



Emergency Response Procedures

Owen Dixon Chambers

**205 William Street
Melbourne
Vic 3000**



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All descriptions and operating guidelines contained within these procedures are made with the assumption that the installed Emergency Warning and Communication System complies with AS1670.4 - 2004 Fire detection, warning, control and intercom systems—System design, installation and commissioning Part 4: Sound systems and intercom systems for emergency purposes.

The active and ongoing onus is placed solely on the Building Occupier to advise TRIMEVAC of any feature or function contrary or supplementary to AS1670.4 prior to the implementation of TRIMEVAC's Emergency Procedures for the building, or in a timely manner after a material change affects, or is expected to affect the operation of the Emergency Warning and Communication System for the facility. If advice of this nature is not received in the required manner and form TRIMEVAC will assume that the system is compliant with the relevant standards and gauge its procedures and operational guidelines accordingly. Further, TRIMEVAC will not be held responsible for any descriptions of system function or performance that has not been identified and communicated to TRIMEVAC.

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INTRODUCTION

This document is the result of the Emergency Planning Committee's duty to analyse, identify, evaluate and treat emergency related risks or situations that may arise from an internal or external source.

These procedures are to be utilised in conjunction with regular training sessions for all Emergency Control Organisation members so as to maintain competency in the prescribed duties of any ECO position, and to maintain an awareness of emerging trends or amendments to procedures.

It is also the direct responsibility of tenants and departments to organise and establish emergency procedures for the safety of their staff, based on this manual and the particular circumstances of their occupancy. As recommended by AS 3745:2010 and in compliance with Occupational Health and Safety legislation, all building occupants are required to participate in emergency planning and evacuation exercises and acknowledge the authority of appointed Wardens (Emergency Control Organisation) in emergency situations.

Instructions given by the Emergency Control Organisation will overrule normal management structure.

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No alteration or amendments or copies are to be made without authorisation of the Emergency Planning Committee and in conjunction with TRIMEVAC.

SCOPE

This manual provides information and guidelines for a range of eventualities and includes emergency response procedures for the situations listed only in the index of this manual.

Guidelines, procedures and information contained within this manual are based upon Occupational Health & Safety Legislation, in conjunction with Australian Standard AS3745:2010 *Planning for emergencies in facilities*

The Australian Bomb Data Centre (AFP) *Bombs, Diffusing the Threat. Incorporating Mail Bomb Countermeasures*. Emergency Management Australia, *Flood Action Guide and Severe Storm Guide*, and AS/NZS ISO 31000 *Risk Management – Principles and Guidelines*.

All terminology used throughout this manual is consistent where possible with Emergency Management Australia, *Australian Emergency Management Terms Thesaurus* and AS 3745:2010 *Planning for emergencies in facilities*.

This manual may make reference to, but does not contain procedures for, the comprehensive management of *Business Continuity Planning, Business Recovery Processes or Media Policy during Emergencies*.

AMENDMENT REGISTER

No.	Date	Pages	By	Comments
	April 2015	All		Draft ERP Manual Issued
1	October 2018	Pages 7&8	JD	Contact Update
2				
3				
4				
5				
6				
7				
8				
9				
10				

PROCEDURES UPDATES

The Emergency Planning Committee will undertake a regular review of the Emergency Response Procedures to ensure the information contained within is as accurate and up to date as possible.

User Requirement

To ensure this manual is effective, it is incumbent upon the user to bring to the attention of the Emergency Planning Committee, any new information of either staff or procedural changes that may need inclusion or amendment in this manual.

Document Control

It is the responsibility of the Emergency Planning Committee to ensure document control is maintained for the emergency response procedures documentation for this facility.

Copies of this manual are authorised and issued by the Emergency Planning Committee. Electronic (soft-copy) and print (hard-copy) copies of this manual will be documented and held on record in the *Emergency Plan* and will be administered by the Emergency Planning Committee.

No unauthorised copies of this manual are to be made.

EMERGENCY CONTACT NUMBERS

FIRE BRIGADE	000	
POLICE		
AMBULANCE		
GSM mobile phone emergency number	112	
SMS emergency	106	
NATIONAL SECURITY HOTLINE	1800 123 400	
SITE SECURITY / CONCIERGE	0421 639 746	
CHIEF WARDEN	Dominic Hendry	0429 479 834
DEPUTY CHIEF WARDEN	James Campbell	0437 603 387
PROPERTY MANAGER	Mary Hayes	0467 888 008
PROPERTY CO-ORDINATOR	Abbie Davies	0439 910 468
SECURITY REPRESENTATIVE	Kath Lewis Jouri Seroutine	0421 639 746 0421 639 746
LEAKING GAS (ALL AREAS)	13 27 71	
POISONS INFORMATION HOTLINE	13 11 26	
STATE EMERGENCY SERVICE	13 25 00	
EMERGENCY PUBLIC INFORMATION PROVIDER	ABC RADIO 774 (AM)	

FACILITY CONTACT NUMBERS

CHIEF WARDEN ORDER OF PRIORITY

The following order of priority shall apply to the role of Chief Warden in the event of an emergency. In the event that the primary choice for Chief Warden is not available or contactable, the responsibility shall pass to the next person listed below.

PRIORITY	PERSON & POSITION	CONTACT No.
1	Dominic Hendry	0429 479 834
2	James Campbell	0437 603 387
3		
4		

ANCILLARY CONTACTS

The following contact details should be used as required.

GAS PROVIDER	TBC	
ELECRICITY PROVIDER	Energy Australia	1300 362 466
WATER PROVIDER	City West	132 642
LIFT MAINTENANCE PROVIDER	United Services	03 9687 9099
AIR CONDITIONING PROVIDER	AG Coombs	1800 985 965
FIRE SERVICES	Dynamic Fire	9355 7171
ASBESTOS ASSESMENT	Noel Arnold and Associates	(03) 9890 8811
BMU MAINTENANCE	Delta	1300 519 493

BUILDING PROFILE

FACILITY NAME		Owen Dixon Chambers			
FACILITY ADDRESS		205 William Street			
PROPERTY MANAGEMENT		Barrister Chambers Limited			
BUILDING DESCRIPTION					
Number of levels	15	Basement levels	Yes	Basement Car Parks	Yes
Loading Docks		Mail Rooms		Retail	Yes
No. of Lifts	4	No. of Escalators	No	No. of Travelators	No
BMU on Site	Yes	BMU Phone No.	Delta		
Does BMU Reach Ground?	Yes	BMU Radio Channel	No		
ALARM / DETECTION SYSTEMS					
Location of FIP	Foyer				
Location of EWIS	Foyer				
Delay between Tones	2-3 Minutes				
Detectors		Smoke	Yes	Thermal	Yes
Manual Call Points		Fire Panel (Red)	Yes	EWIS (White)	
		Door Release	Yes		
COMMUNICATION SYSTEMS					
2-Way Radios		Emerg Channel		No. WIPs Per Floor	1
PA Available	Yes				
ACCESS / SECURITY SYSTEMS					
Proximity Card Access	Yes	Visitor Procedures	Yes	Concierge Manned	Yes
ON ACTIVATION OF FIRE PANEL					
Ground Lifts	No	Shut Down Air Con	Yes	Services Notified	Yes
Pressurise Stairwells	Yes	Start Exhaust Fans	Yes	Release Door Locks	Yes
SUPPRESSION SYSTEMS					
Extinguishers	Yes	Dry Chemical	Yes	Carbon Dioxide	Yes
		Water	Yes	Wet Chemical	Yes
		Foam	Yes	Other	
Fire Blankets	Yes	Hose Reels	Yes	Hydrants	Yes
Sprinklers Installed?	Yes				
SPECIAL RISKS					
Gas	Yes	Shut Off Valve Location	Basement Car park		
PEEPS held on file?	Yes		In Emergency Response Procedures Manual		
OTHER RISKS / ISSUES					

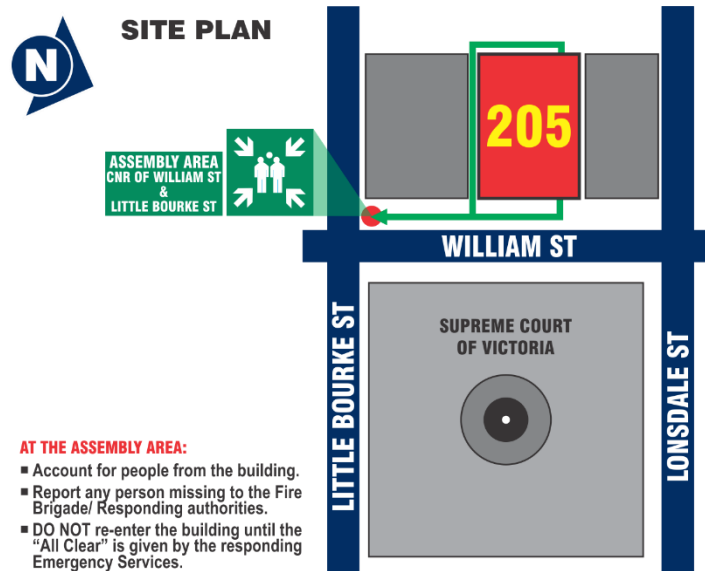


EVACUATION PROCEDURE

ASSEMBLY AREA(S)

Primary Assembly Area:

Corner William & Little Bourke St



Whilst an Assembly Area is stipulated above, depending on the nature and extent of the emergency it may be necessary to utilise an alternative Assembly Area. Assembly Area(s) shall, so far as is reasonably practicable, be sufficiently distant from the emergency to allow for the protection of the evacuees.

The Assembly area will:

- Be managed by the wardens collectively
- Facilitate communication with evacuees via loud hailer if necessary, or by the Wardens collectively
- Stage First Aid Officers with First Aid kits in an accessible and prominent area
- Communicate with the Chief Warden via mobile phone, 2-way radio or a runner

Secondary Assembly Area

The Secondary Assembly Area will be advised by the Chief Warden if and when necessary; or Wardens may use their discretion based upon the circumstances at the time of the emergency.

Factors that may necessitate relocation include:

- Riots, civil unrest or other community activities such as festivals etc.
- Road closures due to civil works
- Wind direction or adverse weather

SHELTER IN PLACE

Not all emergencies situations will require evacuation; in some situations taking shelter within the building will be the safest option. There are many different variations to this procedure and each situation should be assessed as the situation presents itself. Shelter in Place can be imposed upon a workplace by responding Emergency Services, or may need to be imposed immediately by the ECO until the arrival of Emergency Services. Consultation with the Chief Warden is of the utmost importance under the Shelter in Place option. All occupants of the workplace will need to be advised and kept informed of the situation. Communication with the Chief Warden and or emergency services is vital. PA systems, Warden Phones, SMS, Mobile phones or landlines should be considered.

ⓘ Note: Moving outside the building while Shelter in Place has been directed may take occupants from a place of safety to a place of danger.

Situations that have led to Shelter in Place

Storms: Windows blown out of Hi-Rise buildings resulting in occupants being unable to leave the building due to falling debris. Occupants on problem levels were moved to other levels within the building

Siege: In adjacent building, gunman held police at bay for 6 hours. Occupants in surrounding buildings were asked to shelter in place and moved away from windows on one side of the building until the situation was resolved.

Flood: Occupants were not able to evacuate due to rising flood waters,

Scaffold Collapse: Occupants were asked to shelter in place until the area was made safe

Toxic Emission: Occupants were asked to remain inside their buildings, close windows and doors and shut off ventilation systems until advised otherwise by the Emergency Services.

Considerations/Variations

Shelter in Place may need to be imposed until the situation has been brought under control or until conditions have been returned to normal. Moving occupants from one side of the building to another or from higher levels to lower levels or from lower levels to higher levels are all options available under Shelter in Place. The building may need to lockdown for security reasons and lifts will be grounded, this is normally done to prevent persons of interest gaining access.

Occupants should prepare to evacuate should the direction be given. Variations to the evacuation procedure may also need to be considered. Forward planning may require ECO members to gather disabled occupants early for evacuation depending on the situation. If the situation is within your building, Emergency Services will be onsite to help, however if the situation is in an adjacent building or area, Emergency Services may not be directly in attendance as resources are required at the situation. Building occupants need to be self sufficient and aware that some situations are not straight forward.

PROCEDURE

If Shelter in Place has been directed by Emergency Services, they will instruct occupants on what action is required. Be aware, staying within the building has been assessed as the safest option.

On being informed of a Shelter in Place situation, all occupants should:

- If appropriate, contact home/appointments etc. via landline and advise that you may be delayed. Avoid using mobile phones
- Do not instruct anyone to come to the building and collect you until the situation has been resolved
- Advise your Warden if you require assistance to evacuate
- Follow your Warden's directions

Chief Warden

- Assess the emergency
- Notify Emergency Services
- Keep occupants informed on the situation
- Establish and maintain communication with Wardens
- Instruct Wardens to identify any occupants/visitors with a disability
- Seek regular updates

Consider the following:

- Amount of occupants within the building and how long evacuation would take?
- People requiring assistance if evacuation was ordered?
- Relaying regular updates on the situation. Occupants will better accept the situation if kept informed

Floor Warden/Wardens should:

- Move occupants away from immediate danger. This could be to another area of the floor away from windows or to another level as directed
- Establish communication with the Chief Warden and/or Emergency Services
- Identify occupants that require assistance if evacuation was directed

① Note: Shelter in Place will require some flexibility; emergency situations are seldom straight forward. If the direction has been given by emergency services, seek updates regularly and keep occupants well informed. Remember it has been assessed that staying within the building is the safest option.

MELBOURNE CBD SAFETY PLAN

The Melbourne Central Business District (CBD) Safety Plan has been prepared in partnership with Victoria's emergency management agencies, support agencies and other stakeholders. The Plan has been prepared under the authority of the City of Melbourne Emergency Management Plan (MEMP) and section Six of the Emergency Management Manual Victoria. The Plan forms part of the City of Melbourne MEMP within the Victorian Emergency Management Arrangements and is audited in compliance with those arrangements.

Incident Phases:

Phase One

The first phase involves the initial management of the incident/emergency. The incident will be managed by the nominated Control Agency as per the existing Victorian Emergency Management Arrangements for the type of emergency. This phase will primarily involve Police, Fire and Ambulance.

During this phase people may:

Immediately evacuate

Evacuation is the removal of people from an area of danger. There are two types of evacuation; immediate evacuation and planned or pre-warned evacuation.

'Shelter in Place'

There may be occasions where a risk assessment by building authorities and/or responding agencies will determine that it would be safer for people to stay and 'shelter in place'. It is therefore likely that in many instances 'shelter in place' may be considered a more appropriate response. 'Shelter in place', depending upon the type of structure or facility may also involve, Shutting down building ventilating or air-conditioning systems, closing all windows and doors, moving to a nominated floor or area within the building and monitoring ABC radio 774 or commercial news bulletins for further information.

Continue normal day-to-day activities

People within the CBD who are not affected by the incident may be advised to continue with their normal day-to-day activities. People should go about normal business; however, they may not be able to access other parts of the CBD. They should also be aware that public transport may not be operating as normal and vehicle access/egress to parts of the CBD may be affected.

Phase Two

The second phase is generally considered to commence when the parameters of the incident are better understood and a command and control structure is in place, or the incident is isolated and contained.

During this phase, members of the public should remain alert to the changing situation by monitoring ABC radio 774, listening for building announcements, following Emergency Service advice and/or monitoring the City of Melbourne website www.melbourne.vic.gov.au

Phase two may involve mass evacuation. There are five distinct evacuation stages for a planned mass evacuation.

1. Decision to evacuate

Evacuation of areas broader than just the incident scene would generally be carried out when the risks involved in the evacuation are less than the risks of remaining at their current location and is necessary to allow effective management of the response to the incident. Victoria Police are responsible for carrying out the evacuation process.

2. Warning

The provision of consistent and clear advice is a central strategy to facilitate an effective and coordinated mass evacuation. The main source of information will be via the media, primarily ABC radio on 774(AM). The Plan also expects that building managers will utilise their ECO personnel to inform and instruct building occupants. Further warning may be conducted utilising the telephony based National Emergency Warning System (NEWS).

3. Withdrawal/Evacuation

If there is a decision to evacuate there will be need to follow a process to move people to a place of safety while the status of the transport system is assessed and arrangements are made to move people out of the CBD. Evacuees may be requested to:

- Move to another part of the city and delay journeys home
- Move to specific locations for transport out of the city
- Move to an Emergency Relief Centre
- Evacuate under their own means, including walking home

The primary CBD Emergency relief Centres for planning purposes are

Emergency Relief Centres		
Relief Centre	Location	Melway
Melbourne Cricket Ground	Off Brunton Ave, Melbourne	2G D6+7
Etiihad Stadium	Off Wurundjeri Way, Docklands	2E H5
Melbourne Exhibition Centre	2 Clarendon Street, Southbank	2F A10
Melbourne Museum	Nicholson Street, Carlton	2B H10

Facility Emergency planning Committees should identify their closest Emergency relief Centre and provide some advice to staff about a preferred process. The Emergency Services will advise specific routes and open Emergency Relief Centres on the day of the incident.

4. Shelter

Interim welfare facilities will be established at the Emergency Relief Centres. It is the intention of the Plan that most people will be transported from the Emergency Relief Centre(s) before more complex shelter facilities become necessary.

5. Return

In the short term, the return to work or home is the completion of the evacuation process. In general terms this notification will be made via mainstream media or if Relief Centres are still operating by the Relief Centre Manager or nominated spokesperson.

Responsibilities:

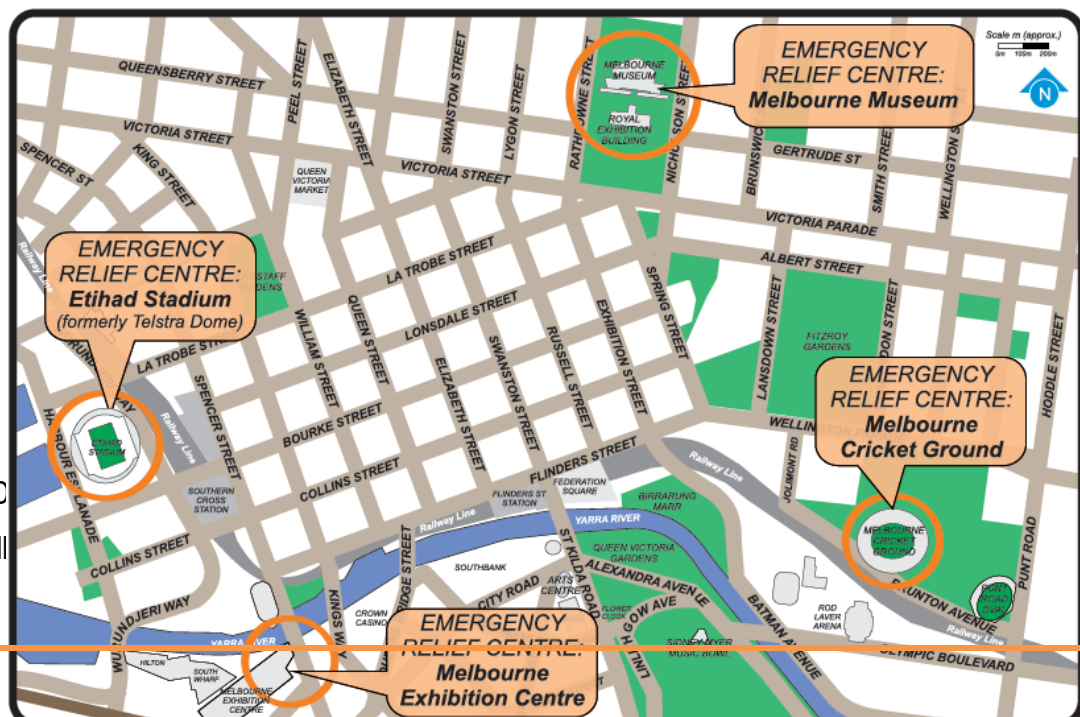
Building Managers/Emergency Planning Committees

Owners, building managers and/or Emergency Planning Committees under the Melbourne CBD Safety Plan are responsible for ensuring that Emergency Plans include how the information regarding an evacuation will be disseminated from the Chief Warden to the occupants of the facility and that Emergency plans include details of the most relevant Relief Centre for the building. All ECO members are to be aware of the CBD Emergency Relief Centres, routes (from the building and the building's Assembly Area) and how to liaise with building occupants at the Relief Centre.

