EMERGENCY PLAN

BISHOP'S SEE

235 ST GEORGES TERRACE, PERTH

DATE OF ISSUE:
30/05/2023

5 YEAR VALIDITY PERIOD

People First Fire

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REVISION RECORD

All revisions must be inserted carefully. The revision number, date of issue, section\page number inserted, name and signature of the person revising the manual needs to be entered in the record below.

REV NO.	DATE OF ISSUE	SECTION INSERTED	REVISED BY NAME	SIGNATURE
V.1	27/05/2024	Building contacts & Emergency Planning Committee	Keira Bennett	

EMERGENCY PLAN LOCATIONS

Name	Location	Emergency Plan Documentation	Date Issued	Issuers Name & Title	Issuers Signature	Recipients Signature

PERSONAL EMERGENCY EVACUATION PLAN TABLE

Occupants Name	Location	Relevant Warden	Peep Location 1	Peep Location 2	Peep Location 3

I. Introduction

This emergency plan documents the organisational arrangements, systems, strategies and procedures relating to the response and management of emergencies within this facility.

The main objective of this Emergency Plan Document is to familiarise all members of the EPC and the ECO with the emergency plan and emergency procedures in place, so that the efficient management of an emergency within the facility can be achieved when required. This document has been developed in accordance with AS3745-2010 Planning for emergencies in facilities.

An emergency affecting a building or structure can develop from a number of causes. The development and implementation of emergency procedures are essential for the effective and efficient management of any type of emergency.

It is of vital importance that all members of the ECO are familiar with these procedures.

Any instructions given by a member of the ECO during an emergency incident, or a training exercise must be adhered to by all staff and Management.

All procedures in this Document should be used as a guide. Initiative and flexibility may be required to obtain a successful response to an emergency incident.

II. Normative References

- Work Health & Safety Act 2020
- Work Health & Safety Regulations 2022
- AS 3745-2010 Planning for Emergencies in Facilities
- AFP / Australian Bomb Data Centre - Bombs: Defusing the Threat
- Western Australia Government-Emergency Management WA
- Australia-New Zealand counter-terrorism COMMITTEE Guidelines
- WA Rural Fire Service – Bush Fire Emergency Management Guidelines

III. Definitions

For the purpose of this Manual, the definitions below apply:

Assembly area(s)
The designated place or places where people assemble during the course of an evacuation.

Bomb
A device of any size or shape, which can look obvious or be camouflaged, may vary in its sophistication, and may not necessarily explode (i.e. incendiaries, toxic/noxious substances).
May be referred to as an improvised explosive device (IED).

Bomb threat
A threat, written or verbal, delivered by electronic, oral, or other medium, threatening to place or use an explosive, chemical, biological, or radiological device at a time, date, place or against a specific person or organization. It is not necessary for any other action to be taken by the offender.

Competent person
A person who has acquired through training, education, qualification, experience, or a combination of these, the knowledge and skill enabling him/her to correctly perform the required task.

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

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

Emergency mitigation
Measures taken to decrease the likelihood of emergencies occurring and the associated impacts on people, the facility and the environment.

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

Emergency planning committee (EPC)
Persons responsible for the documentation and maintenance of an emergency plan.

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

Emergency preparedness
The arrangements made to ensure that, should an emergency occur, all those resources and services that are needed to cope with the effects can be efficiently mobilized and deployed.
NOTE: Examples of emergency preparedness are the membership, structure and duties of the EPC; emergency identification; the appointment of an ECO; development and maintenance of emergency procedures; training; organizing the temporary removal of people and property from a threatened location; facilitating timely and effective rescue.

Emergency prevention
The measures taken to eliminate the incidence of emergencies. These include the regulatory and physical measures to ensure that emergencies are prevented.
NOTE: Examples of emergency prevention are the implementation of suitable policies and procedures, regular maintenance and servicing of appliances, alarm systems, plant and equipment; training in the safe use of installed equipment; correct storage practices; good housekeeping measures such as the reduction or removal of excessive fuel loads.

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.

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.

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, e.g. computer failure, escalator failure, blocked toilets

Improvised explosive device (IED)
A device made or placed in an improvised way that incorporates destructive, lethal, noxious, pyrotechnic or incendiary chemicals and is designed to destroy, incapacitate, harass or distract.

May
Indicates the existence of an option.

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.

Notes:
1. Examples of occupant warning equipment are emergency warning and intercommunication systems (EWIS), emergency warning system (EWS), sound systems for emergency purposes (SSEP), smoke alarms, pagers, visual warning systems including strobe lights, hand-held alarm devices, and intercom systems.
2. Occupant warning equipment may operate as part of a fire detection and alarm system and may function in conjunction with other emergency detection systems.

Occupant/visitor with a disability
A person who requires–

1) more time or different forms of communication, compared with other occupants, to respond to an emergency; or
2) assistance to respond to an emergency or evacuate from a facility.

Note: The definition above is taken from the Commonwealth Disability Discrimination Act 1992 (DDA).

Person-borne IED (PBIED)
An improvised explosive device worn, carried or housed by a person, either willingly or unwillingly.

Personal emergency evacuation plan (PEEP)
An individualized emergency plan designed for an occupant with a disability who may need assistance during an emergency.

Refuge
An area on a floor or area that is specifically designed to protect people from heat, smoke and toxic gases, and which provides direct access to an exit.

Notes:
1. An area of refuge is intended to facilitate a safe delay in egress from the floor or area, thus constituting a space for people to await assistance for their evacuation.
2. Refuges are normally nominated by the relevant certifier.

Shall
Indicates that a statement is mandatory.

Should
Indicates a recommendation.

Situational awareness
The ability to quickly recognise and interpret an event, make sound decisions based on those interpretations, and establish early, effective and continuous lines of communication between the incident site and the controlling agency in order to provide ongoing accurate information about the situation to responders.

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

Structure
1) A building (fixed or transportable), mast, tower, a steel or reinforced concrete
2) construction, structural cable or telecommunications structure, underground works (Including shafts and road, rail, telecommunications and interconnecting tunnels).
3) A railway line, airfield, dock or harbour, water storage or supply system, electricity or gas generation facility, transmission or distribution facility; or production, storage or distribution facilities for heavy industries; or fixed plant.

Terrorist act
An act or threat committed with the intention of advancing a political, ideological or religious cause - which is intended to coerce or intimidate an Australian government, a foreign government, or sections of the public - and causes serious physical harm or death to a person, endangers a person's life, causes serious damage to property, creates a serious risk to the health and safety of the public, or seriously interferes with, disrupts, or destroys, an electronic system

Test
Confirmation of correct function or performance of a component or system.

Vehicle-borne IED (VBIED)
An improvised explosive device delivered by or concealed in a vehicle.

White level inspection
An inspection by all staff members of their respective workplace for any articles that are unusual, suspicious or unable to be accounted for. The people in the best position to conduct these inspections are the people who know and work within that area. A white level inspection is not a search for bombs.

Visitor
A person who is within a facility who is temporarily visiting the facility and is not—
1) employed at or for the facility, either on a permanent casual, temporary, contracting basis;
2) a resident/inmate; or
3) studying at the facility.

Note: Visitors include customers and clients.

Warden intercommunication point (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.

Workplace

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

1) a person engaged for work for gain or reward, or on a voluntary basis;
2) a person conducting a business or undertaking

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

IV. Abbreviations

The following abbreviations are used in this Emergency Plan Document:

ABDC	Australian Bomb Data Centre
AS	Australian Standard
ECO	Emergency Control Organization
ECP	Emergency Control Point
EPC	Emergency Planning Committee
ERT	Emergency Response Team
EWIS	Emergency Warning and Intercommunication System
EWS	Emergency Warning System
FIP	Fire Indicator Panel
IAP	Internal Assembly Point
IED	Improvised Explosive Device
MCP– (ECP) White	Emergency Call Point (White)
MCP- Red	Manual Call Point (Red)
NCC	National Construction Code
ECP	Emergency Call Point (White)
PA	Public Address System
PEEP	Personal Emergency Evacuation Plan
S.S.E.P.	Sound System for Emergency Purposes
WIP	Warden Intercommunication Point

V. Site Profile

Site details:

Site name:	**Bishop's See**	Property management company:	Brookfield Office Properties
Site address: (include suburb, state and postcode)	235 St Georges Terrace Perth, WA 6000	Date of audit and conducted by:	20/11/2016

Building description:

Number of floors:	9 + Podium	Multi tenanted building:	y
Basement levels:	4	Loading dock:	y
Retailers:	y	Number of Retailers:	1 (235 Café)
Lifts:	y	Number of lifts:	5 incl. 1 goods lift
Site Type:	Office	Hours of Site:	0700 - 1800
Kitchens:	y		

Building contacts:

Chief warden:	Jamie Astley	Security provider:	MSS
Phone:	**0459371210**	Phone:	0472 647 642(24 hours)
Portfolio manager:	Scott Greenwood	Security site contact:	Chirag Patel
Phone:	0477 111 478	Phone:	0472 647 642 (no fixed line)
State manager:	Alison Beamish	Monitoring provider:	Blueforce
Phone:	0416 255 575	Phone:	9427 5560
Operations / facility manager:	**Jamie Astley**	Fire services provider:	Fire Safe Group
Phone:	**0459371210**	Phone:	(08) 9437 7777

Assembly area details:

Assembly area:	Florence Hummerston Reserve
Nearest cross street:	Spring St, Mount St
Bomb threat assembly area:	To be advised

Fire systems:

Fire Indicator Panel:	Yes	Sub FIP:	Yes
Location: FCR Ground Floor		Location: N/A	
Mimic FIP:	Yes	EWIS:	Yes
Location:		Location: FCR Ground Floor	
Secondary EWIS:	No	EWS:	No
Location:		Location:	
Time delay between tones:	3 Minutes		
Private monitoring:	Yes	By whom: Chubb	

On activation of FIP the following will occur:

Air conditioning fire mode:	Yes	Magnetic door holds release:	Yes
Exhaust fans start:	No	Fire stairs pressurise:	Yes

Emergency communication systems:

Alert and evacuation tones:	Yes	2-way radios:	Yes	WIP phones:	Yes
Internal bell:	No	PA:	Yes	Number and location:	
Siren:	No	External bell:	Yes	1 on each level. Adjacent to West stairwell (toilet corridor)	
PA:	Yes	Whistle:	No	Emergency channel:	
Portable evac machine:	No	Verbal only:	No		

Fire services on site:

Fire Extinguishers:		Hydrants:	Yes	Sprinkler head colour:	Red
Water:	No	Fire blankets:	Yes	Manual call point/s:	Yes
CO2:	Yes	Stair pressurisation	Yes	Location:	
Foam:	No	Smoke sandwich	No	Emergency call points:	Yes
DCP:	Yes	Hose reels:	Yes	Location:	
Other:	WCP	Smoke detectors:	Yes		
PA:	Yes	VESDA:	No		

ECO:

Warden identification type:	Coloured Helmets		
Evacuation diagrams in place:	Yes	Version/Date:	

Special risks:

Flammable liquids:	Yes	Location:	Diesel fuel only. Storage for fire pumps.
Gas:	Yes	Shut off valve:	Top of ramp - Basement
Chemicals:	No		
Electricity isolation location:			

Other contacts:

Gas Provider:	Alinta Gas	Phone:	13 13 58
Electricity Provider:	Western Power	Phone:	13 14 50
Water Provider:	Water Corporation	Phone:	13 14 50
Cleaning Company:	Dimeo (Prizma KC)	Phone:	0432 346 991
Major Tenant 1:	KPMG (Levels 6,7,8)	Phone:	08 9263 4863
Major Tenant 2:	Goldfields (Level 3,4,5)	Phone:	08 9211 9245
Major Tenant 3:	Teratech (Level 1)	Phone:	08 6218 2100
Major Tenant 4:	225 St Georges Terrace	Phone:	
Neighbour 1:	Forrest Centre	Phone:	9483 8111
Neighbour 2:		Phone:	
Other:		Phone:	

Other considerations and procedures in place:

Summary of procedures:

On fire alarm activation, the Chief Warden will assume control of the EWIS Panel and investigate the area in alarm by sending a representative to investigate.

On the Alert tones, wardens are to prepare occupants for a possible evacuation but remain in situ. On activation of the evacuation tones, wardens are to complete a systematic sweep of their level and lead them to the external assembly point. When the level has been cleared, the Floor Warden is to use the WIP phone to communicate to the Chief Warden.

VI. Specific Council Life Safety Requirements for this Site

1. EMERGENCY PLANNING COMMITTEE (EPC)

1.1 General

An emergency planning committee (EPC) shall be formed for each facility by the person or persons responsible for the facility or its occupants and visitors.
Depending on the nature of the particular facility(ies), the EPC may be formed either for an individual facility, or group of facilities. The EPC shall be appropriate for the particular facility(ies).
Those responsible for a facility or its occupants shall ensure that the EPC has adequate resources to enable the development and implementation of the emergency plan.

NOTE:

1. The EPC should ensure applicable legislative requirements are met.
2. Those responsible for a facility or its occupants should ensure that leases include obligations to participate in emergency activities, including evacuation exercises.
3. Resources include time, finance, equipment and personnel.
4. Building/facility owners, agents, occupiers, lessors, or employers are typically those responsible for a facility or its occupants.
5. Due to regulatory and other local factors, it may not be appropriate to form an EPC covering a group of facilities in different States/Territories.
6. The EPC should consider the need for appointment of specialist advice.

1.2 Responsibilities

The EPC, where necessary in collaboration with facility owners, managers, occupiers and employers, shall be responsible for the development, implementation and maintenance of the emergency plan, emergency response procedures and related training. This may be undertaken in conjunction with relevant external organizations.

NOTE: If the EPC becomes aware of features of the facility that could jeopardize the evacuation of the occupants and visitors, the EPC should notify the persons responsible for the facility.

The duties of the EPC shall include the following:

1) Identifying events that could reasonably produce emergency situations.
2) Developing an emergency plan.
3) Ensuring that resources are provided to enable the development and implementation of the emergency plan.
4) Nominating the validity period for the emergency plan and the evacuation diagram.

NOTE: The validity period should not exceed 5 years but may be less than 5 yearly.

5) Ensuring that the emergency plan is readily identifiable and available to the appropriate persons.
6) Establishing an emergency control organization (ECO) to operate in accordance with the emergency plan.
7) If deemed necessary, establishing a specialist emergency response team (ERT).
8) Authorising, or having authorised, the release and implementation of the emergency plan. The following shall apply to the implementation process:
9) Awareness of the emergency response procedures Information about the procedures shall be disseminated to occupants. The information shall be in a suitable format.

NOTE: Suitable formats are listed in Clause 6.7 of AS-3745-2010.

i. A formalised training schedule shall be developed to ensure that relevant training is provided to ECO members and facility occupants. The Training program shall be based on the emergency response procedures developed specifically for the site and stated in this Plan.

ii. Testing the emergency procedures.

iii. Review of procedures. The effect of the procedures on an organization should be monitored at all stages of the implementation process. Amendments shall be made to rectify any deficiencies or inaccuracies that are identified in the procedures.

iv. Establishing arrangements to ensure the continuing operation of the ECO.

NOTE: For example, resignation, holidays, training of deputies, etc.

10) Ensuring that the register of ECO members is current and readily available.
11) Establishing strategies to ensure visitors are made aware of emergency response procedures.
12) Ensuring that the emergency response procedures remain viable and effective by
13) Reviewing, and testing the emergency response procedures at least annually.
14) Ensuring that the emergency plan is reviewed at the end of the validity period, after an emergency, an exercise, or any changes that affect the emergency plan.
15) Ensuring that a permanent record of events for each emergency is compiled and retained.
16) Identifying and rectifying deficiencies and opportunities for improvement in the emergency plan and emergency response procedures.

1.3 Membership

The EPC shall consist of not less than two people who shall be representative of the Stake holders in a facility one of which shall be management, unless the facility is owned or occupied and operated by a single person, in which case the EPC may be the sole person who is the owner/occupant.

At least one member of the EPC shall be a competent person.

The following personnel are involved with the emergency management of this building and should be contacted if and when it is appropriate.

Emergency Planning Committee

EPC Member	**Name**	**Level**
Chief Warden	Kevin Boodhoo	B
Facilities Manager	Kevin Boodhoo	B
Facilities Supervisor	N/A	
Security Representative	Chirag Patel	G
Major Tenant – Property Representative	Shiori Field- KPMG	8
Major Tenant – health & safety representative		
People First Fire Representative		

NOTES:

1. In most facilities the EPC would comprise senior management, tenants, chief warden and specialist facility personnel, such as the maintenance engineer and, where reasonably available, an occupant with a disability. The effectiveness of an emergency planning committee with respect to all occupants includes the extent to which it provides for occupants with a disability.

2. External contractors, consultants or others engaged by the facility to provide specialist advice should not be members of the EPC but may attend EPC meetings.

1.4 Meetings

The EPC shall meet at least annually.

A record of EPC meetings shall be made and retained in accordance with the relevant legislative requirements.

NOTE: This may include minutes of meetings, communication, financial position, reports and specialist advice.

1.5 Indemnity

Facility owners, managers, occupiers and employers should obtain professional advice on the level of indemnity provided to EPC members. The EPC members should be advised of the level of indemnity provided.

