruct Communications Officer to call (000) to notify the emergency services.
- Consider your own safety first, only assist others if it is safe to do so
- Ensure IOC is secure, turn off swipe card access to the IOC if necessary
- As needed, contact airport security and requesting lockdown of the terminal/s
- Alert the Wardens via Whispir
- The Chief Warden at the IOC will announce via the PA system to:
 - “Lockdown, Lockdown, Lockdown, find a safe place”**
- Use emergency communications to instruct Zone Wardens to implement the lockdown and secure their floor/area
- Request the Deputy Chief Warden to contact and request the facility manager to “ground” the lifts
- Don the Chief Warden tabard
- Notify the Deputy Crisis Chair as per Crisis Assessment Guide – if a Forward Commander is appointed, complete a handover
- If aware, notify Forward Commander of areas that are in lockdown
- Provide any situational awareness that you have to the Forward Commander and Emergency Services
- Follow any other directions from the Forward Commander or Emergency Services
- Maintain a log of events
- After the emergency no longer exists or has been sufficiently managed, announce that the emergency is over
- Participate in debrief as required

Zone Wardens:

- Upon being alerted of an emergency by the Chief Warden, proceed to the Warden Control Point and await contact from the Chief Warden
- Carry out the instructions issued by the Chief Warden
- When instructed by the Chief Warden, issue instructions to the Wardens to advise occupants to:
 - Remain calm and remain in their current area/floor
 - Secure and lock their area to prevent access by others
- Remain available to communicate with the Chief Warden
- Monitor the situation
- Communicate with the Chief Warden of any emerging issues

Wardens:

- Upon being alerted of an emergency by the Chief Warden, proceed to the Warden Control Point and await contact from the Zone Warden
- Consider your own safety first, only assist others if it is safe to do so
- Carry out the instructions issued by the Zone Warden, if safe to do so
- Lock your office or tenancy
- Move staff away from office and tenancy entry points
- Hide in storerooms or behind counters
- Be prepared to evacuate occupants or move to other floors, if required
- Monitor the situation and remain available to communicate with the Zone Warden
- Communicate with the Zone Warden of any emerging issues
- If you can safely identify any offender, communicate details with Chief Warden
- Assist occupants to move to an area that can be secure
- Close doors and curtains, secure the location as best as possible
- Turn off lights, encourage people to turn phones to silent
- If safe to do so, advise the Chief Warden of your location
- Follow directions of Emergency Services
- Maintain a log of events
- Participate in debrief as required

Occupants / Visitors / Contractors:

- Turn your phones to silent
- Keep together and stay hidden
- Follow instructions provided by the ECO

24 Specific Emergency Response Procedures – Internal

24.1 Active Armed Offender

Description: Active Armed offender emergency is an extreme situation, and will often occur without prior warning. Calls to Triple 0 regarding an Active Armed offender can escalate the attendance of Emergency Services, however first responding units will not normally enter a building while there is active gun fire. Police will attend, assess and most likely cordon and contain the immediate area. The following are **guidelines only** to an occupant response in such an event.

Active Armed offender Characteristics: most events vary greatly along with motives. Typically an Active Armed offender will attempt to attack and harm as many people as possible in a relative short period of time. An Active Armed offender situation may potentially transition into a hostage situation if confronted by law enforcement.

First Person Who Notices Emergency:

- Do not approach or provoke the intruder
- Remove yourself from the immediate threat and evacuate or hide
- Notify other occupants in the vicinity and contact a Warden or Zone Warden, if possible
- Call (000) or request someone calls (000) to notify the Police

Chief Warden:

- Seek information about the armed offender from the Zone Warden and Wardens
- Instruct the Communications Officer to call (000) to notify the Police
- Determine and implement the required emergency response
- Provide further updates to Police, as required
- Don the Chief Warden tabard
- Establish the master emergency control point in the IOC and make contact with the AFP Duty Sergeant for additional instructions
- Alert building occupants using the PA if the threat is active in the terminal
- Trigger lockdowns where appropriate
- Notify the Deputy Crisis Chair as per Crisis Assessment Guide – if a Forward Commander is appointed, complete a handover
- Handover to emergency services on arrival, establish if any additional resources will be needed
- Coordinate any other requirements of emergency services
- Maintain a log of events
- Participate in debrief as required

Zone Warden:

- Assist the first person and Warden, if possible and safe to do so
- Contact the Chief Warden to advise them of the emergency
- Attempt to calm occupants and stress the importance of remaining calm
- Carry out the instructions as advised by the Chief Warden

Warden:

- Assist the first person, if possible and safe to do so
- Call (000) to notify the Police
- Contact the Zone Warden and/or Chief Warden
- Attempt to calm occupants and stress the importance of remaining calm
- Carry out the instructions as advised by the Zone Warden
- DO NOT don any identifiable attire
- Consider your own safety first, only assist others if it is safe to do so
- If you can safely identify any offender, communicate details with Chief Warden
- Advise occupants to stay away from the affected area
- Assist occupants with evacuation if safe and required
- Assist occupants with lockdown if safe and required
- Follow the directions of Emergency Services
- Maintain a log of events
- Participate in debrief as required

Occupants / Visitors / Contractors:

- Follow instructions provided by the ECO

24.2 Biological Incidents

Biological Indicators

- Unusual number of sick and dying-casualties may occur hours to days for toxins or days to weeks for bacteria or viruses.
- Abandoned spray devices unlikely to have distinct odours.
- Suspicious substances or white powder that cannot be easily accounted for.

Response

Biological agents can be disseminated in a variety of ways, including placement within letters or packages.

Any such incidents must be firstly reported to the Chief Warden who may escalate the situation depending on information received. If a letter or package suspected of contamination is received follow these steps.

First Person Who Notices Emergency:

- Do not handle the package
- Separate yourself from the hazard (package or mail)
- Contain/isolate the hazard by ensuring occupants do not touch the hazard or come near it.
- Self-isolate from others
- Notify a Warden

Chief Warden:

- Instruct the Communications Officer to call (000)
- Issue instructions for Zone Wardens to notify Wardens to:
 - Instruct all people who have handled the package to wash their hands or shower with soap and water. Do not use other disinfectants
 - Make and provide a list of all people who had contact with the substance or package and give it to the responding emergency services
- Request the Deputy Chief Warden to contact the facility manager, advise them of the emergency and request that they shut down air conditioning or ventilation systems, if safe to do so
- Request the Zone Warden to 'Isolate' the package or mail

Zone Warden:

- Notify the Chief Warden
- Instruct Wardens to 'Isolate' the package or mail by ensuring that by ensuring occupants do not touch the hazard or come near it
- Follow instructions from the Chief Warden

Warden:

- Notify the Zone Warden
- Follow instructions from the Zone Warden

Occupants / Visitors / Contractors:

- Do not handle the package unless absolutely necessary
- Do not brush your clothing, remove clothing and place it in a plastic bag as soon as possible

24.3 Bomb Threat

Description: Bomb threats are usually committed by individuals or groups seeking to create a state of alarm, panic and confusion. Or could also be a warning of an impending bomb attack. There is no conclusive solution for bomb threats. All differ in circumstance, location, motive, time of day etc. However, with well-rehearsed guidelines in place, disruption, the effects and possible damage caused by a threat can be kept to a minimum.

These threats can be received via:

- Face to face notification
- Phone call
- Mail
- Email
- SMS

Person Receiving the Threat or Finding Suspect package:

On receiving the threat:

- Remain calm and attract someone's (the person) attention
- If the threat is via phone call:
 - Write an instruction to 'the person' **Bomb Threat - Notify the IOC**
 - Try to keep the caller talking and do not hand up the phone
- Attempt to notify another person
- Take notes and complete the bomb threat checklist

Chief Warden:

- Instruct the Communications Officer to call the AFP
- Obtain further information to determine to the nature of the threat
- Determine and implement the required emergency response, which could be:
 - Evacuation;
 - Search for the suspicious item; or
 - Disregarding the threat
- Don the Chief Warden tabard
- Establish an emergency control point with AFP
- Activate Warden resources only as required using blue strobe or Whispir
- Where there is a clear and immediate threat, commence evacuation of that area to a safe location
- Consult the AFP OIC, establish if any resources will be needed, advise if evacuation has commenced
- If directed by AFP, coordinate evacuation or shelter in place actions
- Arrange escorts for other arriving emergency services if required
- Notify the Deputy Crisis Chair as per Crisis Assessment Guide – if a Forward Commander is appointed, complete a handover
- Follow any other directions from Forward Commander or Emergency Services
- Maintain a log of events
- Participate in a debrief as required

Zone Warden:

- Notify the Chief Warden of the threat
- If threat is via the phone, assist the person on the phone, as required
- Follow instructions from the Chief Warden

Warden:

- Notify the Zone Warden of the threat
- If threat is via the phone, assist the person on the phone, as required
- Don the Warden tabard or cap
- If activated, liaise with Chief/Zone Warden for further instruction
- If there is an obvious threat, commence evacuation and notify the Chief Warden
- Follow any other directions of Chief Warden, Forward Commander or Emergency Services
- Maintain a log of events
- Participate in debrief as required

Occupants / Visitors / Contractors:

- Follow instructions provided by the ECO

24.4 Suspect Object

Description: A *suspect object* is any object found on the premises and deemed a possible threat by virtue of its characteristics, location and circumstances. Extreme care must be taken when using any equipment that produces radiowaves in situations where explosive devices are suspected.