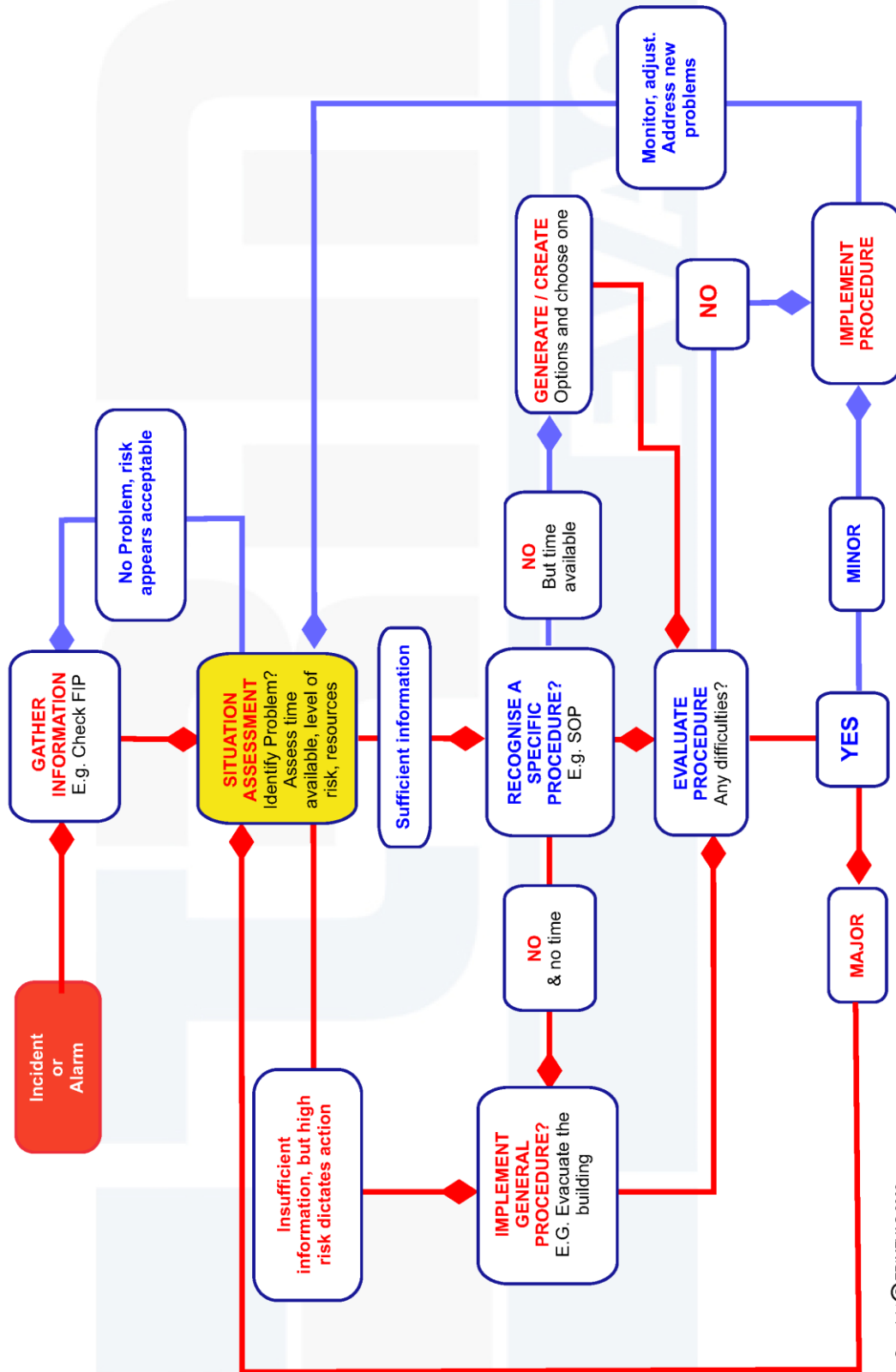
ECO Members

ECO personnel have the following responsibilities under the Melbourne CBD Safety Plan.

- Carry out immediate emergency repose arrangements/procedures as is necessary as a result of the incident. Otherwise;
- Monitor public information sources for information regarding the incident and for specific directions from the Emergency Services
- Unless immediate evacuation is required, Emergency Services advice will typically be to initially secure the building and 'shelter in place'
- When advice is given to evacuate, Wardens will evacuate occupants in accordance with Chief Warden's instructions or in accordance with site-specific procedures and move occupants to the nominated Assembly Area and/or to the Relief Centre; or if necessary to an alternative location outside the CBD

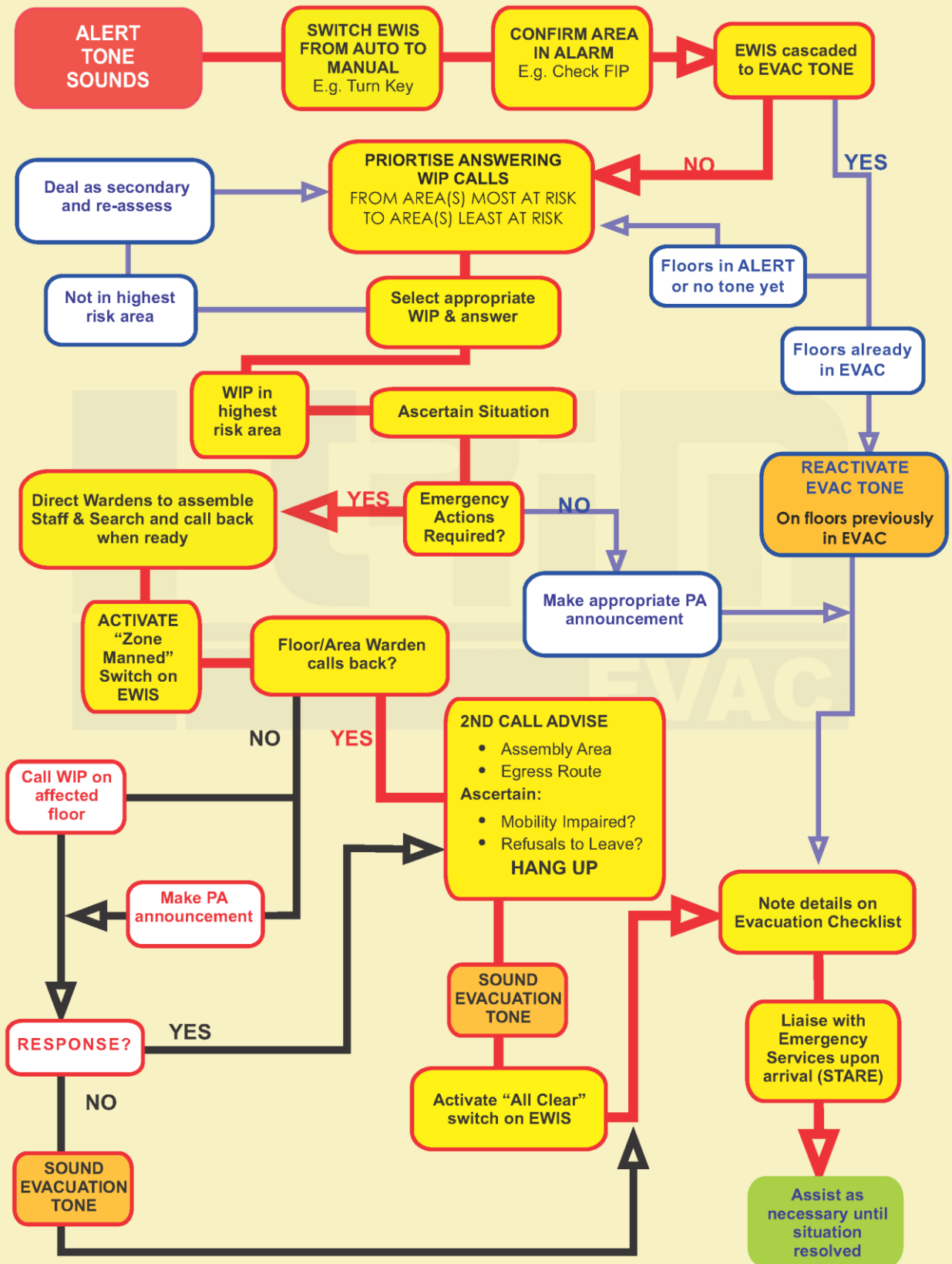


CHIEF WARDEN INCIDENT MANAGEMENT FLOW CHART



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CHIEF WARDEN RESPONSE TO EWIS PANEL



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EVACUATION PROCEDURE

EMERGENCY OPTIONS **AFTER HOURS** **(OUTSIDE BUSINESS HOURS)**

Wardens will only manage a possible emergency during business hours 9am-5pm.

R

REMOVE PEOPLE FROM IMMEDIATE DANGER AREA

- Continually assess the situation, do not put yourself or others at risk (Do not obstruct Exits and/or Exit Routes).



A

ALERT OTHER PEOPLE IN THE VICINITY OF THE EMERGENCY

- After you have ensured your safety dial 000 for the appropriate Emergency Service.
- Activate emergency alarms (Manual Call Points) if available.



C

CONFINE PROBLEM (FIRE/SMOKE/GAS LEAK)

- Close doors behind you where practicable.
- If possible/necessary close windows.
- Do not risk your safety, if in doubt, evacuate.



E

EVACUATE

- Evacuate upon hearing the alert tone *Beep, Beep, Beep.*
- Check floor / area as is possible.
- Exit via the Emergency Exit Stairwell.
- **DO NOT USE LIFTS.**
- **DO NOT** carry bulky items down the Emergency Stairwell.
- Report missing personnel and the status of your floor to the attending Emergency Services.
- Once clear of the building go to the Assembly Area.



Sydney
(02) 9111 4555

Canberra
(02) 6253 1266

Melbourne
(03) 9890 8084

Brisbane
(07) 3514 9211

Perth
(08) 9214 6132

EVACUATION PROCEDURE

CHIEF WARDEN

ALERT TONE

- Determine cause of alarm from FIRE INDICATOR PANEL
- Proceed to the EWIS panel and Switch from AUTO TO MANUAL
- Establish scope and type of Emergency & Announce appropriate code via PA or Radio
- Contact Floor/Area Wardens and determine status & resources available at each Warden Assembly Point
- If the emergency justifies, instruct Wardens to commence evacuation of the building.

EVACUATION TONE

- Evacuate the EMERGENCY INCIDENT AREA and the areas immediately adjoining the incident
- Progressively evacuate the remainder of the building prioritising TWO FLOORS ABOVE AND ONE FLOOR BELOW the affected floor
- Receive clearance reports from the Floor/Area Wardens noting:
 - Areas cleared / not accessed
 - Occupant/visitor with a disability requiring assistance
- Report to attending Emergency Services
- Oversee return to building on the ALL CLEAR being given by the Emergency Services

EVACUATION PROCEDURE

FLOOR/AREA WARDENS

ALERT TONE

- Proceed immediately to the WARDEN ASSEMBLY POINT & PICK UP THE WIP PHONE, listen for Chief Warden contact
- Instruct Wardens to undertake a search of immediate areas to determine if the emergency is near you
- AWAIT INSTRUCTIONS FROM THE CHIEF WARDEN
- Follow instructions from the Chief Warden.
- Instruct Wardens to investigate for location of emergency.
- Report to the Chief Warden the findings of the investigations
- If immediate danger warrants or instructed by the Chief Warden commence evacuation of the area and if necessary, your floor

EVACUATION TONE

- Evacuate the EMERGENCY INCIDENT AREA and the areas immediately adjoining the incident
- Instruct Wardens to clear storerooms, toilets and any other areas likely to be occupied.
- Report to the Chief Warden the status of the evacuation noting:
 - Areas cleared / not accessed
 - Occupant/visitor with a disability requiring assistance
- Once clear of the building ensure people DO NOT RE-ENTER THE BUILDING until the Chief Warden has given the ALL CLEAR

EVACUATION PROCEDURE

BOMB THREAT

- ① Any threat, no matter how seemingly insignificant, must be reported to the Chief Warden so that actions can be taken for the safety of ALL occupants of the building.

BOMB THREAT

These guidelines are a composite of procedures and recommendations derived from the experiences of national and international police, security and law enforcement agencies. There is no conclusive solution for bomb threats: all differ in circumstance, location, motive, time of day etc. With logic, realistic and probing threat assessment, and a properly installed and rehearsed procedure, the perceived level of risk can be adjudged and actions taken in response.

THE ASSESSMENT

All available information must be collated and threats should be categorised as either specific or non-specific threats. This assists in deciding what further actions have to be taken.

Specific

It is the least common but may be the most credible.

The caller provides detail that may describe the device, its placement, the reason, its time of activation, etc.

Non-Specific

Little detail before the call is terminated.

Neither threat should be discounted and decisions now have to be made by an assessing team. When a bomb threat is received the Crisis Control Team including the Chief Warden should be notified as soon as possible. The Crisis Control Team should consult with the building's engineering, tenant services manager, security and other relevant building staff.

The following four options are available:

1. Take no further action but inform Police
2. Search without evacuation (if an item is identified as suspect during the search then evacuation should be considered)
3. Evacuate and Search
4. Evacuate (without search)

The significance of the response increases from 1 (take no action) through to 4 being Evacuate (without search). The appropriate response will depend on the level of the perceived risk.

In determining the perceived risk, the following issues should be considered:

- The nature or type of caller – Was there any site specific knowledge demonstrated by the caller? Was it seemingly premeditated by the caller? (i.e. Scripted threat, or recorded voice) This may increase the level of perceived risk. Was it a child's voice or were there people giggling in the background? If there are factors that suggest the call is less genuine, this will lessen the perceived risk

- The frequency of the threats being received. If threats are received on a more frequent basis, the level of perceived risk will be reduced
- Timing of the threat. If the threat is received during school holidays or April Fool's day the perceived risk will be less. However, if the threat is received during periods of increased building occupancy or a site-specific function, the perceived risk may be elevated
- Is it possible that the call is a Copy-Cat call? If there have been media reports recently this may lead to an increase in frequency of false threats and hence would reduce the perceived risk
- Will immediate evacuation of the building expose people to greater danger? If you believe the location of the bomb/threat is in building vicinity, occupants may be safer remaining in the building
- What is the size of the building and how many people are involved? Where there are fewer people it may be more appropriate to consider evacuation even where the perceived risk is low. However, where there are many people involved and there is a lower perceived risk (i.e. telephone call without a suspicious package) a full building evacuation may not be warranted as the costs associated with evacuating a large number of people would be considered excessive considering the risk

Local

Have there been any problems associated with staff-members? (i.e. Redundancies, staff grievance, or incidents involving members of the general public). The threat may be related to an incident/situation or staff-member; the perceived risk may be increased or decreased depending upon the knowledge about the individual(s) concerned. Has there been any criminal or malicious activity in the surrounding area/suburb? (eg. Vandalism or gang related violence)

National

Have there been recent announcements by the company, or government, (i.e. Industrial Relations changes or company policy changes etc.) that may instigate animosity towards the company? The perceived risk may be increased if public debate or opinion is of a magnitude to spur people to take physical action.

International

Are there any international events that may be of influence to the perceived threat? The perceived risk may be increased due to public polarising in opposition to such things as business operations/ industrial accidents/ business mergers or ethical practices etc. that may result in threats being made. (i.e. International opinion and demonstrations against companies for ethical production standards or public outcry about oil companies in relation to oil spills).

Related Incidents

Validity of threat in relation to a sister/related site? (i.e. did Head Office receive a threat and it was unfounded, or other related buildings have/have not validated a threat recently?) The level of risk may increase if other company sites have received and validated threats. Conversely the perceived risk may decrease if related facilities have received unfounded threats.

Other Considerations

- The level of perceived risk may increase with the discovery of an object that typifies the description of a suspicious object
- Tenant notification? Consideration needs to be given to notification of tenants and in what form? The decision to notify tenants will depend on the level of perceived risk, whether there is a specific threat for any particular tenants and the proposed response to the threat. It is the Crisis Control Team's decision as to what information is disclosed and when
- **NOTIFY THE POLICE**

It is the responsibility of the Crisis Control Team to consider the risk and determine which of the four options is the most appropriate action. There is no right answer and building management is not expected to predict what might happen in the future.

BOMB THREAT PROCEDURES

IN THE EVENT OF A TELEPHONE THREAT

- Stay calm
- Attract someone's attention to notify the Chief Warden immediately
- Do not create panic by telling personnel other than your Floor Warden
- The Chief Warden will advise the Police
- The Chief Warden will liaise with the tenant involved, to assess the seriousness of the threat
- Keep the caller on the telephone as long as possible and record the caller's comments word by word. Utilise the Bomb Threat Check List (Refer Appendix)
- Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex and location of the caller
- Assessment of appropriate response will be made by the Chief Warden in conjunction with the Crisis Control Team

Switchboard Operator Instructions:

- Stay calm
- Keep the caller on the line as long as possible and record the person's comments word by word.
- Question the caller utilising the Bomb Threat Checklist (Refer Appendix)
- Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex and location of the caller.
- Fill out bomb threat checklist immediately in private, away from distractions.

In the Event of a Letter/Note/Email or SMS

- Handle the letter/note as little as possible, if at all
- Police will be interested in talking first hand with the person receiving the threat. This person should remain available until Police arrive
- Email messages should be retained for Police investigation. Do not attempt to reply to the message
- SMS messages should be retained for Police investigation. Do not attempt to reply to the message

THE SEARCH

If the perceived level of threat is assessed by the Crisis Control Team as credible, the Chief Warden may direct that a search of the premises be warranted. The building should be divided into areas and each area assigned to personnel who are familiar with the area. Upon being assigned a room or area, personnel should make a survey of the area, noting what objects normally occupy the area. Those who are familiar with an area are the most likely to see something out of place.

Search Methodology

- No person is expected to search against their will
- Search of an area should begin and end at a common point
- Floor to waist is searched first
- Waist to ceiling is searched second
- Evacuation route(s) and public areas searched
- Assembly Area searched prior to use

In assessing whether an object may be suspicious the HOT-UP acronym is a simple method of assessment.

H	Is the item HIDDEN ?
O	Is the item OBVIOUSLY suspicious?
T	Is the item TYPICAL of items usually found in that area?
If the finder of a suspicious package is still unsure the following questions in conjunction with HOT	
U	Is there evidence or reports of UNAUTHORISED access or activity?
P	PUBLIC access to the area or PERIMETER breach?

- ① It is imperative that personnel involved in the search be instructed that their mission is only to search for and report suspicious objects, not to move, jar or touch the object or anything attached thereto.
- ① The removal/disarming of an object must be left up to the professionals in the explosive ordinance disposal/

Wardens should be responsible for directing the search of their areas, receiving information from search personnel and relaying information to the control centre. Security, maintenance, and cleaning personnel search such areas as hallways, toilets, stairwells, elevator shafts, storage areas and areas outside the building including the Assembly Area.

As the search of each area is completed and no suspicious objects are found, a report is given to the appropriate Warden. The Floor Warden will advise the result of the search to the Chief Warden. If a particular location is named, it may be decided to evacuate the floor, the two floors above and two floors below. Medical personnel should be placed on alert during the search. This provides immediate medical attention in the event of accidental or premature detonation.

COMMUNICATIONS DURING A SEARCH

A rapid two-way communication system is of utmost importance. Normally communications between search teams and the control centre can be accomplished through the existing telephone system, or building intercommunications system.

ⓘ Caution: The use of radios or mobile phones could prove dangerous. The transmission could cause premature detonation of an electric initiator (blasting cap).

The Chief Warden will make the decision on the use of radio communication whilst the search is in progress, based upon the level of credibility or the nature of the threat.

DISCOVERY OF A SUSPECT PACKAGE

In the event of a suspicious package being discovered

① DO NOT use two-way radios/mobile phones in the vicinity of a suspicious package

The Floor/Area Warden for that floor will:

- Advise the Chief Warden (code Purple)
- Proceed to evacuate the floor
- Ensure that personal effects (i.e. Bags, briefcases etc) are taken with the evacuees

The Chief Warden will:

- Advise Police and Fire Brigade
- Advise the Floor Wardens concerned to evacuate two floors above and two floors below the 'suspect' floor
- Alert the Ambulance service

① DO NOT TOUCH, TILT OR TAMPER WITH THE SUSPECT PACKAGE

CAR PARK & LOADING BAYS

If a suspect package is found in the car park or a threat indicates a device has been left in these areas, the Chief Warden should:

- Ensure the Police are notified
- Direct the Dockmaster to allow access only to the Emergency Services to the car park areas
- If necessary, commence evacuation of the building
- Prohibit pedestrian & vehicular access to the car park levels

IF A SUSPICIOUS OBJECT IS LOCATED

- The location and description of the object as detailed and accurate as possible should be reported to the appropriate Warden. This information is relayed immediately to the Chief Warden, who will call Police. When Police arrive, they should be met and escorted to the scene (to a safe distance)
- The danger area should be identified and cordoned off. Establish an exclusion zone of at least 100m including areas above and below the object

- Check to see that all doors and windows are open to minimise primary damage from blast and secondary damage from fragmentation
- Evacuate the building
- Persons should not assemble in any location that is in line of sight of the possible danger area
- The Chief Warden will advise on the location of the Assembly Area in accordance with the type and area of threat, in conjunction with other influencing factors such as weather/wind direction etc.
- The removal and disarming of a bomb or suspicious object, must be left to the police bomb unit

EVACUATED TENANCIES

The ECO including the Chief Warden team is not expected to have intimate knowledge of every tenancy within the building. Emergency Services may require site specific information from any or some of the tenancies that have been evacuated. To identify, locate and contact the most appropriate supervisor, manager or Warden from any tenancy at the Assembly Area may waste valuable time. To assist Emergency Services in gaining rapid site specific information it is recommended that upon the evacuation of any tenancy within the building in relation to a bomb threat or suspicious object, that the Tenancy Evacuation Contact Notice (see Appendices) be completed and affixed to the front entrance of that particular tenancy.

It is advisable that the Tenancy Evacuation Contact Notice is not completed prior to an evacuation with standard company contact numbers, but completed at the time of an evacuation so as to provide up to the minute contact details of any manager, supervisor or Warden that was at work, on the premises, at the time of the evacuation.

MASTER EMERGENCY CONTROL POINT RELOCATION

GENERAL

In the event of a bomb threat being of credible risk and an evacuation being implemented, consideration should be given to relocating the Master Emergency Control Point to a predetermined off-site location. Relocation of the MECP is in the interest of safety for the Chief Warden Team.

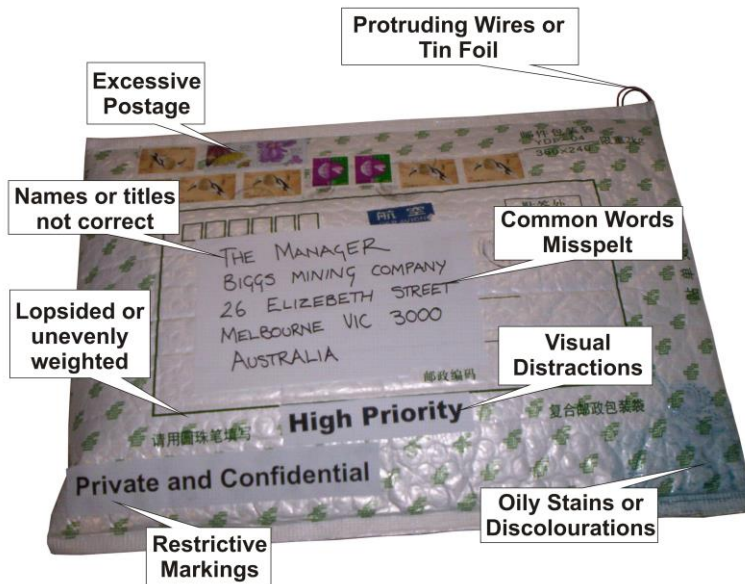
However, upon arrival of the Emergency Services they will need to liaise with the Chief Warden for a timely and informative briefing on the situation at hand. Therefore, it is advisable to prearrange an off-site MECP so that,

- Emergency Services know in advance where it is located: or
- Emergency Services can be directed to the location en route to the facility

As with the use of a secondary Assembly Area, the location of the proposed off-site MECP should not be broadcast widely outside of the organisation. This adds a measure of safety for the Chief Warden Team in that it is unlikely that an explosive device could be placed in or around the location that will be used for the secondary MECP. However, a search of the location prior to occupation to ascertain whether there are any suspicious objects located within the area is highly advisable and should be conducted as a regular precaution.