2. EMERGENCY CONTROL ORGANISATION (ECO)

The ECO shall be appropriate to the facility and to the emergency response procedures as determined by the EPC.

An Emergency Control Organisation (ECO) is a structured organisation of persons to organise and supervise the safe movement from danger of occupants and visitors of a facility(ies) in an emergency. The Emergency Control Organisation is comprised of Wardens drawn from the occupants of the building.

An up-to-date register of all ECO personnel shall be kept readily available.

Qualified first aid personnel and security staff, may be allocated particular roles in the emergency procedures and within the ECO.

2.1 Responsibilities of the ECO

The responsibilities of the ECO during an emergency are to:

1) Conduct an orderly evacuation of the building's occupants, including members of the public who may be in the building at the time, to a safe place of assembly
2) Operate portable firefighting equipment if trained to do so as long as it is safe to do so.
3) Assist the Emergency Services

It should be clearly understood that the primary role of the ECO is not to directly combat emergencies but to ensure, as far as practicable, ensure the safety of occupants and visitors of the facility and their orderly evacuation from the facility. The ECO is to give top priority to the safety of the occupants and visitors during an emergency. ECO members are to ensure that life takes precedence over asset protection.

2.2 Authorities of the ECO

During emergencies, instructions given by the ECO personnel shall take precedence over the normal management structure.

NOTES:

1. Authority given to the ECO to act during an Emergency must be acknowledged by the facility owners, managers, occupiers and employers as part of the Emergency planning activities.
2. The EPC should ensure that the appropriate people, such as senior management, have been advised of the authority of the ECO during emergencies.
3. This authority is intended to ensure that, during an emergency situation, life safety takes precedence over asset protection, environmental considerations, production operations and business continuity.

2.3 Indemnity of the ECO

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.

2.4 ECO Positions

The ECO shall consist of a Chief Warden as a minimum. The following positions shall be included if they are deemed necessary by the EPC and in accordance with the requirements of the facility:

1) Deputy Chief Warden.
2) Communications Officer and Deputy.
3) Floor/Area Wardens and Deputies.
4) Wardens and Deputies.
5) First Aid Officers

Other ECO positions may be incorporated into the ECO, for example, runners, stair wardens, roll call wardens, traffic wardens, section wardens.

An up-to-date register of all ECO members shall be kept readily available, with or via the Chief Warden.

2.5 Selection criteria for ECO members

Chief Warden:

The person appointed as Chief Warden should—

1) be capable of performing their duties;
2) be capable of leading and taking command;
3) display effective decision-making skills;
4) demonstrate the capability to remain calm under pressure;
5) be available to undertake their appointed duties;
6) be capable of effectively communicating with occupants and visitors;
7) be familiar with the facility; and
8) be able to undergo relevant training.

Communications Officer:

The person appointed as communications officer should—

1) be capable of performing their duties;
2) display effective decision-making skills;
3) demonstrate the capability to remain calm under pressure;
4) be available on-site to undertake their appointed duties;
5) be capable of effectively communicating with occupants and visitors; and
6) be able to undergo relevant training.

Floor/Area Wardens:

Floor or Area Wardens should be appointed consistent with the location of their day-to-day responsibilities.

The Floor or Area Warden responsibilities should be attached to a specific position, to ensure where possible, that the person appointed to the position in either a permanent or temporary capacity, carries out the necessary role or duty.

Persons appointed as Floor/Area Wardens should—

1) be capable of performing their duties;
2) have leadership qualities and the ability to command authority;
3) display effective decision-making skills;
4) demonstrate the capability to remain calm under pressure;
5) be available on-site to undertake their appointed duties;
6) be capable of effectively communicating with occupants and visitors;
7) be capable of deputising for other positions on the ECO; and
8) be able to undergo relevant training.

Wardens:

Persons appointed as Wardens should

1) be capable of performing their duties;
2) have leadership qualities and command authority;
3) be available to undertake their appointed duties;
4) be capable of communicating with occupants and visitors;
5) be capable of deputising for other positions; and
6) be able to undergo relevant training.

Deputies:

The appointment of deputies shall be considered to ensure the effective functioning of the ECO. Persons appointed as deputies shall have the same capabilities and personal attributes as required for the substantive position.

2.6 Primary roles and duties of the ECO

General

The primary role of the ECO is to give top priority to the safety of the occupants and visitors of the facility during an emergency. The ECO is to ensure that life safety takes precedence over asset protection during an emergency.

Pre-emergency

The actions to be undertaken by the ECO prior to an emergency event may include the following:

Chief Warden:

1) Maintain a current register of ECO members.
2) Replace ECO members when a position becomes vacant.
3) Conduct regular exercises.
4) Ensure the emergency response procedures are kept up to date.
5) Attend meetings of the EPC, as appropriate.
6) Attend training and emergency exercises, as required by the EPC.
7) Ensure personal ECO identification is available.

Communications Officer:

1) Ensure personal proficiency in operation of facility communication equipment.
2) Maintain records and logbooks and make them available for emergency response.
3) Ensure that ECO members are proficient in use of the facility communication equipment.
4) Ensure that emergency communication contact details are up to date.
5) Attend training and emergency exercises, as required by the EPC.

Floor/Area Warden:

1) Confirm sufficient Wardens for area of responsibility.
2) Coordinate the completion of PEEP documentation.
3) Report on deficiencies of emergency equipment.
4) Ensure that Wardens have communicated the emergency response procedures to all occupants within their nominated areas.
5) Ensure that occupants are aware of the identity of their Wardens.
6) Coordinate safety practices (e.g., clear egress paths, access to first-attack e equipment and disposal of rubbish) by Wardens throughout their area of responsibility.
7) Attend training and emergency exercises as required by the EPC.
8) Ensure personal ECO identification is available.

Wardens:

1) Ensure that all occupants are aware of the emergency response procedures.
2) Carry out safety practices (e.g., clear egress paths, access to first-attack equipment and disposal of rubbish
3) Ensure personal ECO identification is available.
4) Attend training and emergency exercises as required by the EPC.

Emergency Response Team:

1) Attend regular training.
2) Practise use of specialized equipment.
3) Maintain specialised equipment as per manufacturers' specifications.

NOTE: Examples of specialized equipment include spill-kits and breathing Apparatus**.**

1) Ensure that personal protective equipment is maintained and available.
2) Ensure personal ERT identification is available.
3) Ensure that up to date Pre-emergency planning is carried out.
4) Attend training and emergency exercises as required by the EPC.

Emergency

The actions to be undertaken by the ECO in the event of an emergency shall include, but are not be limited to the following:

Chief Warden:

On becoming aware of an emergency, the Chief Warden shall take the following actions:

1) Respond and take control as deemed appropriate.
2) Ascertain the nature of the emergency and implement appropriate action.
3) Ensure that the appropriate Emergency Service has been notified.
4) Ensure that Floor or Area Wardens are advised of the situation as appropriate.
5) If necessary, after evaluation of the situation and using all of the information and resources available, initiate an action plan in accordance with the emergency response procedure guidelines, and control entry to the affected areas.
6) Monitor the progress of the evacuation and record any action taken in an incident log.
7) Brief the Emergency Services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the Senior Emergency Service Officer's instructions.
8) Any other actions as considered to be necessary or as directed by the Emergency Services.

Deputy Chief Warden:

The Deputy Chief Warden shall assume the responsibilities normally carried out by the Chief Warden if the Chief Warden is unavailable, and otherwise assist as required.

Communications Officer:

The Communications Officer on becoming aware of an emergency, shall take the following actions:

1) Ascertain the nature and location of the emergency.
2) Confirm that the appropriate Emergency Service has been notified.
3) Notify appropriate ECO members.
4) Transmit instructions and information.
5) Record a log of the events that occurred during the emergency.
6) Act as directed by the Chief Warden or the Emergency Services.

Floor/Area Wardens:

On hearing an alarm or on becoming aware of an emergency, the Floor or Area Wardens shall take the following actions:

1) Implement the emergency response procedure guidelines for their floor or area.
2) Ensure that the appropriate Emergency Service has been notified.
3) When instructed to do so, direct Wardens to check the floor or area for any abnormal situation.
4) Commence evacuation if the circumstances on their floor or area warrant this.
5) Communicate with the Chief Warden by whatever means available and act on instructions.
6) Advise the Chief Warden as soon as possible of the circumstances and action taken.
7) Co-opt persons as required to assist a Warden during an emergency.
8) Confirm that the activities of Wardens have been completed and report this to the Chief Warden or a senior officer of the attending Emergency Services if the Chief Warden is not contactable.
9) Wardens or persons selected as Wardens shall carry out activities as set out in the emergency response procedure guidelines, and as directed by the Floor or Area Warden.

Wardens:

Warden activities may include the following:

1) Act as Floor or Area Wardens in their absence.
2) Operate the communication System(s) in place.
3) Check that any fire doors and smoke doors are properly closed.
4) Close or open other doors in accordance with the emergency response Procedure guidelines.
5) Search the floor or area to ensure all people have evacuated. This function is of greater importance than a later physical count of those evacuated.
6) Ensure orderly flow of people into protected areas e.g. emergency fire and smoke isolated stairways.
7) Assist occupants with disabilities.
8) Act as leader of groups moving to nominated Assembly Areas.
9) Report status of required activities to the Floor or Area Warden on their completion.

Emergency Response Team:

Members of the Emergency Response Team shall carry out activities as set out in the emergency response procedures and the following:

1) Respond to the emergency as directed by the chief warden.
2) Communicate the status of the situation with the chief warden.
3) Hand over and brief Emergency Services on arrival.

First Aid Officers:

Where first aid officers exist, their duties during an emergency should shall be considered by the EPC. The roles of the first aid officers and wardens should be separate and distinct.

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.

First Aid Officers responsibilities include:

1) Ensuring a First Aid kit is fully maintained and accessible at all times
2) Maintaining their First Aid qualifications
3) Donning a green helmet or vest, displaying a white cross, in the event of an emergency
4) Raising the Alarm if an emergency situation is encountered
5) Transporting a first aid kit to the Emergency Assembly Area or Shelter Area
6) Rendering First Aid treatment to any casualties prior to, during or after evacuation, or shelter in place, if safe to do so
7) Ensuring that the Wardens or Chief Warden are aware of any injuries requiring treatment
8) Alerting the Ambulance Service if persons require medical aid or transport to hospital
9) Prioritising of patient assistance/care (Triage).

Post-Emergency

The actions to be undertaken by the ECO after an emergency should include, but not be limited to the following:

Chief Warden:

1) When the emergency incident is rendered safe or the Emergency Service returns control, notify the ECO members to have occupants return to their facility as appropriate.
2) Organise debrief with ECO members and, where appropriate, with any attending Emergency Service/s.
3) Compile a report for the EPC and management.

Communications Officer:

1) Is to collate records of events during the emergency for the debrief, and ensure they are secured for future reference.

Floor/Area wardens and Wardens:

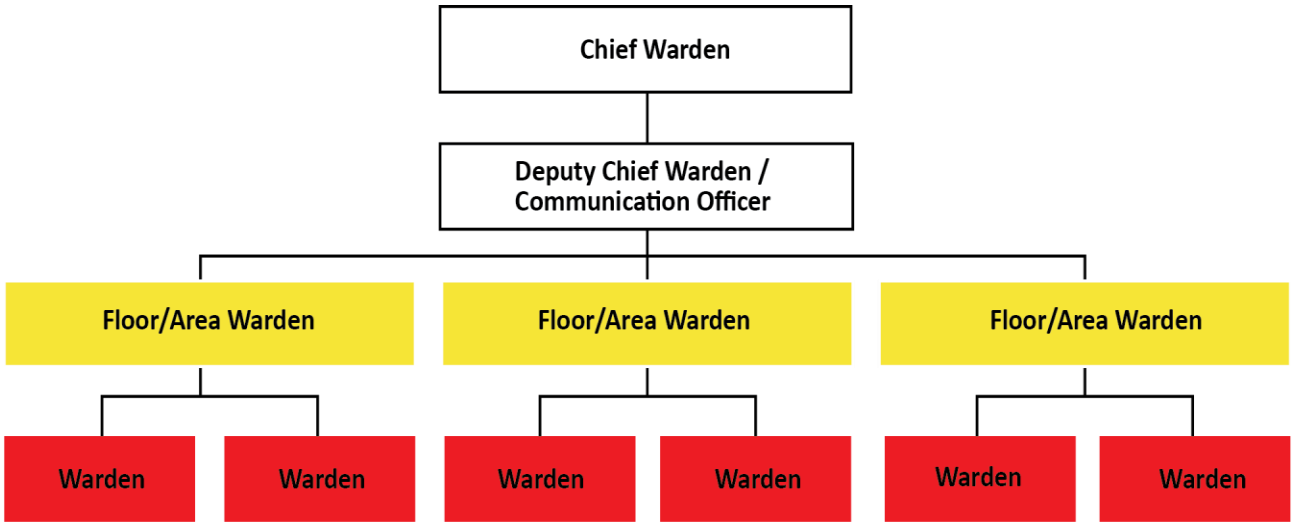
1) Compile a report of the actions taken during the emergency for the debrief.

Emergency response team:

1) Clean and service used specialised equipment.
2) Replace specialized equipment as necessary.

NOTE: All re-entry and post emergency actions should be done in collaboration with the facility owners, managers, occupiers and employers.

2.7 ECO Hierarchy



2.8 Required number of ECO members

The number of ECO members shall be determined in accordance with—

1) the size of the facility, floor or area;
2) the number of occupants and visitors; and
3) the installed occupant warning equipment.
4) the fire engineered and life safety features of the facility.

The positions and number of ECO members shall be considered by the EPC.

NOTES:

1. In a single person Facility, the ECO may consist of one person, who would be the 'Chief Warden'.
2. A sufficient number of ECO members need to be appointed to ensure that whenever the facility is occupied, ECO members are available to respond to a facility emergency and to enable the facility to be checked and evacuated quickly and efficiently without compromising any occupants' and visitors' safety.
3. The number of ECO members required for a facility will vary depending upon the facility's structural and occupant/visitor characteristics.

2.9 Identification for members of the ECO

The members of the ECO shall be identifiable in accordance with the following:

1) ECO members shall be identifiable by the use of coloured apparel that shall be at least one of the following:

   - Helmets.
   - Caps.
   - Hats.
   - Vests.
   - Tabards.

2) Where in-house first aid personnel respond with the ECO, they shall be identified by a white cross on a green background.

3) Identification apparel should be prominently marked with the wearer's ECO title.

4) The type of identification used for each ECO designation shall be consistent throughout the facility.

NOTE: If there is an emergency response team included in the ECO, they should be clearly identified. The specific floor, area or building may also be identified.

2.10 ECO Identification Colours

ECO Position	Colour
Chief Warden	**White**
Deputy Warden	**White**
Communications Officer	**White**
Floor/area Warden	**Yellow**
Warden	**Red**
First Aid Officer +	**Green**

+ White Cross on a green background

3. TRAINING

3.1 EPC

Training provided to EPC members is to enable them to competently execute the following, but not necessarily be limited to the following:

1) Developing, managing and maintaining an emergency plan.
2) The duties of the EPC and ECO as described in the emergency response procedures and emergency plan.
3) The conduct of site-specific emergency identification and analysis.
4) Establishing and managing the ECO
5) The management of appropriate documentation.
6) The management and development of assessment activities.
7) The development and implementation of training activities including emergency
8) Exercise management.
9) Emergency mitigation, emergency preparedness and emergency prevention.
10) The installed fire safety systems, for example, sprinkler systems, fire doors and
11) Installed emergency communications, notifications and warnings.
12) Liaison with Emergency Services.
13) Post-evacuation management.

3.2 ECO

All ECO members, including nominated Deputies shall be trained to develop the skills and knowledge necessary to undertake the duties set out in the emergency response procedures guidelines.

There shall be sufficient personnel trained in all positions within the ECO to allow for projected absences.

NOTE: Re-training should be conducted following a revision of the emergency response procedures.

3.3 ERT

Where a specialist ERT has been deemed necessary, training specific to the emergencies identified in the emergency plan shall be developed and carried out.

3.4 Occupants working at a facility

All occupants working at this facility receive training to enable them to act in accordance with the emergency response procedure guidelines.

Training should be provided for all new occupants including casual occupants/employees, at the commencement of their duties in a workplace or their occupancy of a structure.

3.5 Visitors to a facility

Visitors to a facility should be provided with appropriate information on the emergency response procedure guidelines as determined by the EPC.

4. SKILLS RETENTION

4.1 ECO

ECO members including nominated deputies, shall attend a skills retention activity at intervals not greater than 6 months.

Skills retention activities shall be determined by the EPC, based on the specific requirements for the facility and its emergency plan.

4.2 Occupants working at a facility

In workplaces, occupants should participate in skills retention activities at intervals not greater than 12 months, to enable them to act in accordance with the emergency response procedure guidelines.

4.3 First-attack firefighting

As first-attack firefighting by specific occupants is included in the Emergency Procedure Guidelines, these occupants shall attend a skills retention activity in first-attack firefighting at intervals not greater than two years.

4.4 ERT

The ERT members shall attend a skills retention activity in their specific procedures at intervals not greater than one year.