IMPORTANT: If a suspect object is found:

- Two-way radios and mobile phones must:
 - Not be brought within a 25m radius of the suspect object, and
 - Not be used within a 25 radius of the suspect object
 - Must be switched off within a 25m radius of the suspicious object

Person who finds the suspect object:

On finding the suspect object:

- Remain calm
- Inform occupants in the vicinity of the suspicious object and instruct them not to go near it
- Report the location and type of suspicious object to a Warden
- Await further instructions from a Warden

Chief Warden:

- Instruct the Communications Officer to call the AFP
- Follow advice from the AFP
- Liaise with and transfer control of the emergency to the responding emergency services

NOTE: When the responding emergency services arrive, transfer control of the emergency management to them.

Zone Warden:

- Notify the Chief Warden
- Instruct Wardens to notify occupants to begin work shutdown procedures. Gather key personal items; such as,
 - Mobile phones
 - Wallet/purse
 - Vehicle keys
- Instruct Wardens to notify occupants to evacuate the immediate area/floor

Warden:

- Notify the Zone Warden
- Assist and act upon instructions from the Zone Warden

Occupants / Visitors / Contractors:

- Follow instructions provided by members of the ECO

24.5 Chemical Leak/Spill – Refer to Spills/Hazmat Procedures

Major Spill

This procedure applies to a major leak /spill of a chemical from its container. This is most likely to occur from an external source; however, it may occur internally, if a significant quantity of chemicals is stored at the facility.

Minor Spill

This procedure applies to a minor leak /spill of a chemical from its container that cannot be safely cleaned up immediately by the personnel handling the chemical with the PPE worn at the time of handling the chemical. This includes fuming chemicals which may be drawn into the air intake.

Person Noticing a Spill/Leak:

- Alert personnel in the immediate area of the leak/spill
- Notify the IOC
- Attempt to determine the source of the leak and isolate the source, if possible and if safe using correct PPE
- Minimise pedestrian/vehicular traffic access of areas within close proximity to the leak/spill
- If safe to do so, remove all immediate potential ignition sources from the leak/spill area

24.6 Electrical Emergency

Extremely Important:

If you become aware an affected person who is being electrocuted:

- DO NOT touch the affected person
- If safe to do so, use a non-metallic item to try to separate the affected person from the electrical source
- If able and safe to do so, turn off the power supply to the electrical item, switchboard, etc.

First person who becomes aware of the affected person:

- DO NOT touch the affected person
- If able and safe to do so, turn off the power supply to the electrical item, switchboard, etc.
- Notify nearby occupants of the emergency and to keep clear
- Notify the IOC

Chief Warden:

- For electrical equipment fires, follow the Full Evacuation Procedure
- Instruct the Communications Officer to call ARFF
- Contact nominated personnel and instruct them to isolate power to affected area/floor/item
- Monitor the situation and communicate with the emergency services when they arrive

Zone Warden:

- Notify the Chief Warden
- Notify the first aid officer to attend injured occupants or if there are no injuries, to remain on standby in a nearby safe location
- Verify that the emergency services have been notified
- Manage the area to ensure non-essential people are kept clear of the emergency
- Follow instructions from the Chief Warden

Warden:

- Notify occupants in the area/floor of the emergency
- Notify the Zone Warden
- Call (000) to notify the emergency services
- Assist the Zone Warden to ensure non-essential people are kept clear of the emergency
- Follow instructions from the Zone Warden

First Aider:

- If safe to do so and away from the electrical hazard:
 - Provide first aid to the affected person
 - Perform CPR on the affected person if they are unconscious
- Transfer control of the aid to the affected person to the emergency services

Occupants / Visitors / Contractors:

- Follow instructions provided by the ECO

24.7 Fire

RACE:

Remove all people from immediate danger

Alert emergency services and the IOC, a break glass alarm is the quickest action

Confine fire and smoke. Close windows and doors where practicable

Extinguish the fire if you are trained and capable and where it is safe to do so

First Person Who Notices Fire:

- Remove yourself from immediate danger
- Alert other occupants in the immediate area of the fire
- Confine the fire to the room of origin by closing doors or the like
- Utilise the Red Manual Call Point to notify the IOC and ARFF
- Notify the IOC
- Evacuate when instructed by members of the ECO

Chief Warden:

- If there has been no fire alarm or subsequent emergency warning system activation, commence the Full Evacuation Procedure with the fire floor and floors/areas in the nearby vicinity being prioritised
- Don the Chief Warden tabard
- Appoint an IOC Comms operator to assist with communication
- Instruct the Communications Officer to call ARFF
- Determine alarm location if activated and the Fire Indicator Panel
- Establish an emergency control point with ARFFS (normally the fire control room)
- Send a Warden or TC to meet with ARFFS at the emergency control point to assist them with wayfinding and communication
- Instruct the IOC to notify the facility manager
- Instruct the IOC to notify neighbouring facilities, if required
- Transfer control of the emergency to emergency services on their arrival
- Coordinate warden response via WIP, pa system or runner
- If there is active fire or advised by Forward Commander, trigger evacuation of the affected area, advise ARFFS
- Consult the ARFFS OIC, establish if any resources will be needed
- Direct Wardens to restrict access to the affected area
- Arrange escort for other arriving emergency services if required
- Notify the Deputy Crisis Chair as per Crisis Assessment Guide – if a Forward Commander is appointed, complete a handover
- Communicate any additional information with Wardens as required
- Follow any other directions of Forward Commander or Emergency Services
- Maintain a log of events
- Participate in debrief as required

Zone Warden:

- Notify the Chief Warden of the details of the fire emergency
- Follow instructions from Chief Warden
- Evacuate when instructed to by the Chief Warden

Warden:

- Don the Warden tabard or cap
- 'Look up' to identify if there is active fire or smoke in your area
- If there is an obvious threat, use a break glass to commence evacuation of the area
- If there is no obvious threat, attend the WIP phone (or call the IOC) to establish communication with the Chief Warden / Zone Warden
- Investigate any area as directed by the Chief Warden / Zone Warden
- If a fire is confirmed, commence evacuation procedure
- Assist anyone with a PEEP or that requires additional support
- Follow any other directions of Chief Warden, Forward Commander, or Emergency Services
- Maintain a log of events
- Participate in debrief as required

Occupants / Visitors / Contractors:

- Follow instructions provided by the ECO

24.8 Flooding

In response to internal flooding, undertake the following actions:

First Person Who Notices the Flooding:

- Remove yourself from immediate danger
- Alert other occupants in the immediate area of the flooding
- Notify the IOC
- If requested, assist the Wardens to move goods and materials that can be damaged by water to higher levels
- Evacuate if instructed by members of the ECO

Chief Warden:

- Attempt to determine the cause and extent of flooding from the Zone Warden
- Communicate with Zone Wardens in the affected areas and/or inspect yourself
- Instruct the Communications Officer to call (000) to notify the emergency services if the flooding is severe and is considered a health or safety risk
- Instruct the Deputy Chief Warden to contact the facility manager
- Contact nominated personnel and instruct them to isolate the following services to the affected area:
 - The water supply; and
 - The power supply
- Determine if full or partial evacuation of the facility is required. If so, follow the Full or Partial Evacuation Procedures
- Manage and attempt to secure vulnerable equipment/areas from water ingress
- Monitor the emergency and instruct Zone Wardens and nominated personnel to take actions as needed

Zone Warden:

- Notify the Chief Warden of the details of the flooding emergency
- If safe to do so, manage the removal of goods and materials that can be damaged by water to higher levels. Request assistance from occupants, if required
- Manage and attempt to secure vulnerable equipment/areas from water ingress
- Follow instructions from Chief Warden

Warden:

- Notify the Zone Warden of the details of the flooding emergency
- If safe to do so, move goods and materials that can be damaged by water to higher levels
- Attempt to secure vulnerable equipment/areas from water ingress
- Follow instructions from Zone Warden

Occupants / Visitors / Contractors:

- Follow instructions provided by members of the ECO

24.9 Gas Leak

The following response procedures apply to gas leaks (including: damaged or leaking stored compressed gas cylinders or gas supply pipework or equipment).

First Person Who Notices the Gas Leak:

- Remove yourself from immediate danger
- Alert other occupants in the immediate area of the gas leak
- Notify a Warden
- Evacuate from the area

Chief Warden:

- Attempt to determine the cause and extent of the gas leak from the Zone Warden
- Request and confirm that any occupants in immediate danger have been evacuated from the area
- Instruct the Communications Officer to call ARFF if the gas leak is considered a health or safety risk
- Instruct the Deputy Chief Warden to contact the facility manager
- Contact nominated personnel and instruct them to isolate the gas supply
- Determine if full or partial evacuation of the facility is required. If so, follow the Full or Partial Evacuation Procedures
- Monitor the emergency and instruct Zone Wardens and nominated personnel to take actions as needed

Zone Warden:

- Manage the movement of occupants in immediate danger to evacuate from the area
- Restrict unauthorised personnel from entering the area of immediate danger
- Notify the Chief Warden of the details of the gas leak emergency
- Follow instructions from Chief Warden

Warden:

- Assist and instruct occupants in immediate danger to evacuate from the area
- Notify the Zone Warden of the details of the gas leak emergency
- Follow instructions from Zone Warden

Occupants / Visitors / Contractors:

- Follow instructions provided by the ECO

24.10 Medical Emergency

Description: The possibility of a medical emergency has to be considered during normal business hours.