MAIL ROOM

Regular mail received undergoes a number of processes before it is delivered, while this **PROCESS IS NOT INFALLIBLE**, any item that is outside the normal mail received should be treated with care and in consultation with the Chief Warden or Emergency Services.



Other historical indicators of suspicious mail include:

- Excessive securing material
- Excessive weight
- Odours that are not common with the regular mail
- Lacks address of sender
- Audible sounds

Mail Room Staff Responsibilities:

- Any suspect items should be reported immediately to the Chief Warden
- Always be alert for suspicious packages
- If a threat is received through the mail, avoid handling it so that Police can examine the note/package for clues
- Ensure items that arrive via means other than the current procedures are addressed with security: i.e. Items that have been left unattended outside the main dock that have not been signed for, will need to be brought to the immediate attention of the Chief Warden and/or the Emergency Services for further investigation

① The use of two-way radios, mobile and radiophones can pose a risk in a mailroom environment

SUSPECT MAIL CONTAINING HAZARDOUS POWDER

GENERAL

Identification of suspicious packages and letters containing unknown powder substances generally exhibit the same characteristics as a suspicious package identified in the bomb threat procedures.

PROCEDURE

Unopened Package

If you receive a suspicious package and have not opened it.

- Place the item in a plastic bag and seal it
- Place all items in a second plastic bag and seal that also
- Stay in your office or immediate work area. This applies to workers in the same room. Prevent others from entering the area and becoming contaminated
- Keep your hands away from your face
- If available, wash your hands without leaving your work area
- Turn off any air circulating fans
- Contact the Chief Warden and advise
 - Your exact location
 - Number of people in quarantine with you
 - Description of the package
 - Any action taken, e.g. Bagging it

Opened Package

If you receive a suspicious package and HAVE opened it.

- Do not disturb the item any further, do not pass it around
- If any substance has spilt from the package do not try to clean it up, or brush it from your clothing
- If possible, place an object over the package without disturbing it e.g. a waste bin
- Stay in your office or immediate work area. This applies to workers in the same room. Prevent others from entering the area and becoming contaminated
- If there is a strong, overpowering odour, move to an adjoining room, closing all doors and windows and stay in that area until help arrives
- Contact the Chief Warden and advise

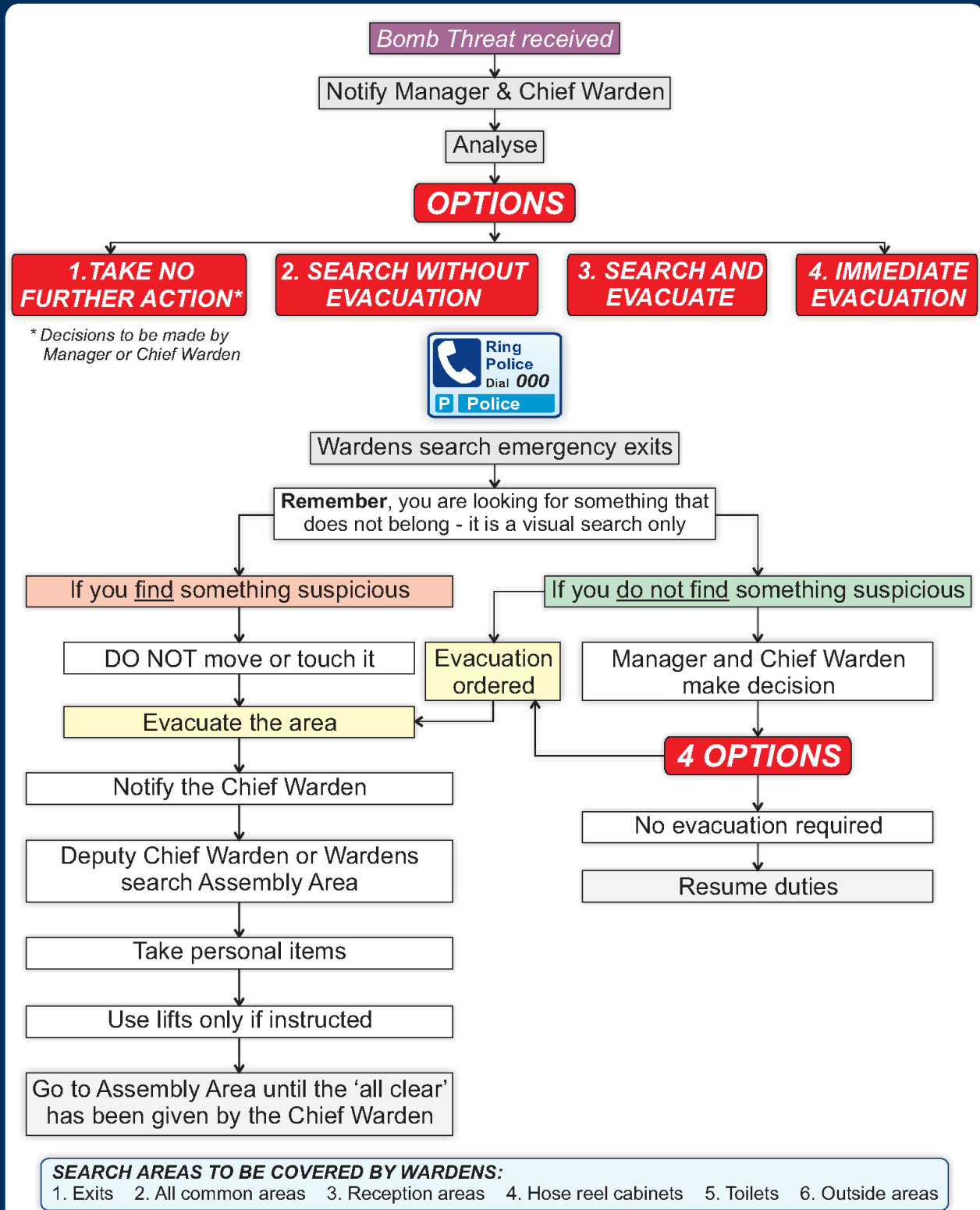
- Your exact location
- Number of people in quarantine with you
- Description of the package
- Any action taken, e.g. Bagging it or covering it
- Keep your hands away from your face
- If available, wash your hands without leaving your work area
- Turn off any air circulating fans
- Wait for help to arrive

① Any package/parcel or object deemed to be suspicious must be reported to the Chief Warden so that a decision or actions can be made to safeguard ALL tenant/ occupants.

Chief Warden will:

- Organise to have air conditioning turned off
- Contact Emergency Services

EMERGENCY OPTIONS BOMB THREAT STRATEGY



SEARCH AREAS TO BE COVERED BY WARDENS:
 1. Exits 2. All common areas 3. Reception areas 4. Hose reel cabinets 5. Toilets 6. Outside areas

BUILDING

ASBESTOS RISK

GENERAL

The static presence of asbestos-containing materials does not necessarily constitute an exposure risk. However, if the asbestos-containing material is sufficiently disturbed to cause the release of airborne respirable fibres, then an exposure risk may pose to individuals. The assessment of the exposure risk posed by asbestos containing materials assesses

- the material condition and friability, (*see glossary*) and
- the disturbance potential.

In accordance with the National Code of Practice for the Management and Control of Asbestos in the Workplace [NOHSC:2018 (2005)] the objective of an asbestos risk assessment is to:

- Identify, so far as is practical, whether asbestos is present in the workplace.
- Assess the risks posed by the asbestos materials identified.
- Recommend control actions necessary to manage any asbestos related risks.

Based on the findings of a risk assessment the following recommendations may be made:

- Prior to the commencement of any works likely to cause disturbance of asbestos containing materials, the material should be removed by a licensed asbestos removal contractor.
- Asbestos-containing materials that are to remain in situ and not likely to be affected should be incorporated into an asbestos management plan for the facility. The purpose of an asbestos management plan is to have control over identified hazardous materials on site in order to minimize the risk of disturbance and to protect maintenance personnel and staff from unnecessary exposure of asbestos fibres and dusts.

PROCEDURES

The management plan should consist of the following key actions:

- Ensure all asbestos containing materials are labelled (where practicable) appropriately to warn of the dangers of disturbing the surfaces of these materials
- Schedule periodic re-assessment of the hazardous materials remaining on site to monitor the aging/deterioration
- Inform all staff/maintenance personnel exact locations of asbestos containing materials prior to any works being carried out
- Adopt suitable controls for any key maintenance activities needed to be carried out on or in the location of asbestos containing materials

① Should any personnel come across any suspected asbestos material or materials unknown to them, work should cease immediately in the area until further sampling and investigation is performed.

BUILDING DAMAGE

GENERAL

Generally, buildings in Australia can withstand a certain amount of damage without placing their occupants at risk. Recent experience however, has shown that although rare, there is a remote possibility of building failure due to unexpected forces such as earthquake. Other possible causes of failure may be explosion, internal failure and collision.

When Damage Occurs

- Take immediate refuge under desk or benches, door frames, archways etc.
- Do not use lifts
- Stay clear of filing cabinets, shelves and bookcases etc.
- Maintain refuge until structural safety checks are completed

Chief Warden Duties:

- Notify Emergency Services
- Contact and organise Wardens and staff to carry out an injury/building safety checks and to report
- Organise for any main gas supply to be isolated
- When safe to do so, commence evacuation ensuring that:
 - Evacuation routes are safe
 - First aid personnel are available to assist the injured
 - All personnel are accounted for

Floor/Area Warden Duties:

- When safe to do so, make contact with Chief Warden
- Organise assessment of injury and damage on your floor
- Report to Chief Warden and be prepared to commence evacuation
- Commence evacuation if/when directed

Warden Duties:

- When safe to do so, make contact with Floor Warden
- Assist with injury and damage assessment
- When safe to do so, organise people to allocated exit route and assist with evacuation if/when ordered to
- Assist people to Assembly Area/s located at Corner William & Little Bourke St

BUILDING MAINTENANCE UNIT (BMU)

External maintenance platforms used for window cleaning and other maintenance works are generally called Swing Stages or Building Maintenance Units (BMU). The BMU is accessed from the roof and is designed to provide safe access to all sides of the building. The BMU is operated by authorised and qualified personnel under a permit system. Staff should be inducted in the emergency procedures developed for the BMU operators.

Communication is important during the operation of the BMU. Key points include:

- BMU operators must have effective communication methods to contact security/building management. If mobile telephones are to be used, and then at least two mobile telephones should be available to the BMU operators.
- Security and the Chief Warden must be informed when and where the BMU is to be used to ensure this is taken into account during emergency situations
- Emergency procedures and contact details must be displayed in the BMU for use by the operators in case of an emergency, including if the BMU will reach the ground or a level where the occupants can safely disembark the unit

In an emergency the Chief Warden should ensure personnel operating a BMU are alerted and where necessary, instructed to commence evacuation procedures designed for BMU personnel.

PROCEDURES

Upon notification of a building emergency, Chief Warden should:

- Ascertain status and whereabouts of BMU
- If necessary, establish contact with BMU operator and advise of situation
- Instruct BMU operator to proceed to ground or point of disembarkation (possibly roof)
- Account for BMU operator(s) exit from building by conventional egress route(s) if rooftop exit is necessary
- Confirm arrival at Assembly Area

Upon notification of a BMU emergency, Chief Warden should:

- Establish communication with BMU occupant(s) & ascertain the nature of the emergency
- Contact the Emergency Services (000)
- Cordon off exits and areas directly below the BMU's location
- Liaise with Emergency Services upon their arrival

- Make available any specialist staff (maintenance/security etc.) that may be required to assist the Emergency Services

CAR PARK CARBON MONOXIDE CONTAMINATION

GENERAL

Car parks, especially enclosed car parks, should have a method of monitoring carbon monoxide contamination. The contamination by carbon monoxide of underground or elevated car parks can be extremely dangerous. These conditions can be caused by such things as excessive vehicle hold-up or mechanical breakdown of machinery.

PROCEDURE

If carbon monoxide builds to dangerous levels, e.g. 35 parts per million or above, or any other emergency condition occurs, the Chief Warden should:

- Ensure no vehicle access to the car park
- Ensure all exit routes are free to allow vehicle egress
- Ensure that if egress is blocked on the street, Police are notified to provide traffic control assistance
- Ensure that all exhaust fans are functioning at full speed if possible
- Ensure that if the traffic is stopped, management team/car park wardens circulate the car park asking people to switch off engine
- Do not allow re-entry to car park until levels of contamination are at acceptable levels

CHEMICAL & RADIOLOGICAL SUBSTANCE EMERGENCY

GENERAL

Modern society uses a wide range of chemical substances ranging from safe, non-toxic mixtures through to highly toxic and very unstable substances, which could, if leaked, cause disruption and injury. All chemicals on-site should be recorded and Material Safety Data Sheets (MSDS) held for all substances. Supporting this, tenants must ensure that the labelling, handling, storage, transport and use of any chemical is adequate and compliant with industry standards.

If a chemical leak occurs, the Chief Warden should:

- Proceed immediately to scene of leak without placing themselves at risk
- Establish scope of emergency and whether safe containment will be speedily achieved. If in doubt, commence evacuation. In the case of noxious odour, air borne contaminants such as Ammonia or Chlorine, shut down air conditioning and seal area of origin
- Notify Emergency Services (Fire Brigade and ambulance if required)
- Ensure injured are removed to a place of safety and no one is exposed to further risk of injury
- Notify all Floor Wardens of situation
- If necessary, instruct Floor Wardens to implement evacuation

CHEMICAL HAZARD CONSIDERATIONS

- Call Emergency Services
- Have MSDS's located for quick reference
- Hold your breath and move away from site as quickly as possible
- Set up communication channel for any person who needs to be isolated
- Ensure all people who may have been exposed receive medical attention
- Shut down building ventilation systems, turn off fans
- Remove outer clothing and immediately wash skin with cold water
- Isolate the scene
- Prevent entry from unauthorised people
- Seek medical assistance immediately if you feel nauseous, dizziness etc
- Do not attempt to clean up the spill or confine the leak until the MSDS is at hand. You must be appropriately trained and have the correct Personal Protective Equipment (PPE)

- Where the substance is considered flammable, isolate nearby ignition sources
- Shelter in place or evacuate upwind
- Commence immediate evacuation if complaints of illness, discomfort, irritation or excessive odour
- Arrange supplier to assist in the decontamination of the site and ensure no residual contamination is evident.

RADIOLOGICAL CONSIDERATIONS

- Raise the alarm to immediate area
- Contact Emergency Services
- Wind direction, remain upwind from the area
- Reduce your exposure time
- Keep away from the source, isolate immediately for at least 50m in all directions
- Cover yourself with heavy or thick material
- Breathe through a towel or handkerchief over your mouth
- Remove outer clothing if you think radioactive particles have lodged in your clothing
- Wash exposed skin and hair
- Seek medical advice

COMMUNICATION SYSTEM FAILURE

GENERAL

Communication during an emergency is a vital tool in the coordination of the safe and orderly movement of people from an area of danger to an area of safety. The flow of information to and from the Chief Warden is essential in the coordination of the Emergency Control Organisation and its ability to function at its most effective and efficient to safeguard life.

PROCEDURE

In the event of communication failure whereby land telephone line is unavailable communication should be attempted via mobile phone to The Chief Warden or Deputy Chief Warden.

EXPLOSION

In the event of an explosion the Chief Warden should:

Emergency Services	Ensure that Emergency Services are promptly informed
Casualties	Arrange for seriously injured to be treated at the scene by First Aiders. Persons suffering minor injuries should be treated at the Assembly Area. Fatalities should not be removed. Liaise with Emergency Services for procedures involving fatalities.
Fires	Deploy appropriately trained personnel to combat any fires pending the arrival of the Fire Brigade
Evacuation	Ensure persons not engaged in on-scene response efforts be evacuated to the designated Assembly Area (or other location as determined by the Chief Warden.)
Hazards	Designate appropriate staff to isolate/shut down hazardous processes or equipment, which could pose additional hazards to rescue and recovery operations.
Search & Rescue	Emergency Services will normally perform this task - steps should be taken however to attempt to quickly account for all persons in the affected area at the time of the explosion - any persons unaccounted for should be brought to the attention of Emergency Services.
Access Control	Ensure only essential vehicles and personnel are permitted on site
Senior Management	Ensure that appropriate Senior Management are informed
Security Cordon	Establish a 'no-go' zone around the scene. Only authorised persons should be permitted inside this restricted area. This reduces the risk of evidence being destroyed or interfered with or persons being unwittingly exposed to danger or sightseers hampering rescue efforts.
Evidence	As best as possible, preserve the physical and legal integrity of all evidence. Nothing must be touched without the permission of the senior Emergency Services officer present. Witness details should be recorded and if practicable, they should be asked to remain until Police arrive.
Media	Refer media inquiries to an authorised person

Structural Damage

Arrange for the survey of the building's structure for any sign of structural damage and dangerous areas cordoned off.

In the event of an explosion the Floor/Area Warden should:

- Evacuate the affected area immediately
- Isolate the affected area
- Remove any persons in danger, if safe to do so
- Assess any injuries and render first aid
- Direct Wardens to check for any persons trapped within emergency stairs and any barriers to egress
- Alert the Chief Warden or Security
- If required, evacuate all persons on site to the safest evacuation Assembly Area nominated by the Chief Warden
- Leave doors and windows open on the way out
- Isolate gas and electricity (either at affected area if possible, or Chief Warden to arrange via building technical services)
- If trained and if safe to do so, use fire fighting equipment on any resulting fire
- Chief Warden will declare an emergency situation and activate the ECO to respond as advised

FLOODING / IMMINENT FLOODING - NATURAL

GENERAL

The Bureau of Meteorology (BOM) meteorological offices in each state of Australia on average, issue 2500 weather warnings per year nationally. These warnings are disseminated by liaison with national media organisations such as the ABC, Commercial Television Stations, and Australian Radio Broadcasters. Information and warnings are also available via the internet. www.bom.gov.au

PROCEDURE

In response to a flood warning, the Chief Warden shall:

- If considered necessary, establish contact with the local State Emergency Service and request assistance with flood mitigation activities
- Secure all vulnerable areas against water ingress, using flood shields such as sandbags
- Remove/secure all critical records and items of equipment (eg: files, computers, etc.)
- Sources of ignition (including pilot lights) shall be extinguished if possible
- Secure or remove vehicles from basement levels
- Goods in storage shall be secured or moved to higher levels or non-flood areas
- As far as practical, gas cylinders should be moved to higher levels or non-flood areas
- If flooding threatens, isolate electrical power to the affected area(s) (even in the event of a power failure)
- PABX systems should be switched to alternative contact arrangements

In response to flooding, the Chief Warden shall :

- Establish the nature and extent of the cause of the flooding (eg. Broken water pipe, activated sprinkler head etc.)
- Initiate a PA announcement to affected area(s)/ floor(s)
- Contact the Fire Brigade (000) if the situation represents a safety hazard
- Order building maintenance to isolate water to the building until the situation is rectified
- Order building maintenance to isolate electrical power to the affected area(s) until the situation is rendered safe
- Initiate an evacuation if the situation warrants and if necessary, one floor above and two floors below the affected floor dependent upon the extent of the flooding
- Despatch cleaning staff to contain water seepage and minimise damage once the situation is deemed safe

FLOODING DOMESTIC

FIRST STAFF AWARE

- Assess situation
- Raise the alarm by immediately contacting Area Warden/Security/Chief Warden
- Do not enter affected area
- If possible, accessible and safe to do so; shut off the water supply

FLOOR/AREA WARDEN

- Determine situation
- Ensure Security/Chief warden is notified
- Do not enter affected area
- Evacuate any persons in the affected area, if appropriate and safe

CHIEF WARDEN

- Determine situation
- Assess need to evacuate
- Contact Emergency Services, if required/necessary
- Brief members of the Emergency Control Organisation
- Marshal evacuees away from affected area, if appropriate
- If necessary, arrange for PA announcements to advise other occupants of situation
- Give instructions to isolate power if applicable
- Give instructions to isolate water source if possible
- Arrange for bunding, sandbags or other control measures to be deployed as appropriate

- ① Do not attempt to touch electrical equipment or leads.
- ① Affected area may need to be cordoned off until dry and appropriate for occupation.
- ① Consider slip hazards.

GAS LEAK AND/OR AIR CONDITIONING CONTAMINATION

GENERAL

Air conditioning within a building is achieved by heating or cooling some of the recycled air from within the building, supplemented as required by the intake of some fresh air from outside the building. Because much of the air can be recycled, it is evident that any air contamination on one floor level will readily be circulated to all other floor levels, through the air conditioning system.

In the event of a fire, the operation of either the smoke detectors or sprinkler system will automatically switch the air conditioning system over to the fire mode. In this mode, the system either switches over to exhaust and thereby helps remove the smoke to the outside atmosphere, or switches off and a smoke spill system operates.

PROCEDURE

In the event of air conditioning contamination the Chief Warden will:

- Notify Building Maintenance to turn off air-conditioning systems
- Advise Emergency Services who will conduct analysis of the air quality

In the event of a Gas Leak, the Chief Warden will:

- Notify the Building Engineer if available, if not, organise to shut off the main gas valve if known, and then proceed immediately to the Fire Control Room to co-ordinate the emergency
- Establish scope of emergency and whether safe containment will be speedily achieved. If in doubt, commence evacuation
- Shelter in place or evacuate people to safety, upwind
- Ensure mobile phones and radios are not used
- Notify Floor Wardens of situation; and need for possible evacuation
- Ensure Fire Brigade and Gas Company are notified and ambulance if required
- Restrict the presence of open flames, welding or smoking. Ensure communication of instructions to people in vicinity
- Audit the site to identify any air quality issues
- Arrange for contractors to ventilate the site and operate ventilation and air conditioning systems
- Arrange for Gas detectors to monitor the site. Emergency services will confirm when the air quality is clear and possible for habitation

- Ensure all vehicle movements within the vicinity are stopped

LIFT ENTRAPMENT

GENERAL

There are 4 lifts servicing the building. Each lift is equipped with an emergency communication system that will enable trapped occupants to raise the alarm.