4.5 Training Schedule

PER ANNUM EMERGENCY RESPONSE GUIDELINES TRAINING SCHEDULE

FOR

BISHOP SEE – 235 ST GEORGES TERRACE PERTH

THERE ARE FOUR (4) TRAINING SESSIONS SCHEDULED FOR PER ANNUM
TRAINING DATES & TOPICS ARE AS FOLLOWS:

1. **PER ANNUM COMMENCING AT 9:00AM TO 11:00AM**
   - EMERGENCY CONTROL ORGANISATION & EMERGENCY RESPONSE GUIDELINES – *9:00AM TO 9:30AM FOR ALL WARDENS*
   - THE USE OF PORTABLE FIREFIGHTING EQUIPMENT - THEORY – *9:30AM TO 10:00AM FOR ALL WARDENS*
   - SHELTER IN PLACE PROCEDURE GUIDELINES – *10:00AM TO 10:30AM FOR ALL WARDENS*
   - CHIEF WARDEN PROCEDURE GUIDELINES – *10:30AM TO 11:00AM FOR CHIEF AND DEPUTY CHIEF WARDENS ONLY*

2. **PER ANNUM COMMENCING AT 9:00AM TO 11:30AM**
   - EMERGENCY CONTROL ORGANISATION & EMERGENCY RESPONSE GUIDELINES – *9:00AM TO 9:30AM FOR ALL WARDENS*
   - BOMB THREAT PROCEDURE GUIDELINES – *9:30AM TO 10:00AM FOR ALL WARDENS*
   - BOMB THREAT PROCEDURE GUIDELINES INCLUDING SUSPICIOUS ITEMS – *10:30AM TO 11:00AM FOR ALL WARDENS*
   - EPC TRAINING/MEETING – *11:00AM TO 11:30AM FOR ALL EMERGENCY PLANNING COMMITTEE MEMBERS*

3. **PER ANNUM COMMENCING AT 9:00AM TO 11:15AM**
   - EMERGENCY CONTROL ORGANISATION & EMERGENCY RESPONSE GUIDELINES – *9:00AM TO 9:30AM FOR ALL WARDENS*
   - OPEN FORUM DISCUSSION – *9:30AM TO 10:00AM FOR ALL WARDENS*
   - SCENARIO EXERCISE – *10:00AM TO 10:45AM FOR ALL WARDENS*
   - CHIEF WARDEN PROCEDURE GUIDELINES – *10:45AM TO 11:15AM FOR CHIEF AND DEPUTY CHIEF WARDENS ONLY*

4. **PER ANNUM COMMENCING AT 9:30AM TO 12:15PM**
   - BASIC OPERATION OF THE EWIS & FIRE PANELS – *9:30AM TO 10:00AM FOR CHIEF AND DEPUTY CHIEF WARDENS ONLY*
   - EMERGENCY CONTROL ORGANISATION & EMERGENCY RESPONSE GUIDELINES – *10:00AM TO 11:00AM FOR ALL WARDENS*
   - EXERCISE DISCUSSION – *11:00AM TO 11:15AM FOR ALL WARDENS*
   - FULL BUILDING EVACUATION EXERCISE – *11:15AM TO 12:15PM FOR ALL BUILDING OCCUPANTS AND STAFF*

The above scheduled dates, times and topics may be changed in consultation with your Training Coordinator.
Please call People First Fire on 1300 073 473 to discuss.

5. PERSONS WITH A DISABILITY

For those persons within the facility with a disability or Mobility impairment either permanent or temporary that may need assistance or are unlikely or unable to evacuate.
This would include but not be limited to occupants and visitors who—

- are accompanied by an assistant;
- have a guide or companion animal;
- use alternative forms of information and communication;
- have vision impairment
- have hearing impairment
- have ambulatory impairment
- use a wheeled mobility appliance, including wheelchair or scooter
- are easily fatigued
- easily experience acute anxiety in an emergency; or
- easily experience extreme confusion in an emergency

A current list of names, workplaces and other necessary information about occupants with a disability should be kept at the locations where the Chief Warden exercises control.

Suitable strategies in an emergency or evacuation should be discussed by the Warden with those occupants of the facility who have a disability and a Personal Emergency Evacuation Plan (PEEP) developed for each of those persons before any event requiring the person's evacuation.

Should the use of lifts for evacuation during a fire emergency have regulatory approval, procedural information should be included in the PEEP.

Information on the PEEP shall be disseminated to all people responsible for its implementation.

People who have a disability or mobility impairment that may impact on their safe and speedy evacuation have an obligation to communicate the nature of their condition to their Warden or Chief Warden prior to any event that may require the person's evacuation.

All people who have a disability or chronic medical condition should be guided to a pre-arranged evacuation or safe point and the Chief Warden notified. The Chief Warden will arrange priority evacuation with the Emergency Services.

Once all occupants have been evacuated and emergency stairs are present, then anyone with a disability or medical condition may be placed on the landing in these stairs with a Warden, or a competent person to provide comfort and reassurance, or if conditions on the floor or in the area are tenable then they may be placed near any communication equipment and/or near a fire exit.

6. PERSON REFUSING TO COMPLY WITH WARDENS DIRECTIONS

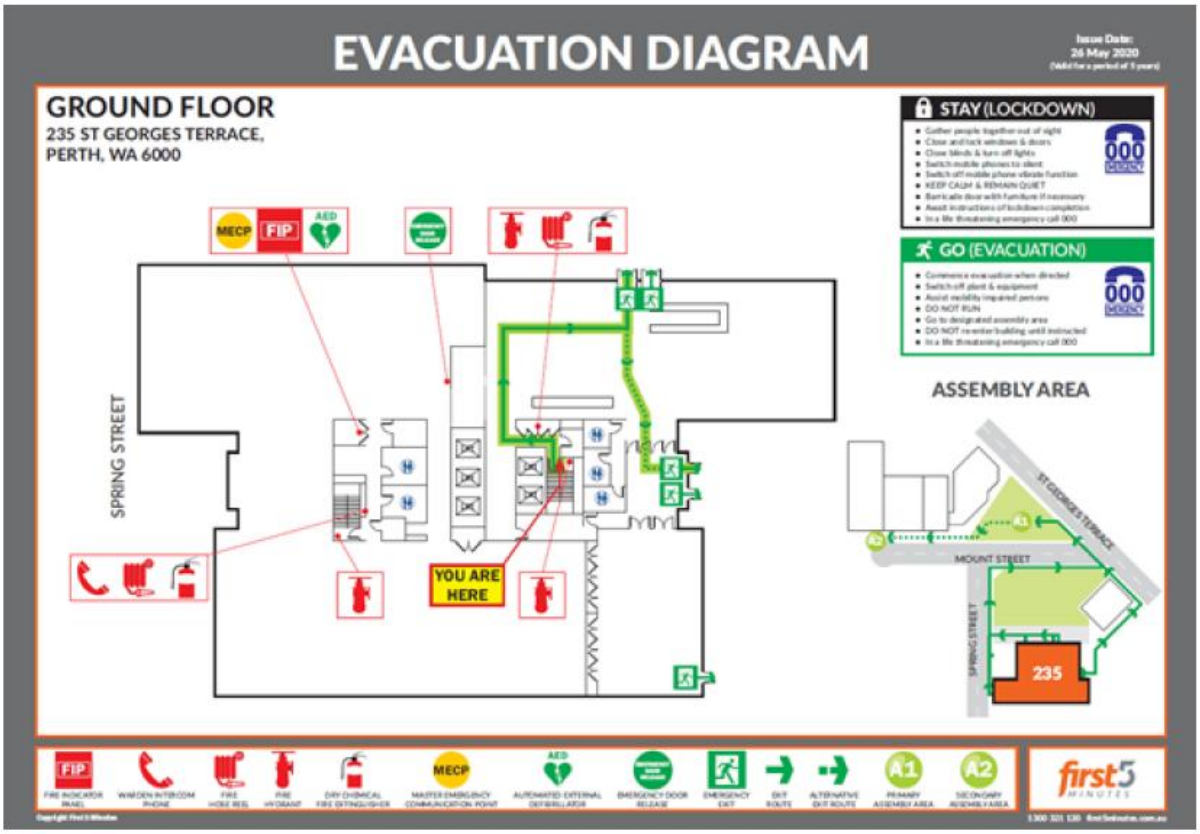
When a person refuses to comply with the directions given by a Warden, the Warden should:

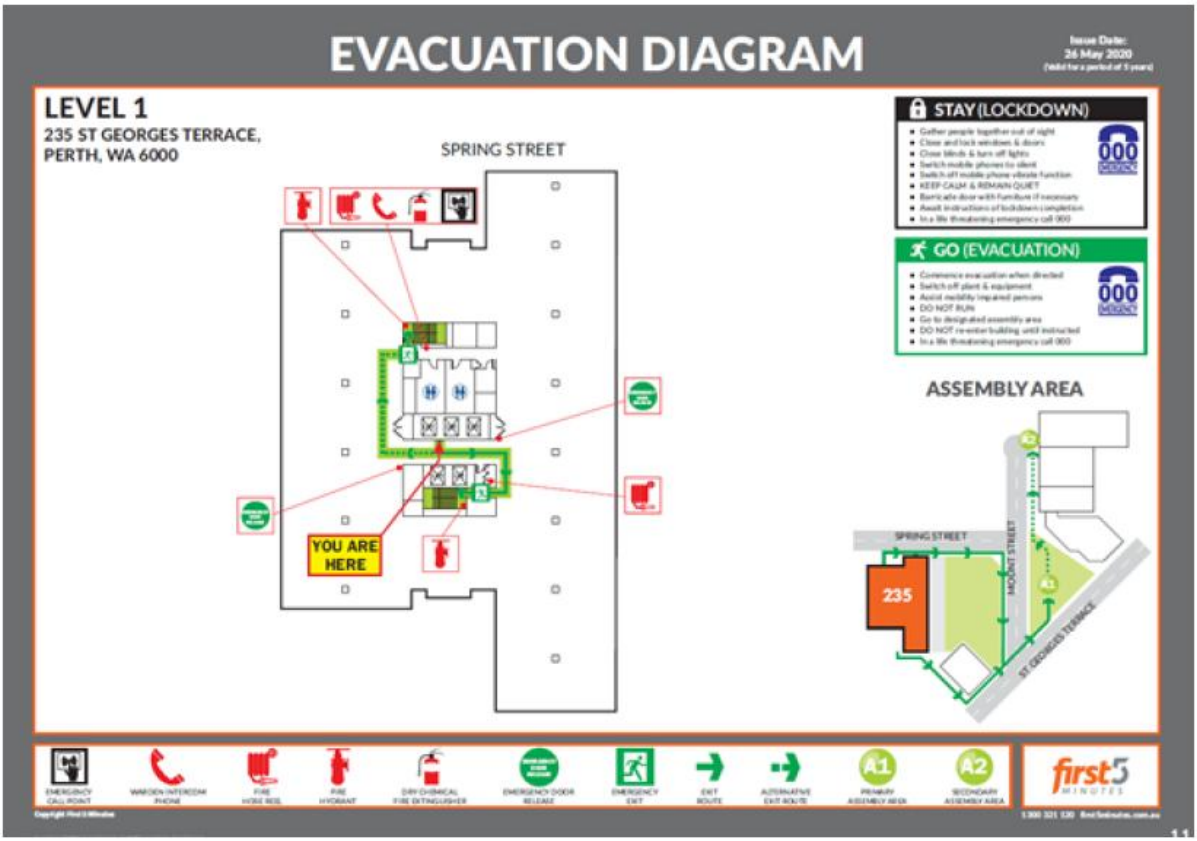
Ensure the person has been clearly advised (twice) that they are required to evacuate the building because of an emergency situation.

Notify the Chief Warden, who shall advise the Senior Emergency Services Officer who, at their discretion, may take the appropriate action under law to remove the person.

NOTE: Where possible it is advisable to have a witness to confirm any refusals. Document any such incidents. Do not start an argument; just report it to the Chief Warden.

7. EMERGENCY EVACUATION DIAGRAMS





8. ASSEMBLY AREAS

The nominated external assembly area for evacuees shall be far enough away from the building/site, so that everyone is protected from falling glass, other objects and radiant heat. Ideally the area should be sheltered from the affected building/site by other structures, and should allow for further movement if required.

In some instances, evacuation may be to another nominated area, internal or external, such as another floor.

NOTES:

1. Ideally the areas selected should be sheltered from the affected building and should allow further movement away from the hazard
2. Alternative assembly area (s) may be necessary if the nominated assembly area is unsuitable, or in the event of a bomb threat.
3. Assembly areas should be accessible by a route suitable for people who walk with difficulty or use mobility aids, including wheelchairs, walking frames or any other means of getting around
4. The movement of large numbers of people has its inherent risks, particularly in heavy traffic. Careful thought should be given to determine the safest route from the structure to the designated assembly area (s), including alternatives, and to ensure access for emergency vehicles is not hindered.

For all Emergencies (except for Bomb Threat)

The primary assembly area is **Florence Hummerston Reserve** to the North of 235 St Georges Terrace. Occupants will safely negotiate the crossing at Mount Street to the assembly area. If necessary, the cul de sac at the Western end of Mount Street can be used if Florence Hummerston Reserve cannot safely assemble all occupants.

Bomb Threat

915 Hay Street
Occupants will be directed safely across the St Georges Terrace pedestrian crossing, North up Milligan Street and turn right into the public space below the Woodside building.

The location of the evacuation assembly area as a result of a bomb threat/phone threat or discovery of suspect item may be determined otherwise by an assessment and analysis of the type of threat, the specific nature of the threat, and/or location of discovered suspect item in consultation with the buildings management, Chief Warden and responding emergency services.

Emergency Control Point

Australian Standards AS3745-2010 requires the Chief Warden to establish an “Emergency Control Point” (ECP). Refer to Section 15

Primary – Emergency Control Point

Ground Floor Fire Indictor Panel

8.1 Assembly Area Diagrams

For all emergencies except for Bomb Threat

Primary Assembly Area Florence Hummerston Reserve

Secondary Assembly Area West end of Mount St cul de sac

Bishop's See

Bomb Threat

9. ALL CLEAR & THE RE-OCCUPATION OF THE FACILITY

Following an emergency evacuation of a facility (either full or partial), under no circumstances should any occupants be permitted to reoccupy the building or work area for any reason, until they have been advised that it is safe to do so by the Emergency Services present, or the Chief Warden.

The “All Clear” decision can only be given by the Chief Warden or the Emergency Services.

After the all clear announcement has been given and before permitting re-entry, the facility management must conduct a risk assessment to ensure it is safe to reoccupy the building. This may involve a qualified person/s to inspect the structural integrity of all areas of the building.

Once the all clear is given the EMT must coordinate the movement of occupants from the assembly area back to the building in the same manner in which they were evacuated i.e.. To ensure safe passage across any roads and avoid any hazards that may have occurred as a result of the emergency.

The EMT must control the flow of occupants back to the building so as not to over crowd lift lobbies and/or stairs. This may involve coordination with security in the control of lifts to nominated floors/levels.

The EMT must ensure that they communicate with occupants at the assembly area as to the method of re occupation.

10. EMERGENCY RESPONSE EXERCISES

10.1 General

The following should apply for all emergency response exercises:

1) Emergency response exercises will be consistent with the identified emergencies in this emergency plan.
2) Simple objectives and outcomes for emergency response exercises will be identified.
3) Observers will be appointed for all emergency response exercises. The observers should use a checklist to record the details and results of the emergency response exercise.
4) Each emergency response exercise should be prefixed by an announcement that it is an exercise only.
5) Briefing and debriefing sessions should be held prior to the commencement and as soon as possible following an exercise.
6) A report should be forwarded to the EPC following each emergency response exercise. The report should include any deficiencies in the evacuation exercise that were identified at the debriefing session.

NOTES:

1. Emergency response exercises should be conducted during the operating hours of the facility to appropriately test the ECO, emergency response procedures and responses of the occupants and visitors.
2. The objectives of an emergency response exercise is to gauge ECO response and to identify and correct any deficiencies in communication system(s), training, emergency response procedure guidelines, or their implementation.
3. A checklist will be completed for each evacuation exercise and will provide the basis for discussion at the debriefing.

10.2 Emergency response exercise debriefing sessions

Immediately after an emergency response exercise, the ECO and other key participants shall attend a debriefing session conducted by the Chief Warden.

Where an evacuation exercise is conducted, the observer's checklist shall be analysed during debriefing sessions and any deficiencies shall be reported to the EPC.

The EPC shall arrange the amendment of the procedures where necessary, and disseminate the information to all ECO members.

10.3 An emergency incident during an emergency response exercise

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

NOTE: When the phrase is used in an actual emergency incident, the phrase shall be repeated in groups of three by the Chief Warden or Communications Officer to overcome background noise and other distractions.