Notes:

- Make a note of your first aiders and location of any first aid kits
- First Aid officer must be advised as soon as possible
- If unsure of the required treatment or the injury is time-critical and/or is a serious life or health risk to the person call (000) to notify the emergency services then call the IOC
- ECO team members are required to assist the First Aid officer

First Person Aware of Person requiring Medical Assistance:

- Assist person requiring medical attention
- Alert other occupants in the immediate area
- Call 000 then notify the IOC

Chief Warden:

- Confirm with the first aider if the emergency services are required and consider the need to have them on the phone throughout the emergency
- If it is considered that emergency services are required, instruct the Communications Officer to call (000) to notify the emergency services and connect caller with 000
- Don the Chief Warden tabard
- Send a Warden or Terminal Coordinator to establish an emergency control point on scene
- Arrange available first aiders to render assistance, if a life threatening emergency, call ARFFs
- Arrange escorts for arriving emergency services if required
- Assist in the first aider, if requested
- Direct Wardens to assist with cordoning the scene if available
- Monitor the emergency and instruct Zone Wardens and nominated personnel to take actions as needed
- Handover to emergency services on arrival, establish if any additional resources will be needed
- Coordinate any other requirements of emergency services
- Maintain a log of events
- Participate in debrief as required

Zone Warden:

- Obtain and bring a first aid kit or AED, if required
- Notify the Chief Warden and follow their instructions
- Assist in the first aider, if requested

Warden:

- Obtain and bring a first aid kit or AED, if required
- Don the Warden tabard or cap
- Liaise with Chief/Zone Warden for further instruction
- Proceed to the incident location if requested
- Assist first aiders as required
- Follow any other directions of Chief Warden, Forward Commander, or Emergency Services
- Maintain a log of events
- Participate in debrief as required

First Aider:

- Attend to person requiring first aid treatment
- Obtain and bring a first aid kit or AED, if required
- Provide first aid to the level of your abilities in line with your training and certification
- If unsure of the required treatment or the injury is time-critical and/or is a serious life or health risk to the person, request a Warden or another person to call (000) to notify the emergency services

Occupants / Visitors / Contractors:

- Follow instructions provided by the ECO
- Remove yourself from the medical emergency area if you are not required

24.11 Personal Threat

Description: The possibility of an accidental or premeditated threat incident. Although not directly related to the operation of the facility, management and staff must be prepared to take appropriate steps to assist or facilitate the safe or discreet resolution of such circumstances.

IMPORTANT: Do not attempt to disarm or communicate with the person unless it puts yourself or others at risk.

First Person Receiving the Personal Threat:

- Attempt to diffuse the threat, if safe to do so
- If it cannot be diffused, attempt to remove yourself from the immediate threat and hide
- Notify other occupants in the vicinity and contact a Warden, if possible
- Call the AFP or request someone call the IOC

Chief Warden:

- Seek information about the threat from Zone Wardens
- Instruct the Communications Officer to call the AFP
- Determine and implement the required emergency response
- If safe, send First Aiders to attend to injured persons
- Instruct the Deputy Chief Warden to contact the facility manager
- Provide further updates to Police, as required
- Ensure all monitoring functions and surveillance footage is secured, where possible targeting the area involved in the incident
- Assist the Police, as requested
- Instruct the Communications Officer to complete an incident offender checklist, if applicable

Zone Warden:

- Assist the first person and Warden, if possible and safe to do so
- Confirm with the Warden that the Police have been notified
- Contact the Chief Warden

Warden:

- Assist the first person, if possible and safe to do so
- Call (000) to notify the Police
- Contact the Zone Warden

Occupants / Visitors / Contractors:

- Follow instructions provided by the ECO
- Remove yourself from danger, as soon as possible
- Report any threats to the Chief Warden, Zone Warden, Warden or manager

24.12 Power Outage

Description: During a power outage occupants should minimise movements until directed by members of the ECO.

IMPORTANT: Do Not Use the Lifts

Chief Warden:

- Upon power outage, instruct the Communications Officer to contact the electricity service provider and notify them of the power outage
- Notify security to check if people are trapped in the lifts
- Instruct the IOC to liaise with the facility manager to find out when power will likely be restored
- Provide Zone Wardens updates as relevant information becomes available
- If it is advised by the facility manager that power is not expected to be restored in a short timeframe, inform occupants to gather their personal belongings. Then consider commencing the Full Evacuation procedure

Security (in relation to Lifts):

- If occupants are trapped in the lift(s) contact the lift service provider
- Request the lift service provider to make contact with occupants in the lifts and obtain the entrapped occupants names and contact details
- Security to communicate the occupant details to the Building Management team who must inform the relevant tenants the occupants work for (Outside of normal business hours)
- Request the lift service provider to maintain communication with trapped person/persons or maintain communications if contact details are provided
- Instruct the lift service provider to send relevant technician(s) to attend site as a priority to evacuate/rescue occupants from the lift

Zone Warden:

- If safe to do so, manage the movement of people to an area on your floor that has better illumination
- Follow directions from Chief Warden
- Manage the evacuation of occupants from your floor/area, if instructed by the Chief Warden

Warden:

- If safe to do so, assist in moving people to an area on your floor that has better illumination
- Follow directions from Zone Warden
- Assist occupant's evacuation, if directed by the Chief Warden or Zone Warden

Occupants / Visitors / Contractors:

- Follow instructions provided by the ECO
- If safe to do so, move to an area on your floor that has better illumination
- Do not attempt to continue working

24.13 Radiological Incidents – Refer AEP

24.14 Structural Collapse & Instability

Description: Undertake the following procedures in case of significant damage/instability to structural elements of the facility:

First Person Who Notices the Structural Damage/Instability:

- Remove yourself from immediate danger
- Alert other occupants in the immediate area of the damaged structural element
- Notify a Warden
- Evacuate from the area

Chief Warden:

- Attempt to determine the cause and extent of the structural damage from the Wardens
- Request the Zone Warden to confirm that occupants in immediate danger have been evacuated from the area
- Instruct the Deputy Chief Warden to contact and notify the facility manager of the structural damage
- Instruct the Communications Officer to call (000) to notify the emergency services if the structural damage is considered a health or safety risk
- If not safe to be near the damaged element, utilise Closed Circuit Television (CCTV) to monitor affected area
- Monitor the affected area/s for broken or ruptured service pipes, circuits and the like (water, gas & power)
- Consider contact nominated personnel and instruct them to isolate the gas supply
- Determine if evacuation of the facility is required. If so, follow the Evacuation Procedures
- Monitor the emergency and instruct Wardens and nominated personnel to take actions as needed

Zone Warden:

- Manage the evacuation of occupants in immediate danger from the area (affected area)
- Notify the Chief Warden of the details of the structural emergency
- Follow instructions from Chief Warden

Warden:

- Assist and instruct occupants in immediate danger to evacuate from the area (affected area)
- Notify the Zone Warden of the details of the structural emergency
- Follow instructions from Zone Warden

Occupants / Visitors / Contractors:

- Follow instructions provided by the ECO

24.15 Transport Accidents

Description: Traffic accidents with the facility are not just confined to the roadways, accidents within car parks may also impact a place of work.

First Person at the Scene:

- Notify a Warden or request a person nearby to notify a Warden
- Assess area and look for any hazards/danger before proceeding to aid any injured persons

Chief Warden:

- Assess the need to evacuate the area of the accident
- Instruct the Communications Officer to call ARFF and AFP
- Request the Deputy Chief Warden or Zone Warden to notify a First Aider to attend, if necessary

Zone Warden:

- Notify the Chief Warden and act upon instructions given by the Chief Warden

Warden:

- Notify the Zone Warden and act upon instructions given by the Zone Warden

Occupant/Visitor:

- If not required, remove yourself from the scene and assist the Wardens by instructing any other non-essential person entering the area to turn around and keep away

25 Emergency Response Procedures – External Emergency

25.1 Fire/Smoke (External)

Description: In cases where fire/smoke situations occur externally (bushfire, adjoining building, etc), it is important to consider the potential issues that are posed to the facility such as the fire and/or smoke spreading.

The following procedure will apply in case of fire or smoke threat from external sources.

First Person Who Notices External Emergency:

- Remove yourself from any immediate danger
- Notify other occupants in the vicinity
- Notify a Warden

Chief Warden:

- Contact the local fire service to seek advice on the best course of action to take
- Assess the need to turn off a building’s air conditioning system
- Depending on the severity of the situation, consider instructing the Communications Officer to call (000) to notify the emergency services
- Determine the need to carry out either the ‘**Shelter in Place**’ or ‘Evacuation’ emergency response procedures
- Provide instructions and updates to the ECO, as required
- Instruct the IOC to notify the Facility Manager
- Instruct the IOC to notify neighbouring facilities, if required
- Assist the emergency services, as requested

Zone Warden:

- Notify the Chief Warden
- Manage the evacuation of occupants in any area that is exposed to danger, if instructed by the Chief Warden
- Act upon instructions from the Chief Warden

Warden:

- Notify the Zone Warden
- Assist with the evacuation of occupants in any area that is exposed to danger, if instructed by the Zone Warden
- Act upon instructions from the Zone Warden

Occupants / Visitors / Contractors:

- Follow instructions provided by the ECO

25.2 Civil Disorder

The following procedure applies to all occupants if there is evidence of a civil disorder:

First Person Who Notices External Emergency:

- Remove yourself from any immediate danger
- Notify other occupants in the vicinity
- Notify a Warden

Chief Warden:

