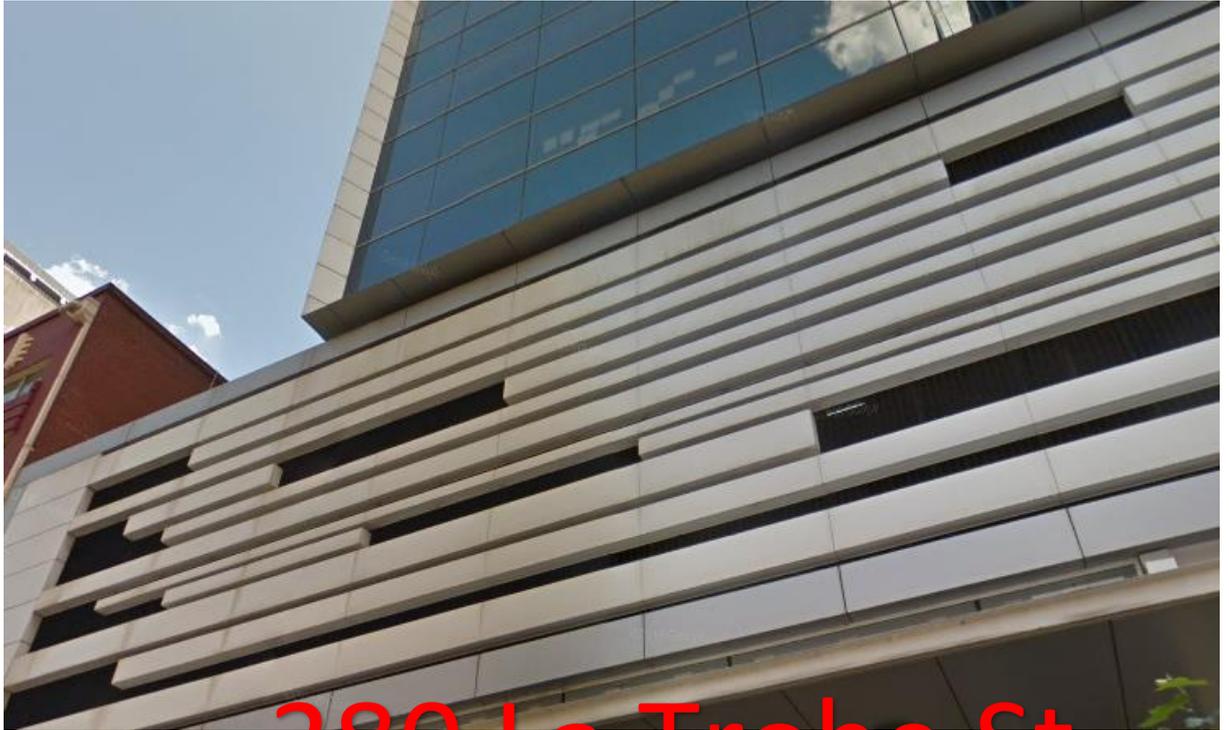


Emergency Plan



380 La Trobe St.

Melbourne 3000

Version: 1.0

Date: July 2018

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List of Abbreviations

ABDC	Australian Bomb Data Centre
AFP	Australian Federal Police
BCA	Building Code of Australia
BMU	Building Maintenance Unit
CBD	Central Business District
CCTV	Closed Circuit Television
CID	Critical Incident Debriefing
DDA	Disability Discrimination Act
ECO	Emergency Control Organisation
EPC	Emergency Planning Committee
ERT	Emergency Response Team
EWIS	Emergency Warning and Intercommunication System
FCR	Fire Control Room
FEP	Fire Evacuation Plan
FIP	Fire Indicator Panel
LPG	Liquid Petroleum Gas
MECP	Master Emergency Control Point
NCC	National Construction Code
PA	Public Address
PEEP	Personal Emergency Evacuation Plan
PMG	Places of Mass Gathering
PTSD	Post-Traumatic Stress Disorder
RSPCA	Royal Society for the Prevention of Cruelty to Animals
SECP	Secondary Emergency Control Point
SES	State Emergency Services
TCWC	Tropical Cyclone Warning Centres
VESDA	Very Early Smoke Detection Apparatus
WHS	Workplace Health and Safety
WIP	Warden Intercommunication Point

Building Profile

Site Address: 380 La Trobe St. Melbourne 3000
Property Management Co.: Colliers International
Property Contact: Michael Turner, Senior Facilities Manager

Facility Description: Corporate with one retailer and car parking levels	
Estimated Occupancy: 1400 people	General Hours of Site: 0730hrs to 1730hrs
Retail levels: Ground floor cafe	Retail Tenants: One on ground level
Car parking: Ground to 3	Dedicated Mail Room: No
Fire Rated Stairs: Yes	Security On Site: Concierge and mobile patrols
PA system: Yes	Tunnels: No
BMU: TBC	Emergency Power Supply: No
Assembly Area: Flagstaff Gardens	
Nearest Cross Street: Queen St.	
Ambulance Meeting Point: Where needed.	
<p>Assembly Area Risk Assessment:</p> <p>The Assembly Area chosen has been assessed taking into consideration:</p> <ul style="list-style-type: none"> • Egress routes • Distance from the facility • Occupancy rate • Further egress • External hazards • Other buildings which may intervene between the Assembly Area and their building <p>Unless advised all occupants are to proceed directly to this location upon exiting the facility.</p>	
Fire Alarm installation:	
FIP: Yes	Mimic FIP: No
EWIS: Yes	Mimic: No
Cascading: Yes	WIP's per floor: One

On Fire Alarm activation the following will occur::					
Notify Fire Brigade: Yes		Exhaust Fans: Yes			
Shut Down Air Conditioning: Yes		Release magnetic door holds: Yes			
Pressure System: TBC		Time delay Alert – Evac tones: 90-secs			
Detection & suppression systems:					
Smoke Detectors: Yes		Thermals: Café			
Sprinklers: Yes		VESDA: Tenancies			
Beam Detectors: Yes		Emergency Gas Suppression: No			
Manual Call Point (Red): Yes		Emergency Call Point (White): Yes			
Fire Doors: Yes		Hydrants: Yes			
Fire Engineered Solution: No					
Portable Fire Fighting equipment:					
CO2:	Yes	Foam:	No	Fire Hose Reels:	Yes
Dry Chemical Powder:	Yes	Wet Chemical:	No	Fire Blankets:	Tenancies
Water:	Yes	Hydrants	Yes		
Special Risks					
Flammable Liquids	No		Gas on site	Yes	
Hazchem	No		Gas shut off valve	TBC	
Emergency Control Organisation					
Two way Radios: No			Warden helmets: Yes		
Traffic Wardens: TBC			Foyer Control: TBC		
Security					
Front Desk Security		Yes		Swipe Cards	Yes
Duress Buttons /Alarms		No		CCTV	Yes. Limited
Critical Considerations					
Public car park		Yes	Major traffic intersection		Yes
Neighbouring Retail		Yes	Cooking facilities onsite		Yes

Emergency Identification & Analysis

This risk matrix has been utilised to categorise potential emergency events in this facility. Each emergency event has first been placed into a Likelihood Category. The consequence of such an event occurring are then identified and then analysed as Low (L) Medium (M) High (H). Only emergency events identified as possible, likely & almost certain and have been categorised as medium (M) or high (H) have been addressed in this emergency response procedure.

		Consequence				
		Insignificant	Minor	Moderate	Major	Catastrophic
Likelihood	Rare	Low	Low	Low	Low	Low
	Unlikely	Low	Low	Low	Medium	Medium
	Possible	Low	Low	Medium	Medium	Medium
	Likely	Low	Low	Medium	High	High
	Almost Certain	Low	Low	Medium	High	Extreme

Likelihood

The likelihood of an emergency situation occurring is one component in determining the outcome of the emergency rating. For example; an emergency that has extreme consequences but is Rare, results in a LOW Emergency Identification rating.

Rare	May only occur in exceptional circumstances
Unlikely	Could occur at some time; less than 25% chance of occurring
Possible	Might occur at some time; 25-50% chance of occurring
Likely	Will probably occur in most circumstances; 50-75% chance of occurring
Almost Certain	Can be expected to occur in most circumstances; more than 75% chance of occurring

Consequence

The consequence of an emergency occurring is also taken into account when calculating the emergency.