PROCEDURE

Should a staff member encounter or become aware that persons are trapped within a lift they should:

- Ascertain their condition (eg disturbed, calm, etc)
- Reassure the occupant(s)
- Do not attempt to release persons from the lift car
- Notify Security Control
- If occupant is experiencing severe trauma and/or immediate release from the lift is necessary to forestall the onset of an acute medical condition, the lift contractor, Emergency Services should be immediately summoned to rescue/treat the person
- If person is calm and in good physical health, ensure that lift contractor is notified and await their attendance
- Continue to reassure the occupant

Security Response Procedures:

- Dispatch a roving security officer to the lift in question
- If occupant is experiencing severe trauma and/or immediate release from the lift is necessary to forestall the onset of an acute medical condition, the lift contractor, Emergency Services should be immediately summoned to rescue/treat the person
- If person is calm and in good physical health, ensure that lift contractor is notified and await their attendance

POWER FAILURE

GENERAL

The event of a major electrical failure occurring in the building can pose various issues that require attention from the ECO as both staff and visitors will be affected. Depending on the cause of the power failure the situation may last a relatively short time or can become a protracted event.

During the electrical outage the following systems should revert to backup electrical supplies.

- Emergency lighting & Exit lighting
- Fire detection systems and the Fire Indicator Panel
- Emergency Warning Intercommunication System
- Security system
- Emergency Generator (where installed)

Key Contacts:

The sudden loss of electricity in the building can create various issues that need to be dealt with by the following key personnel.

- Chief Warden
- Property Manager
- Lift Maintenance Contractor
- Electricity Provider

Contact names and numbers refer to Emergency Contact phone Numbers located in the contact section, at the front of this manual

Hazards / Issues

In the event of an electrical failure various issues may need to be dealt with such as:

- People trapped in lifts
- Injured people on escalator
- People within a darkened area
- Unsecured tenancies
- Power surge on re-commencement of electrical supply

PROCEDURE

Immediately upon experiencing an electrical failure in the building the Chief Warden/Property Manager or any member of the Emergency Control Organisation should take the following action:

- Deploy maintenance staff to assess the situation
- Contact the Electrical Provider to determine the possible duration of the outage.
- In the event immediate reconnection cannot be made
- Notify the Emergency Services.
- Alert other members of the Emergency Control Organisation (ECO).
- Make appropriate announcement over the EWIS PA system
- Conduct a search of the building in case people require assistance such as trapped in lift or suffering injuries as a result of the electrical failure.
- Ensure contact is made with any persons trapped in lifts and ascertain their status. Maintain regular contact with entrapped people.

① People trapped in lifts require priority and should be assisted by the Emergency Services and the Lift Maintenance Provider.

- Deploy Security staff to assist occupant/visitor with a disability and infirmed off escalators
- Override automatic entrance doors and exit boom gates and leave in an opened position.
- Deploy maintenance staff to ensure generators are running and switched to appropriate circuits.
- Consider evacuation of the building if outage is likely to be for a long duration.
- Property Manager to make safe plant equipment so as not to suffer potential damage on re-supply of electricity.
- Restrict entrance to the building by placing Wardens at the entrances and entry boom gates to the car parks are down.
- A controlled non-urgent evacuation can be a method of minimising traffic 'grid lock' in the car parks.
- Request Police assistance with additional patrols to minimise the risk of theft, armed hold up and traffic control
- Ensure all checklists and escalation policies are completed.

SEVERE STORMS

GENERAL

Severe storms can be categorised into heavy rain (causing flash flooding), hail, lightning and thunder, tornadoes, extreme wind gusts and land gales. A severe storm develops when the atmosphere is especially unstable and wind flow provides the most efficient input of energy to the cloud mass resulting in any, or any combination, of the aforementioned weather conditions.

PROCEDURES

- On notification of impending cyclone or severe storm, ensure all loose items are secured
- Close all windows, curtains, blinds and external doors
- Move computers and valuables away from windows or items that may fall
- Turn off electrical appliances
- Lightning strikes may cause power failure which will affect services such as lighting, lifts, heating or air conditioning, ventilation and building fire systems
- Seek shelter under tables or desks and away from items such as bookcases and other furniture that may fall or slide
- Refrain from using the telephone immediately unless for serious injury
- Restrict the use of vehicles and use only where necessary

WATER SUPPLY INTERRUPTION

GENERAL

Water supply interruption to major buildings can have implications that may represent a hazard to safety and also present health hazards. Water supplies can fail from a variety of causes ranging from burst water mains to scheduled maintenance to water restrictions. Whilst usually unexpected, a few simple precautions can alleviate some of the issues surrounding the lack of water.

PROCEDURE

In the event of a water supply interruption the Chief Warden should:

- Confirm if interruption is limited to an area within the building or is a mains fault affecting the entire building.
- If localised, contact applicable facilities personnel
- If building wide, contact water supply authority and attempt to ascertain likely duration
- Consider possible implications (e.g. hygiene, catering, fire safety) and determine appropriate response
- Consider possible implications (hygiene, catering, fire safety) and determine appropriate response
- If it is a mains fault, inform applicable senior management as soon as possible
- Make appropriate PA announcements to inform personnel
- If situation is ongoing and occupant's health and hygiene is affected then evacuation should be considered

In the event of a water supply interruption the Floor Warden should:

- Ascertain expected time until restoration of water supplies
- If applicable, determine plan for mitigating effects and deploy appropriate resources
- Listen to PA announcements or contact Chief Warden for information
- Initiate an evacuation if circumstances warrant

EMERGENCY WARNING SYSTEM PANEL INSTRUCTIONS

The Emergency Warning Intercommunication System (EWIS) Panel is activated by the Fire Indicator Panel should a Smoke Detector or Sprinkler head or similar device attached to the system, activate. The EWIS generates an Alert Tone on the floor where the FIP detected an activation of the fire system. Should the system continue in automatic mode it will cascade the alarm to other floors within the facility until all floors have been alerted. On hearing the ALERT TONE sounding the Chief Warden and Deputy Chief Warden will report immediately to the FIP and EWIS panels.

Fire Indicator Panel (FIP)

The Fire Indicator Panel (FIP) indicates which detector or sprinkler has been activated by an LCD readout indicating a zone that needs to be cross-referenced to facility diagrams that show the active zones. The FIP can only be reset by the attending Emergency Services and should only be used as a reference source. Under no circumstances should an attempt be made to cancel an alarm prior to the arrival of the Fire Brigade.

① The FIP can only be reset by the attending Emergency Services Personnel.

① Under NO circumstances should an ALARM be cancelled prior to the arrival of the Emergency Services.

INITIAL RESPONSE TO AN ALARM

Emergency Warning Intercommunication System (EWIS)

The Chief and or the Deputy Chief Warden can manually operate the Emergency Warning and Intercommunication System (EWIS).

1. Switch EWIS to manual mode by turning key from Automatic to Manual
2. Press the relevant buttons/switches for the levels in question
3. Activate the PA/SPEECH mode.
4. Press the 'speech' button on the microphone & make announcement and/or;
5. Activate the Alert tone on the alarm floor by pressing the relevant alert button/switch for the floor (E.g. Level 12 will have individual buttons for Alert, Evac & PA)
6. Answer WIP calls from Floor Wardens on ALERT status floors
7. If emergency warrants no further action, press CANCEL ALL
8. Make announcement based on information from Floor/Area Warden
9. Switch EWIS to automatic mode by turning key from Manual to Automatic

CONFIRMED EMERGENCY

If an emergency situation is confirmed and it is decided that a Full Building Evacuation is required.

Full Building Evacuation

1. Confirm with affected floor that evacuation is required or;
2. Press ALERT tone for two floors above and one below
3. Answer each floor's 1st WIP call and instruct Floor Wardens to muster staff at their staging area and call back when complete
4. Ensure lifts are grounded if the emergency dictates lift use inappropriate
5. Task staff to prevent people from re-entering the building
6. If available, advise Deputy Chief Warden or nominate an appropriate Manager/Supervisor to go directly to the Assembly Area located at Corner William & Little Bourke St and to also stop traffic entering the car park
7. Cascade other floors to ALERT tone as appropriate
8. Respond to each floor's 2nd WIP call and ascertain number and location of occupant/visitors with a disability (OWD) and refusals to leave (RTL)
9. Once OWD and RTL numbers have been received, advise Floor Wardens of their preferred exit stairwell/direction and instruct to evacuate
10. Place each floor into EVACUATE after confirming OWD and RTL numbers/location
11. Repeat for each call
12. On arrival of Fire Brigade, advise of situation, persons still on the floors such as occupant/visitor with a disability, refusals to leave, medical emergencies etc.
13. At completion press CANCEL ALL
14. Return EWIS key to Auto position and/or isolate if building damage is extensive pending Emergency Service advice

EWIS CASCADES TO EVACUATION TONE

Whilst the EWIS panel is in the Auto mode it is designed to escalate an initial alarm to an evacuation tone automatically after the designated time delay has passed.

If the EWIS panel has cascaded to the Evacuation tones the Chief Warden should continue to evacuate the building unless instructed to halt the evacuation by the attending Emergency Services officer.

Should the evacuation be halted part way through the Chief Warden should inform the Wardens and occupants of the situation using the PA and WIP phones. Consideration must be given to informing the occupants who have already evacuated the building that it is safe to return.

① If the EVACUATION TONE has activated the Chief Warden should continue to evacuate the building.

FIRE / SMOKE

Fire risk in modern high-rise commercial buildings has been greatly reduced by improved fire systems such as sprinklers and smoke detectors. Heightened awareness and workplace training, in conjunction with legislative and behavioural changes, such as no smoking policies have also contributed significantly to a reduction in workplace fires. Should a fire occur in your building it will grow exponentially if it receives sufficient fuel and oxygen and is not brought under control in the initial stage by sprinklers or use of fire extinguishers. The spread of fire and more importantly, the creation of smoke, represents severe life risk to the occupants within the building.

Smoke Hazard

Smoke is the mixture of the unburnt component and the gaseous component of the materials being consumed by the flame, representing extreme hazards to the unprotected occupants within the building.

Visibility

Smoke can quickly alter the visibility within a room and can dim the effectiveness of the emergency lighting and the illuminated exit signs thereby changing the perception of the occupants when trying to leave the area. When confronted with a room or corridor filled with smoke do not enter the area if alternative egress paths are available. Should the need to travel through a smoke filled room or corridor arise, stay low to the ground where there is the optimum amount of breathable air and visibility.

Heat

Structure fires produce extremely high temperatures, which includes the smoke plume where temperatures can exceed 600 degrees Celsius. Generally, occupants within a building do not have protective clothing used by Fire Brigades. Therefore, minimising exposure to the heat in the smoke plume by avoidance (if possible by utilising an alternative exit) or by covering exposed skin with non-synthetic clothing/materials and by staying low to the ground, offers the best means of protection from the extremes of heat whilst egress is sought.

Toxic Gases

Structure fires may consume a variety of materials that produce toxic fumes; the type and amount will be dependent on what is consumed in the fire. The smoke plume contains a wide range of gases and chemical compounds that are hazardous to the health of the occupants and should be avoided. A major hazard in smoke is Carbon Monoxide. A concentration of 1.28% of Carbon Monoxide in the air is enough to render a person immediately unconscious and generally results in death within 1-3 minutes

Other toxic gases likely to be present in smoke are:

- Hydrogen Cyanide
- Ammonia
- Nitrogen Oxide
- Hydrogen Chloride

■ Isocyanate

■ Formaldehyde

FIRE / SMOKE PROCEDURE

When confronted with a smoke filled room or corridor:

- Close doors and windows to the smoke filled area, if safe to do so
- Contact the ECO to raise the alarm or activate a Manual Call Point
- Evacuate the area via an alternative, non smoke filled egress route
- If trained and safe to do so, extinguish the fire using a fire extinguisher or hose reel.
This is for small uncomplicated fires only.

① Emergency Stairwells offer the best protection against fire and smoke

- When searching for occupants, test closed doors with the back of your hand for heat before opening and look for signs of smoke seeping around the edges
- Ensure all occupants have evacuated
- If safe to do so, contact the Chief Warden via the WIP and give a status report
- Evacuate the building to the Assembly Area ensuring stairwell doors are closed behind you
- Report to the Chief Warden areas cleared, not accessed, persons unaccounted for, occupant/visitor with a disability remaining in the stairwell and refusals

① NOTE: Due to the extreme temperatures and toxicity that may be encountered during a structure fire, re-entering a building or attempting to rescue persons in smoke logged areas should be discouraged.

DECEASED PERSON

GENERAL

All care must be taken to minimise the trauma to onlookers or work colleagues should an incident in the workplace result in a death. A deceased person must be treated with dignity and compassion. Persons dealing with such an incident must maintain an awareness of cultural and religious implications if dealing with a deceased person.

PROCEDURE

After an incident, the Chief Warden should:

Where possible have another ECO member assist.

- Inform Security Control
- Notify the Police/Ambulance and request assistance
- Initiate action to:
 - Restrict persons entering the incident scene as necessary
 - Cordon off the area and erect screening if necessary
 - Arrange for any First Aid requirements for bystanders that may be suffering shock
 - Secure any valuable or possessions belonging to the deceased
 - Disperse any spectators
 - Avoid contact with blood and other body fluids. Consider using protective gloves
 - If available, or necessary, ensure CCTV is made available for Police investigations
 - Liaise and assist Police as requested
 - Inform applicable counselling personnel

MEDICAL EMERGENCY

GENERAL

The possibility of a medical emergency has to be considered during the course of a normal working day. Although not directly related to the operation of the building, management and staff must be prepared to take appropriate steps to assist the ill or injured.

PROCEDURE

If any person is made aware of a medical emergency, they should:

Dial 000 or PABX 0-000 and advise Ambulance of details of the injured person, give:

Name	<i>Your name</i>
Address	205 William St Melbourne
Level / Unit	
Nearest Cross Street	Lt Bourke St Melbourne
Type of Emergency (if known)	

- Dispatch a trained First Aid Officer to the scene, if available
- Based on their training, the First Aid Officer should render assistance to the injured and make them comfortable
- If the injury has resulted from a fall, DO NOT move the person and where possible do not leave them unattended
- Have a Warden meet responding ambulance
- The First Aid Officer will remain with the injured person until despatched from the site by the ambulance or such other time as deemed necessary
- Advise next of kin with the details of the injury if serious, this may be conducted by the attending Police officers if incident results in major injuries or death
- After the incident complete an Incident report

SYRINGES (FOUND)

GENERAL

Discarded syringes have the potential to cause a 'stick injury' and can potentially cause infection via harmful or fatal diseases in the victim. All discoveries of discarded syringes must be treated with the utmost of caution

PROCEDURE

Person discovering discarded syringe should:

- Not leave the syringe unattended
- Inform Security Control, nearest Security Officer or Warden
- Cordon off the area

Security Control should:

- Maintain a log of events including Incident Report
- Dispatch a cleaner with a Sharps Container and protective / surgical gloves to the location
- Complete and Incident Report with photographs of the scene

Responding Cleaners should:

- Provide the Security Control with any information requested
- Attend the scene
- If available, use tongs or other mechanical means to handle the syringe
- If tongs are unavailable, ensure safety or surgical gloves are used
- Place syringe in sharps container

ⓘ DO NOT handle in any way that is likely to cause injury, if necessary handle with needle pointed down and away from the body

Security Manager should:

- Monitor the occurrence of such incidents
- Liaise with Security, tenants and relevant Emergency Services and other authorities regarding preventative measures and trends in the area

ASSAULT

INITIAL ACTIONS

- Assess the situation and remain calm
- Obtain assistance (other staff/security) where practicable (and applicable)
- Do not provoke an assailant or aggravate the situation
- Where applicable and practicable, operate within view of CCTV camera
- If safe to do so, assist the victim (eg determine if first aid or medical attention is required and action accordingly).
- Disperse any casual spectators but ask witnesses to remain
- Obtain and note details concerning the incident:
 - Full details of victim.
 - Circumstances surrounding the incident.
 - Witnesses.
 - Description/details of assailant/s.

If no further action is required:

- Complete an Incident Report detailing the incident and any action taken

Further action is required:

- Ensure Security Control and Police are immediately notified (include description of offender/s, any weapon/s, vehicle/s and last known whereabouts and direction of travel).
- Cordon off the scene of the incident.
- Identify any witnesses and request them to remain until Police arrive.
- Where witness/es cannot wait for Police attendance, their details are to be noted.
- If offender still present, ensure that victim and witness/es are isolated from the person.
- If offender is still present on site and is considered to pose a danger to others, attempt to keep persons away from the offender and keep the offender under discrete surveillance.

CIVIL DISORDER & ILLEGAL OCCUPANCY

GENERAL

Civil disorder within, or illegal occupancy of a building in Australia, is rare. However, industrial unrest, an emotional international situation, or an unpopular political decision has been known to lead to public demonstration and illegal occupation of buildings. In some circumstances occupants are unsure of their rights in relation to people creating a disturbance in their building or tenancy. Although the person or persons may be in a foyer, reception area or similar place accessible to the public it does not necessarily give them the right to remain on the premises.

Consideration must be given to personal safety if confronting a situation of this nature. If a resolution cannot be achieved, management or a representative thereof has the authority to refuse entry to a person or persons or revoke their permission to remain on the premises.

If a person or persons refuse to leave, police attendance should be requested and a formal demand will be made on the person or persons in the company of the police, if they refuse to leave, the police have a power of arrest under the trespass legislation.

PROCEDURE

Immediately upon hearing of a civil disorder occurring in, or in the vicinity of this building or that there has been unauthorised entry, the Chief Warden or any member of the Emergency Control Organisation should take the following action:

- Notify the Police and request assistance
- Alert other members of the Emergency Control Organisation (ECO).
- Initiate action to:
 - Restrict entrance to the building
 - Restrict confine presence to the ground floor
 - Restrict contact between the demonstrations and the building occupants
 - Secure any critical records, equipment or valuables
 - Remove any objects which could be used as a missile or weapon
- If available, ensure CCTV is positioned on area of activity for future surveillance and record
- Notify nominated Managers

Managers can contribute in a practical way to the satisfactory resolution of these emergencies by ensuring withdrawal of their staff where necessary, supervising the locking of offices, securing records, files, cash and other valuable property and at the same time promoting an air of confidence and calm.

PERSONAL HARM

GENERAL

The possibility of an accidental or premeditated incident resulting in injury, death or the need for personal rescue has to be considered during the course of a normal working day.

Although not directly related to the operation of the building, management and staff must be prepared to take appropriate steps to assist or facilitate the safe or discreet resolution of such circumstances.

PROCEDURE

- Immediately notify Manager or Warden who will notify Emergency Services
- Remain calm
- Do not attempt to disarm or communicate with the person unless you are safe
- Assess any injuries and assist injured or harmed person if possible and only if safe to do so
- Secure all areas if safe to do so
- Evacuate any person from the immediate danger area and await instruction from the Emergency Services
- Avoid disturbing any evidence
- Restrict entry to the area
- Isolate with sensitivity any deceased persons. Cordon off the appropriate area and do not move or tamper with the body
- Ensure all monitoring functions and surveillance footage is secured, where possible targeting the area involved in the incident
- After Police liaison, arrange for contractors to clean affected area
- Arrange for appropriate first aid and trauma counselling
- Large-scale injury will instigate a higher level of attention from media and the public.
- Emergency Services may instate temporary medical centres and media areas. Assist as required

TERRORISM

GENERAL

Terrorism can manifest itself in many different forms and can be broadly defined as the calculated use of violence or the threat of violence to attain goals that are political, religious, or ideological in nature. This can be done through intimidation, coercion or instilling fear. Terrorism includes a criminal act against persons or property that is intended to influence an audience beyond the immediate victims.

PROCEDURES

On becoming aware of a terrorist threat the Chief Warden will

- Immediately notify **Police. Dial 000**
- National Security Hotline **Dial 1800 123 400**
- Await instruction from Police

CONSIDERATIONS

- Next of Kin and family communication needs (Liaise with Police)
- Interest from media and the public will require effective management
- Emergency Services may instate temporary medical centres and media areas. Assist as required
- Secure occupants away from the incident area
- Arrange for contractors to assist in assessing building damage and functionality when and safe to do so

WORKPLACE INTRUSION

GENERAL

Workplace intrusion can occur from a variety of sources and may not necessarily result in robbery. Workplace arguments, disgruntled clients, alcohol or drug effected persons entering the workplace or persons seeking to protest about the conduct or ethos of a company, can all result in an unwelcome intrusion into any workplace. However, in regards to theft or robbery some simple safety measures and principles should be adhered to so as to minimise the impact upon both the business and also any personnel that may become involved. Employees who may be subject to such an incident should be given instructions to ensure their safety. Managers should ensure that cash and valuables are secured and kept to a minimum workable level.