11. GENERAL SAFETY REQUIREMENTS

It is recommended that you conduct risk management audits of your site on a regular basis to ensure that:

1) Common areas used as or lead to paths of egress and exits remain clear of obstructions
2) Paths of egress remain clear of any obstruction and exit doors remain unlocked at all times whilst persons are within the facility.
3) Excess quantities of combustible materials are not permitted to accumulate anywhere on the premises
4) Extra care is taken in the use and the maintenance of heating equipment,
5) There is not an accumulation of litter which may increase the danger of fire
6) There is correct storage of flammable liquids
7) Installed fire safety equipment remains clear of obstruction and is regularly maintained
8) Fire and smoke doors are kept shut except during use or may be held in the open position by an approved mechanism; any self-closing mechanisms are in operational order; exit/fire and or smoke doors are not being held open with wedges or chocks that may prevent their designed operation.
9) Emergency stairs are kept clear at all times and are not used for storage or exit doors left or chocked open
10) Installed hose reel cupboards are not to be used for storage
11) The keeping of flammable liquids on a floor is permitted only in special circumstances and then only in minimal quantities, any significant quantities of flammable/combustible liquid must be stored in an approved flammable liquid storage unit/location.
12) All occupants are encouraged to observe the greatest care in the use of naked flames, matches, portable heaters, electrical appliances and other possible sources of ignition. Their immediate surroundings must be kept clear of combustible materials

12. EMERGENCY SAFETY SYSTEMS & EQUIPMENT

12.1 Emergency Warning Intercommunication System (EWIS)

The EWIS panel is a dedicated warning and communication system that is activated once the Fire Indicator Panel receives a signal from a detection device or on activation of the sprinkler system.

The EWIS generates the emergency signals (Alert & Evacuation), allows for Public Address announcements and provides a dedicated communication system via the Warden Intercommunication Point (WIP) Phone.

The panel is always kept in an automatic mode when unattended. If an alarm is activated anywhere in the building, it will automatically activate the alert signal, and if not manually overridden, will evacuate the building in a cascading order commencing from the alarm floor. Once the EWIS has sounded the evacuation signals, whilst in automatic mode, the Chief Warden should not cancel the alarm and must continue with the evacuation of the floors already in the evacuation process. The Chief Warden shall continue to evacuate the remainder of the building until the nature of the alarm is known, or when relieved by the emergency services.

Where the Chief Warden has responded to the EWIS before the evacuation signal has Sounded, the panel may 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 P.A. Announcements. The EWIS Panel will allow for the activation of the alert and evac signals to individual floors or the complete building simultaneously.

12.2 Warden Intercommunication Point (WIP) Phone

Warden Intercom Point 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 red in colour and are generally located at each floor or area. Please take notice of Evacuation plans detailing the location of these phones.

Floor/Area Wardens should note that lifting the handset of their WIP calls the Chief Warden at the main emergency evacuation panel. Depending on the nature and location of the emergency, your call may not be answered immediately.

In an emergency, the Chief Warden will prioritise answering calls beginning with the area(s) most at risk, to the area(s) least at risk. The floor warden should assembly at their nominated internal assembly point (usually next to the WIP) and wait for further instructions.

Floor / Area Wardens are NOT required to pick up their WIP phone and call the Chief Warden. Should Wardens experience a delay from the 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.

12.3 Fire Indicator Panel (FIP)

The FIP is connected to all automatic detection systems where installed 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 Services personnel reset an FIP during alarm activation. This must be left up to the Fire Brigade to carry out.

12.4 Manual Call Point (MCP) - Red

Manual Call Points are sometimes referred to as a **Red Break Glass Alarm**. These are a manual way for occupants to activate the audible warning system for the site in the event of discovering an emergency requiring the attendance of the Fire & Rescue WA. When installed correctly on activation they will automatically notify the Fire Brigade. RED MCP's are operated by manually snapping the plastic (glass) element by firmly pressing on its centre (a hammer, or other impact device, is NOT required).

12.5 Emergency Call Point (ECP) - White

Emergency Call Points are sometimes referred to as a **White Break Glass Alarm**. These are a manual way for occupants to activate the audible warning system for the site in the event of discovering any type of emergency. **This type of Manual Call Point when activated will not notify the Fire & Rescue Service WA.**

White MCP's are operated by manually snapping the plastic (glass) element by firmly pressing on its centre (a hammer, or other impact device, is NOT required).

12.6 Emergency Door Release - Green

GREEN - for activating a door release and are marked according to their function.

This type of Manual Call Point when activated will NOT notify Fire & Rescue.

12.7 Emergency lighting

Emergency lighting is installed in strategic locations throughout some premises. In the event of a power failure of the mains power supply, the emergency lights will activate almost instantaneously to give the occupants enough light to see their way to the emergency exits. Emergency lights last up to approximately 2 hours.

12.8 Electromagnetic Door Holders

The Electromagnetic Door Holder is designed to hold fire and smoke doors open under normal conditions, but automatically close under their own spring return mechanism when a fire or smoke alarm system is activated. Thus comparmentising the fire/smoke affected area and protecting those areas unaffected by fire/smoke. The door is held open by the magnetic force between an electromagnet mounted on the wall behind the door and a keeper fixed to the back of the door. When the electrical supply to the electromagnet is interrupted, the electromagnet is de-energised and the door automatically closes.

12.9 Emergency exit

In Australia all emergency EXITS must be identified by a white and green illuminated sign. These signs lead people to a door that will allow people to exit the building.

On open floors or in halls and corridors, an EXIT sign will have an arrow indicating which direction people should head to find the emergency exit door or emergency stairs. Most emergency EXIT signs have a battery backup system to keep them illuminated in the event of a power failure. The battery backup will ensure the exit lights remain lit long enough for all building occupants to evacuate safely.

12.10 Emergency stairs

During an evacuation building occupants need an escape route that is protected from fire and smoke. In multi-story buildings emergency stairs are installed. These escape stairs are more fire and smoke free because of their solid construction, fire rated doors and stair pressurisation. Stair Pressurisation is an injection of air into the stairway which pressurises the stairs to a higher Level than the floor area outside the stairs.

The fire escape stairs typically lead to a ground floor exit door. In some older buildings the fire escape stairs have been added to the building externally. They are usually made from metal.

12.11 Air conditioning

In the event of an automatic fire alarm activation, the building's air conditioning system may switch off automatically, or may switch over to a programmed smoke handling mode.

12.12 Emergency response equipment

All emergency response equipment should be located in easily identifiable locations throughout the facility. Occupants should know their locations and suitability for use on the various types of fires or in the various situations.

NOTE: Emergency response equipment includes fire extinguishers, fire hose reels, first aid kits, spill clean-up kits, breathing apparatus and the like.

Fire Extinguishers

This equipment is only suitable to use on fires in their incipient stages, and not fires that are well developed or have been burning for some time.

There are a number of types of portable fire extinguishers available in Australia. Each type of extinguisher may be rated for one or more classes of fire. In some cases, particular extinguishers are not only considered ineffective against certain classes of fire, they can be dangerous if used in those circumstances.

The classes of fire are:

Class A	Ordinary Combustibles
Class B	Flammable and combustible liquids
Class C	Flammable gases
Class D	Combustible metals
Class E	Electrically energised equipment
Class F	Cooking oils and fats

Portable fire extinguishers are distinguishable by their labels and their colouring.

The types of extinguishers on site are:

Water - solid red

Suitable for Class A fires. Not considered effective for Class B and Class C fires, and dangerous if used for electrically energised equipment or cooking oils or fats.

Foam - red with blue band or label

Suitable for Class A and Class B fires, with limited effectiveness for Class F fires. Not considered effective for Class C fires, and dangerous if used for electrically energised equipment.

Dry Chemical Powder - red with a white band or label

These extinguishers are rated as either ABE or BE.

ABE rated extinguishers are considered suitable for Class A, Class B, Class C and Class E fires. They are not considered effective for Class F fires.

BE rated extinguishers are considered suitable for Class B, Class C and Class E fires, and may be used with limited effectiveness on Class F fires. They are considered effective for Class A fires.

Carbon Dioxide (CO2) - Red with a black band or label

Suitable for Class E fires. Has limited effectiveness on Class A, Class B and Class F fires.

Vaporising Liquid - Red with Yellow band or label

Suitable for Class A and Class E fires. Has limited effectiveness on Class B fires. Not considered effective for Class F fires.

Wet Chemical - Red with an Oatmeal band or label

Suitable on Class F fires and may be used on Class A fires. Not considered effective for Class B or Class C fires and dangerous if used on Class E fires.

Class D fires require special purpose extinguishers

Portable fire extinguishers come in a range of sizes and ratings, and the higher the rating, the larger the fire it can be used on.

However, larger and heavier extinguishers (which generally have the higher ratings) can be more difficult to handle, especially for persons of a lighter build.

Portable Fire Extinguishers

Operating instructions

P – pull out safety pin, and test

A – Aim content/agent at the seat/base (vapour space) of the fire

S – Squeezes operating handle (trigger)

S – Sweep content/agent across the seat/base (vapour space) of the fire

Note: After use, all extinguishers shall be laid on their side to indicate they have been used, then serviced immediately.

TINGUISHER GUIDE

B ABLE & STIBLE UIDS	C FLAMMABLE GASES	E ELECTRICALLY ENERGISED EQUIPMENT	F COOKING OILS AND FATS	COMMENTS	D METAL FIRES
✓	✗	✗	✗	Dangerous if used on flammable liquid, energised electrical equipment and cooking oil/fat fires	Use only special purpose extinguishers and seek expert advice
✓	✗	✗	✓	Dangerous if used on energised electrical equipment	
✓	✗	✗	LIMITED	Dangerous if used on energised electrical equipment	
✓	✓	✓	✗	Look carefully at the extinguisher to determine if it is a BE or ABE unit as the capacity is different	
✓	✓	✓	✓		
TED	✗	✓	✗	Not suitable for outdoor use or smouldering deep seated A Class Fires	
TED	LIMITED	✓	✗	Check the characteristics of the specific extinguishing agent. 5 Yearly servicing must be done by ODS & SGG licenced persons.	
TED	✗	✗	✓	*Fire Blankets may be used as a thermal barrier against radiant heat and to smother burning clothes being worn by a person	

dicates that extinguisher is not the agent of choice for the class of fire, but it may have a limited

* = solvents such as alcohol or acetone mix with water and therefore require special foam

Fire Blankets

Fire Blankets are ideal for settings where small Class F fires are a risk such as in kitchens or wherever oils or fats are exposed to potential ignition. They can also be used if a person's clothing has caught fire.

A Fire Blanket cuts off a fire's supply of oxygen, smothering it either permanently or until more effective fire-fighting equipment can be employed.

To use a fire blanket, open the fire blanket and hold it in front of you to shield your body, hands and face from the fire. Cover the burning material completely, ensuring there are no gaps for oxygen to reach the fire. Shut off any gas or other fuel supply involved in the fire, and contact the fire & rescue department if you have not done so already. Leave the blanket in place for at least 30 minutes to allow the oil or fat to cool.

Note: Fire Blankets are not designed for re-use! It is essential that you dispose of your Fire Blanket once it has been used.

Operating instructions – stove top

- Place bottom of blanket on near side of the fire
- Lay blanket directly over the fire – completely cover the pot/container
- Turn off the heat source if safe and allow to cool
- Do not throw the bottom of the blanket onto the far side of the fire
- Do not remove the blanket until cool

Operating instructions – stove top

- Use the blanket to position the person on the ground
- Begin smothering the flames
- Do not leave the person with the blanket wrapped around their body

Fire Hose Reels

Fire Hose Reels provide a reasonably accessible and controlled supply of water to combat a potential Class A fire risk.

Various types of Fire Hose Reels are available to meet specific needs. With a standard fully extended length of 36 metres, Fire Hoses are designed to deliver a minimum of 0.33 litres of water per second.

A control nozzle attached to the end of the hose enables the operator to control the direction and flow of water to the fire.

Operating instructions

- **Turn on main valve (anti-clockwise) or lever**
  - This will unlock nozzle
  - Test the discharge
- **Unreel a portion of the hose**
  - Another person should assist
- **Release water at the nozzle**
  - Ensure water is flowing before commencing to combat the fire

12.13 Fire Sprinkler Systems

Operation

Each closed-head sprinkler is held closed by either a heat-sensitive glass bulb or a two-part metal link held together with fusible alloy called a fusible link. The glass bulb or link applies pressure to a pip cap which acts as a plug which prevents water from flowing until the ambient temperature around the sprinkler reaches the design activation temperature of the individual sprinkler head. Because each sprinkler activates independently when the predetermined heat level is reached, the number of sprinklers that operate is limited to only those near the fire, thereby maximizing the available water pressure over the point of fire origin.

A typical sprinkler used for industrial manufacturing occupancies discharge about 75-150 litres/min. A sprinkler will usually activate between one and four minutes.

Sprinkler Bulb Colours and Activation Temperatures

Temperature		Colour of liquid inside bulb
°C	°F	
57	135	Orange
68	155	Red
79	174	Yellow
93	200	Green
141	286	Blue
182	360	Mauve
227 260	440 500	Black

Design Intent

Sprinkler systems are intended to either control the fire or to suppress the fire.

Control mode sprinklers are intended to control the heat release rate of the fire to prevent building structure collapse, and pre-wet the surrounding combustibles to prevent fire spread. The fire is not extinguished until the burning combustibles are exhausted or manual extinguishment is effected by firefighters. Suppression mode sprinklers are intended to result in a severe sudden reduction of the heat release rate of the fire, followed quickly by complete extinguishment, prior to manual intervention.

Wet Pipe Systems

Wet pipe sprinkler systems are installed more often than all other types of fire sprinkler systems. They also are the most reliable, because they are simple, with the only operating components being the automatic sprinklers and (commonly, but not always) the automatic alarm check valve. An automatic water supply provides water under pressure to the system piping. All of the piping is filled with water. Until sufficient heat is applied, causing one or more sprinklers to fuse (open), the automatic sprinklers prevent the water from being discharged.

Operation - When an automatic sprinkler is exposed to sufficient heat, the heat sensitive element (glass bulb or fusible link) releases, allowing water to flow from that sprinkler. Sprinklers are manufactured to react to a specific range of temperatures. Only sprinklers subjected to a temperature at or above their specific temperature rating will operate.

Dry Pipe Systems

Dry pipe systems are used in spaces in which the ambient temperature may be cold enough to freeze the water in a wet pipe system, rendering the system inoperable. e.g. a refrigerated cool room. Dry pipe systems are the second most common sprinkler system type.

Water is not present in the piping until the system operates. The piping is pressurized with air, at a "maintenance" pressure which is low compared with the water supply pressure. To prevent the larger water supply pressure from forcing water into the piping, the design of the dry pipe valve (a specialized type of check valve) intentionally includes a larger valve clapper area exposed to the maintenance air pressure, as compared to the water pressure.

Operation - When one or more of the automatic sprinklers is exposed to sufficient heat, it opens, allowing the maintenance air to vent from that sprinkler. Each sprinkler operates individually. As the air pressure in the piping drops, the pressure differential across the dry pipe valve changes, allowing water to enter the piping system. Water flow from sprinklers needed to control the fire is delayed until the air is vented from the sprinklers. For this reason, dry pipe systems are usually not as effective as wet pipe systems in fire control during the initial stages of the fire.

Some view dry pipe sprinklers as advantageous for protection of collections and other water sensitive areas. This perceived benefit is due to a fear that a physically damaged wet pipe system will leak, while dry pipe systems will not. However, dry pipe systems will only provide a slight delay prior to water discharge while the air in the piping is released prior to the water filling the pipe.

Disadvantages of using dry pipe fire sprinkler systems include:

1) Increased complexity - Dry pipe systems require additional control equipment and air pressure supply components which increases system complexity. This puts a premium on proper maintenance, as this increase in system complexity results in an inherently less reliable overall system (i.e., more single failure points) as compared to a wet pipe system.

2) Higher installation and maintenance costs - The added complexity impacts the overall dry-pipe installation cost, and increases maintenance expenditure primarily due to added service labour costs.

3) Increased fire response time - Because the piping is empty at the time the sprinkler operates, there is an inherent time delay in delivering water to the sprinklers which have operated while the water travels from the riser to the sprinkler, partially filling the piping in the process. A maximum of 60 seconds is allowed by regulatory requirements from the time a sprinkler opens until water is discharged onto the fire. This delay in fire suppression results in a larger fire prior to control, producing increased content damage.

4) Increased corrosion potential - Following operation or testing, dry-pipe sprinkler system piping is drained, but residual water collects in piping low spots, and moisture is also retained in the atmosphere within the piping. This moisture, coupled with the oxygen available in the compressed air in the piping, increases pipe internal wall corrosion rates, possibly eventually leading to leaks. The internal pipe wall corrosion rate in wet pipe systems (in which the piping is constantly full of water) is much lower, reducing the amount of oxygen available for the corrosion process.

Deluge Systems

"Deluge" systems are systems that have open sprinklers, i.e. the heat sensing operating element is removed or specifically designed open sprinklers, so that all sprinklers connected to the water piping system are open. These systems are used for special hazards where rapid fire spread is a concern, as they provide a simultaneous application of water over the entire hazard. They are commonly seen as preventative measures to prevent egress of fire from an external source (e.g. hi-rise windows, warehouse bay entries, over openings in a fire-rated wall)

Water is not present in the piping until the system operates. Because the sprinkler orifices are open, the piping is at atmospheric pressure. To prevent the water supply pressure from forcing water into the piping, a deluge valve is used in the water supply connection, which is a mechanically latched valve. It is a non-resetting valve, and stays open once tripped.