Insignificant	Minimal interruption to normal activities, no injuries or damage to property
Minor	Possible injuries treatable by first aid, superficial damage can be dealt with on site
Moderate	Injuries requiring ambulance assistance, damage requiring isolation & structural repair
Major	Multiple injuries requiring ambulance assistance, major structural damage requiring evacuation of the building
Catastrophic	Deaths and critical injuries, structural collapse or significant damage rendering the building unsafe for occupation

Emergency Identification Rating

By the application of the emergency matrix each identified hazard will be given an emergency rating with which an appropriate response can be developed. It should be noted that the emergency rating is a guide only and other factors can apply in how the emergency is treated.

Low	Situations where either the outcome poses a minimal influence on the day to day operations or if the outcome could be Catastrophic the likelihood of this occurring is extremely rare, such as an aircraft colliding with the building.
Medium	Situations where it is foreseeable that an emergency may occur and where the result could lead to major injuries or building damage.
High	Situations where it is quite likely that an emergency will occur and where the outcome would lead to major injuries, death and substantial building damage.
Extreme	Situations of high emergency where both the likelihood of it occurring and the outcome would ensure a high degree of deaths or injuries and overwhelming damage to the building.

Emergency Events listed below have been identified that could reasonably produce emergency situations. The EPC can request additional events be added to this plan or reclassified as required.

Emergency Event	Likelihood	Consequences	Analysis Level
Active Shooter	Rare	Catastrophic	Low
Bomb Threat	Rare	Major	Medium
CBD Emergency Plan	Rare	Moderate	Low
Civil Disorder	Unlikely	Minor	Low
Chemical	Rare	Minor	Low
Cyclone	Rare	Minor	Low
Earthquake	Rare	Minor	Low
Explosion	Rare	Minor	Low
External Emergency	Unlikely	Minor	Low
Fire	Rare	Minor	Low
Flood (natural)	Rare	Minor	Low
Gas Leak	Rare	Minor	Low
Medical Emergency	Possible	Minor	Low
Personal Threat	Rare	Minor	Low
Power Outage	Unlikely	Minor	Low
Severe Weather	Rare	Minor	Low
Storm Surge	Rare	Minor	Low
Structural Instability	Rare	Minor	Low
Suspect Object	Unlikely	Minor	Low
Transport Accident	Rare	Minor	Low
Workplace Intrusions	Rare	Minor	Low

Neighbouring Properties & External factors

Consideration has been given on typical external emergency situations that may arise. An external emergency situation may not always affect the safety of occupants within the building; first responding emergency services will assess the need for further escalation and may insist that emergency procedures be implemented if they are concerned about the welfare of occupants. This action may alter egress paths and external assembly areas. There are some situations that may fall outside the scope of this assessment as every emergency is different, neighbouring properties are required to consider external factors in their planning.

The following neighbouring properties/ external factors/risks have been identified as a potential emergency risks that may escalate into the work environment.

External Factor	Likelihood	Consequences	Analysis Level
Major roadway	Rare	Minor	Low
Public car park	Rare	Minor	Low

Emergency Planning Committee

General

The Emergency Planning Committee (EPC) shall be formed for 380 La Trobe St. by the person or persons responsible for its occupants and visitors. The EPC shall meet at least annually or as required, minutes of meetings are to be communicated to all members. The EPC shall consist of not less than two people who shall be representative of the stakeholders in 380 La Trobe St. one of which shall be management.

Those responsible for 380 La Trobe St. and its occupants shall ensure that the EPC has adequate resources to enable the development and implementation of these emergency response procedures. The EPC should ensure applicable legislative requirements are met. Those responsible should ensure that leases include obligations to participate in emergency activities, including emergency response exercises. Resources include time, finance, equipment and personnel.

Building/facility owners, agents, occupiers, lessors, and/or employers are typically those responsible for its occupants. The EPC should consider the need for appointment of specialist advice.

EPC Responsibilities

The EPC, where necessary in collaboration with facility owners, managers, occupiers and employers, shall be responsible for the development, implementation and maintenance of these emergency response procedures, emergency response exercises and related training. This has been undertaken in conjunction with Prensa.

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

- (a) Identifying events that could reasonably produce emergency situations.
- (b) Developing emergency response procedures.
- (c) Ensuring that resources are provided to enable the development and implementation of the emergency response procedures.
- (d) Nominating the validity period for the emergency plan and this period should not exceed 5 years.
- (e) Ensuring that the emergency response procedures are readily identifiable and available to the appropriate persons.
- (f) Establishing an emergency control organisation (ECO) to operate in accordance with the emergency plan.
- (g) If deemed necessary, establishing a specialist emergency response team (ERT).
- (h) Authorizing, or having authorized, the release and implementation of the emergency response procedure. The following shall apply to the implementation process:
- (i) Awareness of the emergency response procedures Information about the procedures shall be disseminated to occupants. The information shall be in a suitable format.
 - (i) Training: A formalized 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 this site and stated in this Plan.

- (ii) Testing the emergency procedures.
- (iii) Review of procedures. The effect of the procedures on an organisation 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.
- (j) Establishing arrangements to ensure the continuing operation of the ECO.
Note: For example, resignation, holidays, training of deputies, etc.
- (k) Ensuring that the register of ECO members is current and readily available.
- (l) Establishing strategies to ensure visitors are made aware of emergency response procedures.
- (m) Ensuring that the emergency response procedures remain viable and effective by reviewing, and testing the emergency response procedures at least annually.
- (n) Ensuring that the emergency response procedures are reviewed at the end of the validity period, after an emergency, an exercise, or any changes that affect the emergency response procedure.
- (o) Ensuring that a permanent record of events for each emergency is compiled and retained.
- (p) Identifying and rectifying deficiencies and opportunities for improvement in the emergency response procedures.

Membership

The EPC shall consist of not less than two people who shall be representative of the Stakeholders in 380 La Trobe St. one of which shall be management. At least one member of the EPC shall be a competent person.

Note: In most facilities, the EPC would comprise of 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.

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.

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.

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.

Training

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

- (a) Developing, managing and maintaining an emergency response procedure.
- (b) The duties of the EPC as described in this emergency response procedure.
- (c) The conduct of site-specific emergency identification and analysis.
- (d) Establishing and managing the ECO.
- (e) The management of appropriate documentation.
- (f) The management and development of assessment activities.
- (g) The development and implementation of training activities including emergency exercise management.
- (h) Emergency mitigation, emergency preparedness and emergency prevention.
- (i) The installed fire safety systems, for example, sprinkler systems, fire doors and installed emergency communications, notifications and warnings.
- (j) Liaison with Emergency Services.
- (k) Post-evacuation management.

Emergency Planning Committee Minutes

Please ensure all documented minutes or notes are filed within this section.

Date	Minutes attached/Comments

Warden Register

Please maintain a copy of the current Warden Register
within this section of the Emergency Plan.

Chief Warden Manual



Chief Warden

Your role as Chief Warden is critical in the event of a workplace emergency response. A Chief Warden must have the following skill sets:

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

All workplaces must have a Chief Warden and depending on the size of the workplace it may also be necessary to have a response team to help the Chief Warden in the event of an emergency. This team should consist of:

- Deputy Chief Warden;
- Communications Officer;
- Scribe.

As the Chief Warden, you are the first person the responding Emergency Services need to communicate with. They will require a brief regarding the situation and your brief needs to be based on fact:

- What is the situation
- What action has been directed
- Are there any injuries and how many

The Chief Warden will need to report on:

- The status of levels/areas
- Potential occupants left in the building
- Potential number of occupants that would require assistance (Personal Emergency Evacuation Plans)
- The number of occupants that have refused to move

Every emergency situation is different and will pose a number of challenges and not all emergency situations will require evacuation. The movement of large numbers of occupants from a building will also come with inherent risks. The installed emergency warning and intercommunication system (EWIS) is the most efficient way to communicate with occupants and disseminate information regarding emergencies internal or external to the building and therefore the Chief Warden must be competent in its use.

Fire Indicator Panel/MECP

The fire indicator panel (FIP) should be your Master Emergency Control Point (MECP). Noise levels may make effective communication impossible and therefore procedures will reflect that occupants need to evacuate without assessment being made by the Chief Warden. Reports from levels are made directly to the master or secondary emergency control point. Secondary Emergency Control Point (SECP) should be located in an area that is within eye sight of the Master Emergency Control Point.