Consideration must also be given to the provision of support services after such incidents occur. Depending on the nature of the incident, victims may suffer delayed shock and other stress related symptoms. These are commonly referred to as Post Traumatic Stress Disorder (PTSD)

PROCEDURES

If confronted by an armed intruder:

- Obey their instructions
- Try and remain calm
- Do not take any action to excite the intruder
- Hand over cash/valuables on request

❗ DO NOT GIVE CHASE

When the Intruder Departs:

Advise the Police, give details of the incident

Name	<i>Your name</i>
Address	205 William St Melbourne
Level / Unit	
Nearest Cross Street	Lt Bourke St Melbourne
Type of Emergency (if known)	

Upon the departure of the offender:

- Try to make a mental note of the description, clothing, speech, scars or other markings
- Contact the Police and Security
- Fill out the incident/offender check list (Refer Appendix)
- Do not discuss details of the incident with others, as police need statements of what *you* saw/did
- If you have a description of car or direction of the intruders travel, advise Police and Manager

In the event of an injury:

- As soon as Management is aware of an injury, an ambulance should be called. Ambulance Headquarters should be made aware of the nature of the injury. Eg. Gunshot, stabbing etc.
- A suitable place for a member of staff to meet the ambulance should be arranged and the Police should be notified immediately that the situation has resulted in an injury

❗ Under no circumstances should anyone confront the Aggressor

RESPONDING TO A DURESS ALARM

- Telephone to ascertain nature of alarm
- Dispatch Senior staff, or if available Security, to investigate
- If false alarm, log the alarm and report
- Contact Police on confirmed alarm
- Escalate to appropriate senior managers

SIEGE OR HOSTAGE SITUATION

The chance of you being taken hostage or being held against your will is small. However, there is the chance that it may happen. Generally the intruder is seeking to use the threat of violence or harm to achieve their goal(s), whether this be robbery or otherwise.

If taken hostage or involved in a siege

- Stay quiet and try to remain calm. Do as you are told
- If you are in a group situation, do not single yourself out by being aggressive or argumentative
- If the situation is ongoing, generally the situation will improve. Experience has shown that rapport gradually builds between hostages and captors

- If requests are made to the captor (toilets or medical needs, etc) be brief and polite

REFERENCE

COMMUNICATION

Communication during an emergency is a vital tool in the coordination of the safe and orderly movement of people from an area of danger to an area of safety. Many situations may arise where simply exiting the building via the nearest available exit is not appropriate and may place the evacuees in more danger than if they had remained where they were. Therefore, the flow of information to and from the Chief Warden is essential in the coordination of the Emergency Control Organisation and its ability to function at its most effective and efficient to safeguard life.

Consideration should be given, where applicable, to utilise multiple communication systems in emergency response. Multiple communication systems will ensure continuity of communication in the event of a failure of the primary communication system.

FIRE INDICATOR PANEL

The Fire Indicator Panel (FIP) is connected to all automatic detection systems on site. It is this panel that communicates with the Fire Brigade on activation via the monitoring system.

The FIP will indicate a zone, area or floor in which an alarm has been activated and the Chief Warden should use this information in determining suitable emergency responses. However, under no circumstances should the Chief Warden or any other non Emergency Service personnel operate, or otherwise interfere with, an FIP during an alarm activation.

EMERGENCY WARNING INTERCOMMUNICATION SYSTEM (EWIS)

The Emergency Warning intercommunication System (EWIS) Panel is activated by the Fire Indicator Panel should a Smoke Detector or Sprinkler head or similar device attached to the system, activate. The EWIS generates an Alert Tone on the floor where the FIP detected an activation of the fire system. Should the system continue in automatic mode it will cascade the alarm to other floors within the facility until all floors have been alerted. The EWIS generates the emergency tones (Alert & Evacuation), allows for Public Address announcements and provides a dedicated communication system via the Warden Intercommunication Phones (WIP). The panel is kept in an automatic mode that activates the alert tone, and if not manually overridden, will evacuate the building in a cascading fashion commencing from the alarm floor. Once the EWIS has sounded the evacuation tones, whilst in automatic mode, the Chief Warden should not cancel the alarm and must continue with the evacuation of the building regardless if the nature of the alarm is known.

Where the Chief Warden has responded to the EWIS before evacuation tones are sounded the panel should be turned to Manual to allow for a controlled response to the alarm. Typically, the EWIS panel will have dedicated buttons for each floor and function and also the ability to broadcast / alert / evac the complete building.

WARDEN INTERCOMMUNICATION POINT PHONES (WIP)

Warden Intercom Phones (WIP) connected to The Emergency Warning Intercommunication System (EWIS), allow direct communication between the Chief Warden and the Floor/Area Wardens during an emergency. These phones are located at each floor or area. Please take notice of Evacuation diagrams detailing the location of these phones. Floor/Area Wardens should note that lifting the handset of their WIP calls the Chief Warden. Depending on the nature and location of the emergency, your call may not be answered immediately.

The Chief Warden will prioritise answering calls beginning with the area(s) most at risk, to the area(s) least at risk. Therefore, should Wardens experience a delay from Chief Warden answering via the WIP, patience may have to be exercised. However, if your safety is compromised, Wardens should use their judgement and take actions necessary to safeguard themselves and those that they are responsible for, which may entail evacuating their area without consultation with the Chief Warden. Should this occur, all effort should be made to inform the Chief Warden, when possible, of your actions and whereabouts so that persons can be accounted for.

The conducting of a regular test by ECO personnel provides the necessary practice in the effective use of the system and the timely identification of any system faults.

Mobile Telephone

Mobile telephones provide a reliable means of communication but are not recommended as the primary method. In the event of an emergency affecting a wide area, interruption may occur to the cellular phone network causing communication failure. Similarly, the use of a mobile phone restricts the ECO to talking to a single source at any one time. However, mobile phones are a valuable part of a multiple communication contingency and an up to date list of phone numbers should be provided to all ECO members.

❗ Mobile phones must not be used in close proximity to suspect packages or flammable gas leaks

TELEPHONES

Telephones provide a reliable means of communication. Depending on the system that a workplace may employ, a multiple call or loudspeaker function may be available. This may provide a convenient and reliable means of contacting Wardens but should not be the sole source of contact. In the event of an emergency affecting a wide area, interruption may occur to the phone network causing communication failure.

An up to date list of phone numbers should be accessible to all ECO members.

PUBLIC ADDRESS SYSTEMS

Public Address Systems (PA) allows the broadcasting of voice messages to specific areas, or the whole of premises. Generally, the PA is a feature of the EWIS and will be utilised by the Chief Warden for the broadcasting of emergency messages and providing evacuation directions or warnings. The PA feature will only work whilst the EWIS is operating in the 'manual' mode. Persons making announcements via the PA should be concise with announcements, speak slowly and clearly so as to provide specific and clear instructions to the areas being addressed. It is recommended that pre-arranged verbal announcements be scripted for use by the Chief Warden or suitable replacement. (See appendix)

RUNNERS

In situations where the normal communication methods are compromised or out of action, the use of 'Runners' is an alternative option. Runners physically deliver messages between the Chief Warden and the Wardens.

Consideration should be made for the safety of the Runners in emergency situations and Runners be made aware of the urgency of the situation but should not endanger themselves in the process.

CRISIS CONTROL POINT

Crisis Management is anticipating and controlling crisis situations. It consists of developing and enacting contingencies in line with organisational policies. Strategic direction is best achieved by a prescribed team of individuals collectively responsible for the management of the on-going broader consequences that an emergency may create. This team may be referred to as the Crisis Control Team and the chosen staging point for the team is designated the Crisis Control Point.

At the declaration of an emergency, or the sounding of the alert/evacuation tones, or on notification from the Chief Warden, a Crisis Control Point may be established. This point may be within the building or be established at an external site, dependent upon the nature of the emergency.

The Crisis Control Team may consist of:

- Senior Building Management Staff
- Security representative(s)
- Chief Warden (in contact via radio)
- Any technical staff as deemed appropriate in relation to the emergency

The Crisis Control Team will:

- Consult with the Chief Warden and determine a response strategy in relation to the emergency
- Be responsible for decisions in the event of other Senior Emergency Control Organisation members being absent
- The Chief Warden is to have the final decision if a resolution or response strategy cannot be agreed
- Be responsible for the communication of situation reports to, and liaison with, stakeholders

Handling of the News Media

It is of paramount importance that all inquiries by the news media be directed to one person appointed to function as a spokesperson. All other personnel should be instructed not to discuss the situation with any outsiders.

EMERGENCY CONTROL ORGANISATION

The primary role of the ECO is to give top priority to the safety of occupants and visitors of the facility during an emergency.

Persons appointed to the Emergency Control Organisation (ECO) should:

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

AUTHORITY

During emergencies, instructions given by the Emergency Control Organisation (ECO) personnel shall take precedence over the normal management structure. Floor or Area Wardens and their deputies shall have the authority to marshal all staff and any visitor/s to their floor/ area. Authority given to the ECO to act during an emergency must be acknowledged by the facility owners, managers, occupiers and employers as part of emergency planning activities. The purpose of these powers is to ensure that during an emergency situation, life safety takes precedence over asset protection environmental considerations, and production operations and business continuity in accordance with Australian Standard AS 3745- 2010 *Planning for emergencies in facilities*.

INDEMNITY

“Facility owners, managers, occupiers and employers, should obtain professional advice on the level of indemnity provided to ECO members. The ECO members should be advised of the level of indemnity provided.” - AS3745-2010

ECO IDENTIFICATION

The control of emergencies is greatly assisted if the occupants of the building, and responding officers of the Emergency Services can quickly identify key personnel.

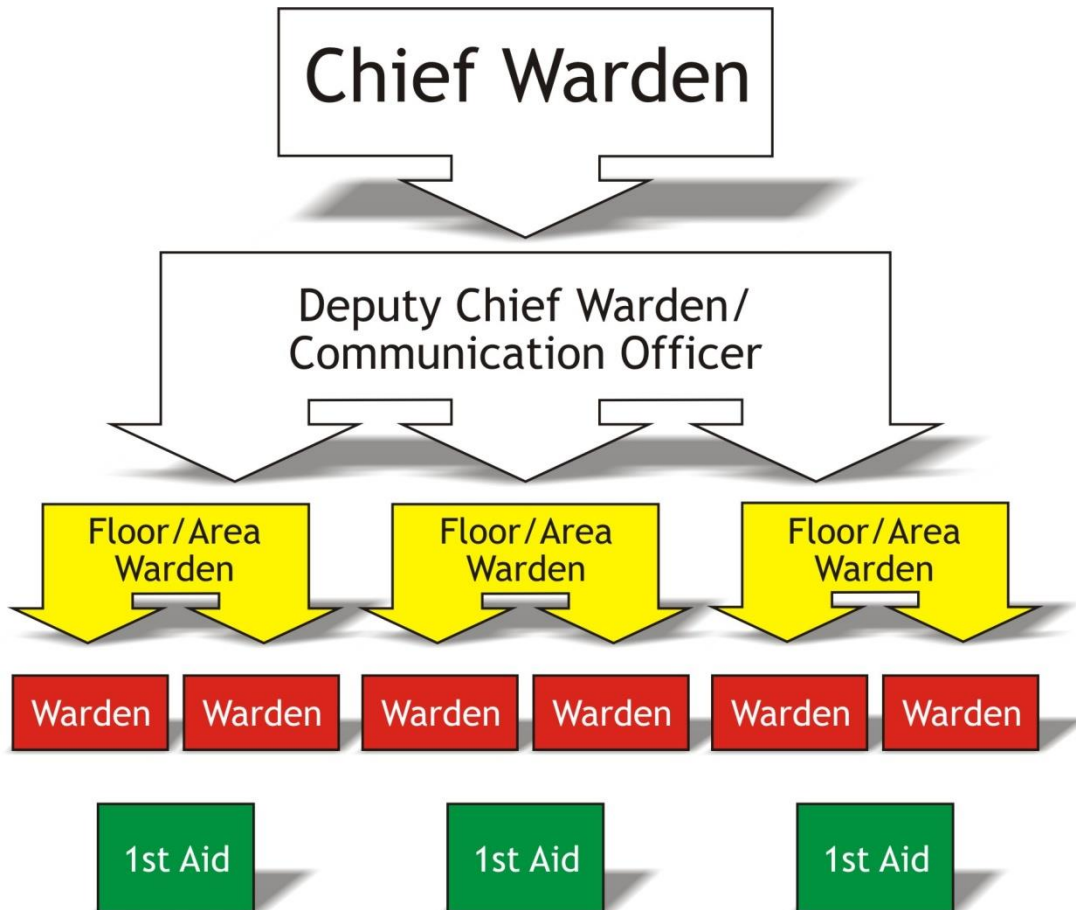
This may best be achieved by the use of coloured identification such as helmets as follows:

<p>Chief Warden Team</p> <p>Chief Warden Deputy Chief Warden Communications Officer</p>		
<p>Floor / Area Wardens</p> <p>Floor Warden Area Warden</p>		
<p>Wardens</p>		
<p>In-house First Aid</p>		

Helmets/caps/vests/tabards should be labelled with their floor level. This will enable occupants to identify their Floor/Area Wardens at the Assembly Area, and be accounted for. Clear identification such as vests or tabards will enable Emergency Services to identify people with expertise of the building and should have specialist roles clearly displayed such as Building Manager, Property Manager, Lift Technician or Building Engineer.

EMERGENCY CONTROL ORGANISATION STRUCTURE

The following flow chart shows the ECO structure. The lines of communication begin & end with the Chief Warden. This role is vital in the efficient gathering of information and coordination of an emergency situation.



ECO RESPONSIBILITIES

CHIEF WARDEN

The Chief Warden is appointed by the EPC and is responsible for all matters relating to emergency preparedness and has complete evacuation control during an emergency condition. The Chief Warden should have a good knowledge of the layout of the building or structure. Whenever possible, arrangements should be made between the Chief Warden and the Deputy Chief Warden to ensure that they are not absent from the building at the same time.

Responsibilities prior to an emergency include:

- Maintaining a current register of ECO members
- Replacing ECO members when a position becomes vacant
- Conducting regular emergency response exercises
- Ensuring the emergency response procedures are up-to-date
- Attending meetings of the EPC, as appropriate
- Attending training and emergency exercises, as required by the EPC
- Ensuring personal ECO identification is available

Responsibilities during an emergency include:

- Participating regularly when the maintenance service provider is performing system tests on the EWIS panel. This will assist in becoming familiar and competent in the use of the EWIS panel
- Donning a white helmet/cap/tabard or vest in the event of an emergency
- Raising the Alarm if an emergency situation is encountered
- Ensuring Emergency Services are contacted –“0-000”
- Establishing the area in alarm utilising the Fire Indicator Panel located in the Foyer
- Communicating with floors/areas
- Coordinating an evacuation, generally: The floor in alarm then two above, one below. Then in ascending and descending order
- Evacuating people to another area within the building if necessary
- Ensuring lifts are grounded in the event of a fire based emergency or used appropriately in emergencies involving other causes.
- Restricting access to the building. Not only at the main entrance but also at other emergency exits

- Ensuring access to the car park is restricted
- Understanding traffic in the area. Designate crossings or assign traffic Wardens provided with high visibility vests
- Being aware of Critical Considerations such as hazards near the facility (e.g. Neighbour's business)
- Maintaining an understanding of the roles of the ECO and Building Operations Team
- Recording all information on checklists, such as occupant/visitor with a disability, injured, refusals, etc
- Liaising with Emergency Services
- Providing for staff that may need to be sent home after a predetermined time at Assembly Area
- Conducting debriefs of all evacuations with the ECO
- If required, implementing any escalation policy, if Senior Business Manager is absent
- Communicating with Head Office or Property Manager of evacuation and status
- Writing evacuation reports and inform Trimevac of any incident requiring evacuation

DEPUTY CHIEF WARDEN

The Deputy Chief Warden is appointed by the EPC and is responsible for assisting the Chief Warden with matters relating to emergency preparedness and has complete evacuation control in the absence of the Chief Warden, during an emergency condition. The Deputy Chief Warden should have a good knowledge of the layout of the building or structure. The Deputy Chief Warden is responsible for filling the role of Chief Warden if the Chief Warden is absent. Whenever possible, arrangements should be made between the Deputy Chief Warden and the Chief Warden to ensure that they are not absent from the building at the same time.

Responsibilities prior to an emergency include:

- Maintaining a current register of ECO members
- Replacing ECO members when a position becomes vacant
- Conducting regular emergency response exercises
- Ensuring the emergency response procedures are up-to-date
- Attending meetings of the EPC, as appropriate
- Attending training and emergency exercises, as required by the EPC
- Ensuring personal ECO identification is available

Responsibilities during an emergency include:

- Donning a white helmet/cap/tabard or vest in the event of an emergency

- Raising the Alarm if an emergency situation is encountered
- Responsibility for conveying the instructions of the Chief Warden as well as recording all events and transmissions from ECO
- Participating regularly when system tests (EWIS) are being performed by maintenance service provider
- Responding and meeting the Chief Warden on any alarm activation
- Confirming the appropriate Emergency Services have been notified
- Assisting the Chief Warden at the EWIS panel
- Coordinating the Assembly Area, if necessary
- Assisting with emergency preparedness in the building.
- Establishing control during an emergency, in the absence of the Chief Warden

① The Deputy Chief Warden must take on the duties of the Chief Warden in their absence.

COMMUNICATIONS OFFICER

The Communications Officer is appointed by the EPC and is responsible for assisting the Chief Warden with matters relating to communications, during an emergency condition. The Communications Officer should have a good knowledge of the PA system and also WIP's and/or radios. The communications role may be filled by the Deputy Chief Warden as a supporting role for the Chief Warden and is identified by a white helmet/cap/vest or tabard.

Responsibilities prior to an emergency include:

- Ensuring personal proficiency in operation of facility communication equipment
- Maintaining records and logbooks and make them available for emergency response
- Ensuring that the ECO is proficient in the use of the facility communication equipment
- Ensuring that emergency communication details are up –to-date
- Attending training and emergency exercises, as required by the EPC

Responsibilities during an emergency include:

- Competency in the use of the PA system and have audible and clear diction
- Donning a white helmet/cap/tabard or vest in the event of an emergency
- Raising the Alarm if an emergency situation is encountered
- Following the directions of the Chief Warden
- Operating the Emergency Warning Intercommunication System (EWIS)
- Issuing the directions of the Chief Warden to the Wardens

- Activating the “Alert” and “Evacuate” tone as directed
- Recording instructions from the Chief Warden about the progress of the evacuation

FLOOR WARDEN

Each floor or area will have a Floor/Area Warden who, under the control of the Chief Warden, will be responsible for implementing all operations necessary to safeguard life and property on their floor or area; this also involves directing Wardens in the event of an emergency. A Floor/Area Warden should be a person of a reliable nature, have an ability to organise others in an emergency and they should be a person who is regularly within the workplace.

Responsibilities prior to an emergency include:

- Confirming sufficient Wardens for area of responsibility
- Coordinating the completion of PEEP documentation
- Reporting on deficiencies of emergency equipment
- Ensuring that Wardens have communicated the emergency response procedures to all occupants within their nominated areas
- Ensuring that all occupants are aware of the identity of their Wardens
- Coordinating safety practices by Wardens throughout their area of responsibility
- Attending training and emergency exercises, as required by the EPC
- Ensuring personal ECO identification is available

Responsibilities during an emergency include:

- Advising the Chief Warden of any changes to the layout of the floor or area
- Donning a yellow helmet/cap/tabard or vest in the event of an emergency
- Raising the Alarm if an emergency situation is encountered
- Conducting initial search, if required
- Attending WIP on the sounding of the Alert tone, lift handset and await contact with the Chief Warden/Communication Officer
- Advising Chief Warden of status
- Communicating to Wardens on the floor or area the nature of the emergency
- Coordinating the Wardens in searching the floor or area
- Ensuring people do not use lifts
- Nominating suitable people to cover short term absences
- Assisting any occupant/visitor with a disability on the floor or area
- Reporting to the Chief Warden the status of the evacuation “Floor all clear” etc.

- Directing people to the Assembly Area and ensure that any crossing of roads or vehicle thoroughfares is controlled in a safe manner
- Ensuring all persons are accounted for at the Assembly Area

WARDEN

Wardens under the control of the Floor/Area Warden, are responsible for all people in an area of their workplace and assume the responsibility for the movement of personnel from a section of a floor or area containing a specific hazard or risks, e.g. computer room, banking chamber, pay office etc. If possible, these officers should be supervisors of the area. Wardens will be responsible for performing the duties of Floor/Area Warden in their absence and/or assisting in evacuation as required.

Responsibilities prior to an emergency include:

- Ensuring that all occupants are aware of the emergency response procedures
- Carrying out safety practices such as ensuring egress paths are kept clear and emergency equipment is always accessible
- Ensuring personal ECO identification is available
- Attending training and emergency exercises, as required by the EPC

Responsibilities during an emergency include:

- Being familiar with the area they are responsible for
- Donning a red helmet/cap/tabard or vest in the event of an emergency
- Raising the Alarm if an emergency situation is encountered
- Being aware of emergency exits and alternate escape routes
- Being aware of all passages, toilets, lunchrooms etc. in which people could be located
- Being familiar with Manual Call Points and portable extinguishers and hose reels
- Communicating with the Floor Warden or directly to the Chief Warden by whatever means available and acting on instructions
- Being aware of occupant/visitor with a disability in their area
- Nominating Assistants for special duties e.g. escorting people or assisting occupant/visitor with a disability.
- Ensuring fire and smoke doors close properly
- Confirming that evacuation procedures have been completed and reporting to the Floor Warden or directly to the Chief Warden
- Ensuring orderly flow of people into emergency exits
- Conducting a head count as people exit
- Being familiar with the location of the Assembly Area

- Assisting with directing people to the Assembly Area and ensure that any crossing of roads or vehicle thoroughfares is controlled in a safe manner

① Wardens are responsible for performing the duties of the Floor/Area Warden in their absence.

FIRST AID OFFICERS

If possible, there should be qualified persons (with appropriate First Aid qualifications) available in the event of an emergency. The First Aid Officer should be a person who is usually on the premises during working hours and if possible, multiple First Aid Officers is beneficial.

Whenever possible, arrangements should be made between First Aid Officers to ensure that they are not absent from the building at the same time.