Because the heat sensing elements present in the automatic sprinklers have been removed (resulting in open sprinklers), the deluge valve must be opened as signalled by a specialized fire alarm system. The type of fire alarm initiating device is selected mainly based on the hazard (e.g., smoke detectors, heat detectors, or optical flame detectors). The initiation device signals the fire alarm panel, which in turn signals the deluge valve to open. Activation can also be manual, depending on the system goals. Manual activation is usually via an electric or pneumatic fire alarm pull station, which signals the fire alarm panel, which in turn signals the deluge valve to open.

Operation - Activation of a fire alarm initiating device, or a manual pull station, signals the fire alarm panel, which in turn signals the deluge valve to open, allowing water to enter the piping system. Water flows from all sprinklers simultaneously.

Pre-Action Systems

Pre-action sprinkler systems are specialised for use in locations where accidental activation is undesired, such as in museums with rare art works, manuscripts, or books; and Data Centres, for protection of computer equipment from accidental water discharge.

Pre-action systems are hybrids of wet, dry, and deluge systems, depending on the exact system goal. There are two main sub-types of pre-action systems: single interlock, and double interlock.

The operation of single interlock systems are similar to dry systems except that these systems require that a "preceding" fire detection event, typically the activation of a heat or smoke detector, takes place prior to the "action" of water introduction into the system's piping by opening the pre-action valve, which is a mechanically latched valve (i.e., similar to a deluge valve). In this way, the system is essentially converted from a dry system into a wet system. The intent is to reduce the undesirable time delay of water delivery to sprinklers that is inherent in dry systems. Prior to fire detection, if the sprinkler operates, or the piping system develops a leak, loss of air pressure in the piping will activate a trouble alarm. In this case, the pre-action valve will not open due to loss of supervisory pressure, and water will not enter the piping.

The operation of double interlock systems is similar to deluge systems except that automatic sprinklers are used. These systems require that both a "preceding" fire detection event, typically the activation of a heat or smoke detector, and an automatic sprinkler operation take place prior to the "action" of water introduction into the system's piping. Activation of either the fire detectors alone, or sprinklers alone, without the concurrent operation of the other, will not allow water to enter the piping. Because water does not enter the piping until a sprinkler operates, double interlock systems are considered as dry systems in terms of water delivery times, and similarly require a larger design area.

Foam Water Sprinkler Systems

A foam water fire sprinkler system is a special application system, discharging a mixture of water and low expansion foam concentrate, resulting in a foam spray from the sprinkler. These systems are usually used with special hazards occupancies associated with high challenge fires, such as flammable liquids, and airport hangars.

Water Spray System

"Water spray" systems are operationally identical to a deluge system, but the piping and discharge nozzle spray patterns are designed to protect a uniquely configured hazard, usually being three dimensional components or equipment (i.e., as opposed to a deluge system, which is designed to cover the horizontal floor area of a room). The nozzles used may not be listed fire sprinklers, and are usually selected for a specific spray pattern to conform to the three dimensional nature of the hazard (e.g., typical spray patterns being oval, fan, full circle, narrow jet). Examples of hazards protected by water spray systems are electrical transformers containing oil for cooling. In these cases, the water under pressure not only cools the area of the fire but emulsifies the oil. Water spray systems can also be used externally on the surfaces of tanks containing flammable liquids or gases (such as hydrogen). Here the water spray is intended to cool the tank and its contents to prevent tank rupture/explosion and fire spread.

12.14 Smoke Detectors

A **smoke detector** is a device that detects smoke. Commercial, industrial, and mass residential devices issue a signal to a fire alarm system, while household detectors, known as smoke alarms, generally issue a local audible and/or visual alarm from the detector itself.

Smoke detectors are typically housed in a disk-shaped plastic, but the shape can vary by manufacturer or product line. Most smoke detectors work either by optical detection (photoelectric) or by physical process (ionization), while others use both detection methods to increase sensitivity to smoke. Smoke detectors are usually powered by a central fire alarm system, which is powered by the mains with a battery backup. Household detectors can be either hard wired with a battery backup, or powered solely by batteries.

Photoelectric

An optical detector is a light sensor. When used as a smoke detector, it includes a light source (incandescent bulb or infrared LED), a lens to collimate the light into a beam, and a photodiode or other photoelectric sensor at an angle to the beam as a light detector. In the absence of smoke, the light passes in front of the detector in a straight line. When smoke enters the optical chamber across the path of the light beam, some light is scattered by the smoke particles, directing it at the sensor and thus triggering the alarm.

Also seen in large rooms, such as a gymnasium or an auditorium, are devices to detect a projected beam. A unit on the wall sends out a beam, which is either received by a receiver or reflected back via a mirror. When the beam is less visible to the "eye" of the sensor, it sends an alarm signal to the fire alarm control panel.

Optical smoke detectors are quick in detecting particulate (smoke) generated by smouldering (cool, smoky) fires. Many independent tests indicate that optical smoke detectors typically detect particulates (smoke) from hot, flaming fires approximately 30 seconds later than ionization smoke alarms.
They are less sensitive to false alarms from steam or cooking fumes generated in kitchen or steam from the bathroom than are ionization smoke alarms.

Ionisation

This type of detector is cheaper than the optical detector; however, it is sometimes rejected because it is more prone to false alarms than photoelectric smoke detectors. It can detect particles of smoke that are too small to be visible. It includes less than a milligram of radioactive americium. The radiation passes through an ionization chamber, an air-filled space between two electrodes, and permits a small, constant current between the electrodes. Any smoke that enters the chamber absorbs the alpha particles, which reduces the ionization and interrupts this current, setting off the alarm.

It is safe for people, since it is only slightly radioactive. Alpha radiation, as opposed to beta and gamma, is used for two additional reasons: Alpha particles have high ionization, so sufficient air particles will be ionized for the current to exist, and they have low penetrative power, meaning they will be stopped by the plastic of the smoke detector and/or the air.

VESDA (Very Early Smoke Detection Apparatus)

VESDA Systems are aspirating smoke detection used for early warning applications where response to a fire is critical.

VESDA works by continually drawing air into the pipe network via a high efficiency aspirator. A sample of this air is then passed through a dual stage filter. The first stage removes dust and dirt from the air sample before it allows the sample to enter the laser detection chamber for smoke detection. The second (ultra fine) stage provides an additional clean air supply to keep the detector's optical surfaces free from contamination, ensuring stable calibration and long detector life.

From the filter, the air sample is passed through to the calibrated detection chamber where it is exposed to a laser light source. When smoke is present, light is scattered within the detection chamber and is instantly identified by the highly sensitive receiver system. The signal is then processed and presented via a bar graph display, alarm threshold indicators and/or graphic display. The VESDA detectors are able to communicate this information to a fire alarm control panel, a software management system or a building management system via relays or a High Level Interface (HLI).

Heat (Thermal) Detectors

Heat detectors are installed where a smoke detector would cause an unacceptable level of nuisance alarms. E.g. where the atmosphere contains particles such as steam or other vapours.

There are two main types of heat sensitive detectors:

1. **Rate of rise temperature**, designed to operate when their temperature rises abnormally quickly; and
2. **Fixed-temperature elements**, which are designed to operate when they reach a preselected temperature.

The standard operation range is 58°C, however there are various temperature types dependent upon application e.g. where high temperatures already exist due to the nature of the activity in the room/area.

12.15 Gas Suppression Systems

Clean Agent suppression systems (FM200, NOVEC 1230, Argonite, Proinert)

These types of systems provide waterless alternatives to sprinkler systems. Clean Agents are safe to breath and once discharged extinguish the fire rapidly and leave no residue.

They diminish the risk of downtime by detecting and extinguishing a fire in its earliest stages. Clean Agents are fast reliable, environmentally friendly, and require no clean up. This translates into minimal business interruption.

Clean Agents systems are used in areas that protect high values assets. Typical applications include computer rooms, telecommunications equipment, document storage areas and military ships.

Carbon Dioxide (CO2) suppression systems

These types of systems extinguish fire by removing the oxygen from the protected area. While they are environmentally safe and leave no residue they are not recommended for normally occupied areas because of the asphyxiating effect on people.

CO2 systems are extremely effective for many industrial hazards including chemical storage areas, electric generating plants, transformer rooms, turbines, food manufacturing processes and semiconductor wet benches.

13. COMMUNICATION

In the event of an emergency there may be a number of communication systems that are available to you as a member of the ECO. These may include:

- WIP Phones
- Two-way radios
- Mobile & land line telephones
- Public Address System
- Runners
- Whistles
- Air horns

Use the installed method that you have been trained to use as part of your emergency response procedures.

Where two-way radios or other battery-powered equipment is used for communication purposes, ensure spare batteries or fully charged spare batteries are available at all times.

14. EXAMPLES OF EMERGENCIES

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

14.1 Emergency Colour Codes

Emergency	Colour
Fire &\or Smoke	Red
Bomb Threat	Purple
Medical Emergency	Blue
Personal Threat*	Black
Internal Emergency+	Yellow
External Emergency	Brown
Evacuation	Orange

* e.g. armed or unarmed persons threatening injury
+ e.g. failure or threat to essential services

15. GENERAL EMERGENCY RESPONSE GUIDELINES

15.1 Introduction

If fire or smoke is discovered, there are two major considerations: raising the alarm, and evacuating the building. Circumstances will determine whether or not firefighting operations are undertaken by experienced Wardens only. Personal and Occupant safety is always the number one priority in a fire/smoke emergency.

Emergency Control Point

Australian Standards AS3745-2010 requires the Chief Warden to establish an "Emergency Control Point" (ECP).

Control and coordination

The procedures should identify an appropriate location from which the chief warden can establish control, communication and coordination, and liaise with the Emergency Services.

NOTE: This is sometimes referred to as the 'emergency control point'.
An alternative location(s) should be nominated in the emergency response procedures to allow for contingencies.

Many modern commercial facilities now have a central **"Security Control Room"** where all the facilities essential services are controlled, including emergency, life safety and fire protection systems.

The Security Control Room can also have the following controls and systems

- Building and personal security systems.
- BMS systems.
- CCTV security and monitoring systems.
- Elevator and escalator control management systems.
- Environmental and air and smoke control management systems.
- Secondary and mimic fire indicator and EWIS emergency communication panels.
- Refuge area communications.
- Building PABX and 2 way radio command systems.

In many emergency scenarios, the Fire Control Room and the Security Control Room or similar may be assessed by the Chief Warden as the most appropriate location to communicate and coordinate a response to an emergency. In determining an "Emergency Control Point" (ECP) the following locations would be considered;

1) Primary ECP = Fire Control Room OR Security Control Room.
2) Secondary ECP – Fire Control Room OR Security Control Room.
3) Tertiary - Off Site ECP

Emergency Control Point Guidelines

When a facility's emergency "alarm" is triggered. The Chief Warden commences enacting the facilities emergency response procedures. This may include;

- Switching OWS into "Manual" mode.
- Dispatching First Responders to investigate the emergency.
- Contacting the Floor Warden via WIP, request an investigation and report back.
- Rings 000 and confirm ASE call.
- Dispatches a security rover to greet emergency services upon their arrival.

When Emergency Services arrive on site, the following should occur;

- Depending of the nature of the emergency, the Emergency Services are either directed to the Fire Control Room or to the Security Control Room.
- The Chief Warden briefs the Emergency Services on the following;
    - Confirmation of the **Emergency Control Point.**
    - The specific nature of the emergency.
    - The actions the Chief Warden and ECO/EMT have taken so far.
- The Emergency Services, now in charge of the emergency, will assess and determine the suitability and location of the Emergency Control Point and continue with the coordination of the emergency.

On fire alarm activation or becoming aware of an emergency situation the **Chief Warden** will take the following actions:

1) Ascertain the nature of the emergency and its location. And determine the appropriate action to be taken
2) Ensure the appropriate emergency service has been notified if an emergency situation is suspected or confirmed
3) Ensure that floor/area wardens on the affected floor, two floors above and one floor below are advised of the situation
4) Make investigations of the seriousness and nature of the situation
5) If necessary, initiate evacuation and control entry to affected areas
6) Ensure any lifts on site are grounded where practicable
7) Allocate additional resources where required
8) Ensure the progress of the evacuation and record any action taken
9) Record any refusals and persons with disabilities and their location.
10) Meet the responding Emergency Services on their arrival.
11) Hand over control and brief the emergency services upon their arrival.

On becoming aware of an emergency situation the **Deputy Chief Warden** will take the following actions:

1) The Deputy Chief Warden will respond with the Chief Warden and assist the Chief where the Chief is present by assuming the role of Communications Officer or as a scribe.
2) If the Chief Warden is not available then the Deputy Chief Warden is to assume the role of the Chief Warden. On fire alarm activation or becoming aware of an emergency situation the **Communication Officer** will take the following actions:

- Act as directed to by the Chief Warden
- Confidently operate any installed occupant warning system and P.A.
- Notify the appropriate ECO personnel either by the EWIS or other means where possible.
- Transmit and record instructions and information between the Chief Warden and the Floor/Area Wardens.
- Communicate the details of the emergency to any neighbouring facilities.

On fire alarm activation or becoming aware of an emergency situation the **Floor/Area Wardens** will take the following actions:

- Implement the emergency procedures for their floor/area
- Ensure the appropriate emergency service has been notified when their floor/area is directly affected by the emergency
- Where appropriate or instructed to do so direct Wardens to check the floor/area for any danger or abnormal situation.
- Report the situation on the floor back to the Chief Warden
- Commence an evacuation of their floor/area if deemed necessary.
- Communicate with and Act on any instructions given to them by the Chief Warden.
- Advise the Chief Warden of any circumstance changes or action taken.
- Recruit persons as required to assist Wardens during an emergency
- Prevent any persons from using installed lifts
- Confirm with the Chief Warden when their floor/area is evacuated of all occupants or not and why.
- Control the flow of persons to the External Assembly Area
- Account for any persons missing at the External Assembly Area and report them to the Chief Warden

On fire alarm activation or becoming aware of an emergency situation the **Wardens** will take the following actions:

- Act as floor/area Warden in their absence
- Ensure the appropriate emergency service has been notified when their designated area is directly affected by the emergency
- Operate Intercommunication equipment where installed
- Ensure all doors are properly closed
- Search the floor to ensure all occupants have been evacuated
- Report to the floor/area Wardens when their designated area of responsibility is clear of persons.
- Ensure the orderly flow of persons into protected areas or stairwells.
- Assist persons with disabilities
- Control the movement of people to the nominated External Assembly Area.

On fire alarm activation or becoming aware of an emergency situation all **General Occupants, Service Contactors & Visitors** will take the following actions:

- Evacuate your floor/area immediately via the nearest safe emergency exit
- Do not use the lifts.
- Follow any further instructions from your Wardens
- Maintain an orderly evacuation to the External Assembly Area
- Report any persons missing to the Assembly Area Warden
- Do not re-enter the building until told to do so by the Chief Warden or the Emergency Services.

16. SITE SPECIFIC EMERGENCY RESPONSE GUIDELINES

People First Fire

GENERAL OCCUPANTS
EMERGENCY PROCEDURE GUIDELINES
BISHOP'S SEE 235 ST GEORGES TERRACE

ALERT SIGNAL "BEEP, BEEP, BEEP"

1. Remain where you are and await further instructions from your Wardens.
2. Secure vital documents/cash/computer as directed.
3. Collect personal belongings only if you are at your work area. Do not collect too many or anything unsafe to carry in the stairs.
4. Stand by for further instructions.
5. Evacuate immediately when you are instructed to do so, the evacuation signal sounds, or it is no longer safe to remain where you are.
6. Keep one hand available to use on the handrail when evacuating.

EVACUATION SIGNAL "WHOOP, WHOOP, WHOOP"

1. Evacuate via the nearest safe emergency exit.
2. Do not use the lifts.
3. Follow any further instructions from your Wardens.
4. Maintain an orderly evacuation to the External Assembly Area located at Florence Hummerston Reserve. Or an alternative Assembly Area when instructed to do so.
5. Report any persons missing to your Floor Warden or the Assembly Area Warden (White Helmet/Cap).
6. Do not re-enter the building until told to do so by the Assembly Area Warden, Chief Warden or the Emergency Services.

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People First Fire

FLOOR WARDEN
EMERGENCY PROCEDURE GUIDELINES
BISHOP'S SEE 235 ST GEORGES TERRACE

ALERT SIGNAL "BEEP, BEEP, BEEP"

1. Respond immediately to the Internal Assembly Point located at the WIP phone
2. Don yellow helmet. Liaise with and ensure you have adequate numbers of Wardens to cover your floor. If you do not, recruit a Warden for the area lacking a Warden
3. Standby at the WIP phone for further instructions from the Chief Warden.
4. If instructed to do so by the Chief Warden; instruct Wardens to conduct a search of their designated area for any sign of fire and/or smoke, and then to report back to you. Report the situation on your floor back to the Chief Warden.
5. When instructed by the Chief Warden to assemble all staff at the exit in preparation for an evacuation; pass this instruction on to the Wardens. Ensure the toilets get cleared.
6. Standby at the WIP Phone. Do not leave this point at any stage before an evacuation is complete.
7. When all persons are assembled, and all Wardens have reported back to you; pick up the WIP Phone and report to the Chief Warden that all persons are assembled and ready to go. Report any refusals & mobility impaired.
8. Follow any further instructions from the Chief Warden. Evacuate all persons on the Chief Wardens instructions, if the situation on your floor worsens, or the Evacuation Signal sounds.