If evacuation has been directed, information from levels is vital and needs to be recorded accurately. This information may alter priorities of the responding Emergency Services. Whiteboards are available indicating individual levels, potential occupancy and occupants requiring assistance. However if not available a paper version should be used. The table below is an example how information should be recorded during an evacuation.

Potential Occupants:		5500	Potential Occupants with a disability:		100
Level	Status	Occupants with a disability	Refusals	Comments	
9	Occupied		5	Located in the board room	
8	Occupied	4		Waiting with Floor Warden	
7	Occupied	2		Located in Exit A	
6	Occupied		2		
5	Evacuated			All Clear	
4	Occupied		3		
3	Evacuated			All Clear	

Indicator lights on the EWIS panel may also help with keeping a record of what levels have evacuated, however they do not indicate numbers of occupants or refusals. This information is critical to responding Emergency Services.

Fire Indicator Panel (FIP)

This fire indicator panel is monitored by a third party monitoring provider and, upon activation will activate life saving features and automatically notifies the Emergency Services. A signal is sent to the EWIS panel that will activate the alert tones of the building.

Note: Once the fire indicator panel has been activated, under no circumstances should you interfere with its operation. The Chief Warden is required to ensure the responding Emergency Services have been notified.

The detector or detection zone that initiated the alarm activation will be shown on the fire indicator panel and can only be re-set by responding Emergency Services.

Emergency Warning Intercommunication System (EWIS)

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

Note: During the installation and commissioning of an EWIS system, the Fire Service Provider may choose settings that differ from the default factory settings. Prensa make every effort to ensure all documentation reflects site specific variables, if however, you find operating instructions in the documentation differ from those of your system, please contact your Prensa consultant. We are committed to providing the highest quality service to our clients, and will happily make the required changes.

Auto Mode

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

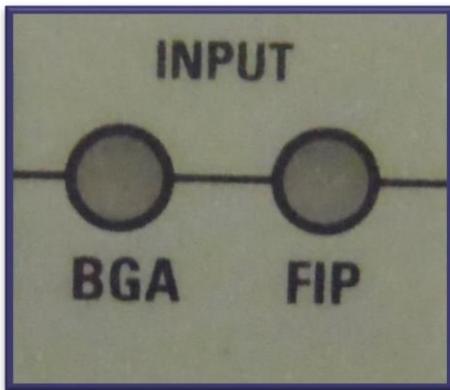
While the system is in the AUTO mode the Alert, Evac or PA buttons cannot be engaged, however the WIP buttons can be interfaced with to allow communication between the EWIS and levels/areas.

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

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



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



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

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

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

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

Manual Mode

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



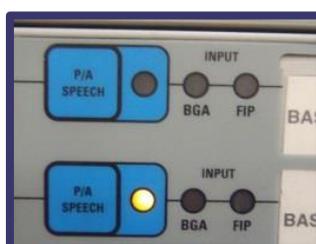
Note: Some EWIS panels may stall under alarm activations if placed from AUTO into MANUAL and then back into AUTO. If for any reason the Chief Warden needs to leave the EWIS Panel, the evacuation tones for the building must be selected manually.

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

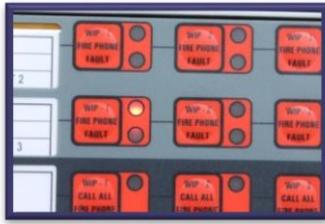


ALERT TONE: Lights indicating ALERT signify the levels or areas that are under the alert tone.

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



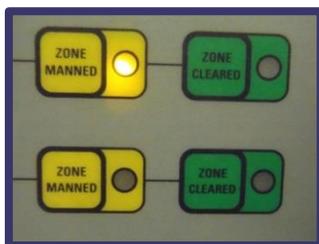
PA: Lights indicate levels that have PA on standby. **Note:** announcements cannot be made until the microphone trigger has been



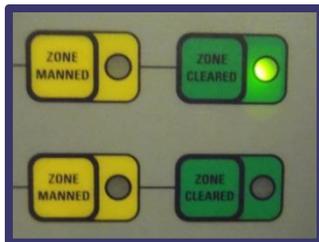
engaged. Engaging the PA will cancel alarm tones on those selected levels.

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

The Warden Team should not engage the WIP unless they have something to report or the Chief Warden is calling that level.



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



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

Information regarding the status of each level should be recorded on a whiteboard or evacuation sheet, utilising these buttons acts as a reference only.

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

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

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



White BGA: Activation of this BGA will activate the Emergency Warning and Intercommunication System warning tones of the building only. It will not notify Emergency Services or activate other life saving features.



Red BGA: Activation of this BGA will activate the Emergency Warning and Intercommunication System warning tones of the building and other life saving features including notifying Emergency Services.



Emergency Door Release: Activation of this BGA will only deactivate the magnetics of the selected doorway. Swipe card access is normally deactivated upon activation of the fire system; these types of break glass alarms work as a backup should the fire system fail. Activation of this type of BGA will normally also activate an internal security alarm system.

Communication Guidelines:

1. Upon activation of the EWIS panel proceed directly to the fire control room.
2. Establish the level that has the activation and the cause, cross reference with the FIP.
3. Activate the WIP for that level and establish communication with the Warden on the affected level.
4. If the cause of the alarm is reported as accidental, switch the EWIS into Manual and ensure you announce to affected levels that the situation has been investigated and there is no need to evacuate.
5. If communication cannot be established with the affected level, an evacuation of the building must proceed.
6. Information regarding level/status is to continue until responding Emergency Services has advised to stand down.

Manual Evacuation

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

Wardens will respond to an Alert Tone as normal i.e. assess their immediate working conditions and if there is no sign of danger report to the Warden Control Point. Any variations to the evacuation process will require the Chief Warden to advise Wardens before the Evacuation Tone is engaged. This may be achieved by use of the Warden Intercom Phone. Once the Warden team has been briefed, a general announcement on the variation is recommended.

These variations may include but not limited to:

- Using just one exit to evacuate
- Asking even numbered levels to evacuate using one exit and odd numbered levels to evacuate using the other exit
- Moving higher levels into lower levels

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

Using the Evacuation Tones along with PA announcements will greatly aid an evacuation.

1. Switch the EWIS panel into Manual:
2. Select the level/s PA button

Announcement 1:

Your attention please, this is the Chief Warden speaking, can all nominated Wardens please attend your Warden Phone.

I repeat

Can all nominated Wardens please attend your Warden Phone.

3. Engage the Alert tone and the WIP

Brief the Wardens on the situation and advise them of any variations and that a general announcement will be made shortly. Ask the Wardens to identify occupants that may require assistance and bring them under their control. Wardens are to report back to you once the level is cleared. Use the Zone Manned to indicate the levels that have responded.

Announcement 2:

Your attention please, all occupants on level/s..... are required to evacuate, please follow all Warden directions.

I repeat

Occupants on level/s..... are required to evacuate, please follow all Warden directions.

This is not a drill.

4. Engage the Evacuation Tone
5. Receive reports as levels clear and advise the Wardens on occupant with a disability procedures
6. Use the Zone Cleared button if all occupants have evacuated
7. Report to responding Emergency Services on the status of each level

The Use of Lifts in an Emergency

Under fire trip conditions the use of lifts is prohibited, Wardens are instructed to challenge any occupant from using lifts as a means of egress while the building is under alarm. Generally the Wardens will not know the cause of the activation and will treat each alarm activation as a fire emergency. Responding Emergency Services may choose to utilise the lifts to gain access to levels or to extract occupants with a disability from levels that have been directed to evacuate. This will be co-ordinated with the information received from the levels at the MECP. Unless advised by responding Emergency Services, lifts are not to be used as a means of egress and should be grounded upon confirmation of a fire smoke emergency. On alert condition, lifts must not be used until the reason for the activation has been investigated and the reason was accidental.

Communication Exercise

It is recommended the following exercise be conducted between training sessions, to ensure Wardens are familiar with the communication system installed within the building. Warden numbers should also be recorded and tabled in EPC meetings to ensure all levels maintain their Warden numbers.