- Instruct the Deputy Chief Warden to notify the Facility Manager
- Instruct the Deputy Chief Warden to notify security and instruct them to restrict access to the facility and request anyone trespassing to leave immediately. If they refuse, attempt to secure the facility from the location they are in
- Depending on the severity of the situation, consider instructing the Communications Officer to call AFP and (000) to notify the emergency services
- Determine the need to carry out the **'Shelter in Place'** and/or **'Lockdown'** emergency response procedure
- If considered necessary, instruct Zone Wardens to manage the:
 - Moving of occupants to a safer location within the facility
 - Removal of any objects which could be used as a projectile or weapon
 - The locking of offices, securing records, files, cash and other valuable property
 - Implementation of other procedures as instructed
- Inform occupants of the situation, where necessary
- Provide instructions and updates to members of the ECO, as required
- Assist the emergency services, as requested

Zone Warden:

- Notify the Chief Warden
- If instructed by the Chief Warden, instruct Wardens, and manage the:
 - Moving of occupants to a safer location within the facility
 - Removal of any objects which could be used as a projectile or weapon
 - The locking of offices, securing records, files, cash and other valuable property
 - Implement other procedures as instructed.
- Act upon instructions from the Chief Warden

Warden:

- Notify the Zone Warden
- If instructed by the Zone Warden assist with:
 - Moving of occupants to a safer location within the facility
 - Removal of any objects which could be used as a projectile or weapon
 - The locking of offices, securing records, files, cash and other valuable property
 - Implement other procedures as instructed
- Act upon instructions from the Zone Warden

Security:

- Restrict access to the facility, if instructed by the Chief Warden or Deputy Chief Warden
- Request anyone trespassing to leave immediately. If they refuse, attempt to secure the facility from the location they are in
- Depending on the severity of the situation, consider calling (000) to notify the emergency services

Occupants / Visitors / Contractors:

- Follow instructions provided by the ECO
- Remove yourself from the area if you are in danger
- Secure doors behind if you, if possible
- Alert a member of the ECO or relevant manager

25.3 Earthquake



The following procedure applies to all occupants if there is evidence of earthquake, during and after an earthquake:

All Facility Occupants - During the earthquake

- Take immediate refuge under desks or benches, door frames, archways etc.
- If able, move away from windows, falling objects and external walls
- Stay clear of filing cabinets, shelves, bookcases and overhead fixtures etc.
- Maintain refuge until the earthquake ceases and structural safety checks are conducted
- If outside move to an open space away from buildings, powerlines and trees that may fall

All Facility Occupants - After the earthquake

- When shaking stops, gather as a group together
- Access first aid requirements
- When safe to do so, make contact with a Warden
- Evacuate to an open space away from danger, when instructed by members of the ECO and when safe to do so

Chief Warden:

- Instruct the Deputy Chief Warden to contact the facility manager
- Contact and organise Zone Wardens and the facility manager to carry out an injury/building safety checks and to report back as soon as possible
- Instruct the Communications Officer to call (000) and contact emergency services, if required.
- Request the Zone Warden check and advise that:
 1. Evacuation routes are safe;
 2. First Aid personnel are available to assist the injured;
 3. All personnel are accounted for; and
 4. There is/is not damage to their floor/area
- Commence evacuation if/when required by enacting the Full Evacuation procedure
- Consider instructing the Deputy Chief Warden to contact nominated personnel and instruct them to isolate the electricity, gas and water supply to the facility
- Obtain status updates from Zone Wardens
- Assist the emergency services, as requested

Zone Warden:

- Organise assessment of (and assist with) injuries and damage on your floor/area
- Report to Chief Warden and be prepared to commence evacuation
- If instructed to and when safe to do so, manage Wardens and occupant egress to the allocated exit route and assist with evacuation
- Assist occupants to the nominated assembly area
- Act upon instructions from the Chief Warden

Warden:

- Assist with the assessment of (and assist with) injuries and damage on your floor/area
- Report to the Zone Warden and be prepared to commence evacuation
- If instructed to and when safe to do so, assist organising occupants to the allocated exit route and assist with evacuation
- Assist occupants to the nominated assembly area
- Act upon instructions from the Zone Warden

25.4 Severe Weather / Flooding

In case of severe weather or flood warning from the Bureau of Meteorology, undertake the following:

Chief Warden:

- Establish contact with SES and request assistance with flood mitigation activities
- Notify facility management to secure areas where there is potential for water ingress using sandbags or other materials e.g. from spill kits
- Consider notifying wardens and tenants to move important equipment, documents or other items that can be damaged to higher levels
- If there is a threat of flooding into buildings, consider contacting the nominated person and instruct them to isolate the power supply to the building or part of building
- If flooding occurs within a building, carry out the **'flooding'** emergency response procedure

Zone Wardens and Wardens:

- Assist occupants moving equipment, documents or other items that can be damaged to higher levels
- Follow instructions from the Chief Warden and assist with any emergency response accordingly

IMPORTANT: Wildlife (i.e. snakes and the like) may enter buildings to escape from a flood. Therefore before reoccupation, it is recommended that a check of the facility for wildlife be carried out.

26 Debrief

A debrief should be carried out after every emergency event as follows:

Chief Warden:

- Notify the ECO members to attend the debrief at specified location
- Request any responding emergency service to attend also
- Instruct a Warden to collate records of the event during the emergency for the debrief and to ensure they are secured for future reference
- Compile a report for the EPC and facility management

Zone Wardens and Wardens:

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

Emergency Response Teams (First Aid, Chemical Spill/Leak Staff)

- Clean and service used specialised equipment
- Replace specialised equipment as necessary

A debrief should occur after an emergency response exercise. Debrief should discuss the following:

- What happened/occurred?
- What went well?
- What could be improved?

Also complete the following:

- Internal and external communications, as required
- Incident report, as required
- Internal and external incident notifications e.g. notifiable incident

27 References

- Australian Standard 3745-2010: Planning for emergencies in facilities
- The Australian Bomb Data Centre - Australian Federal Police (AFP)
- Commonwealth Disability Discrimination Act 1992 (DDA)
- National Construction Code (NCC)
- Emergency Planning Handbook by the Australian Institute for Disaster Resilience
- Active armed offender guidelines for crowded places by the Australia-New Zealand Counter-Terrorism Committee
- VIC Occupational Health and Safety Act 2004
- VIC Occupational Health and Safety Regulations 2017

Appendix A - Diagrams

Appendix B – Abbreviations and Definitions

List of Abbreviations

ABDC	Australian Bomb Data Centre
AED	Automated External Defibrillator
AEP	Airport Emergency Plan
AFP	Australian Federal Police
ARFF	Aviation Rescue Fire Fighting
BCA	Building Code of Australia
CBD	Central Business District
CCTV	Closed Circuit Television
CID	Critical Incident Debriefing
DDA	Disability Discrimination Act
ECO	Emergency Control Organisation
EPC	Emergency Planning Committee
EWIS	Emergency Warning and Intercommunication System
EWS	Emergency Warning System
FCR	Fire Control Room
FEP	Fire Evacuation Plan
FIP	Fire Indicator Panel
LPG	Liquid Petroleum Gas
MECP	Master Emergency Control Point
NCC	National Construction Code
OWS	Occupant Warning System
PA	Public Address
PEEP	Personal Emergency Evacuation Plan
PMG	Places of Mass Gathering
PTSD	Post-Traumatic Stress Disorder
SECP	Secondary Emergency Control Point
SES	State Emergency Service
VESDA	Very Early Smoke Detection Apparatus
WIP	Warden Intercommunication Point

Definitions

Building Emergency Equipment/Fittings	Physical elements of a facility which include installed fire suppression, fire detection, emergency communication, alert tones, emergency signage and other emergency equipment.
Chief Warden	The Chief Warden, or if absent the Deputy Chief Warden, is expected to respond immediately to an emergency alarm, determine if an emergency should be declared in the building/site, determine what emergency procedures should be implemented, and bring the Emergency Control Organisation (ECO) promptly into action.
Competent Person	A person who has acquired through training, qualification or experience the knowledge and skills to carry out the task.
Emergency	An event that arises internally, or from external sources, which may adversely affect the occupants or visitors on site, and which requires an immediate response.
Emergency Control Organisation (ECO)	Persons appointed by the Emergency Planning Committee to direct and control the implementation of the site's emergency response procedures.
Emergency Management Plan (EMP)	Detailed documentation of the emergency arrangements for a site which consists of the preparedness, prevention and response activities and includes the agreed emergency roles, responsibilities, strategies and arrangements.
Emergency Planning Committee (EPC)	Persons responsible for the documentation and maintenance of the site Emergency Management Plan.
Emergency Preparedness	The arrangements made to ensure that, should an emergency occur, all those resources and services that are needed to cope with the effects can be efficiently mobilized and deployed.
Emergency Response Exercise (Drill)	A site-specific exercise implemented to determine the effectiveness of the emergency response procedures, maintain awareness and skills.
Evacuation Diagram	A map of the building and surrounding area that details the emergency features of the building, the escape route and assembly point.
Personal Emergency Management Plan (PEEP)	An individualised emergency plan designed for mobility impaired occupants who may require assistance during an emergency.
Refuge	Location in a building designed to hold occupants during a fire or other emergency, when evacuation may not be safe or possible.
Warden	Employees nominated as responsible for facilitating a fast and efficient initial response to emergency situations within a defined area or building.

Appendix C – Emergency Warning and Intercommunication System Operation

Introduction

The EWIS panel is a critical piece of equipment that allows the Chief Warden to communicate with the entire facility or selected levels. Communication in the event of an emergency situation is vital.