EVACUATION SIGNAL "WHOOP, WHOOP, WHOOP"

1. Commence an evacuation of your floor immediately.
2. If all persons are assembled at the exit/s; instruct one Warden to lead the evacuation into the exit. Slot a Warden in as regularly as possible. Ring the Chief on the WIP and report your floor as "CLEAR" when all persons have vacated the floor.
3. Where persons have not been assembled. Instruct all Wardens to respond to their designated areas and commence an evacuation immediately. Ensure the toilets get checked.
4. Standby at the WIP Phone. Do not leave this point at any stage until the evacuation is complete.
5. Direct persons into their nearest fire stair. Do not allow any person to use the lifts.
6. When all Wardens have reported back to you that their area is "CLEAR"; pick up the WIP Phone and report to the Chief Warden that your floor is "CLEAR". Report any refusals or mobility impaired persons, and Wardens that will be remaining with them in the fire stair at this time.
7. Mobility impaired persons are moved inside the fire stairs after all other persons have evacuated the floor. Mobility impaired persons are to be placed on the landing inside the fire stair towards the outside. Leave a Warden with them to keep them comfort.
8. You may then follow the evacuation down the fire stairs.
9. Maintain control of all persons to the External Assembly Area located at Florence Hummerston Reserve
10. Assist with the reoccupation of the building when given the "ALL CLEAR" to re-enter the building by the Chief Warden or the Emergency Services.

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People First Fire

WARDEN
EMERGENCY PROCEDURE GUIDELINES
BISHOP'S SEE 235 ST GEORGES TERRACE

ALERT SIGNAL "BEEP, BEEP, BEEP"

1. Respond immediately to the Internal Assembly Point located at the WIP Phone.
2. Don helmet and liaise with your Floor Warden.
3. Standby and await further instructions.
4. When instructed to do so by your Floor Warden conduct a search of your designated area for any sign of fire and/or smoke, and report the situation back to your Floor Warden.
5. If there is fire or smoke. Clear the immediate danger area, report it to your Floor Warden before evacuating the remainder of your area.
6. When the danger is not on your floor and you have been instructed by your Floor Warden to assemble all staff at the exit in preparation for an evacuation. Clear all persons from your designated area and report back to your Floor Warden.
7. Assist mobility impaired persons to the exit and hand them over to the Floor Warden.
8. Report your area to your Floor Warden as "CLEAR". Report any refusals and/or mobility impaired persons.

EVACUATION SIGNAL "WHOOP, WHOOP, WHOOP"

1. Commence an evacuation of the floor immediately.
2. If all persons are assembled at the exit/s. Ensure one Warden leads the evacuation into the exit. All other Wardens are to slot into the line as regularly as possible.
3. Where persons have not been assembled. Wardens are to respond to their designated areas and commence an evacuation immediately.
4. Direct persons into their nearest fire stair. Do not allow any person to use the lifts.
5. Clear all persons from your designated area and report back to your Floor Warden at the WIP Phone
6. Report to the Floor Warden when your designated area is "CLEAR". Report any refusals or mobility impaired persons. Hand mobility impaired persons over to the Floor Warden.
7. Follow any further instructions from your Floor Warden or evacuate yourself to the External Assembly Area.
8. Maintain control of all persons to the External Assembly Area Florence Hummerston Reserve
9. Assist with the reoccupation of the building when given the "ALL CLEAR" to re-enter the building by the Chief Warden or the Emergency Services.

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16.1 After-hours

16.2 Bush Fire Emergency Management and Evacuation Plan

Each State & Territory have developed a set of guidelines for preparing a Bush Fire Emergency Management and Evacuation Plan. The Guidelines are aimed at assisting representatives of at risk developments to prepare for a bush fire emergency near or within the boundaries of their respective facility.

These guidelines outline a process to address factors that are to be considered when developing a Plan. Where a Plan is required to meet a development consent condition, a copy is likely to be required by the certifying authority (such as council). You should also consider providing a copy to the local fire service to assist in their pre-incident planning.

Many facilities have procedures to facilitate the safe movement and assist in the evacuation of occupants. These procedures are referred to as an Emergency Plan as outlined in Australian Standard AS3745 Planning for emergencies in facilities 2010 and AS4083 Planning for emergencies – Health care facilities 2010. An Emergency Plan provided by these standards, has occupants evacuate buildings to an assembly point in the event of an emergency. However, for bush fires, these procedures may not adequately address the safety of occupants and other related issues that may result from a bush fire emergency. For example, occupants may be relocated out into the open, exposing them to the heat and smoke from a bush fire. A Bush Fire Emergency Management and Evacuation Plan will identify appropriate procedures for occupants to follow in the event of a bush fire.

17. SHELTER IN PLACE GUIDELINES

When your site is at risk from the effects of an emergency and an assessment has been made by the Chief Warden or the Emergency Services. Instructing all occupants of the building to stay deep inside the building may be the safest place for them to be. This is an alternative to an evacuation in certain cases of emergency. You should advise those in your building to:

a) Stay inside the building and await further instructions from the Chief Warden or the Emergency Services.
b) Consider shutting off air conditioning.
c) Consider moving persons to other areas or floors.
d) Be prepared to evacuate the building if deemed necessary.

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.

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.

18. BOMB THREAT EMERGENCY GUIDELINES

18.1 Introduction

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

A *suspect object* is any object found on the premises and deemed a possible threat by virtue of its characteristics, location and circumstances.

Extreme care must be taken when using any equipment that produces radio waves in situations where explosive devices are suspected. Such equipment may include mobile phones and two-way radios, and should not be used until clearance is given by the attending senior police officer.

18.2 Different forms of Bomb Threats

Telephone Threat

1) Stay calm
2) Attract someone's attention to notify the Chief Warden immediately
3) Do not create panic by telling personnel other than your Floor Warden
4) The Chief Warden will advise the Police
5) The Chief Warden will liaise with the tenant involved, to assess the seriousness of the threat
6) Keep the caller on the telephone as long as possible and record the caller's comments word by word.
7) Do not hang up
8) Complete a Bomb Threat Checklist
9) Assessment of appropriate response will be made by the Chief Warden in conjunction with the Crisis Control Team

Letter / Note / Email or SMS Threat

1) Handle the letter/note as little as possible, if at all
2) Make every possible effort to retain evidence such as fingerprints, handwriting or printing, paper and postmarks. Where possible evidence should be placed in an envelope (Preferably plastic).
3) Notify the Police
4) Police will be interested in talking first hand with the person receiving the threat. This person should remain available until Police arrive
5) Email messages should be retained for Police investigation. Do not attempt to reply to the message
6) SMS messages should be retained for Police investigation. Do not attempt to reply to the message.

18.3 The Evaluation

All available information must be collated and threats should be categorised as either specific or non-specific threats. A decision must be made also on how specific or non-specific the threat is. This assists in deciding what further actions may 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 for placing the device, its time of activation, etc. The caller may specifically target an individual or Company. The caller may describe inaccessible areas of the building or site in detail. Surrounding or previous circumstances may also contribute to the threat being a specific threat.

Non-Specific

This is the most common. Little or no specific detail is given before the call is terminated.

In this instance an individual may make a simple statement to the effect that a device has been placed. Generally, very little, if any additional detail is conveyed before the caller terminates the conversation. No specific information is given.

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

And a response relative to the threat will be undertaken.

Basically there are three alternative courses of action. These are:

1) Disregard the threat completely
2) Search, find, and then evacuate
3) Immediate Evacuation

The significance of the response increases from 1 (disregard the threat completely), through to 3 being Evacuate (Immediate Evacuation). The appropriate response will depend on the level of the perceived risk.

Generally speaking, options 1 & 2 are for a non-specific bomb threat. And option 3 is for a Specific threat. 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 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. If a number of threats have been received by the same person, then the level of perceived threat will also 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 close vicinity of the building, occupants may be safer remaining inside 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 in relation to the risk.

18.4 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 ECO's decision as to what information is disclosed and when.

It is the responsibility of the ECO to consider the risk and determine which of the three options is the most appropriate action. There is no right answer and building management and/or the ECO is not expected to predict what might happen in the future.

18.5 Bomb Threat Procedures

In the event of a suspicious package being discovered

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

The Floor Warden for that floor will:

1. Evacuate the immediate area
2. Advise the Chief Warden
3. Proceed to evacuate the remainder of the floor
4. Ensure that personal effects (i.e. Bags, briefcases etc) are taken with the evacuees

The Chief Warden will:

1. Advise Police & / or Fire Brigade
2. Advise the Floor Wardens concerned to evacuate two floors above and two floors below the 'suspect' floor
3. Consider evacuating the remainder of the building

DO NOT TOUCH, TILT OR TAMPER WITH THE SUSPECT DEVICE

The Search

If the perceived level of threat is assessed by the ECO 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.

NOTES:

1) Law enforcement authorities, i.e., the police, do not normally assist occupants of buildings, structures or workplaces in searching for suspect bombs unless a suspect item has been located by the site occupants or the ECO.

2) Law enforcement authorities, i.e., the general police do not normally call the bomb technicians unless they have good reason to believe that the suspect item located is a device capable of exploding.

3) Care should be exercised with mobile phones, radio sets, wireless technology transmission and any other equipment producing electromagnetic radiation in situations where improvised explosive devices are suspected. Such equipment should not be used until clearance is given by the attending bomb technicians.

Search Methodology

1. No person is expected to search against their will
2. Search of an area should begin and end at a common point
3. Floor to waist is searched first
4. Waist to head is searched second
5. Head to ceiling is searched thirdly
6. Evacuation route(s) and public areas searched
7. If Primary Assembly Area is to be used, it must be 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?

U – Is there evidence or reports of UNAUTHORISED access or activity?

P – Is there PUBLIC access to the area?

NOTE: 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. The removal/disarming of an object must be left up to the professionals within the bomb squad.

Wardens should be responsible for directing the search of their areas, receiving information from search personnel and relaying information to the control centre and/or Chief Warden.

Security, maintenance, and cleaning personnel search common areas such as hallways, toilets, stairwells, elevator shafts, storage areas and areas outside the building including the Assembly Area.

NOTE: Office personnel/Wardens search their immediate areas.

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 that floor, the two floors above and the two floors below.

Medical personnel to stand by during the search. This provides immediate medical attention in the event of accidental or premature detonation.

Fire Brigade stand by for fire protection in the event of an explosion taking place, or they may assist with any evacuations.

Communications During Search Operations

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. As a general guideline, where a threat has been received, and the likelihood of an actual device being present and the threat has been deemed to be very low, and a decision has been made to not evacuate anybody from the site/area involved, two-way radios and mobile phones can still be used for communication.

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. E.g. WIP Phones.

NOTE Caution: The use of two-way radios or mobile phones could prove dangerous.
The transmission could cause premature detonation of an electric initiator (blasting cap).
Do not transmit within 25m of a suspect item.

If a Suspicious Object is Found

Following a threat if a suspicious item is located and/or an evacuation of the site/area involved is taking place. Then two-way radios and mobile phones must not be used and must be switched off within a 25m radius of the suspicious item.

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 notify the Police. When the Police arrive, they should be met and escorted to the scene (to a safe distance).

The danger area should be identified and blocked off with a clear zone of at least 100m. Include the area above and below the object.

Check to see that all doors and windows are open to minimise structural and primary damage from the blast pressure wave and secondary damage from fragmentation.

Evacuate the building.

Persons should not assemble in any location that is in line of sight to 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 squad.

18.6 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.

All staff responsible for handling mail should be trained in the identification and subsequent handling of suspect mail items. Where large quantities of mail are received, or where the organization is considered at high risk, then consideration for the installation of specialized equipment has to be a management priority. Where necessary, further information can be obtained through the Australian Bomb Data Centre (ABDC).

Historical indicators of suspicious mail include:

- Excessive securing material
- Excessive weight
- Protruding wires or tin foil
- Lopsided or unevenly weighted
- Oily stains or discolorations
- Odours that are not common with the regular mail
- Visual distractions
- Excessive postage
- Lacks address of sender
- Common words misspelt
- Audible sounds

Mail Room Staff Responsibilities:

1) Any suspect items should be reported immediately to the Chief Warden
2) Always be alert for suspicious looking packages
3) If a threat is received through the mail, avoid handling it so that Police can examine the note/package for clues
4) 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

The use of two-way radios, mobile phones, radiophones, and microwave ovens can pose a risk in a mailroom environment and should be limited.

18.7 Car Park

On receipt of a bomb threat, a search may be undertaken. If a device is found in the car park or a threat indicates a device has been left in the car park, the Chief Warden should:

1) Ensure Police are notified and Ambulance if required
2) Ensure vehicle and pedestrian access is restricted to the responding Emergency Service only
3) If necessary, commence evacuation of the site
4) Until advised by appropriate Emergency Service, no vehicle or persons can re-enter the car park.

In a bomb threat situation, DO NOT use two-way radios or mobile phones.

18.8 Loading Dock

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

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

19. TERRORISM – IMPROVISED EXPLOSIVE DEVICE (IED) GUIDELINES.

Introduction

Places of mass gathering can pose a broad range of security challenges for their owners and operators. Improvised explosive device (IED) attacks overseas often occur in crowded places such as public transport hubs, sporting arenas, entertainment precincts and shopping malls.

Current Security context

On 26 November 2015 a new five level terrorism threat level system was introduced.

Characteristics of IED incidents

A terrorist attack in Australia using IEDs is likely to be low cost, involve minimal training, and make use of precursors that are widely available (e.g. from hardware stores, chemists and agricultural supply stores).

General features

- IEDs are physically diverse. They can be any shape or size, ranging from small, backpack-sized devices to large, IEDs can explode, deflagrate (partially detonate), ignite, disperse hazardous chemicals or fail to activate.
- They may be triggered by various methods, including radio control, timer, electronic sensors, pressure plates, trip wires or even a handheld switch.

Vehicle-borne improvised explosive devices

- VBIEDs are a widely used terrorist tactic and have been used in many attacks planned or conducted in Western countries, or against Western interests.
- VBIEDs typically contain more explosive than PBIEDs, which potentially increases the damage caused by the attack.

NOTE: Immediate health effects
Explosions create a high-pressure blast wave that causes damage to surrounding structures and overpressure injuries to people. Secondary effects from the blast can cause further injuries to people (such as fragmentation, incendiary, and thermal injuries), as well as damage to the surrounding environment.

Primary objectives

Assessing the threat

Communicated threats are an effective mechanism to disrupt business-as-usual activity without actually risking life, limb, or property. Statistically, most threats are received by telephone so the person who answers the call has a critical role and must be prepared to effectively gather all relevant information. A 'bomb threat checklist' is an invaluable tool.

Protecting life

This is most likely to be achieved through the following activities: initiating immediate response activities assisting emergency responders and providing 'situational awareness' moving people away from danger being aware of the potential for secondary devices preventing people from entering the scene.

PPRR (Prevention, preparedness, response, recovery)

Australia's strategic approach to counter-terrorism recognises the need to prevent, prepare for, respond to and recover (PPRR) from terrorist acts.

Prevention

Activities that reduce the severity or impact of the emergency.
Not all venues and events will share the same risk profile or have similar vulnerabilities, so the principle of proportionality should be applied to any prevention-related activities.

Stand-off distances

A proven approach to reducing the threat and impact of an explosive blast is to create a 'stand-off distance' between the asset being protected and the area where an IED could be placed. Every metre of stand-off counts in mitigating the effects of a blast.

Strategically placed objects such as spheres, planter boxes, seats or bollards on the pavement at entrances to PMG can provide extra protection from unauthorised vehicle intrusion as well as increasing stand-off distance.

Using the built and natural environment

Restrictions on public movement, or 'compartmentalisation' measures, can help mitigate the effects of an IED attack.
'Line-of-sight' principles can assist when calculating safe evacuation distances.

Preparedness

Preparedness incorporates emergency planning, resourcing, capability development and testing of preparedness arrangements. Some key activities include identifying and assessing suspicious behaviour or activity,

Identifying and assessing suspicious objects or activity

Identifying suspicious activity is not an exact science. Nervous behaviour that appears suspicious in certain circumstances, for example in a shopping centre or restaurant precinct, may be typical for other settings, such as attending a job interview. Identifying suspicious behaviour is a matter of context. Make an informed assessment of suspicious activity or behaviour based on:

- the environment
- experience
- judgment
- common sense.

The suspicion of a threat may be confirmed with only one incident or it could take a series of observations. Consider these behavioural signals:

- continuous scanning of an area
- unusual perspiration
- heavy breathing
- fidgeting
- rubbing hands
- pacing
- clock watching
- exaggerated yawning
- avoiding security/uniformed officers.

However there are behaviour clues staff can look out for when identifying potential preparatory actions for terrorism or criminal activity:

- unusual video recording or photography
- working in groups
- taking notes/drawing diagrams
- taking measurements (pacing steps out)
- avoiding eye contact
- asking about security/operations
- revisiting the same location
- observing but not using a public transport system
- immediately fleeing the area when noticed
- boundary probing
- weak cover story if questioned.

Report suspicious activities or behaviour to your Management and or the National Security Hotline on 1800 1234 00.

Inspection procedures

White level inspections

A white level inspection involves inspecting an area for anything unusual, suspicious or that can't be accounted for. Staff members who know and work within an area are best placed to do this.