1. Place EWIS panel into MANUAL.
2. Select a level i.e. level 3.
3. Engage the PA for that level and make the following announcement:

Announcement:

Your attention please, this is the Chief Warden speaking, I am conducting a Warden audit for (level _), can all nominated Wardens please attend the Warden Phone.

4. Engage the WIP for that level and await the Warden’s response.
5. Once answered, ask the Warden for a head count of Wardens who attended.
6. Instruct the Warden to hang up the WIP.
7. Next level - repeat the sequence.
8. At the completion of the exercise, ensure you have returned the EWIS to the AUTO position.

Level	Comm’s Established	Warden Numbers	Comm’s Re-established
B			
B			
B			
G			
1			
2			
3			
4			
5			
6			
7			
8			
9			

10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			

This exercise will give Wardens and the Chief Warden and or the Communications Officer practical experience in the use of the EWIS panel.

Shelter in Place

This option can be imposed upon the building for a number of reasons, normally due to an external situation. Shelter in Place may require occupants to remain within the building rather than evacuate. While building occupants will respond to the alarm tones, utilising the PA function will allow the Chief Warden to disseminate information to the entire building or selected levels. Remember the PA function cannot be utilised unless the EWIS panel is keyed into the manual mode.

- Know what to say before you say it
- Speak clearly and slowly
- Repeat key announcements
- Do not invoke panic

Occupants will detect hesitancy in your voice. Ideally you should disseminate information to the Warden Team first: Ask Wardens to attend the WIP, then establish communication with the levels advising what actions will need to be taken before making a general announcement to all occupants.

Announcement 1:

Your attention please, this is the Chief Warden speaking, can all nominated Wardens please attend your Warden Phone.

I repeat

Can all nominated Wardens please attend your Warden Phone.

Brief the Wardens on the situation and advise them that a general announcement will be made shortly. Ask the Wardens identify occupants that may require assistance to evacuate should the situation escalate and report back to you on numbers. Use the Zone Manned to indicate the levels that have responded.

Announcement 2:

Your attention please, this is the Chief Warden speaking, please be advised that the building has been requested to shelter in place.

I repeat

Be advised that the building has been requested to Shelter in Place, all occupants are to remain on your floors until further notice. Any occupant that would require assistance to evacuate is to report to your Warden. Updates on the situation will be made every 15 minutes.

Some situations may take a number of hours to resolve and occupants will be more willing to accept a situation if they are kept informed. Therefore building announcements need to be ongoing even if there is nothing to report. There are a number of different variations to Shelter in Place, the emergency situation may require the grounding of all lifts or directing occupants to one side of the building, moving occupants with a disability to a lower level may also need to be considered based upon the situation. All occupants should be prepared to evacuate should this be directed by Emergency Services. The external assembly area may also need to be reassessed and a secondary external assembly area announced.

Assembly Area Selection & Management

When selecting and assessing a suitable location for an Assembly Area, consideration must firstly be given to the total number of potential occupants a facility may house. The assembly area shall be located far enough away to ensure occupants are not injured by falling debris from the facility. Ideally for facilities with an occupancy rate of over 500, an area that has amenities should be sought. Shelter from the elements should also be considered, along with first aid triage area and a designated smoking area for larger occupied sites. Dividing occupants into different locations may also be an option; however communication between areas must also be addressed.

Note: unless written permission has been granted, moving occupants onto private property is to be avoided, reciprocal agreements with other facilities should be considered if options are limited; however, it is important not to compromise any entry or exit points of that facility. A secondary assembly area for evacuation under bomb threat conditions should also be considered. Ideally this location should be at least 300m from the facility or have a building between the evacuees and the assembly area. Responding Emergency Services may choose to nominate a location and evacuate a number of facilities in the area to this location depending on information received.

Egress

Egress from the facility is to be inspected; all EXIT doors leading outside the facility shall always be unobstructed. Ensure EXIT doors leading into car parks cannot be compromised by vehicles. All EXITS from the facility need to be observed to ensure they are functional. EXITS that move through garden beds will add additional trip hazards to egress and may also compromise an EXIT if growth is unattended. Additional directional signage may need to be considered in some areas.

Pathways

Pathways to the assembly area are to be assessed, moving occupants back past the facility should be avoided if possible. Minimise crossing roads, however if necessary, ensure pedestrian crossings are always utilised. Possible pathways to the nominated external assembly area should be accessible for people with walking difficulties. Heavy traffic areas and large pedestrian numbers may also add additional risks to pathways.

Emergency Announcements

Alarm Activation

Your attention please, this is the Chief Warden speaking. An alarm has been activated on level _. Can all Wardens please report to the Warden Control Point and standby for further announcements.

Accidental Activation

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

Confirmed Emergency

“May I have your attention please? May I have your attention please? This is an announcement to commence evacuation. Occupants should calmly and quietly proceed to the emergency exits and evacuate the building. Do not use the lifts. After you have left the building, please move away from the building and proceed to the Assembly Area. You will be notified when it is safe to re-enter the building. Please do not attempt to remove your vehicle from the car park.” (Repeat)

Practice Evacuation

Your attention please, a practice evacuation exercise is about to commence. I repeat, a practice evacuation is about to commence, under the work health & safety regulations your participation in this exercise is a mandatory requirement.

Completion of Exercise

Your attention please, this announcement concludes the exercise for today. I repeat, this announcement concludes the exercise for today; please treat any existing alarms as genuine alarms.

Non Fire Emergency Announcement

Your attention please, this is the Chief Warden speaking, can all Wardens please report to their Warden Phone and stand by. I repeat, can all nominated Wardens please report to the Warden Phone and stand by.

Occupants with a disability

Evacuation exercises will help identify occupants that are not able to evacuate without assistance, additional planning and consultation with these occupants is required to ensure they are familiar with the process before an emergency presents itself. Consultation with occupants with a disability is conducted by the Wardens on the level on which the occupant resides/works. A personal emergency evacuation plan (PEEP) is formulated; this consultation is to include the following:

- Location of the Warden Control Point & Warden identification
- Identify all EXITS available
- Procedures for emergency present on the floor
- Procedures for emergency not present on the floor

A copy of this PEEP is to be retained by the occupant with a disability and a copy is to be kept where the Chief Warden maintains control. All PEEP's are to be reviewed annually to ensure they remain effective.

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

Identified occupants with a disability are required to report to the Warden Control Point upon activation of the Alert Tone. The Floor Warden shall assess the immediate working conditions and take the following action:

No Emergency Present

- Report the occupants with a disability to the Chief Warden upon communication being established with the floor.
- Ensure they remain under your control.
- Follow any directions given by the Chief Warden.
- Remain with the occupant with a disability by the Warden Control Point until assistance arrives.
- Continue to monitor conditions on the floor and report any change of conditions immediately.

Emergency Present

- Bring under your control any occupant that requires assistance to evacuate.
- Admit the occupant with a disability into the EXIT once all able-bodied occupants have evacuated.
- Advise the Chief Warden of your location, if communication cannot be established with the Chief Warden, advise Triple 0 (000) directly or task a Warden to report to a member of the Emergency Services upon exiting the building.

This information is vital to responding Emergency Services.

PERSONAL EMERGENCY EVACUATION PLAN

Occupants Name _____

Occupant Contact Number _____

LOCATION:

Level/Floor No. _____

Room/Suite No. _____

Building Name _____

Company Name _____

Address _____

Workstation Location _____

QUESTIONS:

Is an assistance animal involved? _____ Yes No

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

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

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

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

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

PERSONAL EMERGENCY EVACUATION PLAN

Equipment required for evacuation:

(Please list)

Egress Procedure:

(Give step by step details)

DESIGNATED ASSISTANTS

Name	Phone No.	Mobile No.	Email

Are your designated assistants trained in Emergency Response Procedures?
(including Evacuation Procedures)

Yes No

Are your designated assistants trained in the evacuation equipment?:

Yes No

Post-emergency

The Chief Warden actions that are to be undertaken by the ECO after an emergency should include the following:

- When the emergency incident is rendered safe or the Emergency Services returns control, notify the ECO members to have occupants return to their facility as appropriate.
- Organise a debrief with ECO members and where appropriate with any attending Emergency Services
- Collate all records of events and ensure they are entered into the final report

Evacuation Record

Level	Alert	Evac	All Clear	Disabled	Refusals	Comments
B						
B						
B						
G						
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						

14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						

ECO INCIDENT REPORT FORM

Type of incident:

Date of incident:

Time incident began:

Time incident complete:

WORKED:

What worked well during the emergency?