Note: During the installation and commissioning of an EWIS system, the Fire Service Provider may choose settings that differ from the default factory settings. Prensa make every effort to ensure all documentation reflects site specific variables, if however, operating instructions in the documentation differ from those of the facility’s system, please contact a Prensa consultant.

Placing the EWIS panel into the Manual Mode gives the Chief Warden full control of the warning and intercommunication system, however unless there has been a detector activation, other life saving features of the facility will not be engaged. This means all swipe card access will remain intact, air conditioning systems will continue as normal, exhaust and pressure fans will not engage. A manual evacuation of the facility will require the Chief Warden to activate warning tones manually.

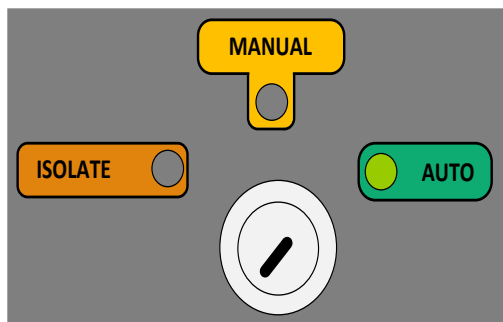
Auto Mode

Upon receiving a signal from the fire indicator panel (detector, red break glass alarm, sprinkler) the alert tones will be sounded on the affected floor. After the pre-set time delay of generally 3 minutes, the affected floor will sound the evacuation tones and two floors above and one floor below the affected floor will sound the alert tones. After another 3 minutes the alert tones will change to the evacuation tones. This sequence will continue until the total facility sounds the evacuation tones.

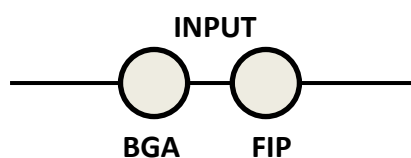
While the system is in the AUTO mode the Alert, Evac or PA buttons cannot be engaged, however the WIP buttons can be interfaced with to allow communication between the EWIS and levels/areas.

The switch key is a standard 003 key, as are the locks fitted to FIP & EWIS cabinets.

If a secondary detector is activated within this time frame, the EWIS will default into the Evacuation Tone immediately. Activation of a sprinkler system will also place the EWIS directly into the Evacuation Tone.



The Alert Tone requires the Warden Team to commence assessing their immediate working conditions, and if there is no sign of danger the Warden shall attend the Warden Intercommunication Phone (WIP) and await further instruction from the Chief Warden. The Chief Warden shall establish communication via the WIP, and will commence assessment of conditions on the affected level. If communication with the affected level cannot be made or there is no response, the evacuation of the facility shall be implemented.



Input BGA: This indicator light signifies that a white break glass alarm (BGA) has been activated manually.

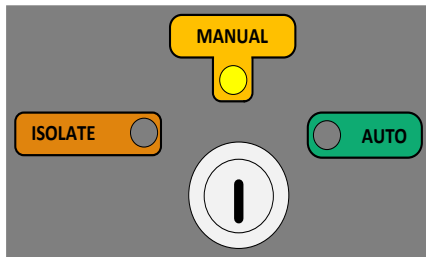
Note: White break glass alarm activation will sound the warning tones on the affected floor only. Activation will not operate life saving features of the facility, fire indicator panel or notify Emergency Services.

Input FIP: This indicator light signifies that the Emergency Warning and Intercommunication System has been triggered from the Fire Indicator panel (FIP).

Note: Always cross reference the detector or detection zone activated on the fire indicator panel.

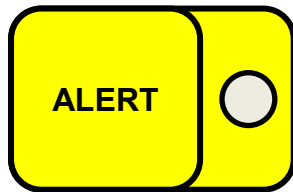
Manual Mode

Placing the EWIS panel into the manual mode will allow the engagement of the Alert, Evac & PA buttons. If manual mode has been keyed upon activation, the EWIS panel will hold the activation tones at the time the system was keyed, meaning if the Alert tones are active the system will **not** progress into the evacuation tones.

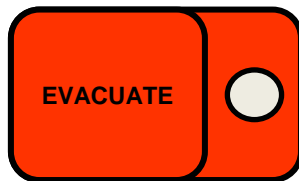


Note: Some EWIS panels may stall under alarm activations if placed from AUTO into MANUAL and then back into AUTO. If for any reason the Chief Warden needs to leave the EWIS Panel, the evacuation tones for the facility must be selected manually.

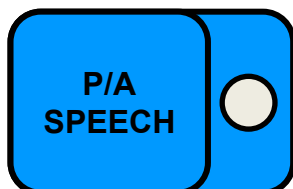
If the EWIS panel indicates levels have already progressed into the evacuation mode, the Chief Warden should allow the evacuation to continue until advised by responding Emergency Services to stop the evacuation.



ALERT TONE: Lights indicating ALERT signify the levels or areas that are under the alert tone.



EVAC TONE: Lights indicating EVAC signify the levels or areas that are under the Evacuation tone.



PA: Lights indicate levels that have PA on standby.

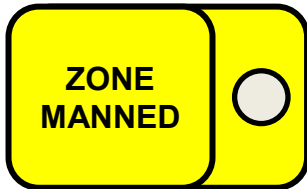
Note: announcements cannot be made until the microphone trigger has been engaged. Engaging the PA will cancel alarm tones on those selected levels.



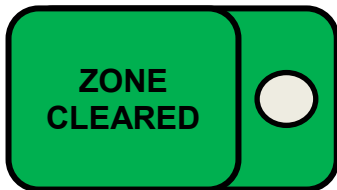
WIP: Flashing light indicates a Warden has engaged the WIP (or Chief Warden has rung) on their level, once the light is solid, the line of communication is established. A number of WIP's can be engaged at the same time (not more than four at a time) however this can lead to confusion regarding information and is not recommended. Priority must be given to the affected level first, lift the handset of the EWIS panel, select the WIP on the affected level and press the WIP button for that level.

The Zone Warden should only call the Chief Warden when:

- The evacuation of the floor/area is complete and they are providing their report (all clear, refusals, disabled or comments)
- They have critical information such as confirmation of a fire or burnt toast



Zone Manned: This button is engaged by the Chief Warden when communication with the level has been established, as a reminder that occupants are still present of that level. If evacuation has been directed and an occupant that requires assistance or a refusal has been reported this light serves as a quick reference point and indicates occupants are still on that level.



Zone Cleared: This button is only engaged if evacuation has been completed and a report of All Clear has been received.

Information regarding the status of each level should be recorded as part of the evacuation report, utilising these buttons acts as a reference only.

EWIS Procedure

Using the EWIS panel to activate alarms on manual mode gives the Chief Warden full control of the warning and intercommunication system, however unless there has been an input from the FIP, other life saving features such as stair pressurisation fans and smoke exhaust fans will not be engaged.

Wardens will respond to an alarm tones as trained, i.e. assess their immediate working conditions and if there is no sign of danger, report to the Warden Control Point. Any variations to the evacuation process will require the Chief Warden to advise Wardens before the evacuation tone is sounded. This may be achieved by use of the Warden Intercom Phone or PA system.

These variations may include but not limited to:

- Using a particular exit to evacuate due to congestion or danger
- Asking even numbered levels to evacuate using one exit and odd numbered levels to evacuate using the other exit
- Moving higher levels into lower levels

Wardens should always check conditions around exits before evacuating. The Chief Warden should take into consideration the time required to evacuate the entire facility; this can normally be estimated after an evacuation exercise.

Mimic Panels

EWIS Mimic Panel: Facilities fitted with a mimic EWIS panel must ensure that information received from affected levels is transferred to the MECF as soon as possible. Once the main EWIS panel has been switched into the manual mode, all control of the mimic panel will be lost. While indicator lights will still be active on the mimic panel, interaction with tones and WIP's cannot be made if the main panel has been switched into manual.

Fire Indicator Mimic Panel: This panel will display the detector or detection zone activated and may be used to determine the affected floor or area.

Secondary Emergency Control Panel (SECP): This panel provides the same facilities as the Master Emergency Control Panel (EWIS Panel). However, the MECP controls will override that of the SECP.



Red BGA: Activation of this BGA will activate alarm tones of the facility and other life saving features including notifying Emergency Services.



White BGA: Activation of this BGA will activate the emergency alarm tones of the facility only. It will not notify Emergency Services or activate other life saving features.



Emergency Door Release: Activation of this BGA will only provide egress of the respective door. Upon activation of the fire system the door is designed to unlock or open. The break glass device work as a backup should the fire system fail. Activation of this device may also activate an internal security alarm system.



Emergency Phone (WIP): Emergency Phones (WIP) are used by the Emergency Control Organisation to communicate between the Chief Warden/Emergency Services and the evacuation zones.

EWIS Operating Instructions - Investigate then Evacuate

1. Open door and turn key to "MANUAL"
2. Press and hold the "SYSTEM FAULT / SILENCE" button until it beeps (2 seconds).
3. Press the yellow "ALL ALERT" button twice.
4. Press the blue "ALL PA SPEECH" button.
For immediate evacuation proceed to step 9 Situation is Real
5. Lift black microphone and announce:
"Attention please, the fire alarm has been activated, we are investigating the situation, please collect your personal belongings and standby for further instructions".
repeat instructions twice
6. Press the "ALL ALERT" to turn the alert tone back on again
7. Use the Fire Indicator Panel (FIP) to ascertain the location of the alarm activation.
8. Pick up the red warden phone ready to speak to a warden.

Press one of the blinking red communicate buttons closet to the location of the alarm activation.


Tell the warden to investigate the activation and see if the situation is real or a false alarm.