Create a plan that assigns staff members certain areas, including communal areas such as public concourses, foyers, cloakrooms, stairwells and corridors. Pay particular attention to evacuation routes and assembly areas.
White level inspections are distinct from searches that involve a specialist search team involving police, security personnel or both under the command of a designated search controller.

When to undertake a white level inspection

It is recommended that white level inspections are undertaken:

- each day upon arrival at work
- on a random basis
- at the request of management (including in response to a received threat).

Types of white level inspection

There are two main methods for conducting a white level inspection:

Occupant: Generally, staff and/or occupants

Supervisory: A supervisory inspection can be done discreetly, without alerting other staff members to the threat. Supervisors inspect their own areas of responsibility and report back to a chief warden or duty manager. Alternatively, a supervisory inspection can involve designated wardens to oversee and plan the inspection. A supervisory inspection may also involve partial or full evacuation,

When to conduct code white inspection

- If details are scarce or non-specific - Possible action: discreet supervisory inspection
- Do you recognise the caller? - Possible action: occupant inspection
- Has specific detail been provided? - Possible action: supervisory inspection
- Is the threat credible? - Possible action: trained team search
- Good housekeeping to reduce the possibility of an unattended item causing disruption.
- Assessing the suspicious package use HOTUP refer top page.

Assessing unattended vehicles

In assessing suspicious or unattended vehicles, the principles previously outlined for identifying suspicious or unattended items also apply. There are, however, particular indicators unique to VBIEDs that should be considered, including:

- unusual items inside a vehicle (gas cylinders, petrol cans, electrical wires, leaflets, large bags or boxes, and extra batteries).
- indications of a triggering device (a switch, radio transmitter, timer, wires passing from the front seat to the rear of the vehicle that would be visible near the driver, under the seat or within reach)
- presence of the vehicle in an area where it should not be, perhaps parked illegally
- recent alterations/repairs including painting or bodywork and removal of interior panels
- evidence that an interior door panel has been removed or tampered with
- possible sagging of a vehicle on its springs ordinarily, explosives will be placed toward the rear of the vehicle, possibly causing it to ride lower in the rear
- sagging springs are not usually a characteristic of a truck being used for a VBIED because they are designed to carry additional weight.
- presence of powder or pills (small rounded granular material) left when explosive material was loaded into the vehicle
- additional fuel tanks (may be used to secrete explosives or to provide additional gasoline to fuel the explosives)
- additional antenna on the car for radio-controlled devices
- licence plates inconsistent with vehicle registration
- rental vehicles with false papers.

Response

In a crowded place, the potential or actual explosion of an IED may create a level of panic and chaos that is difficult to control. The main objective of any response plan should be to minimise risk to people. Owners and operators of places of mass gatherings should do what they can to:

- save and protect life
- facilitate the evacuation of those at risk
- contain the incident or threat
- support emergency response and investigation activities.

- Initial actions upon the occurrence of a potential incident or incident occurring are:
- assess the incident and start to build situational awareness
- activate plans
- tell staff and people what they should do
- provide information to police and emergency services.

Evacuation considerations

- Depending on the particular size and nature of the place of mass gathering, the plan may include:
- total evacuation or partial evacuation, if the suspicious item is small and thought to be confined to one location.

- The person delivering the messaging should speak firmly and calmly.

- Consider the following key aspects in the evacuation planning process:
- For communicated threats, retrieve personal belongings to reduce the number of suspicious items.
- If an explosion occurs, evacuate as quickly as possible without stopping to retrieve personal belongings or make phone calls.
- Before evacuating people to assembly areas, consider if secondary devices could potentially have been placed in evacuation routes and assembly points. Implement procedures to ensure these areas are kept clear.
- Select safe and acceptable assembly areas as evacuees may be waiting for considerable periods.
- If possible, avoid using car parks as assembly areas.
- Make sure all employees have evacuated and implement special procedures for people with special needs.
- If the layout of the venue is complex or large, it may be more practical for people to gather at various safe points in the venue before being escorted to the exits.

- Additionally, there are significant safety and economic factors that may weigh against an immediate and total evacuation. These include:
- Risk of injury – often the easiest location for planting an IED is in an adjoining car park or in an area the public can easily access. Evacuation through these areas might increase the risk of injury.
- Panic – a sudden bomb threat evacuation may cause panic and unpredictable behaviour, potentially causing injury.
- Essential services – some evacuations may be precluded by the essential nature of operations being conducted within the building.
- Loss to business services – while the protection of life should outweigh any economic loss, repeated evacuation may increase loss of business and interruption of services to an unacceptable level.

Advantages of partial evacuation

Partial evacuation is effective when the specific or general location of a threat or identified suspicious item is known. Partial evacuation reduces the risk of injury while allowing critical services to continue

Recovery

To ensure a smooth transition from response to recovery, gradually devolve and integrate response arrangements. This includes media and information management, impact assessment, rehabilitation of the built environment and restoring community and staff confidence

Key recovery considerations following an IED incident may include:

- public information and community confidence
- scene preservation and investigation activities
- business continuity challenges.

20. EARTHQUAKE

Wardens must instruct persons within their area of responsibility not to leave the building during an earthquake due to falling masonry and glass but to instruct people to take refuge under a desk or table or stand within a doorframe.

After the quake, evacuate to a place, which is clear of buildings, trees and power lines.

Be aware of hazards such as fallen live electrical wires or ruptured gas lines. Do not enter a structurally damaged building. Be mindful of the possibility of aftershocks occurring.

21. ARMED INTRUDER

21.1 General

Workplace arguments, disgruntled clients, alcohol or drug effected persons entering the workplace or persons seeking to protest about the conduct or ethics of a company, can all result in an unwelcome intrusion into any workplace. However, in regard 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).

21.2 Procedures

If confronted by an armed intruder:

1) Obey their instructions
2) Try and remain calm
3) Do not take any action to excite the intruder
4) Do not look the intruder in the eye
5) Take a submissive side on stance
6) Hand over cash/valuables on request
7) Ask permission before making any movements

DO NOT GIVE CHASE

When the Intruder Departs

Advise Police, give details of incident.

Name	Your Name
Address	235 St Georges Terrace
Level/Unit	Advise
Nearest Cross Street	Mount St

Upon the departure of the offender

1) Try to make a mental note of the description, clothing, speech, scars or other markings
2) Contact the Police and Security
3) Fill out the Armed Intruder Checklist as soon as possible following the incident
4) Do not discuss details of the incident with others, as police need statements of what you saw/did
5) If you have a description of a car or direction of the intruder's travel, advise Police and Manager

In the event of an injury

1) 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. E.g., Gunshot, stabbing etc.
2) 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 APPROACH THE AGRESSOR

22. ACTIVE ARMED OFFENDER GUIDELINES

The Australia Government released a guide for active armed offender incidents for crowded places and this documents it the recommended document for managing active armed offender incidents. The guide contains guidelines that focus on Government, police and private sectors working collaboratively and to ensure that effective plans and arrangements are in place to prevent or reduce the impact of such incidents. The guidelines were designed to identify the key role that all agencies, stakeholders and ECO members play before, during and after in an active armed offender incident. The guidelines should only be followed if safe to do so.

22.1 Definition (s)

Active Armed Offender

Definition (s)

Active Armed Offender (AA0): An armed offender who is actively engaged in killing or attempting to kill people, and who demonstrates their intention to continue doing so while having access to additional potential victims.

An armed intruder is a person who has entered the building armed with a weapon and who is behaving in a threatening manner and is NOT the same as an active armed offender (**refer to Guideline 21 – Armed Intruder)**

22.2 Primary Objectives

Primary Objectives

The primary objective of any initial response should be to minimise the offender's access to victims, through the following activities:

- Initiating immediate response arrangements.
- Minimising the duration of the emergency.
- Restricting the offender's movements.
- Preventing people from entering the scene.
- Helping Police to locate and isolate the AAO.

In the event of an attack, what you do matters, and it is important to know how to respond if an active armed offender event occurs. The above objectives can best be achieved by ECO members following the following guidelines which incorporated the principles of **'Escape, Hide, Tell"** as per Australian Government Guidelines. This guidance can be applied to many places and situations including gun, knife or hostile vehicle attack.

Your priority action should be to remove yourself and others from close proximity to the offender/s, or area they might reasonably access. Do not place yourself at risk. Remain aware of your surroundings, attempt to identify any gunfire, loud noise or screams that may be heard do all that you can to keep safe. Every situation is different, and you will need to think and act quickly and remain aware the ever-changing situation and alter your plan if necessary.

Follow the recommended principles.

ESCAPE – move quickly and quietly away from danger

HIDE – stay out of sight and silence your phone

TELL – call the police by dialling 000 when it is safe

Remembering the **ESCAPE, HIDE, TELL** principles will help with your decision making, in some situations you may have to hide once you have escaped the immediate area. These three principles could save your life.

22.3 Overview – Initial Response

Escape:

- DO NOT place yourself at risk.
- Building occupants should evacuate the building if safe to do so and move quickly away from the danger.
- Suitably trained ECO members should be made aware of the AAO incident and use the best method available to for internal communication (this could include mobile phone, p.a., radio, landline telephone or WIP phone.
- Call 000 when safe to do so.
- If in immediate danger, take cover initially, assess your escape route and then move yourself to the nearest safe exit immediately and away from danger. Occupants should leave behind their belongings and only take mobile phones.
- Occupants should not congregate in open areas and move as quickly as possible.
- Occupants may receive instructions from the Chief Warden regarding gathering at assembly areas or may be directed to an alternative assembly area at the discretion of the Chief Warden for safety reasons.
- Occupants should visualise their escape route before beginning to move and avoid using lifts. It is important to keep quiet and maintain concealment or cover for their own safety.
- Advise other occupants in immediate danger to move to the nearest exit, if safe, or find a safe alternative exit and immediately leave the building.
- If safe to so, do assist occupants who may not be familiar with the building and refer to evacuation diagrams for exits if safe to do so.
- Do not wait for others as your safety is the priority.

Hide:

- If you don't believe you can safely evacuate, then you may need to consider use of available cover and concealment opportunities.

  Cover from gunfire
  - Brickwork or concrete walls.
  - Vehicles (engine block area).
  - Large trees and fixed objects.
  - Behind large furniture.

  Concealment form view (additional options)
  - Building walls and partitions (internal and external)
  - Fences and other large structures; and
  - Blinds and curtains.

- Constantly re-assess the situation and your options based on the best available information. Occupants should hide in an area such as an office, plant room or storage room.
- Try to use and area where the door can be locked, lights can be turned off, the door can be barricaded with heavy furniture and windows can be covered.
- Keep occupant out of public areas such as foyers/reception areas
- Ensure all mobile phones have been silenced and all occupants remain as quiet as possible and minimise any noise or movement.
- Allow occupants to enter if safe to do so and then lock and barricade any entrance doors. Move away from the door, remain quiet and stay there until told otherwise by police. Only move if you need to move for safety reasons.
- Remain aware of your exits as you may need to move from your hiding place. If you chose to help others, ensure you stay aware of what is going on around you.
- DO NOT come out of your hiding place until you can confirm that is it safe to do so by police.
- Assess and re-assess your emergency evacuation plan in case the security of the safe haven is likely to be compromised.

Tell:

- The more information you pass onto the Police the better, but never risk your own safety or the safety of others.
- If you can safely observe the actions of the AAO from a safe distance, maintain visual contact and if possible, report your observations to 000.
- Information such as exact location of the incident, description of the offender/s, weapons being used, number of injured and a possible motive will assist police with their response.
- You may risk the chance of being confronted by the AAO. You may need to consider options to disrupt and or incapacitate the AAO.
- If confronted, consider throwing available objects and using aggressive force. Taking such action should only ever be used as a last resort and your life or the life of others is in imminent danger.
- When safe to do so record notes for your reference as these may be of use in the de-brief and can assist in the recovery process.

22.4 Police Response

- **When police arrive follow their instructions,** their priority will be to deal with the immediate threat to prevent further injury and this may take time. Ensure that your hands are always visible and give police as much information as possible. Police offenders may be in plain clothes or uniform, but they will have some form of identification to confirm that they are police officers

- **Police may not be able to distinguish you from the offender/s.** Try your best to remain calm, always keep your hands visible and do not hold a mobile phone or any other objects in your hands when talking to police.

Please Remember….

- Police officers will be armed and could point guns in your direction.
- Police may be assertive and talk to you firmly.
- Avoid quick movements or shouting and keep your hands in view.
- The priority of the police is to locate the offender/s and may move past people that need help and any information you may have will help to located the offender.
- Be aware that police may enter your location at some stage to secure the building and locate people that have hidden from the threat.
- You will be evacuated when it is safe to leave the area.
- If you have escaped, stay away until the police approach you for information.

22.5 Improvised explosive attacks

Improvised explosive devices involve the use explosives and homemade bombs or other devices, can include suicide bombings and happen indoors or in open spaces. These devices can be Hidden, Obvious or Typical. If you locate such a device or a person of interest wearing such a device, you should keep a safe distance and remain calm. Don't Touch, Tilt or Tamper and contact 000 immediately. There can be a risk of secondary devices and you must remain aware of your surroundings.

ESCAPE

Leave the area to avoid falling debris, dust, smoke or hazardous materials and the possibility of secondary devices. Use the stairs instead of lifts and be aware of weaken floors and stairways as these escape routes may have sustained damage as a result of the explosion. Move away from glass doors and windows. Always keep your safety in mind and remain aware of your surroundings.

HIDE

If you are trapped in a building after an explosion and there is falling debris get under a sturdy desk until you can escape. If you are trapped after an explosion and the attacker has left signal your location to rescuers using a flashlight, whistle or by tapping on a pipe or wall. Keep your movements to a minimum to prevent injuring yourself further.

22.6 Chemical weapons attacks

A chemical weapon is designed to deliberately deploy a harmful chemical. Chemical weapons are known to be used by numerous terrorist organisations to create mass casualties. All chemicals act differently and there are no common indicators for all chemical agents. In some cases, there may be no immediate and obvious indicators of a chemical weapons attack. Some chemical agents can provide obvious visual signs of exposure in groups of persons, including:

- Eye irritation,
- visual changes, vomiting and diarrhoea.
- Coughing, breathing difficulties and respiratory irregularities.
- Muscle weakness, paralysis and seizures.
- Skin redness, irritation and burns; and
- Collapse, loss of consciousness, or death

Other signs of a chemical weapon's attack may include leakage of gas or vapour, a chemical reaction or the presence of powder or liquid without any obvious explanation. Conducting daily white level inspection can assist in preventing and locating any suspicious articles or mail that may contain chemical weapons. Securing all toxic material can also prevent easy access to such chemicals. Avoid using mobile phones or portable radios in close vicinity of gas leaks due to radioactive waves which can be harmful.

ESCAPE:

If inside a building or enclosed space, find uncontaminated air quickly. Exit the enclosed space or building if you can avoid passing through a contaminated area or break a window to access clean air. If outdoors avoid obvious signs of a chemical agent including vapour clouds and move uphill and upwind if possible as the direction of the wind can help to spread the chemical quickly.

The best way to escape a chemical exposure is to move to a building away from the site of exposure and seal the building. This can be done by closing doors, windows, turning off fans and air conditioning and sealing windows and doors with plastic sheets and duct tape.

Avoid hiding in an enclosed space where a chemical agent has been released as it may increase your exposure.

If you have been in contact with a chemical agent:

- Remove outer clothing and place in a sealed plastic bag.
- Flush your skin and eyes with lots of water
- Put on clean clothes if possible
- Seek medical attention

22.7 Hostile Vehicle attack

A hostile vehicle is one whose driver is determined to cause injury or death to people, to disrupt business or effect publicity for a cause. There may be more than one hostile vehicle and the drivers may have the intent to cause maximum damage. A hostile vehicle may also carry an explosive device and the driver is more likely to target a large group of people.

Hostile vehicles may be parked containing an explosive or enter a restricted area through tailgating, deception or ramming through barriers. Hostile vehicle come in all different shapes and sizes and could be any vehicle.

ESCAPE:

Move quickly to areas that but as many obstacles between you and your vehicle but does not leave you trapped. Remain aware as there may be a secondary vehicle. When you get to safety call 000 when safe to do so. DO NOT approach the vehicle under any circumstances and seek cover.

22.8 Mixed mode attacks

A mixed mode attack could involve a combination of attacks, such as a person driving a hostile vehicle armed with a firearm who also has an explosive device. Mixed mode attacks are rare but they are possible. Remain aware at all times and if you see something that does not feel right say something and call 000 when safe to do so.

Be prepared and constantly re-assess the situation, be aware of secondary devices, look for any suspicious items, vehicles and adjust your plan accordingly

What you can do to prepare

All ECO members and building occupants should be aware of their responsibilities before, during and after an emergency and ensure they are current with their knowledge of the following:

- Be aware of your responsibilities within your emergency evacuation plans
- Be aware of evacuation routes including alternative routes
- Be aware of and refer to evacuation diagrams
- Be aware of and utilise equipment such as hats, vests and WIP phones where appropriate
- Consider how you will communicate evacuation routes to people in an incident including visitors who may not be aware the building layout and evacuation routes
- Always have in mind hiding places, escape routes and a basic knowledge of emergency procedures in mind.
- Every building is unique and having a good knowledge of your building/work premises can assist you in an AAO/emergency situation, know where you work and be ready for the unexpected.
- Don't' rely on others and think about what you need to do

22.9 Post Incident Resolution – Other Considerations

At the conclusion of an AAO incident, undertake the following processes where appropriate:

- Follow all instructions of Emergency Services personnel regarding the management of any crime scene and the ongoing investigation process. The investigation process may be a long process and your cooperation will be appreciated.
- Notify management of the incident and seek further guidance if required.
- Conduct an extensive de-brief at an appropriate time within a reasonable time after the event.
- Notify Post-Incident Counselling Service as staff and building occupants may require counselling.