NEEDS IMPROVING:

What needs to be improved?

YOUR DETAILS

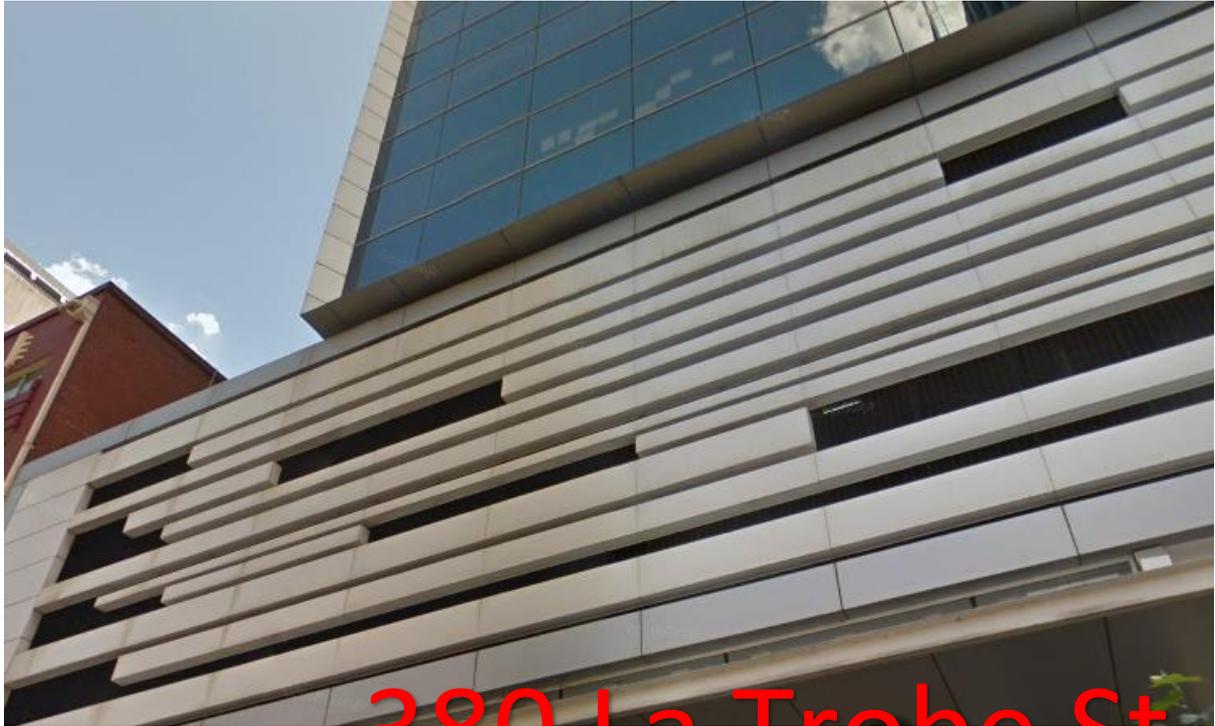
Name:

Contact number:

Level:

ECO position:

Emergency Procedures Manual



380 La Trobe St.

Melbourne 3000

Version: 1.0

Date: July 2018

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Amendment Register

Creation Date: July 2018
Created by: Gabriel Yamin, Regional Manager
For Property Manager(s): Colliers

Date	Consultant	Pages	Amended by & Comments
01/07/2018	GRY	ALL	Draft completed and submitted
[mm/dd/yy]			
[mm/dd/yy]			
[mm/dd/yy]			
[mm/dd/yy]			
[mm/dd/yy]			
[mm/dd/yy]			

Validity Period

The validity period for this emergency response procedure will be five years from the date of issue. The emergency planning committee shall review this plan each year to ensure its suitability.

User Requirement

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

Document Control

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

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

Purpose

The development of these emergency response procedures is in accordance with the requirements and recommendations outlined in the *Australian Standard AS3745-2010 Planning for emergencies in facilities*. The basis of this plan is to ensure human life safety within the facility. Emergency management is a shared responsibility, all occupants and visitors regardless of their ability have an obligation to take responsibility for their own safety.

All tenants must ensure they have nominated persons to facilitate this plan in the event of an emergency situation to cover all operational hours. Nominated persons are to attend regular training sessions to ensure their competency and consistency throughout the facility; all occupants are to participate in emergency exercises to ensure the suitability of this plan. Occupants working within this facility must ensure they are familiar with:

- The evacuation procedures
- The authority of the emergency control organisation
- The location of the external assembly area

This emergency plan outlines response procedures for risks identified within the Emergency Identification & Analysis table. It is recognised that there are some emergency situations that are outside the scope of this emergency response procedure. Responding Emergency Services have an expectation that emergency plans have already been implemented before their arrival, with the emphasis placed on human life safety.

Reference

- Australian Standard 3745-2010 Planning for emergencies in facilities
- The Australian Bomb Data Centre - Australian Federal Police (AFP)
- Commonwealth Disability Discrimination Act 1992 (DDA)
- National Construction Code (NCC)
- Queensland Fire Regulation 2008
- Northern Territory Fire Regulation 2011

This emergency response procedure does not contain response procedures for business continuity, business recovery or media policy during an emergency.

Emergency Control Organisation (ECO)

The ECO shall consist of a Chief Warden. The following positions shall be included in accordance with the requirements of this facility:

- (a) Deputy Chief Warden.
- (b) Communications Officer and Deputy.
- (c) Floor Wardens and Deputies.
- (d) Wardens and Deputies.

An up-to-date register of all ECO members is available upon request from via the EPC or Chief Warden. Prensa shall update ECO lists upon completion of each training session, and make available to authorised persons from this facility.

Authority

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

- 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.
- The EPC should ensure that the appropriate people, such as senior management, have been advised of the authority of the ECO during emergencies.
- 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.

Indemnity

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

ECO Numbers

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. The number of ECO members required for a facility will vary depending upon the facility's structural and occupant/visitor characteristics. Prensa recommends a ratio of: One ECO member per twenty staff members as a guide.

ECO Training

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

Training shall address, but not limited to the following:

- (a) The duties of the ECO as described in this emergency response procedure and emergency plan
- (b) Procedures for the specific emergencies contained in this emergency response procedure

- (c) Responding to alarms and reports of emergencies
- (d) Reporting emergencies and initiating the installed emergency warning equipment
- (e) Communication during emergencies
- (f) Pre-emergency activities
- (g) Emergency activities
- (h) Post emergency activities
- (i) Occupants and visitors with disabilities
- (j) Human behaviour during emergencies
- (k) The use of installed emergency response equipment
- (l) The performance of the building and its installations during a fire or other emergency

Chief Warden, Deputy Chief Warden, Communications Officer

In addition to the training for all ECO members, persons appointed to the positions of Chief Warden, Deputy Chief Warden and Communications Officer, along with nominated deputies for each position, shall have additional training including but not limited to the following:

- (a) Their roles and responsibilities within this emergency response procedure
- (b) Duties of the EPC
- (c) Decision-making, command and control
- (d) Record keeping
- (e) Actions for the specific emergencies contained in this emergency response procedure
- (f) Coordination of communication during emergencies, including use of any installed specialised communication equipment
- (g) Liaison with Emergency Services
- (h) Coordination of evacuation activities
- (i) Implementation of post-emergency activities in accordance with this plan

Selection criteria for ECO members

When selecting ECO members the following information is to be taken into consideration,

Chief Warden/Evacuation Coordinator

The person appointed as Chief Warden should —

- (a) be capable of performing their duties;
- (b) be capable of leading and taking command;
- (c) display effective decision-making skills;
- (d) demonstrate the capability to remain calm under pressure;
- (e) be available to undertake their appointed duties;
- (f) be capable of effectively communicating with occupants and visitors;
- (g) be familiar with the facility;
- (h) be able to undergo relevant training.

Communications officer

The person appointed as communications officer should-

- (a) Be capable of performing their duties;
- (b) Display effective decision-making skills;
- (c) Demonstrate the capability to remain calm under pressure;
- (d) Be available on-site to undertake their appointed duties;
- (e) Be capable of effectively communicating with occupants and visitors;
- (f) Be able to undergo relevant training.