Responsibilities prior to an emergency include:

- Ensuring a First Aid kit is fully maintained and accessible at all times
- Maintaining their First Aid qualifications
- Ensuring personal ECO identification is available
- Attending training and emergency exercises, as required by the EPC

Responsibilities during an emergency include:

- Donning a green helmet/cap/tabard or vest, displaying a white cross, in the event of an emergency
- Raising the Alarm if an emergency situation is encountered
- Rendering assistance/treatment to any persons prior to, or during, evacuation, if safe to do so
- Transporting a first aid kit to the Assembly Area during an evacuation
- Setting up a First Aid Post at the Assembly Area
- Rendering First Aid treatment to any casualties
- Ensuring that the Wardens or Chief Warden are aware of any injuries requiring treatment
- Alerting the Ambulance Service if persons require medical aid or transport to hospital
- Prioritising of patient assistance/care (Triage)
- Maintain patient confidentiality regarding treatment or medical condition(s)

DEPARTMENT OR TENANT COORDINATOR

The Department or Tenant Co-ordinator is responsible for liaising with the Chief Warden to ensure their warden team list is kept up to date, and all information relating to training is circulated to appropriate personnel and ECO members. The Department or Tenant Co-ordinator may be a Warden.

Responsibilities include:

- Advising the Chief Warden of any Warden changes
- Coordination of staffing levels of the ECO
- Ensuring tenants are advised of training or evacuation exercises
- Raising the Alarm if an emergency situation is encountered

DOCKMASTER/CAR PARK ATTENDANT

The Dock Master, under the direction of the Chief Warden or Deputy Chief Warden, will be responsible for controlling any emergency or evacuation that occurs in the loading dock/car parking area.

On advice of any emergency, the attendant in the loading dock/car parking area where emergency occurs will be responsible for:

- Instructing suitable personnel, if available, to take appropriate actions to normalise a situation. (e.g. Direct other people to stand clear in the event of a fire and or close doors to prevent the spread of smoke etc.)
- Raising the alarm
- Advising the Chief Warden and take charge of immediate situation
- Controlling the movement of vehicles under the direction of the Chief Warden and/or responding Emergency Services
- Evacuating all people from the car park at the direction of the Chief Warden or as deemed appropriate

The Dock Master, under the direction of the Chief Warden or Deputy Chief Warden, will be responsible for controlling any emergency or evacuation ***that includes*** the loading dock/car parking area.

On advice of any emergency or the sounding of the building alert/evac tones the attendant in the loading dock/car parking area will be responsible for:

- Instructing suitable personnel, if available, to take appropriate actions to facilitate the evacuation of the loading dock or car parking area
- Evacuating all people from the dock or car park at the direction of the Chief Warden
- Advising the Chief Warden of any occupant/visitor with a disability
- Controlling the movement of vehicles under the direction of the Chief Warden and/or responding Emergency Service

- Securing the effected parking area(s) and/or loading dock

RECEPTIONIST

The duties of any reception staff may vary during an emergency. However, in general the reception staff will have responsibilities that may include the accounting for any visitors or contractors on-site, alerting the Emergency Services, or possibly diverting telephone calls to a prearranged number as a business continuity procedure. Reception staff may hold a position as a Warden.

During an emergency, Reception responsibilities may include:

- Raising the Alarm if an emergency situation is encountered
- Controlling the Visitor book and sign in procedures
- Contacting other tenants on advice from Chief Warden/ Deputy Chief Warden
- Enacting any prearranged duties in regards to communication with Head Office or business continuity considerations, if safe to do so
- Securing any cash drawers, shutting down or securing any computer program/files or sensitive documents and prepare for evacuation
- Acting on instructions from the Floor/Area Warden if necessary

GENERAL OCCUPANTS

All General Occupants are required to be familiar with the building emergency procedures, equipment and facilities by participating in training and evacuation exercises. All general occupants should also be made aware of the delegated authority of Wardens in the event of an emergency situation being declared.

This will enable occupants to:

- React safely in an emergency
- Know how to raise an alarm in an emergency
- Help prevent emergencies

On hearing the Alert Tone (Beep, Beep, Beep)

- Collect personal belongings, only if you are at your work area
- Secure vital documents/cash/computer as directed
- Stand by for further instruction
- Await directions from Wardens

On hearing the Evacuation Tone (Whoop, Whoop, Whoop)

- Follow all instructions
- Proceed to your nearest safe exit or exit as designated by a Warden

- Proceed directly to the Assembly Area in Corner William & Little Bourke St
- Report to your Floor/Area Warden at the Assembly Area and await further instructions

EMERGENCY PROCEDURES

ICER EMERGENCY RESPONSE PROCEDURES

The ICER principle is a four step principle to corrective actions should an abnormal situation be encountered within the workplace. It instils basic actions that should ensure the safety of the individual encountering the problem and also the safety of others in the immediate vicinity. These four steps should remain flexible enough to be applicable to the majority of workplace emergencies and form the basis of any workplace emergency management plan.

ISOLATE	ISOLATE THE SOURCE OF THE PROBLEM Shut doors, switch off gas or electricity or secure yourself away from an intruder, assist injured persons if safe to do so.
CONTAIN / CORDON	CONTAIN OR CORDON OFF THE AREA Prevent others from entering the hazardous area. Alert people in the immediate area.
EVACUATE	EVACUATE THE FLOOR IF YOUR SAFETY IS AT RISK Stay calm, do not run. Report any Occupant/visitor with a disability, injuries or 'refusals to leave' to the Chief Warden
RAISE THE ALARM	RAISE THE ALARM FOR THE PREMISES Activate manual call points, contact Security or Chief Warden, phone 000 for Emergency Services

CHIEF WARDEN TEAM

On hearing the ALERT TONE or being notified of an emergency.

- Proceed immediately to the Emergency Warning Intercommunication System (EWIS) panel and Fire Indicator Panel (FIP) located in the Foyer and maintain control of the emergency until relieved by a Senior Fire Brigade Officer. The Deputy Chief Warden will also respond to the Foyer and will assist on their arrival
- Determine which zone is in alarm by a LCD readout on the Fire Indicator Panel
- Switch the EWIS panel from automatic to manual control to prevent the "Evacuation" tone (Whoop, Whoop) being activated by programmed timer (between Alert and Evac)

- ① Do not leave the EWIS panel unattended.
- ① Switch panel back to AUTOMATIC if you need to leave the panel.

- Communicate with the floor/area in alarm and the Floor/Area Warden by use of the Warden Intercom Phone (WIP), 2-way radio or public address system if necessary
- Establish scope of emergency
- Despatch Security or a Warden to the area in alarm to ascertain the status of the alarm
- Ensure that the Emergency Services have been called
- On advice, the Chief Warden will follow “**NO EMERGENCY EVIDENT**” OR **EVACUATION NECESSARY** procedure

Note: Upon the arrival of the Fire Brigade, all aspects of fire fighting and fire safety automatically comes under their control. Any request made by an Officer of the Fire Brigade must be complied with.

No Emergency Evident – False Alarm

The assessment of a ‘False Alarm’ must be based on investigations of the area in alarm and confirmation that no flame, smoke or smell or smoke or burning material is present.

If satisfied that alarm activation was inaccurate:

- Cancel the Alert Tone
- Make the appropriate PA announcement
- Remain in the Fire Control Room for the arrival of the Emergency Services and render assistance if required

Stay with the EWIS panel until the Emergency Services arrive and declare the situation All Clear. Once All Clear and the FIP has been reset turn the EWIS panel back to automatic.

Confirmed Emergency

Incident Floor Evacuation – Not leaving the building

Depending on the nature of the problem, it might be appropriate to evacuate staff away from the affected floor, but to hold staff within the safety of the Building.

- Ensure the Emergency Services have been contacted 0’000
- Don white helmet
- Advise the Floor/Area Wardens (Either via WIP phone or PA announcements) to commence evacuation and advise them of the direction of evacuation and the floor/level/area within the building in which to shelter
- Sound the Evacuation Tone (Whoop, Whoop) on the floor in Alarm, Two floors above and one floor below and/or make the appropriate PA announcement
- Ensure lifts are grounded if the emergency dictates lift use inappropriate

- Task staff to prevent people from entering the building
- Regulate the evacuation so as not to impede the egress from the floor involved in the fire/emergency
- Answer WIP calls from ALERT floors and advise Floor Wardens appropriately
- Ascertain if there are occupant/visitor with a disability requiring assistance
- On arrival of the Fire Brigade, advise of the situation, and if any occupant/visitor with a disability requires assistance
- Maintain communications with the other Floor Wardens unaffected by the emergency and evacuation. If necessary, advise them to prepare for others entering their floor from the affected floor.
- Liaise with Emergency Services upon their arrival and assist as requested
- Assess damage; collate reports for EPC; inform TRIMEVAC of incident
- Arrange for incident debrief

Full Building Evacuation – To external assembly area

- Confirm with affected floor that evacuation is required or;
- Press ALERT tone for two floors above and one below
- Answer each floor's 1st WIP call and instruct Floor Wardens to muster staff at their staging area and call back when complete
- Ensure lifts are grounded if the emergency dictates lift use inappropriate
- Task staff to prevent people from re-entering the building
- If available, advise Deputy Chief Warden or nominate an appropriate Manager/Supervisor to go directly to the Assembly Area located at Corner William & Little Bourke St and to also stop traffic entering the car park
- Cascade other floors to ALERT tone as appropriate
- Respond to each floor's 2nd WIP call and ascertain number and location of occupant/visitors with a disability (OWD) and refusals to leave (RTL)
- Once OWD and RTL numbers have been received, advise Floor Wardens of their preferred exit stairwell/direction and instruct to evacuate
- Place each floor into EVACUATE after confirming OWD and RTL numbers/location
- Repeat for each call
- On arrival of Fire Brigade, advise of situation, and any persons still on the floors such as occupant/visitor with a disability, refusals to leave, medical emergencies etc.
- At completion press CANCEL ALL

- Return EWIS key to Auto position and or isolate if building damage is extensive pending Emergency Service advice

STATUS HANDOVER PROCEDURE

During an emergency time is a critical factor.

Upon the arrival of the **Emergency Services** they will need critical information in the clearest and most concise manner for them to quickly gain an understanding of the situation.

The following 'aide-memoir' **STARE**, provides a concise format for the ordering of relevant information in a clear manner to an Officer of the responding Emergency Service.



S

Situation

- **Past** E.g. - We have an alarm activation & fire on level 12.
We have evacuated levels 12 & 13
- **Present** E.g. - We are currently evacuating levels 14 & 11
- **Future** E.g. - I will prioritise levels 15, 16 & 17

T

Tactics

E.g.- I am utilising both stairwells alternating with each floor.
I have alerted the whole building via PA to stand by.

A

Action

E.g. - We have two staff members conducting fire fighting on level 12 & I have a mobility-impaired person on level 14

R

Resources

E.g. - We have 4 lifts servicing the whole rise of the building.
I have a lift technician standing by.
I have the building services team on hand.
The sprinkler system is operating.

E

Exposures

E.g. - Level 10 is a plant room level that has
2 power generators & 50,000 litres of diesel.
There is a creche with 12 children on level 10

Note: Examples utilised above are for the purposes of illustration the intent of the STARE briefing method and may not reflect features or aspects of this building.*

FLOOR WARDEN

On discovering or being informed of an emergency

- Investigate the report. Instruct the Wardens to check their area for any other abnormal situation and, if necessary, move staff away from the immediate area to a safe location, adjacent to the nearest safe emergency stairwell
- Activate a Manual Call Point if there is an emergency requiring evacuation
- If necessary, initiate evacuation; otherwise
- Don the Yellow helmet
- Notify the Chief Warden
- Initiate any specific procedure dependent upon the type of emergency (e.g. ICER)

On hearing the ALERT TONE

Immediately the ALERT TONE (Beep, Beep, Beep) is sounded:

- Proceed to the Warden Intercom Phone (WIP)
- Don the Yellow helmet
- lift the handset and wait for the Chief Warden to answer
- Listen for PA announcements that may be made by the Chief Warden
- If advised by the Chief Warden, instruct Wardens to begin assembling people at the predetermined staging area
- Ensure Wardens are carrying out their specific duties
- Appoint replacement Warden(s) if necessary
- Advise Chief Warden of the status of the emergency if the alarm/emergency is originating from your floor/area

① LIFTS WILL NOT BE USED IN AN EMERGENCY

(Unless specifically directed by an Authority such as the Fire Brigade)

- When staff are Assembled awaiting further instructions. Lift the WIP handset and contact the Chief Warden a second time.
- Advise the Chief Warden via the Warden Intercom Phone (WIP) if there are any occupant/visitors with a disability requiring assistance or 'refusals to leave'

If instructed to Evacuate or the EVACUATION TONE (Whoop, Whoop, Whoop) is sounded:

- Control the evacuation of personnel using designated exits; regulate egress so as not to impede evacuation from the area involved in the emergency

- Provide for safety of any occupant/visitor with a disability in accordance with their personal emergency evacuation plan (PEEP)
- If you haven't done so already and if safe to do so, advise the Chief Warden via the Warden Intercom Phone (WIP) if there are any occupant/visitor with a disability requiring assistance or 'refusals to leave'
- Maintain control of evacuating personnel & encourage calmness. Count head numbers as people exit, admitting people through exits sensibly according to capacity of the exit
- Restrain running and pushing; encourage deliberate progress, with safety first
- Receive reports from Wardens when duties are completed and when persons under your control have evacuated
- The Floor Warden must ensure that all persons are cleared from the floor and will be the last person to leave their floor, i.e. there will be absolutely no one left on the subject floor when they leave
- Report to Chief Warden any persons not accounted for

① The Chief Warden may also be the Senior Officer of the responding Emergency Service

- Ensure occupant/visitors with a disability are left under your control
- If you do not remain with an occupant/visitor with a disability, proceed to the nominated Assembly Area and account for people
- Check in/register your arrival at the Assembly Area with the Assembly Area coordinator
- Do not re-enter the building until the "All Clear" is given by the Chief Warden or the Senior Officer of the responding Emergency Service

WARDEN

On discovering or being informed of an emergency

- Liaise with the Floor Warden
- Don red helmet
- Proceed to your area of responsibility and take control
- Investigate the report
- Move staff away from any affected area to a safe location (preferably the nearest emergency exit)
- Initiate any specific procedure dependent upon the type of emergency (e.g. ICER)

On hearing the ALERT TONE (Beep, Beep, Beep) sounded on your floor.

- Don red helmet

- Search your area for a possible cause and report to Floor Warden at WIP (Warden Intercom Phone)
- If instructed to do so by the Floor Warden, obtain assistance and ensure occupant/visitor with a disability are moved to the WIP or are enacting their personal emergency evacuation plan (PEEP)
- If instructed to assemble staff ready for evacuation, conduct search of prescribed area of responsibility and ensure toilets, kitchens, lunchrooms, etc. are cleared. Close doors as areas are cleared
- Maintain calm and order at the staging area and report OWD and RTL to Floor Warden upon completion of search

Decision to Evacuate

If instructed to Evacuate or the EVACUATION TONE (Whoop, Whoop, Whoop) is sounded:

- Direct personnel in your area to evacuate and proceed to the Assembly Area located at Corner William & Little Bourke St
- Obtain assistance for any occupant/visitor with a disability in accordance with their personal emergency evacuation plan (PEEP)
- Maintain control of evacuating personnel & encourage calmness. Count head numbers as people exit
- Admit persons through exits sensibly according to capacity of the exit
- Restrain running and pushing; encourage deliberate progress, with safety first
- Ensure occupant/visitor with a disability are left under control of the Floor Warden
- Evacuate on advice from the Floor Warden
- Proceed to your Assembly Area and account for people
- Advise your Floor Warden of any person not accounted for
- Check in/register your arrival at the Assembly Area with the Assembly Area coordinator
- Do not re-enter the building until the "All Clear" is given by the Chief Warden or the Senior Officer of the responding Emergency Service

GENERAL STAFF

Employees will evacuate under instruction from the Chief or Deputy Chief Warden, Floor or Area Warden or Wardens.

In the event that you encounter an emergency, immediately:

- Alert others in the immediate vicinity of the emergency

- Assist any person to evacuate the area, if safe to do so
- Activate the nearest Manual Call Point, if necessary/possible

Dial 000 and give them the following details:

Name	<i>Your name</i>
Address	205 William St Melbourne
Level / Unit	
Nearest Cross Street	Lt Bourke St Melbourne
Type of Emergency (if known)	

- Inform the nearest Warden of the emergency
- Obey all instructions given by Wardens

① The above items are to be undertaken simultaneously by you and others in the immediate affected area.

- Assemble initially at a safe distance from the affected area, preferably near to the door of the nearest available emergency exit or suitable staging area
- Assist any occupant/visitor with a disability to the emergency stairs, in the care of the Floor Warden or to enact their PEEP as appropriate
- Advise the Floor Warden if there is anybody on the floor who has not moved to the Staging Area near the emergency stairs, and occupant/visitor with a disability requiring assistance
- Staff should not attempt to obtain their personal effects from their work area if they are not in that location
- If the emergency warrants immediate evacuation, proceed quickly and quietly, and in an orderly manner to the nearest available emergency exit. When directed by your Warden, enter the emergency stairs and ensure the door closes behind you if you are the last to enter
- Traverse the stairs in a safe and controlled manner. Do not run
- The lift should not be used as a method of escape, or for any other purpose during an emergency unless otherwise advised
- Upon exiting, move clear of the building to ensure you are not impeding those following

- Proceed to your Assembly Area in Corner William & Little Bourke St If you are outside the building report to your Supervisor at the Assembly Area immediately, do not enter the building under any circumstances
- Do not re-enter the building until the responding Emergency Service advise that it is safe to do so

RECEPTIONIST

Upon an emergency being reported to you, immediately:

- If in immediate danger, evacuate
- If safe to do so contact the Emergency Services. Telephone 000
- Advise the Chief Warden and/ or Security
- Act on instructions from the Floor Warden or Warden

Advise Floor/Area Warden:

- Advise of the emergency and any actions already taken

If persons are injured:

- Dial 000, and **ask for Ambulance**, giving details of numbers or persons injured

Name	<i>Your name</i>
Address	205 William St Melbourne
Level / Unit	
Nearest Cross Street	Lt Bourke St Melbourne
Type of Emergency (if known)	

Remain at switchboard:

- Until instructed otherwise by Floor/Area Warden, or until the EVACUATION TONE is sounded.

❗ Should your safety be compromised evacuate the area.

DOCKMASTER / CAR PARK ATTENDANT

The Dock Master, under the direction of the Chief Warden or Deputy Chief Warden, shall control any emergency or evacuation that occurs in the loading dock/car parking area.

On notification of an emergency, the attendant in the loading dock/car parking will:

- Instruct suitable personnel, if available, to take appropriate actions to normalise a situation. (e.g. Direct other people to stand clear in the event of a fire and attempt to close doors to stop the spread of smoke etc.)
- Raise the alarm

- Advise the Chief Warden (if not already done so) and take charge of the immediate situation
- Control the movement of vehicles under the direction of the Chief Warden and/or responding Emergency Service
- Evacuate all people from the car park at the direction of the Chief Warden

The Dock Master, under the direction of the Chief Warden or Deputy Chief Warden, shall control any emergency or evacuation **that includes** the loading dock/car parking area.

On receipt of advice of any emergency, or the sounding of the building alert/evac tones the attendant in the loading dock/car parking area will:

- Instruct suitable personnel, if available, to take appropriate actions to facilitate the evacuation of the dock or car park
- Evacuate all people from the dock/car park at the direction of the Chief Warden and advise of any occupant/visitor with a disability or refusals to leave
- Control the movement of vehicles under the direction of the Chief Warden and/or responding Emergency Service
- Secure the effected parking area(s) and/or loading dock

RETAIL TRADERS

General

Retail Traders, refers to all shops and cafes/restaurants that exit to the lobby and/or external exposures of the premises. Audible alarms and PA announcements may not be audible in external venues.

However, because venues are commonly adjudged to be 'external' does not exempt these venues from the impact of an emergency situation. Retailers are encouraged to participate in Emergency Exercises, attend emergency training sessions and to maintain an awareness and understanding of emergency procedures for their particular venue and that of the surrounding businesses. In the event of a fire related emergency it is recommended that only appropriately trained persons engage in fire-fighting activities.

Retail Traders should also familiarise themselves with the procedures to deal appropriately with other situations as detailed in this Emergency Procedures Manual.

Procedures

On becoming aware of an emergency situation affecting their tenancy, each retailer will:

- Take actions as necessary to provide for the safety of staff and customers
- Raise the alarm within the premises and adjoining premises
- Contact Emergency Services (000) if necessary
- When safe to do so, contact building Security or Chief Warden and inform of the situation

- Initiate an evacuation if necessary, or in the event of an external emergency, hold staff and customers within the confines of the tenancy
- If safe to do so, shut down any cooking appliances that may pose a risk if left unattended
- Direct evacuated patrons and staff to the nominated Assembly Area
- Liaise with Chief Warden/Security as to the ongoing situation
- Liaise with the responding Emergency Service upon their arrival and assist as requested
- Provide for the safety/refuge of occupant/visitor with a disability as appropriate to the situation

AFTER HOURS

In the event of an "Alert" tone (Beep, Beep, Beep) being sounded after normal working hours.

Do not assume it is a "false alarm" even though there is no evidence of fire on your floor or area. After hours, all persons should, for their own safety, evacuate their floor when the "Evacuation" tone (Whoop, Whoop, Whoop) is sounded and await instruction from the Emergency Services before re-entering the building.

ⓘ Do not use LIFTS in the event of an after hours alarm activation

LIFTS

Grounding of Lifts

There are 4 lifts servicing the building.

In the event of an emergency, the Chief Warden with the assistance of staff will:

- Ensure that lifts are keyed into manual mode, which will ground each lift
- Ensure that persons do not enter the lifts whilst an emergency situation is underway
- That lifts are available for use by Emergency Services and the ECO

In non-fire emergencies lift use may be beneficial and not pose a safety risk. However, until the circumstances of an emergency can be ascertained and an informed decision can be made, either by the Chief Warden or Emergency Services, lifts should not be used.

BUILDING RE-OCCUPATION

The Chief Warden will be advised when the building is safe to enter by the relevant Emergency Services (e.g. Fire Brigade, Police etc.) depending on the extent and type of emergency.

Return to Building

Occupants gathered at the Assembly Area will be advised to return to the building by the Chief Warden or their representative. The Assembly Area will be informed via a loud hailer. The main entrances will be used for the return to the building. Lifts can be used for the return of occupants to work areas. If necessary they will be operated by lift drivers under the direction of the Chief Warden.