Situation is Real


9. Press the "ALL ALERT" to turn off the alert tone
Lift the black microphone and announce:
"Attention please, the building is now being evacuated, please leave by the nearest exit and meet at the congregation area".
repeat instructions twice
10. Press the red "ALL EVACUATE" button
11. Contact the ACT Fire Brigade (000) and advise there is a fire in the building.

Specify the:
Name of the building
Address of the Building
Give the operator your name and contact details


Phone ANU Security and advise them there is a fire in the Building.
12. Ensure all lifts are secured on the ground floor.
13. Ensure all exits are manned to prevent entry to the building.
14. Wait for the Fire Brigade to arrive.



Button light flashing = phone is manned
Button light steady = they can hear you



BLACK MICROPHONE RED WARDEN PHONE



KEY SWITCH SYSTEM FAULT / SILENCE BUTTON

False Alarm

9. Press the "ALL ALERT" to turn off the alert tone
Lift the black microphone and announce:
"Attention please, no problems were identified. Thankyou for your patience".
repeat instructions twice
10. Wait for the Fire Brigade to arrive.

Complete emergency checklist and hand to emergency services on arrival, also report the location of any people who can not or have refused to leave the building.

Reset
The Fire Brigade must reset the FIP before you can reset the EWIS panel. To reset the EWIS panel, press and hold the system fault / silence button until you hear a beep then turn key back to "AUTO"

August 2008

Appendix D – Checklists / Forms

BOMB THREAT CHECKLIST



REMEMBER TO KEEP CALM AND DON'T HANG UP

Name of person who received the call	Signature
_____	_____
Telephone number that received the call	

Date call received	Time call received
_____	_____

GENERAL QUESTIONS TO ASK CALLER:

What is it?

When is the bomb going to explode? OR When will the substance be released?

Where did you put it?

What does it look like?

When did you put it there?

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

Did you put it there?

Why did you put it there?

Where are you?

What is your address?

BOMB THREAT QUESTIONS

What type of bomb is it?

What is in the bomb?

What will make the bomb explode?

CHEMICAL / BIOLOGICAL THREAT QUESTIONS

What kind of substance is in it?

How much of the substance is there?

EXACT WORDING OF THREAT

**ASK YOUR SUPERVISOR.
IF YOUR SUPERVISOR IS UNAVAILABLE, RING POLICE 000**

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INCIDENT OFFENDER CHECKLIST

Date _____ Time _____

Location _____

Nature of incident _____

GENERAL DESCRIPTION - DETAIL OF OFFENDER

Number of offenders _____

Sex: Male Female Other Unknown

Age (approx) _____ Height (approx) _____ Weight (approx) _____

Previously observed: Yes No When/Where _____

Last sighted _____ Direction of travel _____

Face: Beard Moustache Scars

Voice: Soft Loud High pitched
Deep Slurred Stutter

Accent (please specify) _____

Hair colour: Blonde Brunette Black
Red Grey Other (specify below)

Hair style: Short Long Straight
Curly Bald/Balding Other (specify below)

Eye colour: Blue Brown Black
Green Hazel Grey

Build: Thin Medium Solid
Muscular Obese

Appearance: Caucasian Asian European
African Islander Indigenous

Complexion: Pale Dark Medium
Olive Ruddy

Other features: Scars Marks Tattoos
Piercings Jewellery

DESCRIPTION: _____

PERSONAL EMERGENCY EVACUATION PLAN

Occupants Name _____

Occupant Contact Number _____

LOCATION:

Level/Floor No. _____

Room/Suite No. _____

Building Name _____

Company Name _____

Address _____

Workstation Location _____

QUESTIONS:

Is an assistance animal involved? _____ Yes No

Are you trained in Emergency Response Procedures?
(including Evacuation Procedures) _____ Yes No

Preferred method of receiving updates to the Emergency Response Procedures:
(Please state, eg. text, email, braille, verbal, etc.) _____

Preferred method of notification of an emergency:
(Please state, eg. visual alarm, personal vibration device, SMS, etc.) _____

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

Issue Date:	Review Date:
Occupant Approved: (Signature)	Date:
Chief Warden: (Signature)	Date:




Tenants' obligations in relation to Emergency Management Services

Australian Standard 3745:2010 Planning for emergencies in facilities and the Work, Health & Safety Act 2011 outline the requirements for a workplace to have regular training for emergency procedures and to document those procedures and retain evidence of training.




Statutory penalties do apply for employers who are not meeting their health and safety obligations.

Prensa can assist your company to adhere to those requirements and better prepare your staff to deal with emergencies.

The building will provide:

-  Evacuation diagrams
-  Emergency Procedures Manual
-  Provision of training and an annual evacuation exercise

Tenants are required to:

-  Provide wardens for participation in an Emergency Control Organisation (ECO)
-  Ensure wardens attend training at least once every 6 months
-  Participate in annual evacuation exercise annually

Your Obligations

As an employer, you are responsible for maintaining safe conditions for those working at your premises and those who visit. To meet their responsibilities, a responsible employer would have an Emergency Procedures Manual with an emergency response plan and trained staff as wardens to implement that plan should the need arise.

At a minimum, you should ensure that your workplace has the following items (which may already be provided by your Building Manager):

- 1 An Emergency Procedures Manual
- 2 Evacuation diagrams

You must ensure that you have a number of wardens appropriate to dealing with the number of staff in your workplace. For these wardens, you must facilitate:

- 1 Their participation in a training session every six months
- 2 Their participation in an annual evacuation exercise

For all staff who are not involved in the warden team, you need to provide them with information related to emergencies, such as where the emergency exits and assembly area(s) are located, who the wardens are and access to emergency procedures documentation. It is also mandatory for all staff to participate in the annual evacuation exercises.

MELBOURNE
(03) 9508 0100
Ground level
5 Burwood Rd
Hawthorn VIC 3122

SYDNEY
(02) 8968 2500
Level 1
71 Longueville Rd
Lane Cove NSW 2066

BRISBANE
(07) 3291 9700
Level 2
15 Mayneview St
Milton QLD 4064

PERTH
(08) 9240 5010
Level 7
3 Hasler Road
Osborne Park WA 6017

Evacuation Record:

Zone	Reported	REF	DIS	Comments

Appendix E – Evacuation Response Guides

Chief Warden

ON SOUNDING OF THE ALERT TONE “BEEP...BEEP”

- Proceed immediately to the Master Emergency Control Point (MECP)
- Ensure the Fire Brigade has been notified
- Determine the cause and location of the alarm from the Fire Indicator Panel (FIP)
- Establish communication with the affected level via the Warden Intercommunication System (EWIS)
- If the Zone Warden indicates no immediate sign of danger, place EWIS panel in manual mode
- Instruct the Wardens to investigate the alarm
- If there is a sign of danger ensure the Zone Warden has commenced evacuation, leave EWIS panel in auto mode
- Receive reports from Zone Wardens regarding occupants with a disability and record the information
- Advise other levels of the activation and to standby for further announcements
- Once confirmation of fire system activation has been identified and evacuation is not required advise other levels
- If in any doubt or unable to establish communication commence evacuation immediately

ON SOUNDING OF THE EVACUATION TONE “WHOOO...WHOOO”

- Receive and record reports as levels report evacuated and cleared
- Record information on any refusals to evacuate
- Instruct the Zone Warden to relocate occupants with a disability into exit if there is a sign of danger
- If there is no sign of danger occupants with a disability must remain with the Zone Warden by the Warden Intercom Phone (WIP)
- Liaise with responding Emergency Services and report the status of levels that have evacuated
- Report occupants with a disability and their location to the attending Emergency Services
- Report any refusals
- Task evacuated Wardens to building access points
- Continue with the evacuation until advised by the attending Emergency Services
- Once the all clear has been given, report to the assembly area located at «Assembly_Area» and advise occupants

AFTER EVACUATION

Proceed (if safe) to the closest Assembly Area

Zone Warden

ON SOUNDING OF THE ALERT TONE “BEEP...BEEP”

- Be aware of your immediate working conditions
- If there is no sign of danger proceed immediately to the Warden Control Point
- Wear your Zone Warden identification and liaise with Wardens
- Bring under your control any occupant with a disability
- Dispatch a Warden to the lift foyer
- Wait by the WIP for the Chief Warden to communicate. Report occupant with a disability numbers
- Listen for any announcements
- Ensure Wardens are monitoring conditions
- Act on instructions given by the Chief Warden
- Assign tasks to Wardens based on information from the Chief Warden
- Remain by the WIP and report any change in conditions

ON SOUNDING OF THE EVACUATION TONE “WHOOOP...WHOOOP”

- Commence evacuation of your level
- Assign Wardens to direct occupants to the EXITS
- Ensure all areas have been accounted for including toilets, meeting rooms and offices
- Ensure occupants are evacuating in an orderly manner and encourage calmness
- Remain by the WIP until all occupants have evacuated. Zone Warden is the last person to leave their level
- Ensure Wardens are evacuating with occupants (Warden at the front and Warden at the Rear).
- Report to the Chief Warden once your level is clear via the WIP
- Occupants with a disability must remain in your care. If there is no sign of danger remain on the level, wait for acknowledgment from the Chief Warden or responding Emergency Services via WIP
- If there is a sign of danger admit occupants with a disability into EXIT and wait for assistance to arrive. If unable to report this to the Chief Warden instruct a Warden to report your location to a member of the responding Emergency Services or call 000
- If you have no occupants with a disability ensure you report the status of your level to the Chief Warden via the WIP or in person to responding emergency service