Floor Wardens

Floor Wardens should be appointed consistent with the location of their day-to-day responsibilities. The Floor 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, however all nominated Wardens shall be familiar with this role.

Persons appointed as Floor Wardens should —

- (a) be capable of performing their duties;
- (b) have leadership qualities and the ability to command authority;
- (c) display effective decision-making skills;
- (d) demonstrate the capability to remain calm under pressure;
- (e) be available on-site to undertake their appointed duties;
- (f) be capable of effectively communicating with occupants and visitors;
- (g) be capable of deputising for other positions on the ECO; and
- (h) be able to undergo relevant training.

Wardens

Persons appointed as Wardens should —

- (a) be capable of performing their duties;
- (b) have leadership qualities and command authority;
- (c) be available to undertake their appointed duties;
- (d) be capable of communicating with occupants and visitors;
- (e) be capable of deputising for other positions; and
- (f) 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.

Primary Roles & Duties

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. 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 are to include the following:

Chief Warden:

- (i) Maintain a current register of ECO members.
- (ii) Replace ECO members when a position becomes vacant.
- (iii) Conduct regular exercises.
- (iv) Ensure the emergency response procedures are kept up-to-date.
- (v) Attend meetings of the EPC, as appropriate.
- (vi) Attend training and emergency exercises, as required by the EPC.
- (vii) Ensure personal ECO identification is available.

Communications officer:

- (i) Ensure personal proficiency in operation of facility communication equipment.
- (ii) Maintain records and logbooks and make them available for emergency response.
- (iii) Ensure that ECO members are proficient in the use of the facility communication equipment.
- (iv) Ensure the ECO emergency communication contact details are up-to-date.
- (v) Attend training and emergency exercises, as required by the EPC.

Floor Warden:

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

Wardens:

- (i) Ensure that all occupants are aware of the emergency response procedures.
- (ii) Carry out safety practices (e.g., clear egress paths, access to first-attack equipment and disposal of rubbish).
- (iii) Ensure personal ECO identification is available.
- (iv) 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/Evacuation Coordinator:

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

- (i) Respond and take control as deemed appropriate.
- (ii) Ascertain the nature of the emergency and implement appropriate action.
- (iii) Ensure that the appropriate Emergency Service has been notified.
- (iv) Ensure that Floor Wardens are advised of the situation as appropriate.
- (v) 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.
- (vi) Monitor the progress of the evacuation and record any action taken in an incident log.
- (vii) 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.
- (viii) 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 the emergency shall take the following actions:

- (i) Ascertain the nature and location of the emergency.
- (ii) Confirm that the appropriate Emergency Services has been notified.
- (iii) Notify appropriate ECO members.
- (iv) Transmit instructions and information.
- (v) Record a log of the events that occurred during the emergency.
- (vi) Act as directed by the Chief Warden.

Floor Wardens:

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

- (i) Implement the emergency response procedure guidelines for their floor or area.
- (ii) Ensure that the appropriate Emergency Service has been notified.
- (iii) When instructed to do so, direct Wardens to check the floor or area for any abnormal situation.
- (iv) Commence evacuation if the circumstances on their floor or area warrant this.
- (v) Communicate with the Chief Warden by whatever means available and act on instructions.
- (vi) Advise the Chief Warden as soon as possible of the circumstances and action taken.
- (vii) Co-opt persons as required to assist a Warden during an emergency.
- (viii) 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.
- (ix) 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 Warden.

Wardens:

Warden activities may include the following:

- (i) Act as Floor Wardens in their absence.
- (ii) Operate the Communication System(s) in place.
- (iii) Check that any fire doors and smoke doors are properly closed.
- (iv) Close or open other doors in accordance with the emergency response procedure guidelines.
- (v) 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.
- (vi) Ensure orderly flow of people into protected areas e.g. emergency fire and smoke isolated stairways.
- (vii) Assist occupants with disabilities.
- (viii) Act as leader of groups moving to nominated Assembly Areas.
- (ix) Report status of required activities to the Floor or Area Warden on their completion.

Post-emergency

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

Chief Warden/Evacuation Coordinator:

- (i) 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.
- (ii) Organize debrief with ECO members and, where appropriate, with any attending Emergency Service/s.
- (iii) Compile a report for the EPC and management.

Floor Wardens and Wardens

- (i) Compile a report of the actions taken during the emergency for the debrief.

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

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

1. Helmets.
2. Caps.
3. Hats.
4. Vests.
5. Tabards.

Identification apparel should be prominently marked with the wearer's ECO title, the type of identification used for each ECO designation shall be consistent throughout the facility.

First Aid Personnel

Prensa recommends that all nominated First Aid Personnel attend at least one ECO training session to formulate a strategy regarding first aid issues during an emergency situation and or evacuation. First Aid personnel should consider setting up a triage at the nominated external assembly area. Portable First Aid kit/s, should also be transported to this area. Ideally this area should have easy access to a roadway in case an ambulance is required. Depending on availability strategies regarding bottled water should also be considered. All building occupants should be made aware of the triage area. First aid personnel shall be identified by a white cross on a green background.

Occupants and Visitors

All occupants working at this facility receive training to enable them to act in accordance with this emergency response procedure guidelines. It is important that training 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. Prensa recommends 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.

Training is to include:

- a) Occupant responsibilities within the facility emergency response procedures.
- b) The types of emergencies contained in this emergency response procedure.
- c) How to report emergencies including activations of alarm systems.
- d) Recognising and reporting unsafe conditions, and correcting unsafe conditions when appropriate.
- e) The authorities, roles, responsibilities and identification of ECO members.
- f) Reacting safely to emergencies and alarms.
- g) Evacuation procedures.
- h) The location of internal and external staging and assembly areas, as contained in this plan.
- i) The location of egress routes.
- j) Post-emergency protocols.
- k) Procedures for specific emergencies.

Occupants not working regularly at this facility

Occupants of a facility, who do not work regularly at this facility, should receive training to enable them to act in accordance with the emergency response procedures. If training is not given, equivalent information should be provided.

Visitors

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

Skills Retention

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 response procedures. Skills retention activities may also include table-top exercises and evacuation/emergency response exercises for the ECO.

Skills retention activities shall -

- a) Be determined by the EPC, based upon the specific requirements for this facility and the emergency response procedure.
- b) Include revision of roles and responsibilities as set out in the emergency response procedures.
- c) Include instruction on the operation of the communications system.

Occupants with a disability

This would include but not be limited to occupants and visitors who —

- (a) are accompanied by an assistant;
- (b) have a guide or companion animal;
- (c) use alternative forms of information and communication;
- (d) have an ambulatory disability;
- (e) use a wheeled mobility appliance, including wheelchair or scooter;
- (f) are easily fatigued;
- (g) easily experience acute anxiety in an emergency;
- (h) easily experience extreme confusion in an emergency.

A current list of the 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 with those occupants from the facility who have a disability and a personal emergency evacuation plan (PEEP) developed for each of those persons.

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

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

The procedure for helping a person with a disability or chronic medical condition should be discussed by the Warden with the individual concerned, before any event requiring the person's evacuation.

All occupants 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 clear, 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. The attending Emergency Services may use the lifts (if safe) for the evacuation of occupants with a disability. It may also occur that the Emergency Services elect to Shelter in Place for these occupants.

Refusals

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

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

Notify the Chief Warden, who shall advise the attending 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.

Emergency Response Guidelines

The emergency response guidelines listed have been developed from the emergency identification and analysis matrix. In consultation with the EPC these guidelines identify an emergency situation that could present itself within this facility. Regardless of the emergency situation life preservation must take precedent. Not all emergency situations will require evacuation and there are many emergency situations that will require an action to be taken by the ECO without being prompted by an alarm. However the installed emergency warning system can be utilised for a variety of emergencies. It is understood that every situation is different and can present different and additional hazards. The guidelines within this plan will give the ECO the basic understanding of what actions are to be taken in a number of emergency situations, along with regular ECO training and general occupant awareness will ensure that an emergency situation will be responded to quickly and efficiently.