23. DEMONSTRATION (NON-VIOLENT)

23.1 Initial Response when Alerted to a Non Violent Demonstration

In the event you are made aware of credible information in advance of an organised protest rally or demonstration, where possible the person receiving the information should ascertain:

- Time and date of the demonstration
- The number of people expected to attend
- The location of the intended demonstration
- The planned duration of the demonstration
- The reason for the demonstration, and
- The name of the organiser or leader with contact telephone number.

23.2 Property or Facility Management Response

Upon receipt of information that may indicate a protest, the Security Manager in consultation with the Property or Facility Manager will then conduct an assessment of the information to ascertain the organisations history of compliance to peaceful demonstrations and consider the following actions:

- Advise local Police of the demonstration, and the level of response that may be required from them.
- An assessment of the security staff rostered for the day, consider such things as quantity and level of competence.
- Advising Senior Management of the possibility of the protest and disruption to business.
- Advising any internal communication or public relations units of possible protest and seek advice.
- Where possible the Property Manager, Security Manager or delegate should make contact with the demonstration organiser or leader and establish communication. It should also be identified to the protest leader the expected levels of behaviour and the level of co-operation (tolerance) the Site may be able to offer.

If the approval to protest is declined or revoked

- The Property or Facility Manager is to advise the organisers of the decision and politely request them not to attend the site or leave if already on site.
- In the event they do not agree to leave or cancel their protest, the Property or Facility Manager is to advise Police of the decision and request assistance.
- Request Security provider for additional resources as necessary.

If the approval to protest is granted

- Assign a Liaison Officer who will standby with the Police Incident Controller or a Police appointed liaison.
- Assign a scribe to remain with the Liaison Officer and record all details as they occur.
- Identify and gain a Liaison Officer from the targeted Company.
- Assign and brief a Chief Warden to be on alert and ready to respond to the EWIS Panel for the duration of the protest.
- Ensure Liaison Officer has communications with all relevant parties and Chief Warden at all times.
- Ensure Property and/or Facility management receive regular updates and situation reports, including any critical changes to situation.
- Brief all wardens prior to the protest on shelter in place procedures, preferred exits from their floor and egress paths to Assembly Areas. Ensure Police are informed of this information also.
- Ensure Wardens have helmets and recruit wardens for areas where short. Do this prior to the protest.

24. INTERNAL INCIDENT/EMERGENCY

Other than fire/smoke, an internal emergency could be caused by explosion, electrical power failure, persons trapped in lifts, water supply failure, structural failure, spillage or leakage of hazardous substances, illegal occupancy etc.

This section deals with emergency situations that can arise due to certain building systems failures, structural concerns and or services failures. Such incidents can cause major disruption and inconvenience to businesses which in turn can lead to greater risk to the welfare of the building occupants.

Emergency Action

1) Quickly assess the situation
2) Raise the alarm and notify your Floor/Area Warden and Chief Warden
3) Evacuate (if necessary)
4) Assist and guide other people
5) Take care not to move people from safety to danger
6) Administer first aid if needed
7) Liaise with emergency services and Chief Warden

25. GAS LEAKS

25.1 Natural Gas

Natural gas is lighter than air, and this fact enhances its safety. Unlike other fuels such as diesel, petrol or LPG, which are heavier than air, should a natural gas leak occur, the gas will readily dissipate into the atmosphere. This eliminates the risk of the fuel accumulating or pooling at ground level and causing a greater risk or hazard.

Natural gas is colourless and odourless when it is extracted from the earth. An odorant is added for safety before it is piped to consumers as a ready means of leak detection. An average person can easily detect the smell of gas at a concentration as low as 1% by volume in air. That concentration is about 5 times lower than the level that will support combustion.

Natural gas will not explode in the presence of a flame until it reaches a very specific concentration in the air - below a certain level it is deemed too lean to burn and above a certain level it may be too rich to burn. Within a flammable range, the gas will ignite and may cause an explosion.

The flammable range is expressed as a Lower Explosive Limit ("LEL") and Upper Explosive Limit ("UEL"). The LEL is the concentration of natural gas in the air below which the propagation of a flame will not occur on contact with an ignition source. The natural gas LEL is 5%. This means that, in most cases, the smell of gas would be detected well before combustion conditions are met. The UEL is the concentration of natural gas in the air above which the propagation of a flame will not occur on contact with an ignition source. The natural gas UEL is 15%.

Natural gas has no known toxic or chronic physiological effects (that is, it is not poisonous). Exposure to a moderate concentration may result in a headache or similar symptoms due to oxygen deprivation but it is likely that the smell would be detected well in advance of concentrations being high enough for this to occur.

If you can smell gas do not smoke, induce a spark, light flames, operate light switches, or use a mobile phone in the vicinity.

The properties of LPG (Liquid Petroleum Gas) is that it is heavier than air. This gas can accumulate in low lying areas outside the building and still present a risk of explosion. If the leak is within your building the situation is much more serious, as the gas is contained and once again presents a high risk of explosion. As a safety precaution, an odourant is added to ensure quick detection in case of a gas leak.

25.2 Liquid Petroleum Gas (LPG)

LPG consists largely of propane and/or butane. It is heavier than air and is non-toxic and has no odour, but as with Natural Gas a smell is added to the commercial product to facilitate detection.

LPG vapour is heavier than air, disperses slowly, and can accumulate in low lying valleys. LPG, when involved in a leak will discharge in a liquid form requiring a period of time to vaporise and disperse.

It takes a minimum of from over 2 % by volume of LPG in air at ambient conditions to just support continuous flame propagation. The ignition energy for LPG are sufficiently low that ignition is usually assured in the presence of thermal ignition sources such as sparks, lighted matches, hot surfaces and open flames. LPG fires tend to persist within the leakage area due to its liquid and heavier than air state.

LPG can lead to asphyxiation if it is allowed to replace the air we breathe.

Once again if you can smell gas do not smoke, induce a spark, light flames, operate light switches, or use a mobile phone in the vicinity.

25.3 Emergency Action

1) Clear any person in immediate danger if safe to do so.
2) Call the emergency services on “000”
3) Turn off gas at source if possible and safe to do so
4) Isolate the area. If flammable vapours are released do not operate any electrical switches. Isolate switchboard. Where fitted, activate emergency shut-off and isolate all possible ignition sources
5) The material safety data sheet will have information on the toxicity and flammability of the gas, and provision of first aid.
6) Consider evacuation, either:
    - Partial evacuation of floor, or
    - Full Building evacuation
7) Do not re-enter area until advised to do so by the Chief Warden or the emergency services.

26. WATER LEAKS OR FLOODING

Floods caused by domestic systems usually do not endanger people but can cause extensive damage to buildings and equipment. Floods caused by the overflow of stormwater drains, creeks, rivers and streams are extremely dangerous and may require the evacuation of buildings.

26.1 Safety Issues

1) What is in the water? Has it mixed with dangerous chemicals, sewerage, etc?
2) What is floating in the water which you cannot see?
3) How deep is the water? You might not be able to see the large hole or basement stairs covered in water. Access pit lids usually float off in flooded water.
4) Is the water alive with electricity? For floods inside buildings, this is especially dangerous with most power points and power boards close to the floor.

26.2 Emergency Action

1) Turn off water at source if possible.
2) If possible, isolate electrical sources (if known).
3) If available and considered useful, local spill kits should be used to restrict the flow of water.
4) Isolate area by closing doors.
5) Call the emergency services and your Chief Warden.
6) Consider evacuation:
7) Partial evacuation of floor.
8) or a full building
9) Don't move people from safety to danger! Flood waters are unsafe and evacuees should not walk through water

27. EXPLOSIONS

An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage. Untrained persons should not attempt to rescue people who are inside a collapsed building. Call the Fire Brigade and wait for emergency personnel to arrive.

27.1 Emergency Action

1) Get out of the building as quickly and calmly as possible.
2) Contact emergency services and your Chief Warden when safe to do
3) If items are falling off of shelves or from the ceiling, get under a sturdy table or desk.
4) If there is a fire stay low to the floor and exit the building as quickly as possible.
5) If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.
6) Assist others in exiting the building and move to your designated External Assembly area
7) Keep roadways and walkways clear for emergency vehicles and crews.

28. STORMS AND STORM DAMAGE

Natural hazards which affect communities and can cause major damage are severe storms. They can occur at any time but are more numerous in spring and summer. Severe storms may be land gales (continuous winds of 62km/h or more) or thunderstorms with damaging winds, intense rain, large hail or even tornadoes.

Don't leave loose objects lying around, they could become missiles. Listen for storm warnings on radio and television, or receive regular updates on the internet. Where possible obtain warning of what's coming, with enough time to prepare yourself for the storm's arrival. Keep under cover and avoid using telephones during violent electrical storms.

Prepare as the storm approaches

1) Listen to local radio for information or use the internet for regular updates.
2) Disconnect all electrical appliances.

Be alert during the storm

1) Stay inside and shelter clear of windows.
2) Listen to local radio for information or use the internet for regular updates
3) If you are outdoors, find emergency shelter

Remain vigilant after the storm

1) Check your building for damage.
2) Keep listening to local radio for information or use the internet for regular updates and official warnings/advice.
3) Beware of fallen power lines, damaged buildings, trees and flooded drains.
4) Check trees along your evacuation path for damage and stability.
5) Report any storm damage to your Chief Warden

29. HAZARDOUS MATERIALS SPILLS & LEAKS

(It is important to know what you are handling in the first place. Only those people trained in the storage and handling of dangerous goods should have access to them)

1) Assist person in immediate danger (only if safe to do so)
2) Evacuate the immediate danger area
3) Restrict entrance to the danger area by shutting door/s where the spill has occurred (only if safe to do so)
4) If flammable shut off all ignition sources (only if safe to do so)
5) Raise the alarm – notify Fire Brigade"000" and ask for hazmat unit and give as many details as possible
6) Notify your Chief Warden
7) Evacuate Upwind. An alternative External Assembly Point may need to be designated if the regular Assembly Point is down wind. Remain at the Assembly Point until advised to return to the building by your Chief Warden or the emergency services.

30. AIRBORNE CONTAMINANTS

Airborne contaminants that may be encountered may include:

- Chemical
- Biological
- Radiological

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

30.1 Accidental Dissemination

This type of dissemination will usually be caused by some form of industrial accident, poor housing method or an unplanned process. All have the potential to spread an airborne contaminant into the building, structure or workplace. Air conditioning units and other ventilation systems have the capacity to spread the contaminant quickly. One of the more common airborne contaminants that is accidentally introduced is Legionella.

30.2 Chemical Agents

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

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

30.3 Biological Agents

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

30.4 Radiological Agents

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

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

31. MEDICAL EMERGENCY

In the event of a medical emergency, Wardens should:

1) Notify a First Aider of the situation
2) Call or have someone else call an ambulance
3) Check the area around the patient for danger, and if safe to do so assess the persons condition (DRSABCD)
4) Consider the persons wishes if they are conscious and coherent
5) Alert people nearby and enlist their aid if you deem it to be beneficial to the situation
6) Only administer first aid up to the level of your training
7) Consider the dignity of the patient and clear any observers not assisting away from the area
8) Have a Warden or Security personnel meet the ambulance officers on arrival at the building entrance, and escort them to the floor/level
9) Have a Warden meet the ambulance officers when they arrive on the floor/level e.g. at the lift foyer area

32. POWER FAILURE

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 Indictor Panel
- Emergency Warning Intercommunication System
- Security system
- Emergency Generator (where installed)

Where these systems rely on battery electrical supply the duration of use will be measured in hours.

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

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/s
- People within a darkened area
- People suffering from panic attacks or anxiety
- Unsecured tenancies
- Power surge on re-commencement of electrical supply

33. 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 mobility-impaired persons 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

34. NOTES

35. Appendix A – Personal Emergency Evacuation Plan

Personal Emergency Evacuation Plan

PERSONAL DETAILS

Surname:

Given Names:

Phone Number:

LOCATION

Building:

Level:

Suite/Office:

Is an Assistance Animal involved?
Yes ☐ No ☐

Preferred method of receiving updates to the emergency response procedures?
SMS ☐ Email ☐ Braille ☐ Other ☐

If other:

Preferred method of notification of Emergency?
Visual Alarm ☐ SMS ☐ Email ☐ Braille ☐ Other ☐

If other:

Type of Assistance required?

Equipment required for evacuation:

DESIGNATED ASSISTANT AND CONTACT DETAILS

Surname:

Given Names:

Phone Number:

Are your designated assistants trained in the emergency response procedure and equipment?
Yes ☐ No ☐

Diagram of preferred route for evacuation attached?
Yes ☐ No ☐

Issue Date / /

6 monthly review date is due on / /

Occupant Signature:

Date / /

Chief Warden:

Date / /

Please send completed form to:

People First Fire Pty Ltd ABN: 13 632 287 471
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36. Appendix B – Bomb Threat Checklist

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Threat Checklist

THREATS RECEIVED VIA TELEPHONE - QUESTIONS TO ASK

If your phone displays the caller's number. Write down the caller's number here:

When is the bomb going to explode?

Where did you put the bomb?

When did you put it there?

What does the bomb look like?

What kind of bomb is it?

What will make the bomb explode?

Did you place the bomb?

Why did you place the bomb?

What is your name?

Where are you?

What is your address?

EXACT WORDING OF THE THREAT

IF A THREAT IS RECEIVED BY WRITTEN NOTE

Keep handling to a minimum, then protect the suspicious item from further handling.

"Refer to Handling of Suspicious Mail & Packages Guidelines"

IF A THREAT IS RECEIVED ELECTRONICALLY

1. Do not delete the message
2. Screenshot or save the message as a back up

ACTION

Report call immediately to:

Phone Number:

REMEMBER
KEEP CALM
DO NOT HANG UP

Continued over page...

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CALLERS VOICE

Accent (specify)

Any impediment (specify)

Voice (loud, soft, etc.)

Speech (fast, slow)

Diction (clear, muffled)

Manner (calm, emotional, etc.)

Did you recognise the voice?

If so, who do you think it was?

Was the caller familiar with the area?

Male | Female | Age

BACKGROUND NOISES

Street Noises | House noises

Aircraft | Voices

Public Phone Box | Music

Noisy Crowded Place | Machinery

Quiet Place | Other

THREAT LANGUAGE

Well spoken | Incoherent | Taped

Abusive | Message read by caller

Other

CALL TAKEN BY

Date / / | Time : | Duration of call

Number called

RECIPIENT

Name (print)

Telephone Number

Signature

REFER TO YOUR BOMB THREAT PROCEDURE GUIDELINES FOR MORE INFORMATION

REMEMBER: KEEP CALM DO NOT HANG UP

37. Appendix C – Evacuation Exercise Checklist

OBSERVERS' EVACUATION EXERCISE CHECKLIST

Facility Name:

Facility Address:

Observers' Name:

Date of Exercise:

Start Time:

Finish Time:

Alarm Sounded	Number of wardens that responded	Did wardens check floor or area	Evacuation commenced	Time wardens reported floor or area clear	Number of refusals	Number of mobility impaired persons accounted for	Time of arrival at external Assembly area	All staff accounted for at assembly area

Observers Notes:

Observers Signature:

Date:

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38. Appendix D – Active Armed Offender Checklist

ACTIVE ARMED OFFENDER CHECKLIST

Time of Incident ☐☐ AM ☐ PM ☐ Date ☐☐☐

Location of Incident	Nature of Incident

GENERAL DESCRIPTION - Suspect Person	Previously Observed, If Yes, Where/ When
	Y ☐ N ☐
	Last Sighted
	Direction of Travel

Facial	Moustache	☐	Beard	☐	Scars	☐					
Voice	Male	☐	Female	☐	Accent	☐					
Hair Colour	Blonde	☐	Fair	☐	Light Brown	☐	Brown	☐	Red	☐	Black ☐
Hair Style	Short	☐	Long	☐	Curly	☐	Straight	☐	Balding	☐	Bald ☐
Eye Colour	Blue	☐	Black	☐	Brown	☐	Green	☐	Grey	☐	
Build	Thin	☐	Medium	☐	Muscular	☐	Solid	☐	Obese (Fat)	☐	
Complexion	Sallow	☐	Pale	☐	Medium	☐	Olive	☐	Dark	☐	
Other Features	Tattoo	☐	Scars	☐							

SUSPECTS VEHICLE DESCRIPTION

Make	Ford	☐	Holden	☐	Toyota	☐	Mazda	☐	Honda	☐	Other ☐
Model	Sedan	☐	Coupe	☐	Utility Van	☐	Wagon	☐	SUV	☐	Other ☐
Colour	White	☐	Red	☐	Silver	☐	Black	☐	Blue	☐	Other ☐

Rego number		Est. Year		Other Feat.	

CHECKLIST COMPLETED BY

Name

Phone Number | Signature

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