EVACUATION PRINCIPLES

It is the aim of this manual to provide guidelines and procedures to facilitate the orderly movement of persons from an area of danger, in the safest manner possible. In doing so, the Australian Standard AS 3745:2010 *Planning for emergencies in facilities*, has been utilised.

The size and configuration of a facility, together with type of occupancy, will determine the type and time interval between emergency response exercises. These may be conducted either as partial emergency response exercises or a total emergency response exercise covering the entire facility. All areas of the facility shall participate in at least one emergency response exercise in each 12-month period.

All occupants of the floor(s) or area(s) involved in the emergency response exercise shall take part, unless the EPC grants a written exemption prior to conducting the emergency response exercise.

LIFTS

In a fire emergency, Lifts are reserved for the exclusive use of attending Emergency Service personnel. Upon a fire alarm being activated, the lifts should be switched to the Fire Service mode. This will bring the lifts to the ground floor and the Emergency Service will hold the lift at the ground floor with doors open. Occupants in the lifts at the time of emergency will proceed via the lifts to the Ground Floor where the lift will be immobilised. Certain lifts may be used to facilitate the removal of occupant/visitors with a disability or to transport the Emergency Services throughout the building. This will be strictly under the control of Emergency Services.

Lifts should not be used for evacuation in the event of a fire unless specifically directed by the Emergency Services.

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

- Lifts may stop due to electrical or mechanical failure
- Smoke can enter lift cars and shafts
- Electrical problems on the floor in alarm may actually call the lift to that floor and put occupants in extreme danger
- Lift doors with sensors may not close if smoke has broken the photoelectric beam

ESCALATORS

Evacuations should be planned on the assumption that escalators will not generally be used. In the case of fire, or fire related emergencies, escalators should only be used in consultation with the responding Emergency Services. Escalators may stop suddenly due to a power failure causing injury. Escalators also provide no protection from smoke or heat in the event of a fire and therefore cannot be considered a safe means of egress.

In the case of emergencies other than fire and fire related, the Chief Warden, in consultation with the responding Emergency Service, will determine the appropriate use of escalators.

STAIRWELLS, PASSAGEWAYS AND TUNNELS

In the event of a fire, safe egress from the building will be by fire-isolated stairs, passageways or tunnels.

Fire isolated stairwells, passageways and tunnels contain:

- Non combustible in design and construction
- Emergency lighting
- Directional exit lighting
- A stairwell pressurisation system
- 2 hour fire rated doors
- Safe Haven floors that can be entered from the Emergency Stairs

① The Emergency Stairwells are fire isolated compartments that require ALL Fire Doors to be closed. DO NOT chock open Fire Doors as this will compromise the integrity of the Emergency Stairwell.

EVACUATION DIAGRAMS

Evacuation diagrams (indicating the position of emergency stairs, exits, emergency equipment, and general instructions for staff) should be prominently displayed in each respective floor or area. Each diagram should also indicate the primary Assembly Area and egress routes.

OTHER EQUIPMENT

Wardens should ensure that emergency equipment is readily available at all times. Items such as evacuation procedures, helmets, fire extinguishers, exit signs that are not illuminated, or evacuation diagrams, if found missing or faulty, should be reported to the Emergency Planning Committee.

PERSONAL ITEMS

Attempting to traverse a stair or passageway with large personal items may hinder the evacuation process. All effort should be made to inform building occupants that, in the event of an emergency, no attempt should be made to retrieve or carry large items from the emergency area. Wardens should encourage persons not to enter stairwells or passageways with items that may constitute a hazard to the evacuation process. Items such as, but not limited to, shopping trolleys, prams/pushers/strollers, briefcases or laptop computers, even hot drinks such as tea or coffee, should not be taken with evacuees.

OCCUPANT/VISITOR WITH A DISABILITY

An occupant/visitor with a disability is a person who requires more time or different forms of communication, compared with other occupants, to respond to an emergency or; assistance to respond to an emergency or evacuate from a facility.*

If an occupant with a disability is normally situated within the workplace, the Floor/Area Warden should discuss with occupant with a disability the procedures for assistance in an emergency situation. Once a suitable personal emergency evacuation plan (PEEP)** has been developed and documented it should be entered into the occupant/visitor with a disability register and a copy of the register secured by the Chief Warden and the relevant Floor/Area Warden.

If a disabled person is temporarily on premises, in the event of an emergency, the Floor/Area Warden should be made aware of the occupant/visitor with a disability and procedures for assistance and care should be made until their evacuation can be accomplished. Under no circumstances should the occupant/visitor with a disability be left alone. A warden should be appointed to accompany the occupant/visitor with a disability at all times during an emergency or the person should be placed in the care of the Floor/Area Warden.

If the emergency is such that you or the safety of the occupant/visitor with a disability is at risk, the person should be moved into the emergency stairs and wait for Emergency Service assistance. If safety is not at risk, then a suitable staging point should be sought near an exit or fire-isolated stairwell and, when the floor has evacuated, the Floor/Area Warden will advise the Chief Warden and wait with the occupant/visitor with a disability until retrieved by the Emergency Services.

* The definition above is taken from the Commonwealth *Disability Discrimination Act 1992* (DDA)

** PEEP assessment and documentation form is available in appendix

STAIRWELL EVACUATION DEVICE

Stairwell evacuation devices may be an option that can be considered based upon the number and location of occupant/visitors with a disability. Suitability and storage of stairwell evacuation devices as well as their ongoing inspection and maintenance should be included in regular facility maintenance routines. Stairwell evacuation devices should only be operated by a competent person.

REFUSALS TO LEAVE

At no times are Wardens to use physical force to remove someone who refuses to evacuate. Wardens should strongly persuade the occupant to evacuate. If they still refuse the Warden should leave the person and report the person's location to the Chief Warden.

The Chief Warden will then advise the attending Emergency Service.

UNCONSCIOUS PERSONS

Wardens will use “implied consent” for any unconscious person in imminent danger only. Move them to the nearest fire safe area or compartment.

The Warden will nominate a person – preferably a First Aid Officer or another Warden, to stay with the unconscious person in a safe place. This must be reported to the Chief Warden. When using exits, all doors should be closed to provide isolation from the danger area. If you are moving the unconscious person into an emergency stair, allow able-bodied staff to evacuate first.

Do not move the person more than is necessary, as you may be unaware of the extent of their injuries. If the unconscious person is not in imminent danger do not move them, but ensure someone remains with that person and the Chief Warden is notified of their location.

CONTRACTORS/VISITORS

All effort must be made to provide for the safety and welfare of contract staff that may be working on premises. In an evacuation, where practicable, the ECO personnel should check that all persons are cleared from the floor or area of their responsibility. The ECO personnel should report the result of the check to the Chief Warden.

A visitor sign in record or contractor site record should be made available to the ECO for reference in the event of an emergency. All effort should be made during the planning process to provide a method for accessing the roster of visitors and contractors on-site. Wardens should be informed of any visitor or contractor that will be in their area of responsibility so that their whereabouts can be accounted for during an evacuation.

EMERGENCY CONTROL ORGANISATION TRAINING

The EPC will organise regular training for the Emergency Control Organisation (ECO) and ensure the building occupants participate in an emergency response exercise at least once in any 12 month period.

The training program should be delivered by a competent person as deemed by AS3745 on a minimum 6 monthly basis, typically the training program would entail:

- Evacuation Procedures
- Bomb Threat Procedures
- Fire Awareness
- Use of Fire Extinguishers and Hose Reels
- Any other training as deemed appropriate to reflect emerging trends or site specific considerations

ANNUAL EMERGENCY RESPONSE EXERCISE

Conducting regular emergency based exercises is essential in the maintenance and improvement of the emergency procedures. An emergency plan is only as good as the people enacting it. Regular practice will ensure that all personnel are familiar with the procedures and what is required of them in the event of an emergency.

All care must be taken to ensure that adequate warning, including the proposed date, shall be given to personnel, as evacuation exercises without notice are NOT recommended.

Prior to the commencement of an exercise an announcement should be made throughout the premises and should be prefixed that this is an emergency response exercise only. Similarly, should the exercise have the capacity to affect other tenants within a shared building or neighbouring facility all effort should be made to give notice of the impending exercise.

The objectives for conducting an exercise should include, but not be limited to, ensuring that:

- Wardens initiate emergency procedures without waiting for instructions
- Wardens respond to alarms within a reasonable timeframe
- A search of ALL areas of the building is completed without delay
- A simulated call to the Emergency Services is included in the exercise
- The emergency control point is staffed immediately
- The evacuation commences within a reasonable timeframe
- The evacuation is completed within a reasonable timeframe
- Wardens communicate that their floor/area of responsibility is clear, and/or,
 - Any persons deemed to be missing
 - The number and location of any persons with disabilities/injuries that require assistance
 - The number and location of any persons refusing to vacate the premise
 - The location of any inaccessible areas that cannot be searched
- If appropriate, vehicle movements within car parking or basement areas be controlled
- The Chief Warden, or their delegates, be at an entry point to meet the responding Emergency Services

No DUFF

Should a real emergency arise whilst the exercise is being conducted the term “**NO DUFF**” will be used to cancel the exercise and issue real directives and actions. All announcements or verbal communications should be prefixed “No Duff” followed by the appropriate announcement or message.

This term is only to be used in the event of a **REAL** incident during the exercise.

BRIEFINGS

Prior to an exercise a briefing should be undertaken so as to ensure that all participants are aware of the nature of the exercise and be given the opportunity to ask questions.

As part of the ECO training programme an annual emergency response exercise must be conducted in accordance with AS3745. The aim of the emergency response exercise is to provide the ECO the opportunity to practice the information gathered during the training session. This also gives the occupants the opportunity to participate and be informed of their roles in the event of an emergency within the building and also the location of the Assembly Area.

Emergency response exercises will be announced to the occupants prior to commencement clearly stating that it is an exercise only.

A debriefing session after each exercise (or actual) evacuation is essential to identify any positive or negative facets of the organisation or procedures. Wardens and other key participants shall attend the session. The session should be conducted by the Chief Warden or their delegate. Observer's checklists or notes shall be analysed during debriefing sessions and any comments or suggestions should be reported to the EPC for analysis and possible amendment to the emergency procedures. Debriefing sessions should not be held as a means of accusations, but should be used as the opportunity for all participants to comment free of recriminations for the benefit of improving the planning process and consequently improving safety for all occupants alike.

POST EMERGENCY DEBRIEF

Within 7 days of the conclusion of an emergency whereby the full or partial evacuation has occurred, the EPC should conduct a formal debrief and review of the events and processes affecting the emergency to ensure that the Emergency Plan and organisational preparedness remain appropriate and competent. As part of the debrief procedure the EPC should invite all Wardens to submit their thoughts on what worked well, and what needs to be improved.

The EPC should use this opportunity as an improvement tool, it is important that these meetings are conducted without recrimination to encourage full and frank discussions on the past events.

SMEACS BRIEFING METHOD

Briefings and debriefings can be detailed or relatively simple but identifying or discussing the most prominent areas of the exercise can be beneficial. The following briefing schedule may prove useful in promoting comment in a consistent manner over the course of repeated exercise.

S – situation

Participants need to know what exactly is about to take place.

Most exercises are purely fictitious in nature and require a degree of imagination to recreate a potential emergency within the workplace, therefore a good understanding of the intended situation by participants and observers will promote better feedback or comment in the debriefing.

M – mission

The ECO needs to understand what the desirable outcome for the particular emergency scenario is. Not all emergencies warrant evacuation and dependent upon the emergency being simulated dictates as to how the situation is expected to be handled and what constitutes a successful outcome.

E – execution

How the exercise is to be initiated and implemented should be explained in relation to the type of emergency being tested and also to take into account any temporary situations such as road closures or building works that may necessitate deviations from normal procedures.

A – administration / logistics

At the conclusion of the exercise the Chief Warden should have an accurate account of what has taken place and be able to brief any responding Emergency Service of the following.

- the situation
- the tactics employed to safeguard personnel
- any actions that have been taken to remedy the situation
- the resources that are available to assist the Emergency Services
- any exposures that may constitute a hazard to any person on site

This should be noted on a checklist for easy reference (refer to the STARE checklist in appendix).

C – communication

Consideration should be given to testing various forms of communication over a range of different exercises. To rely on a single form of communication will expose the ECO to increased risk and operational difficulties should the primary communication method fail.

S – safety

Safety precautions that should be adhered to or participants should be aware of during the course off the exercise. Mention should be made of the 'NO DUFF' term to signify that any instruction or message is not part of the exercise.

APPENDICES

Announcements

Assembly Area Check List

Bomb Threat Check List

Emergency Services Handover Form – STARE

Evacuation Check List

Evacuation Exercise Observer's Check List

Incident/Offender Check List

'Tenancy Evacuated' Notice

How to Use a Fire Extinguisher

Occupant/Visitor with a Disability Register

Evacuation Incident Report

Property Damage Report

Escalation Report

Glossary

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ANNOUNCEMENTS

INVESTIGATING AN ALARM

Area in alarm

(Business Hours, Monday-Friday)

“May I have your attention please? May I have your attention please? This is the Chief Warden. We have an alarm signal on the ____ floor/area. Could the Wardens for this level please investigate and report back via the WIP. All staff please standby.”

Two floors above and one floor below alarm

(Business Hours, Monday-Friday)

“May I have your attention please? May I have your attention please? This is the Chief Warden. We have an alarm signal on the ____ floor. It is being investigated. Floor Wardens please stand by your Warden Intercom Points for further instructions. All staff please standby.”

NO EMERGENCY EVIDENT

Attention all staff, attention all staff. The alarm situation on level... is under control. Please resume normal activities (repeat once)

CONFIRMED EMERGENCY

Shelter in-place - For occupants to evacuate to a SAFE HAVEN FLOOR

“May I have your attention please? May I have your attention please? An alarm has been activated on the ____ floor. Occupants on levels.... should calmly and quietly proceed to the stairs and go down to level.... Where you can re-enter onto another floor. Do not use the lifts!” (Repeat)

Receiving Floors are defined as the floors receiving relocating personnel.

“May I have your attention please? May I have your attention please? We have had an alarm activation on Level xxx. Be prepared to receive persons on your floor from the floors above.” (Repeat)

FULL BUILDING EVACUATION

“May I have your attention please? May I have your attention please? This is an announcement for a complete building evacuation. Occupants of the building should calmly and quietly proceed to the stairs and exit 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 at Corner William & Little Bourke St. 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.” (Repeat)

PRACTICE EVACUATION ANNOUNCEMENT

"Attention all staff on level _____, a practice evacuation exercise is about to commence, I repeat, a practice evacuation exercise is about to commence. All wardens report to the WIP phone. All staff stand-by and await further instructions from your warden"

POWER FAILURE

“Attention all occupants”. (Repeat)

“The building is currently suffering a power outage and we are investigating the situation”. “Staff please turn off all lights and electrical appliances to prevent a power surge when power is restored”
“

OUTSIDE ODOUR INVADES THE BUILDING

“May I have your attention please, may I have your attention please. We are investigating a report of an odour that is coming into the building from the outside. Please remain in the building unless you are told to relocate by Management. We are proceeding to evaluate the problem and will keep you informed. Please shelter within the building for your continued safety.

ODOUR DETECTED INSIDE THE BUILDING

“May I have your attention please, may I have your attention please. We are investigating a report of an odour in the building. Please remain in the building unless you are told to relocate by Management. We are proceeding to evaluate the problem and will keep you informed.

ASSEMBLY AREA CHECKLIST

Property Name: Owen Dixon Chambers

Address: 205 William St

Assembly Area
Supervisor:

Date:

Record of Arrival at the Assembly Area.

Level	Arrival Time (t)	No. of Evacuees	No. of OWD	No. of Refusals	Time Sent Back (t)	Status
B1						
LG						
G						
M						
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
12						
13						

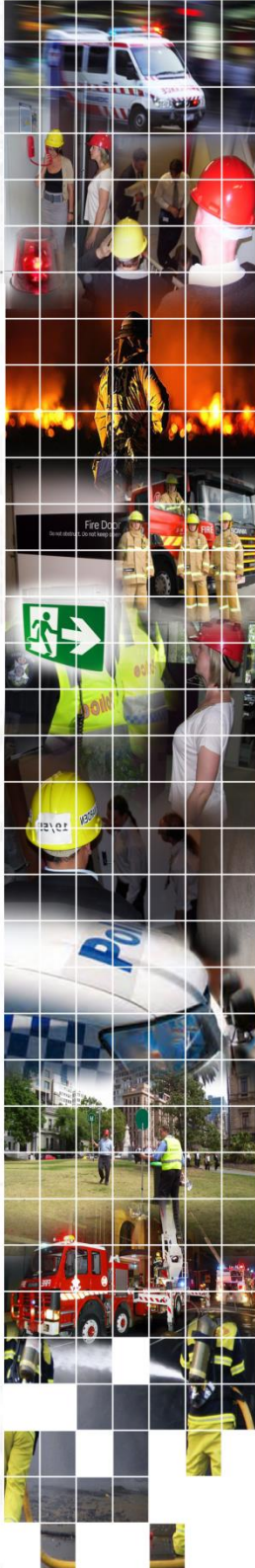
Materials Checklist

Two-way Radio		Loud Hailer		AA Manual/Clip Board	
Control Point Sign		First Aid Kit		First Aid Sign	

Ensure the Assembly Area Supervisor has a means of communication to the Chief Warden to provide regular updates of the status of the evacuation and to receive instructions from the Chief Warden.

BOMB THREAT CHECKLIST

Bomb, Chemical, Biological & Radiological Threat Checklist



Date:

Time:

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

Exact wording of threat:

Questions to ask the caller

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

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

Remember - Keep calm and don't hang up!



BRANCHES

SYDNEY
Ph: (02) 9111 4555
Fax: (02) 9878 6333

CANBERRA
Ph: (02) 6253 1266
Fax: (02) 6253 1432

MELBOURNE
Ph: (03) 9890 8084
Fax: (03) 9890 8911

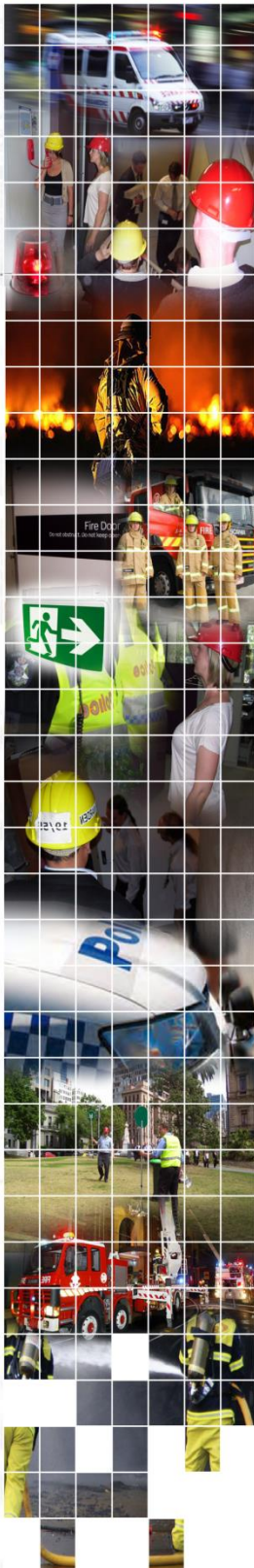
BRISBANE
Ph: (07) 3514 9211
Fax: (07) 3514 9220

PERTH
Ph: (08) 9289 8360
Fax: (08) 9322 4251

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Bomb, Chemical, Biological & Radiological Threat Checklist



Analysis of caller's voice:

SEX	Male <input type="checkbox"/>	Female <input type="checkbox"/>			
ACCENT	American <input type="checkbox"/>	Asian <input type="checkbox"/>	Australian <input type="checkbox"/>	British <input type="checkbox"/>	Greek <input type="checkbox"/>
	Irish <input type="checkbox"/>	Middle Eastern <input type="checkbox"/>	Other <input type="checkbox"/>		
VOICE	Angry <input type="checkbox"/>	Calm <input type="checkbox"/>	Child <input type="checkbox"/>	Giggling <input type="checkbox"/>	Obscene <input type="checkbox"/>
	Other <input type="checkbox"/>				
SPEECH	Distinct <input type="checkbox"/>	Distorted <input type="checkbox"/>	Fast <input type="checkbox"/>	Lisp <input type="checkbox"/>	Slow <input type="checkbox"/>
	Slurred <input type="checkbox"/>	Stutter <input type="checkbox"/>	Other <input type="checkbox"/>		
BACKGROUND NOISE	None <input type="checkbox"/>	Aircraft <input type="checkbox"/>	Construction <input type="checkbox"/>	Machinery <input type="checkbox"/>	Sirens <input type="checkbox"/>
	Street <input type="checkbox"/>	Telephone <input type="checkbox"/>	Traffic <input type="checkbox"/>	Train <input type="checkbox"/>	TV/Radio <input type="checkbox"/>
	Other <input type="checkbox"/>				

Comment from person receiving the call:

Other:

Estimated age of caller:	
Caller's command of the English language?	Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/>
Duration of call:	
Did the caller appear familiar with the area?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Phone number call was received on:	
Location:	
Name of person receiving call:	
Signature:	

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

Remember - Keep calm and don't hang up!



BRANCHES

SYDNEY
Ph: (02) 9111 4555
Fax: (02) 9878 6333

CANBERRA
Ph: (02) 6253 1266
Fax: (02) 6253 1432

MELBOURNE
Ph: (03) 9890 8084
Fax: (03) 9890 8911

BRISBANE
Ph: (07) 3514 9211
Fax: (07) 3514 9220

PERTH
Ph: (08) 9289 8360
Fax: (08) 9322 4251

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205 William St Melbourne VIC. 3000

EMERGENCY SERVICES HANDOVER FORM

S

T

A

R

E

SITUATION

PAST	PRESENT	FUTURE
Alarm Level(s)	Floors Evac'ing	Next floors(s) to be evac'd
Floors Evac'd	Persons Trapped
Persons Injured? Yes <input type="checkbox"/> No <input type="checkbox"/>	Location:
Details:	Other:

TACTICS

Which Stairwells are being used?

Sheltering within the building? Yes No Which Floor?