Shelter-In-Place

Shelter-in-Place option can be imposed upon the building by Emergency Services or if it has been deemed that remaining within the building is safer than evacuation. There are a number of different options to a Shelter-in-Place directive they include:

- moving occupants from one side of the building to the other
- moving occupants from higher levels to lower levels
- moving occupants from lower levels to higher levels
- moving all occupants into the buildings exits
- continue as normal but do not leave the building

The situation itself and/or Emergency Services will dictate what action is to be taken. Forward planning may also require occupants with a disability to be identified early. All occupants should be prepared to evacuate should the situation worsen or if directed and depending on the situation this may take a number of hours. If the situation is within the building the Emergency Services will be onsite to help resolve the situation. Emergency Services have an expectation that if your building has been directed to Shelter in Place occupants will remain within the safety of the building until conditions have returned to normal, or it is safe to evacuate. Moving from the building if shelter in place has been directed may take occupants from a place of safety to a place of danger. The Chief Warden will keep occupants informed as the situation proceeds.

Lockdown

A threat directly involving the building or within the building may require the facility to be placed into Lockdown. Occupants are to listen to any announcements, and follow directions by the Warden team. Lifts will be locked down under this directive. There will be no persons admitted into or out of the building and occupants could also be required to take additional shelter within an office, meeting room or tenancy. Movement must be kept minimal until you are advised that conditions have returned to normal.

In some situations it may be necessary for all tenants to undergo Lockdown. This is a critical reaction requiring all tenants to lock themselves and any visitors within their tenancy and await further direction. In order to instigate this directive, Management will utilise the installed PA system and will continually announce “Lockdown Lockdown Lockdown.”

PROCEDURE

- Listen to all instructions made over the PA (or made by management or emergency services)
- Immediately lock your tenancy
- Move staff away from all entry points and towards the rear of the tenancy
- Switch off lighting
- Hide in store rooms or behind counters
- Ask all within your tenancy to switch OFF or silence mobile phones
- Keep together and minimise all movements and noise
- Stay hidden and DO NOT be tempted to show yourselves
- Listen for announcements from Management or Emergency Services
- Do not call Building Management
- Do not leave the tenancy or resume normal activities until instructed to do so
- Leaving your tenancy while Lockdown has been imposed may take people into an extremely dangerous situation
- Make no attempt to retrieve your vehicle from the car park
- If you have been able to evacuate report to the police command post

Standard Alarm Responses

Listed below are the standard response procedures for alarm activations. The installed alarm system can be utilised for a variety of different emergency responses, where evacuation, level re-location or shelter in place is required. Manually activating Alert Tones or PA announcements will signify a response by Wardens throughout the levels. This will allow for a controlled evacuation or information to be disseminated in a controlled manner. The EWIS system will default into the evacuation mode upon activation of detectors or Manual Call Points, unless the Chief Warden intervenes.

Chief Warden

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

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

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

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

AFTER EVACUATION

- Proceed (if safe) to the Assembly Area: **Flagstaff Gardens**

Floor Warden

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

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

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

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

AFTER EVACUATION

- Proceed (if safe) to the Assembly Area: **Flagstaff Gardens**

Warden

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

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

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

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

AFTER EVACUATION

- Proceed (if safe) to the Assembly Area: **Flagstaff Gardens**

General Occupants

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

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

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

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

AFTER EVACUATION

- Proceed (if safe) to the Assembly Area: **Flagstaff Gardens**

External Assembly Area

Unless you are advised that this area is unavailable, all occupants are to attend the external assembly area and await the all clear from the Chief Warden. Depending on the situation, this may take a number of hours. You are not permitted back into the building until the all clear has been given and this will only be announced once the responding Emergency Services are satisfied the building is safe for re-occupation. A staggered re-occupation is recommended, as multiple levels trying to access the building at the same time will hold up lift movements.

The Assembly Area will:

- Be managed by the wardens collectively.
- Facilitate communication with evacuees by the wardens collectively.
- Stage First Aid Officers with First Aid Kits in an accessible and prominent area.
- Communicate with the Chief Warden via mobile phone, or a runner.

Secondary Assembly Area

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

Factors that may necessitate relocation include:

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

After Hours

Alarm activations after normal business hours will require evacuation due to potential limited ECO. Occupants are to commence preparing for evacuation upon the Alert Tone (Beep, Beep, Beep) being sounded.

Do not assume it is a "false alarm" even though there is no evidence of fire on your floor or area, all persons should, for their own safety, evacuate their floor when the "Evacuation" tone (Whoop, Whoop, Whoop) is sounded. Upon exiting the building proceed to the external assembly area. ECO shall follow typical emergency response procedures. Please await instruction from the Emergency Services before re-entering the building.

Building Entry Points

Full or partial evacuation of the building will require all access points into the building to be limited to responding Emergency Services. Vehicle and pedestrian access points will need to be controlled and this will be tasked by the Chief Warden. The use of the alarm tones and or PA announcements will help in controlling these areas until the arrival of a Warden or responding Emergency Services.

Emergency during a 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.

Lifts

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

- Ensure that lifts are keyed into manual mode, which will ground each lift.
- Ensure that persons do not enter the lifts whilst an emergency situation is underway.

Lifts are available for use by Emergency Services only or by ECO members at the direction/discretion of the senior Emergency Service Officer only. There are some emergency situations whereby occupants may move from the building via lifts. These situations will be advised and controlled by the Chief Warden. Unless advised, occupants are not permitted to use the lifts while the building is under alarm condition.

Active Shooter

Description: Active shooter emergency is an extreme situation, and will often occur without prior warning. Places of mass gathering (PMG) will pose a number of security challenges and have been identified both nationally and internationally as targets for an active shooter. Australian gun laws have helped prevent situations occurring regularly, however illegal trade in automatic weapons and events in other countries has increased the risk of such events re-occurring. A call or multiple calls to Triple 0 regarding an active shooter will escalate quickly through Emergency Services, however first responding units will not normally enter a building while there is active gun fire. A tactical response to this situation is required; normally the first units deployed into a building will not be there to render assistance to the wounded and will be committed in stopping an active shooter, but this can only be achieved with the co-operation and assistance of site management. These types of events are often random and very unpredictable especially in high populated buildings; occupants need to be aware of the options during this situation. The following are **guidelines only** to an occupant response in such an event.

Active Shooter Characteristics: most events vary greatly along with motives typically an active shooter will attempt to kill as many people as possible in a relative short period of time, (10-15 minutes). An active shooter does not generally involve a hostage situation; however can potentially transition into one if confronted by law enforcement or may commit suicide, most incidents are generally not resolved through negotiation.

Given the objective of an active shooter is to kill as many people as possible, the primary objective of emergency planning and strategies is to minimise access to potential victims. This can only be achieved through planning and training. Implementing a Lockdown plan will only work if all stakeholders are aware of the term and its meaning. Initiating immediate response procedures, moving people from danger, preventing people from entering the scene, and assisting police to locate and possibly contain the offender.

PREVENTION: Firearm ownership restrictions in Australia have dramatically reduced the amount of semi-automatic weapons available in the country, however illegal trade of such weapons continues. Security and electronic surveillance may also help deter a would-be attacker.

PREPAREDNESS: All stakeholders are to be aware of the Lockdown plan and ensure all staff are aware of the directive. There are some tenants that will be unable to Lockdown their tenancy i.e. kiosks, or casual tenants. A strategy regarding their response to Lockdown may include immediate evacuation, or “buddy up” with a nearby tenant who may have the capabilities of securing their tenancy. Training and practise exercises in securing a tenancy should be ongoing with all staff members, it may be found that it is impracticable or far too difficult and time consuming to implement. This then would require additional strategies, however this should be recognised early and not during a situation.

RESPONSE: Minimising the offender’s access to victims should be the number one priority these options include:

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

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

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

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

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

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

Bomb Threat

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.

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 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. Wherever 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.

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 discredited without investigation. 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.

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 the most appropriate action is. There is no right answer and building management and/or the ECO is not expected to predict what might happen in the future.

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.

Note:

- 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.
- 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.
- 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

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

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 Has there been a **PERIMETER** breach 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.

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

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.

Mail Handling

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 - Staff Responsibilities:

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

Ensure items that arrive via means other than the current procedures are addressed with security; i.e. items that have been left unattended outside the main dock that have not been signed for, will need to be brought to the immediate attention of the Chief Warden and/or the Emergency Services for further investigation.