AFTER EVACUATION

Proceed (if safe) to the closest Assembly Area:

Warden

ON SOUNDING OF THE ALERT TONE “BEEP...BEEP”

- Assess your immediate working conditions
- If there is no sign of danger proceed directly to the Warden Control Point
- Advise any occupant with a disability to report to this area
- If there is an immediate sign of danger start evacuation in the area of concern
- Liaise with the Zone Warden. If the Zone Warden is not present assume this role
- Wear your Warden identification
- Ensure a Warden has been dispatched to the lift foyer
- Challenge any occupants from using lifts
- Continue to monitor conditions on your level and report any change to the Zone Warden
- Act on all instruction given by the Zone Warden

ON SOUNDING OF THE EVACUATION TONE “WHOOP...WHOOP”

- Commence evacuation of your level immediately
- Direct occupants towards nominated EXITS
- Check the EXIT before admitting occupants
- Check all areas of your level
- Report any refusals to the Zone Warden
- Encourage calm when evacuating and do not attempt to gain entry to other levels unless directed.
- Warden at the front and Warden at the Rear (Going down the stairs in single file holding onto the handrail)
- Report any areas not accounted for to the Zone Warden
- Encourage occupants to move quickly in single file down EXITS
- Ensure occupants to move clear of the building once evacuated
- Proceed directly to the closest external assembly area
- Keep occupants together at the assembly area. Seek assistance from management

AFTER EVACUATION

Proceed (if safe) to the closest Assembly Area:

Occupant/Visitor/Contractor

ON SOUNDING OF THE ALERT TONE “BEEP...BEEP”

- Be aware of a potential emergency situation
- Put away cash, valuables or classified information
- Look towards your Warden for information
- If there is no immediate sign of danger standby and wait for instruction
- If you require assistance or if an evacuation was ordered report to your Warden immediately
- Prepare for evacuation – get your small personal belongings
- Continue to monitor your immediate working conditions
- Stay in your immediate work area
- Do not attempt to use the lifts

ON SOUNDING OF THE EVACUATION TONE “WHOOOP...WHOOOP”

- Commence evacuation immediately
- Look towards your Wardens for direction
- Move to the EXITS
- Remain calm
- Once in the EXIT, hold onto the inside rail and evacuate down the stairs in single file
- Do not attempt to gain entry to other levels
- Move clear of the building once you have evacuated
- Proceed directly to the closest external assembly area
- Remain at the assembly area until advised you can return to work
- Do not return to the building until you are advised

AFTER EVACUATION

Proceed (if safe) to the closest Assembly Area

FIRST ATTACK FIRE FIGHTING



Before you start fighting a fire you must first establish your priorities.

1 LIFE

Ensure you have removed people from danger first. This must be your number one priority.


2 ALARM

You must then raise the alarm, if you have nominated a person to contact the fire brigade ensure you get confirmation that they have done this. Don't worry if you extinguish the fire before their arrival.

3 ASSESS





You will need to assess the following:

- **Support:** Do not fight the fire on your own.
- **Fire Size:** Fight small fires only, if the flames are over one metre square or over your hip in size it is beyond the capabilities of a fire extinguisher.
- **Additional Hazards:** What else is close by i.e. flammable liquid, chemicals, gas cylinders.
- **Fire Class:** Are you able to positively identify the Class of Fire.
- **Fire Extinguishers:** Do you have the right extinguisher available and is it close to you.
- **Environment:** You are not exempt from smoke inhalation, ensure you have an escape plan and always have an exit behind you.



Extinguishers are designed for small fires only; a fire will double in size every thirty seconds so your extinguishment opportunity is only small. Once you have removed the extinguisher from the mounting bracket remember PASS.

REMEMBER

			
PULL the pin, break the seal and test	AIM at the base of the fire/flames	SQUEEZE the operating handle (trigger)	SWEEP the contents from side-to-side

REMEMBER

Never turn your back on a fire, if you have been able to extinguish the fire continue to monitor the area until the fire brigade has arrived, again be cautious of any smoke. If one extinguisher was unable to bring the fire under control you will need to re-assess the situation.

Would another extinguisher bring the situation under control and is there another extinguisher available? While a Fire Hose Reel will give you unlimited amount of water you are very limited to the Fire Class you can use the water on. Rolling out a hose reel will also introduce additional hazards to the area such as "Trip & Slip". You must be able to identify the fire as **Class A Only**.

ARMED OFFENDER



An armed offender is an armed person who is actively engaged in killing or attempting to cause serious harm to multiple people in a populated location. An incident may occur as a result of an escalation of any type of emergency/crisis/issue including a hold-up, a hostage situation or a terrorist attack.

The threat of an armed offender is a possibility anywhere. But as with any crisis situation, **preparation and planning can help to minimize chaos and injury.** Places of Mass Gathering (PMG) such as airports generally pose a broad range of security challenges, and have been specifically identified both nationally and internationally as attractive targets. Establishing an armed offender protocol and communicating that plan to your tenants and employees, is critical. Your plan should:

- Stress the importance of **remaining calm** in any violent situation.
- Encourage anyone involved to **call 000** in an emergency.
- Enforce the importance of remaining on the line with the 000 operator until police arrive because needs may change as an event unfolds.
- Detail how to warn employees an active shooter is present. Code words, intercom capabilities and instant messaging can help ensure people are aware of the situation and **stay out of harm's way.**
- Include evacuation and lock-down procedures in the training regime.
- Discuss how employees can **observe details about the shooter.**
- Instruct employees to **lock and secure all exits if the shooter leaves.**
- Train people to take accurate **head counts** and to **check others for injuries.**

It is important to assess the situation and make the best choices at the time for the individual event.

Evacuate

If you can get out, evacuate, even if others insist on staying, encourage others to go with you but don't let their indecisions slow you down. Leave your belongings behind and get out, moving out of harm's way must be your priority. Once you are out of the line of fire, try to prevent others from walking into the danger zone and call Triple 0. General occupants (visitors) may have no or little understanding of the Lockdown directive and would require direction.

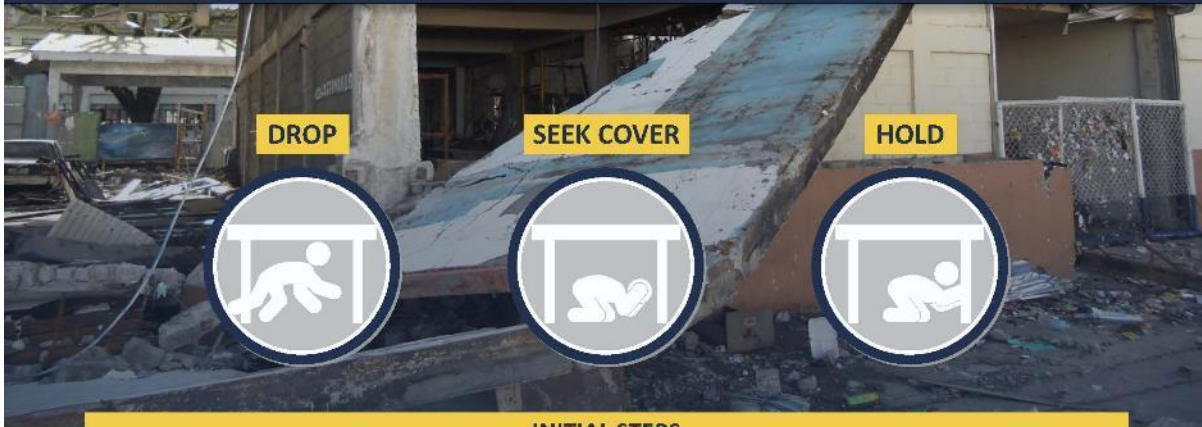
Take action

As a last resort, take action, if you're on your own or in a group, act with aggression. Improvise weapons such as chairs, fire extinguishers, high heel shoes, or even a cup of hot water, such action should only be used as a last resort.

Hide

If you cannot get out safely, you need to find a place to hide. Act quickly and quietly and try to secure your hiding place as best you can by locking or barricading doors, turn out lights, silence your mobile phone, and try to conceal yourself behind large objects and try and remain quiet and calm.

EARTHQUAKE RESPONSE



DROP

SEEK COVER

HOLD

INITIAL STEPS

- Take immediate refuge under desks or benches, door frames, archways etc.
- If able, move away from windows and external walls
- Stay clear of filing cabinets, shelves, bookcases and overhead fixtures etc.
- Maintain refuge until the earthquake ceases and structural safety checks are conducted
- If outside move to an open space away from buildings, powerlines and trees that may fall

EMERGENCY CONTROL ORGANISATION DUTIES

- Contact and organise Wardens and staff to carry out an injury/building safety checks and to report back ASAP
- When safe to do so, commence evacuation ensuring that:
 - ① Evacuation routes are safe
 - ② First Aid personnel are available to assist the injured
 - ③ All personnel are accounted for
- Notify Emergency Services (if required)
- Consider isolating the electricity, gas and water supply
- Organise assessment of injuries and damage on your floor/area
- Report to Chief Warden and be prepared to commence evacuation
- Obtain status update from Wardens
- Commence evacuation if/when required

WARDEN/OCCUPANT DUTIES

- | | |
|---|---|
| <ul style="list-style-type: none"> • When safe to do so, make contact with Floor Warden • Assist with injury and damage assessment • When safe to do so, organise people to the allocated exit route and assist with evacuation if/when ordered to • Assist people to a nominated Assembly Area/s | <ul style="list-style-type: none"> • Move away from windows and falling objects, seek cover and hold • When shaking stops, gather as a group together • Access first aid requirements • Evacuate to an open space away from danger when safe to do so |
|---|---|

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CALLING 000





**DIAL
000**



The quickest way to get the right emergency service to assist you is to call **Triple 0 (000)**. Calls to 000 are free regardless of what phone you are using; landline, mobile, or public telephone.