Lifts grounded? Yes No

Assembly Area? Primary Secondary Location:

ACTIONS

Any persons committed to emergency actions? Yes No

Rescue Fire Fighting First Aid Utility Shut Off

Mobility-Impaired Persons Yes No Location:

Refusals to leave Yes No Location:

Utilities shut off? Yes No Location:

Decontamination? Yes No Method:

RESOURCES

Specialist staff standing by? Yes No

MSDS available? Yes No

PA Working? Yes No WIP's Working? Yes No

Number of lifts available?

Number of stairwells available?

EXPOSURES

Fuels on-site? Yes No

Chemicals on-site? Yes No

Special tenancy requirements? Yes No Details:

.....

External Exposures North

South

East

West

ESCALATION REPORT

This report has been developed to keep a track of the key actions taken during the emergency by the Chief Warden.

Escalation Advice

Time	Person	Reason	Status

Escalation Directives

Time	Person	Reason	Status

EVACUATION CHECKLIST

Property Name: Owen Dixon Chambers

Address: 205 William St Melbourne

Scenario:

Level	Alert Tone (t)	WIP Response	Evac Tone (t)	WIP Report	Final Report	Status
B1						
LG						
G						
M						
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
12						
13						

ⓘ ENSURE THE EWIS PANEL IS RETURNED TO AUTO ON COMPLETION OF THE EXERCISE OR ONCE THE EMERGENCY SERVICES HAS ADVISED THAT THE FIP HAS BEEN RESET.

EVACUATION EXERCISE OBSERVERS CHECKLIST

Are announcements heard prior to the exercise?	Yes/No		
Was the announcement clear and audible?	Yes/No		
Is the ALERT TONE audible?	Yes/No	Time:	
Floor Warden respond to the WIP?	Yes/No	Time:	
Are Wardens wearing their helmets?	Yes/No		
Was task communicated to other Wardens?	Yes/No		
Which stairwell has been nominated?	Yes/No		
Are Wardens handling the situation?	Yes/No		
Is the evacuation running smoothly?	Yes/No		
Has the floor been checked?	Yes/No		
Have the toilets been checked?	Yes/No		
Occupants assembled?	Yes/No	Time:	
Are ALL persons accounted for?	Yes/No	Number:	
Are there Occupant/visitor with a disability?	Yes/No	Number:	
Are there any refusals to leave?	Yes/No	Numbers:	
Warden WIP call to Chief Warden	Yes/No	Time:	
Evacuation tone sounded?	Yes/No	Time:	
ALL CLEAR given to Chief Warden?	Yes/No	Time:	
General comments:			

Please be candid in your comments as your feedback is valuable in continually improving the Emergency Procedures and the Warden Team.

EVACUATION INCIDENT REPORT

To be completed by the Chief Warden

205 William St Melbourne			
Date of evacuation			
Time of evacuation			
Floors involved			
Cause of evacuation (e.g. fire, bomb threat, false alarm, malicious, drill)			
Did the Fire Brigade attend			
SYSTEM OPERATIONS CHECKLIST			
Evacuation tones sounded on Alarm floors?	Yes/No	Public address system was audible?	Yes/No
WIP phone handset was operative?	Yes/No	Lights on EWIS panel operated?	Yes/No
Sprinklers operate simultaneously?	Yes/No	Local alarm bell sounded?	Yes/No
Air Con system shut down?	Yes/No	Emergency stairwells pressurised?	Yes/No
REPORTS & COMMENTS			
FROM EACH FLOOR:			
IN THE EMERGENCY STAIRWELLS			
AT THE ASSEMBLY AREAS			
ARE THERE ANY CASUALTIES?			

DURATION OF EVACUATION:
COMMENTS & NOTES



Owen Dixon Chambers

PORTABLE FIRE EXTINGUISHERS

IN ACCORDANCE WITH AS2444:2001

EMERGENCY SERVICES: PHONE **000**

LOCATION INDICATOR



EXTINGUISHER TYPE
↑

ELECTRICALLY CONDUCTIVE

WATER



FOAM



WET CHEMICAL



ELECTRICALLY NON - CONDUCTIVE

CARBON DIOXIDE



AB(E) POWDER



B(E) POWDER



VAPOURISING LIQUID



CLASS OF FIRE

CLASS A WOOD, PAPER, TEXTILES, RUBBISH, ETC

CLASS B FLAMMABLE LIQUIDS

CLASS C FLAMMABLE GASES

CLASS (E) LIVE ELECTRICAL EQUIPMENT

CLASS F COOKING OILS AND FATS

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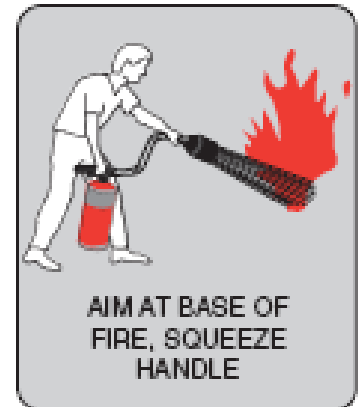
CAUTION: Switch off power or isolate fuel source if safe to do so, before attempting to extinguish a fire.

HOW TO OPERATE A FIRE EXTINGUISHER

FIRE EXTINGUISHER

This is to extinguish small uncomplicated fires

How to operate...



Instructions:

1. Ensure that you use the correct extinguisher.
2. Always keep an Emergency Exit behind you (away from the fire).
3. Stay low to avoid heat and smoke (when entering a hazardous environment).
4. Direct contents across the base of the flames/fire.
5. Move the nozzle/applicator in a side-to-side sweeping motion.
6. If the fire gets to the point where you are no longer able to control it, retreat and close the door (do not lock).

REMEMBER P.A.S.S.

PULL THE PIN AND TEST

AIM NOZZLE/APPLICATOR AT BASE OF FIRE/FLAMES

SQUEEZE THE (TRIGGER) OPERATING HANDLE

SWEEP THE CONTENTS FROM SIDE TO SIDE

Fire Extinguishers should only be used if safe to do so, and only on small uncomplicated fires

INCIDENT / OFFENDER CHECKLIST

Incident / Offender Checklist



Time of Incident: am pm Date: / /20
Day Month Year

Location of Incident: _____

Nature of Incident: _____

General description

Suspect Person: _____

Previously Observed: Yes No (Where/When): _____

Last Sighted: _____ Direction of Travel: _____

FACIAL	<input type="checkbox"/> Moustache	<input type="checkbox"/> Beard	<input type="checkbox"/> Scars
VOICE	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Accent
HAIR COLOUR	<input type="checkbox"/> Blonde	<input type="checkbox"/> Fair	<input type="checkbox"/> Light Brown
	<input type="checkbox"/> Brown	<input type="checkbox"/> Red	<input type="checkbox"/> Black
HAIR STYLE	<input type="checkbox"/> Short	<input type="checkbox"/> Long	<input type="checkbox"/> Curly
	<input type="checkbox"/> Straight	<input type="checkbox"/> Balding	<input type="checkbox"/> Bald
EYE COLOUR	<input type="checkbox"/> Blue	<input type="checkbox"/> Black	<input type="checkbox"/> Brown
	<input type="checkbox"/> Green	<input type="checkbox"/> Hazel	<input type="checkbox"/> Grey
BUILD	<input type="checkbox"/> Thin	<input type="checkbox"/> Medium	<input type="checkbox"/> Muscular
	<input type="checkbox"/> Solid	<input type="checkbox"/> Obese	
APPEARANCE	<input type="checkbox"/> Caucasian	<input type="checkbox"/> Asian	<input type="checkbox"/> Sth. European
	<input type="checkbox"/> Negro	<input type="checkbox"/> Islander	<input type="checkbox"/> Indigenous (Aust.)
COMPLEXION	<input type="checkbox"/> Ruddy	<input type="checkbox"/> Pale	<input type="checkbox"/> Medium
	<input type="checkbox"/> Olive	<input type="checkbox"/> Dark	
OTHER FEATURES	<input type="checkbox"/> Scars	<input type="checkbox"/> Marks	<input type="checkbox"/> Tattoos
	<input type="checkbox"/> Piercing	<input type="checkbox"/> Jewellery	

Description: _____

Approximate Age: _____ Height: _____

Clothing

Upper Garments: _____ Lower Garments: _____



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Incident / Offender Checklist



Suspect's Vehicle description

MAKE	<input type="checkbox"/> Ford	<input type="checkbox"/> Holden	<input type="checkbox"/> Toyota
	<input type="checkbox"/> Mazda	<input type="checkbox"/> Honda	<input type="checkbox"/> Other.....
TYPE	<input type="checkbox"/> Sedan	<input type="checkbox"/> S/Wagon	<input type="checkbox"/> Coupe
	<input type="checkbox"/> Utility	<input type="checkbox"/> Van	<input type="checkbox"/> Other.....
COLOUR	<input type="checkbox"/> White	<input type="checkbox"/> Red	<input type="checkbox"/> Green
	<input type="checkbox"/> Silver	<input type="checkbox"/> Blue	<input type="checkbox"/> Other.....

Registration number: _____ Model: _____ Approx. Year: _____

Other Vehicle Features: _____

Type of Threat

VERBAL	Wording of Threat: _____ _____ _____ _____			
	PHYSICAL	<input type="checkbox"/> Push	<input type="checkbox"/> Punch	<input type="checkbox"/> Kick
		<input type="checkbox"/> Other.....		
	WEAPON	<input type="checkbox"/> Firearm	<input type="checkbox"/> Knife	<input type="checkbox"/> Instrument
<input type="checkbox"/> Other.....				

Witness / Victim Details:

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



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205 William St Melbourne Vic. 3000

PEEP – Personal Evacuation Plan should be developed for each occupant/visitor with a disability.

PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

Personal Emergency Evacuation Plan (PEEP)



Occupant's name: _____

Building Address: _____

Floor: _____

Room Number: _____

Workstation
Location: _____

Is an assistance animal involved? Yes No

Are you trained in the emergency response procedures? Yes No

Preferred method of receiving updates to the emergency response procedures? Text Email Braille
(Please circle one option)

Type of assistance required:

Equipment required for evacuation:



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THIS TENANCY HAS BEEN EVACUATED

Company Name: _____
FOR FURTHER INFORMATION CONTACT

Contact Name: _____

Phone: _____

Alternative

Contact Name: _____

Phone: _____



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GLOSSARY

Alert Tone	A sound broadcast throughout premises to indicate the detection of an abnormal situation. Usually described as a “Beep Beep Beep” sound and may also include automated verbal announcements
Area Warden	A person who, during an emergency, assumes control over a particular floor, area or zone. Usually identified by the wearing of a yellow coloured helmet, hat, cap, tabard or vest. (This role can interchange with Floor Warden)
Assembly Area(s)	The designated place or places where people assemble during the course of an evacuation
Attempted Bombing	An incident where there has been an attempt to function an Improvised Explosive Device (EID). The item has subsequently failed to function as a result of design or construction flaws, or as a result of bomb reactive measures undertaken by response personnel.
AS3745:2010	Australian Standard “ <i>Planning for emergencies in facilities</i> ”
Australian Bomb Data Centre (ABDC)	Division of the Australian Federal Police responsible for responding to an investigation of criminal activity involving the use, or threats to use, explosive materials
BCA	Building Codes of Australia
Bomb	A device fabricated that contains explosive, chemical, incendiary, or noxious contents designed to, or capable of, causing unlawful injury or damage.
Bomb Threat	A threat, written or verbal, delivered by electronic, oral or other medium, threatening to place or use an improvised explosive, chemical, biological or radiological device at a time or date or place, or against any specific person. It is not necessary for any other action to be taken by the offender.
Bombing	An incident where an improvised Explosive Device has functioned as designed.
Break Glass Alarm	(BGA) An alarm activated by breaking a thin sheet of glass covering an alarm button. Usually housed in a red or white coloured surround. BGA’s are generally located adjacent the fire isolated exits from a building. Also referred to as a Manual Call Point (MCP)
Call Sign	The name assigned to a radio user for communication purposes
Carbon Dioxide Extinguisher (CO ₂)	Identified by a black stripe on red body, this unit is suitable for all types of fires. This unit will discharge copious amounts of carbon dioxide and can become very cold when used. Safe to use on electrically charged equipment
Chief Warden	The person selected to take control of the Emergency Control Organisation. Usually identified by the wearing of a white coloured helmet/hat/cap or tabard

Control	The direction of emergency management activities in an emergency situation. Authority for control is established in legislation or in an emergency plan.
Crisis	Repercussions resulting from any incident or emergency that can effect an organisations reputation, business practices or continuity.
Crisis Control Team	An assembly of nominated persons responsible for the strategic direction of an organisation in relation to company policies and communication with all relevant stakeholders.
Crisis Control Point	An assembly point or room, where effective communication and management of the flow-on effects of an incident or emergency can be managed.
Damage Assessment	A report on the extent of damage caused by an event.
Debriefing	The process of sharing the good and bad points of the response to an incident as a means to improve any future planning and responses.
Dry Chemical Powder Extinguisher (DCP)	Identified by a white stripe on red body. This unit will discharge copious amounts of white powder that suppresses the fire. Safe to use on electrically charged equipment
Egress	A path or opening for going out, an exit
Emergency	Any event, which arises internally or from an external source which may adversely affect the occupants or visitors in a facility, and which requires an immediate response
Emergency Lighting	A battery powered lighting system that will automatically illuminate in the event of a mains power failure.
Emergency Mitigation	Measures taken to decrease the likelihood of emergencies occurring and the associated impacts upon people, the facility and the environment
Emergency Plan	The written documentation of the arrangements for a facility, generally made during the planning process. It consists of the preparedness, prevention and response activities and includes the agreed emergency roles, responsibilities, strategies, systems and arrangements.
Emergency 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 Prevention	The measures taken to eliminate the incidence of emergencies. These include the regulatory and physical measures to ensure that emergencies are prevented.
Emergency Planning Committee	(EPC) An organisation consisting of members responsible for the development, implementation and maintenance of the emergency plan, emergency response procedures, appointing members to the Emergency Control Organisation and related training, in accordance with Australian Standard AS 3745:2010 <i>Planning for emergencies in facilities</i> .

Emergency Response Exercise	A site-specific exercise implemented to determine the effectiveness of the emergency response procedures
Emergency Response Procedures	A documented scheme of assigned responsibilities, actions and procedures within a designated section of the emergency plan, to respond to and manage emergencies.
Emergency Response Team (ERT)	Specialist personnel, appointed to attend specific incidents, to contain, control or eliminate the emergency using emergency response equipment
Emergency Services	An agency responsible for the protection and preservation of life and property from harm resulting from incidents and emergencies.
Emergency Warning Intercommunication System (EWIS)	(EWIS) In the event of alarm activation the EWIS will automatically sound the Alert and Evacuation tones for the premises. Can also be utilised in manual mode. Public address announcements can be made via the EWIS. The EWIS also is the central point for the Warden Intercommunication Phones (WIP) and allows communication between Floor Wardens and the Chief Warden.
Evacuation	The orderly movement of people from a place of danger
Evacuation Diagram	Emergency and evacuation information about the facility, comprising a pictorial representation of a floor or area and other relevant emergency response information
Evacuation Exercise	An emergency response exercise in which the exercise simulates an emergency that requires an evacuation
Evacuation Tone	A sound broadcast throughout a premise to indicate that leaving the area or premises and proceeding to an assembly area is warranted. Usually described as a "Whoop Whoop Whoop" sound and may also include automated verbal announcements
Exercise	Simulation of emergency management events, through discussion or actual deployment of personnel for training, review or testing procedures.
Exit	A passage or way out, Also see 'Egress'
Explosion	Sudden release of large amounts of energy in a destructive manner.
Explosive	A substance, whether or not contained in a device specifically prepared, which is manufactured with a view to producing a practical effect by explosion
Extinguisher	A portable device containing a fire-fighting medium for extinguishing fire.
Facility	A building, structure or workplace that is, or may be, occupied by people (occupants)
Facility Operational Incidents	Facility operational incidents are non-life threatening and may not require the activation of the ECO

Fire	A rapid, persistent chemical change that releases heat and light and is accompanied by flame, especially the exothermic oxidation of a combustible substance.
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Fire Alarm System	A range of devices that may emit audible and/or visual indication that an emergency situation has been detected and may instigate other actions.
Fire Blanket	A non-combustible sheet used to smother small fires and can be used to douse persons on fire.
Fire Control Room	(FCR) An area or room containing a fire indicator panel (FIP) and other such devices utilised for the identification and warning of an emergency situation such as an EWIS.
Fire Detection System	A range of devices that monitor an area for indications of smoke, heat or flame and may instigate a fire alarm system.
Fire Indicator Panel (FIP)	(FIP) A control panel that indicates in which region a fire detection device has activated an alarm and is also responsible for alerting a monitoring company. May also activate a local alarm.
Fire Rating	The minimum fire resistance of a material or method of construction as determined by the method specified in AS 1530.4
First Aid	Immediate and temporary care given on site to the victims of an accident or sudden illness in order to avert complications.
Floor Warden	A person who, during an emergency, assumes control over a particular floor, area or zone. Usually identified by the wearing of a yellow coloured helmet, hat, cap, tabard or vest. (This role can interchange with Area Warden)
Foam Extinguisher	Identified by a blue stripe on red body, this unit is suitable for flammable liquid fires. Do not use on electrically charged equipment.
Friable / Friability	Used as a descriptor for asbestos, that when dry (a) may be crumbled, pulverised or reduced to powder by hand pressure, or (b) as a result of a work process becomes such that it may be crumbled, pulverised or reduced to powder by hand pressure
Hoax Device	An item that is placed, designed or manufactured in a manner that is intended to cause another person to believe that the item is an improvised explosive device
Hose Reel	Fire hose reels are designed to reach every part of a floor area. Hose reels are operated by turning the control valve anti-clockwise, unreeling the hose, opening the nozzle and directing water at the base of the fire.
Hydrants	Fire hydrants are large capacity water connection points provided for Fire Brigade use only.
Improvised Explosive Device	(IED) A device fabricated in an ad hoc manner which contains explosive components designed to, or capable of, causing unlawful injury or damage.
Incendiary Device	Any device or mix of chemicals causing or capable of causing fire.

Incident	An event, accidentally or deliberately caused, which requires a response from one or more of the statutory emergency response agencies.
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Isolated Stairwells	A stairwell encompassed by fire rated doors and construction, so as to provide safe egress in the result of an emergency
Lifts	During fire emergencies lifts should not be used as a means of egress. Lifts will be grounded as part of the evacuation procedures.
Mail Bomb	An Improvised Explosive device sent through the mail or a courier system.
Manual Call Point	(MCP) An alarm activated by breaking a thin sheet of glass covering an alarm button. Usually housed in a red or white coloured surround. Also referred to as a Break Glass Alarm (BGA)
Material Safety Data Sheet (MSDS)	(MSDS) A document that describes the properties and uses of a substance, that is, identity, chemical, and physical properties, health hazard information, precautions for use and safe handling information.
Occupant	A person attending a facility on a permanent or temporary basis, such as an employee, contractor, student or resident, but not a visitor
Occupant Warning Equipment	Systems and devices that operate to alert people within a facility to an emergency
Occupant/visitor with a Disability	A person who requires more time or different forms of communication, compared with other occupants, to respond to an emergency; or assistance to respond to an emergency or evacuate from a facility
Personal Emergency Evacuation Plan (PEEP)	An individualized emergency plan designed for an occupant with a disability who may need assistance during an emergency
Procedures	Pre planned detailed directions for dealing with specific occurrences.
Public Address System (PA)	A portable or permanent device for the amplification and announcement of voice messages to an area of a premises or select group of people.
Refuge	An area on a floor or area that is specifically designed to protect people from heat, smoke and toxic gasses and which provides direct access to an exit
Response	Measures taken in anticipation of, during and immediately after an emergency to ensure its effects are minimised.
Runner	Person used to deliver messages between the Chief Warden and Wardens.
Safe Haven Floor	A level within the building where it is safe to re-enter from the isolated stairwells. Only the Chief Warden or Emergency Services can instruct persons to exit on 'Safe Haven Floors'.
Staging Area	An area in a facility where occupants and visitors are intended to gather in preparation for an evacuation
Sprinklers	A system designed to activate once a determined temperature is attained at the sprinkler head and suppresses a fire with water sprays. Upon activation the sprinkler system will signal the FIP that the area is in alarm.

Smoke Detector	A device designed to detect particles, which are the result of combustion. On activation the detector will signal the FIP to instigate the alarm tones & alert the Emergency Services.
Suspect Item	An item that is considered to be suspicious by response personnel requiring further investigation or specialist inspection.
Terrorism	The calculated use of violence or the threat of violence to attain goals that are political, religious or ideological in nature.
Thermal Detector	A device designed to detect a rapid rise in temperature within an area. On activation the detector will signal the FIP to instigate the alarm tones & alert the Emergency Services.
Two-Way Radio	A device used to communicate between personnel via the use of radio frequency transmissions
Very Early Smoke Detection Apparatus (VESDA)	(VESDA) An extremely sensitive smoke sampling unit that draws air from the monitored area via a nozzle.
Visitor	A person who is within a facility who is temporarily visiting the facility and is not employed at or for the facility, either on a permanent casual, temporary, contracting basis; or an inmate or resident; or studying at the facility
Warden	A person or persons who, during an emergency, assists as requested the Area or Floor Warden in the safe evacuation of their floor or area of responsibility. Usually identified by the wearing of a red coloured helmet, hat, cap, tabard or vest.
Warden Intercommunication Point (WIP)	(WIP) The location on a floor or evacuation zone, that includes a handset provided through which instructions can be received from the intercommunication panel via the emergency intercom system
Water Extinguisher	Identified by an all red body, this unit is suitable for solid material fires such as paper, wood, plastic etc. Do not use on electrically charged equipment
Wet Chemical Extinguisher	Identified by a beige stripe on red body, this unit is designed for fat & oil fires. Do not use on electrically charged equipment.
Workplace	Any place where work is, or is to be, performed by a person engaged for work for gain or reward, or on a voluntary basis including a person conducting a business or undertaking as defined by the Commonwealth, State and Territory occupational health and safety statutes for the definition of 'workplace'