The first question you will be asked is what emergency service you require, Police, Fire or Ambulance. If you are calling from a mobile or satellite phone the operator will ask your location, if calling from a landline your general location will be automatically given. You will then be connected through to the emergency service you have requested. It is important to remain calm and speak slowly and clearly. You will be prompted by a number of questions regarding the emergency. To the untrained this can be frustrating however the 000 operator will need some vital information regarding the situation.

Depending on the emergency a number of different services may need to attend i.e. serious road accident will require Police (traffic control), Fire Brigade (spilt fuel or persons trapped), and Ambulance (injured person). The operator will arrange this; you will not need to talk to all three. Services will be despatched while the call is in progress. If you have asked for an Ambulance, the person you are speaking with may ask about the persons condition or give you instructions regarding first aid until the Ambulance has arrived.

IF CALLING FROM...



WORK

Ensure someone is despatched to greet the responding services especially in secure buildings, know your nearest cross street, and who your Wardens are.



HOME

Know your address and nearest cross street; teach your children the importance of calling 000, their address and nearest cross street. Implement and practice your home safety plan. Nominate the letter box as an assembly area.



RURAL AREAS

In remote areas seek your grid reference, this can easily be found on websites such as Google Earth. Take the time to know the distances from landmarks or roads.



BEACH

Know the name of the beach and basic reference North, South, East or West. For patrolled beaches, life savers will be your quickest response and can arrange emergency services.



BUSH WALKING

Always tell someone where you are going and an expected return time. Ideally have a topographic map or hand held GPS (not all locations will have GPS connectivity) and learn how to read the grid reference.



TRAVELLING OVERSEAS

When overseas, call 112 from your mobile which will direct you through to the closest emergency services.



TRAVELLING ON MOTORWAYS OR A RURAL ROAD

Identify the direction you are travelling, the last exit or town you passed or any cross streets. Information regarding distances or locations can be found on GPS navigation equipment.

HUMAN BEHAVIOR IN EMERGENCIES



Unless you are a member of the emergency services nobody goes to work each day expecting to get involved in an emergency situation.

People's reactions to emergencies can often depend on conditioning and training. Evidence shows that the majority of people react responsibly to the information they are given.

They usually **check for an immediate sign of danger and look to familiar people for guidance** i.e. your Warden Team. Sometimes, however, the information is misleading or inaccurate. Information about an emergency should be clear and concise and provided by somebody known and trusted or in an appropriate official position.



Gaining an understanding of how people react to emergencies and the signs to look out for, will help aid your control of the situation. Your reactions to a situation can greatly influence others. When people are confronted by an emergency and given no information or clear direction, they can quickly revert to panic.

People react to danger by doing the best they can for themselves and those with them. They may even **make mistakes from lack of knowledge or confusion.** Panic will most likely occur when there is lack of leadership, insufficient information or there is an immediate perceived threat of death or serious injury. In addition they may feel trapped or feel their means of escape is blocked. Good emergency management training and ensuring adequate people are nominated to deal with workplace emergencies will **help limit people panicking.**



Situational Awareness

Knowing the alarm tones or warning devices and where your nearest EXIT is, should be a habit everyone adopts regardless of your location. All occupants and visitors regardless of their abilities have an obligation to take responsibility for their own safety. Ignoring directions, alarms or warning systems can have a flow on effect and influence others to do the same.

Each time you board a commercial aircraft the flight crew will always point out the safety features of the aircraft and all EXITS. They also indicate that you should look towards the crew for direction in the event of an emergency. Without this basic instruction it is unlikely people travelling in an aircraft would know what action to take or when to take it. This is also extended into every workplace in Australia.




HUMAN BEHAVIOR IN EMERGENCIES



Occupants attending Commercial Buildings, Shopping Centres, Movie Theatres, Restaurants, Stadiums or a Night Club generally have an expectation that if an emergency presents itself someone will tell them what to do and this needs to be done before the emergency services attend. It becomes increasingly difficult to take control of a situation if people panic. Some situations can occur without prior warning or activation of installed alarm systems.

Below are 3 typical human behaviours that may be exhibited during an emergency:

	REACTION	HOW TO COMBAT THIS REACTION	
FLIGHT	Running from a situation with no direction.	Someone in Flight Mode should be pointed towards the nearest clear EXIT giving them the direction they need.	
FIGHT	Becoming aggressive towards others because an EXIT is blocked or they can't move freely.	Reason with the person from a safe distance. Do not get close where they may harm you or others. Explain what you want them to do.	
FRIGHT	Stunned or petrified with fear unable to move.	They may need a comforting voice for guidance or to be physically moved with the assistance of another person, if in immediate danger but don't put yourself or others at risk.	

During news events you will often see people displaying these reactions. An eyewitness will often describe how they felt or what their reaction to the emergency was and will often fall into the category of **fight, flight or fright**.

A new problem now exists with the ease of accessibility to being able to **film events live**. People take additional risks by moving closer to a situation to film events and put their own safety at risk.



RECOVERY



The recovery phase is a crucial element to an active shooter incident. **Police investigation may take to 48hrs or depending on the severity up to one week** and will work closely with building management regarding re-occupation of the building and return to normal trade.

Critical Incident Debriefing (CID) is a process that prevents or limits the development of **post-traumatic stress** in people exposed to critical incidents. Anyone exposed to such a situation must ensure they participate in this debriefing process. Sessions are professionally conducted, debriefings help people cope with, and recover from an incident's after-effects. **CID enables participants to understand that they are not alone** in their reactions to a distressing event and **provides them with an opportunity to discuss their thoughts and feelings** in a controlled, safe environment. Optimally, CID occurs within 24 to 72 hours of an incident.

Recovery is accelerated if people recognise the reactions, are taught the reason for their symptoms, and helped to take steps to look after themselves. It is particularly important for them to be able to **go over the experience so that they can clarify it and assimilate elements that may have been missed in the heat of the moment**. Usually, workers can be assumed to have the skills to resolve things once they are clear about their reactions. However, some of the symptoms encourage them to withdraw from those who may help them and interfere with recognition of what is happening.



Appendix F – Emergency Announcements

Alarm Activation

- Your attention please, this is the Chief Warden speaking
- An alarm has been activated on Level.....
- Can all Wardens please report to their warden control point and standby for further instructions?
- I repeat, can all Wardens please report to their warden control point and standby for further instructions?

Accidental Alarm Activation (after alarm investigation)

- Your attention please, this is the Chief Warden speaking
- The alarm activation has been investigated and reported as no emergency present
- There is no need to evacuate
- I repeat, the alarm has been investigated and reported as no emergency present
- There is no need to evacuate

Confirmed Alarm Emergency or Chosen Evacuation

- Your attention please, this is the Chief Warden speaking
- This is an announcement to commence evacuation of the facility
- I repeat, this is an announcement to commence evacuation of the facility
- Occupants should calmly proceed to the emergency exits and evacuate the building
- Do not use the lifts
- After you have left the building, please move away from the building and proceed to the Assembly Area
- Can all Wardens please report to their warden control point and standby for further instructions?

- I repeat, all Wardens please report to their warden control point and standby for further instructions?
- You will be notified when it is safe to re-enter the building
- Please do not attempt to remove your vehicle from the car park”
- I repeat, please do not attempt to remove your vehicle from the car park”

Practice Evacuation Exercise

- Your attention please, this is the Chief Warden speaking
- A practice evacuation exercise is about to commence
- I repeat, a practice evacuation exercise is about to commence
- Under the work health & safety regulations your participation in this exercise is a mandatory requirement

Completion of Practice Evacuation Exercise

- Your attention please, this is the Chief Warden speaking
- This announcement concludes that the practice evacuation exercise is finished
- I repeat, this announcement concludes that the practice evacuation exercise is finished
- Please treat any future alarms or emergency warning tones as a real emergency

Non Fire Emergency

- Your attention please, this is the Chief Warden speaking
- Can all Wardens please report to their warden control point and standby for further instructions?
- I repeat, all Wardens please report to their warden control point and standby for further instructions?

Shelter in Place

- Your attention please, this is the Chief Warden speaking
- Please be advised that as a result of an emergency, occupants are requested to **Shelter in Place** within the building
- I repeat, please be advised that as a result of an emergency, occupants are requested to **Shelter in Place** within the building
- All occupants are requested to remain in the building until further notice
- Any occupant that would require assistance to evacuate is to report to your Warden
- Can all Wardens please report to their warden control point and standby for further instructions?
- I repeat, can all Wardens please report to their warden control point and standby for further instructions?
- Updates on the situation will be made every 15 minutes

Lockdown

- **“LOCKDOWN, LOCKDOWN, LOCKDOWN”**
- Your attention please, this is the Chief Warden speaking
- Please be advised that the building is enacting **LOCKDOWN** procedures
- I repeat, **“LOCKDOWN, LOCKDOWN, LOCKDOWN”**
- Please be advised that the building is enacting LOCKDOWN procedures
- All occupants are requested to remain where they currently are and follow the instructions of the Wardens
- Can all Wardens please report to their warden control point and standby for further instructions?
- I repeat, can all Wardens please report to their warden control point and standby for further instructions?
- Updates on the situation will be made accordingly