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:

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

Your Address :	380 La Trobe St.
Cross Street :	Queen Street

ECO ACTION POINTS: Bomb Threat

Chief Warden:

- Upon being advised of a threat speak directly with the person who has taken the threat
- Ensure the matter has been reported to the Police
- Assess the threat specific/non specific
- Formulate a plan based on your assessment
- Proceed to the MECP utilise the EWIS to disseminate information
- Liaise with responding Emergency Services

Floor Warden:

- Respond to any request given by the Chief Warden
- Brief Wardens on your floor
- Report back to the Chief Warden on findings

Warden:

- Liaise with the Floor Warden
- Act on any instructions given by the Floor Warden
- Report anything that is suspicious

Civil Disorder

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

Consideration must be given to personal safety if confronting a situation of this nature. If a resolution cannot be achieved, management or a representative thereof has the authority to refuse entry to a person or persons or revoke their permission to remain on the premises. If a person or persons refuse to leave, police attendance should be requested and a formal demand will be made on the person or persons in the company of the police, if they refuse to leave, the police have a power of arrest under the trespass legislation.

Your Address :	380 La Trobe St.
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Immediately upon hearing of a civil disorder occurring in, or in the vicinity of this building or that there has been unauthorised entry, the Emergency Control Organisation should take the following action:

ECO ACTION POINTS: Civil Disorder

Chief Warden:

- Notify the Police and request assistance
- Restrict entrance to the building
- Restrict confine presence to the ground floor
- Proceed to the MECP utilise the EWIS to disseminate information
- Liaise with responding Emergency Services
- If available, ensure CCTV is positioned on area of activity for future surveillance and record
- Notify nominated Managers

Floor Warden:

- Restrict contact between the demonstrations and the building occupants
- Secure any critical records, equipment or valuables
- Act upon instruction given by the Chief Warden

Warden:

- Remove any objects which could be used as a missile or weapon
- Supervising the locking of offices, securing records, files, cash and other valuable property and at the same time promoting a CONFIRMED EMERGENCY

Earth Quake

Description: No part of Earth's surface is free from earthquakes, but some regions experience them more frequently. They are most common at tectonic plate boundaries where different plates meet. The largest events usually happen where two plates are colliding, or colliding and sliding past one another, particularly around the edge of the Pacific Plate, for example in New Zealand, Vanuatu, the Solomon Islands, Papua New Guinea, Japan and the Americas, and in Indonesia, where the Indo-Australian Plate collides with the Eurasian Plate. The depths of focus in these collision zones can range from 0-700km.

Large shallow earthquakes also happen where two plates are pulling apart with the creation of new oceanic crust along mid-ocean ridges and on the transform faults that intersect them. Shallow intra-plate earthquakes occur in the relatively stable interior of continents away from plate boundaries. They are less common and do not follow easily recognisable patterns. This type of earthquake generally originates at shallow depths.

Although Australia is not on the edge of a plate, the continent experiences earthquakes because the Indo-Australian plate is being pushed north and is colliding with the Eurasian, Philippine and Pacific plates. This causes the build-up of mainly compressive stress in the interior of the Indo-Australian plate which is released during earthquakes.

- Always have your emergency kit and household plan ready to go.

Watch for possible warning signs

- Erratic animal behaviour - scared, confused pets running about, or birdcalls not usually heard at night.
- Ground water levels - watch for sudden water level changes in wells or artesian bores.

During the earthquake

- If indoors, stay there (clear of falling debris outside). Keep clear of windows, chimneys and overhead fittings. Shelter under and hold a doorframe, table, bench etc.
- In high-rise buildings, stay clear of windows and outer walls. Get under a desk near a pillar or internal wall.
- Do not use elevators.
- In crowded areas or stores, do not rush for doors. Move clear of overhead fittings and shelves.
- If outside, keep well clear of buildings, overhead structures, walls, bridges, power lines, trees, etc.
- In a city street, shelter from falling debris under strong archways or doorways of buildings. Don't go under awnings or parapets as they may collapse.
- If in a vehicle, stop in an open area until shaking stops. Beware of 'downed' power lines and road damage, including overpasses and bridges. Listen to your car radio for warnings before moving.

After the earthquake

- Watch for hazards and tend to injuries.
- Turn off electricity, gas and water - do not light matches until you have checked for gas or fuel leaks.
- Check for injuries. Apply first aid. Do not move the seriously injured unless in immediate danger.
- Check for broken water, sewerage or electrical mains.
- Do not use telephone immediately (to avoid congestion) unless there is a serious injury or fire etc.
- Check for cracks/damage, in roof, walls, chimneys etc.
- Evacuate if badly damaged. Be prepared for aftershocks.
- Do not waste food and water as supplies may be interrupted.
- Collect emergency water from heaters, ice cubes, toilet tanks and canned foods.
- Listen to local radio and heed warnings and advice on damage and service disruptions.
- Avoid driving unless for emergency (keep streets free).
- Do not go sightseeing or enter damaged buildings.
- Stay calm and help others if possible.

Your Address :	380 La Trobe St.
Cross Street :	Queen Street

ECO ACTION POINTS: Earthquake

Chief Warden:

- Proceed to the MECP, utilise the EWIS to disseminate information
- Liaise with responding Emergency Services

Floor Warden/Warden:

- Standard response procedures

External Emergency

Description: Depending on the situation normally, an external emergency will be advised by responding Emergency Services. Options may include Shelter in Place, Lockdown, or Evacuate. Emergency Services have an expectation that all places of work have provisions for emergencies and are able to implement procedures at any time for a number of reasons. External situations will be assessed by Emergency Services and if deemed necessary may implicate your building.

If occupants should see or observe a situation external to the building that may affect the working conditions of their building, they are to report the situation to the Chief Warden.

Note: It is a requirement that emergency planning take into consideration neighbouring properties, this will also be considered by responding Emergency Services.

Your Address :	380 La Trobe St.
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ECO ACTION POINTS: External Emergency

Chief Warden:

- Act upon instruction given by responding Emergency Services
- Respond to reports from Wardens regarding an external emergency
- Utilise MECP to disseminate information

Floor Warden:

- Escalate an external situation to the Chief Warden
- Act upon instruction given by the Chief Warden

Warden:

- Escalate an external situation to the Chief Warden
- Act upon instructions given by the Floor Warden

Fire

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

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

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

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

When confronted with a smoke filled room or corridor:

- Close doors and windows to the smoke filled area, if safe to do so.
- Contact the ECO to raise the alarm or activate a Manual Call Point.
- Evacuate the area via an alternative, non-smoke filled egress route.
- If trained and safe to do so, extinguish the fire using a fire extinguisher or hose reel. This is for small uncomplicated fires only.
- When searching for occupants, test closed doors with the back of your hand for heat before opening and look for signs of smoke seeping around the edges.
- Ensure all occupants have evacuated.
- If safe to do so, contact the Chief Warden via the WIP and give a status report.
- Evacuate the building to the Assembly Area ensuring stairwell doors are closed behind you.
- Report to the Chief Warden areas cleared, not accessed, persons unaccounted for, occupant/visitor with a disability remaining in the stairwell and refusals.

Your Address :	380 La Trobe St.
Cross Street :	Queen Street

ECO ACTION POINTS: Fire

Chief Warden:

- Proceed directly to the MECP
- Ensure the Fire Brigade has been notified
- Assess the location of the activation
- Establish communication with the floor

Floor Warden/ Warden:

- Standard response procedures

Flood

Description: Floods caused by domestic systems usually do not endanger people but can cause extensive damage to buildings and equipment. Water from fire sprinkler systems will activate installed alarm systems therefore, a standard response will be utilised to assess or instigate an evacuation. Floods caused by the overflow of stormwater drains, creeks, rivers and streams are extremely dangerous and may require the evacuation of buildings.

1. What is in the water? i.e. 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.

Your Address :	380 La Trobe St.
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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 or a full building evacuation.
8. Don't move people from safety to danger! Flood waters are unsafe and evacuees should not walk through water.

ECO ACTION POINTS: Flood

Chief Warden:

- Proceed to the MECP, utilise the EWIS to disseminate information
- Liaise with responding Emergency Services

Floor Warden/Warden:

- Standard alarm response procedures

Gas Leak

Description: 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. 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 odorant is added to ensure quick detection in case of a gas leak.

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ECO ACTION POINTS: Gas Leak

Chief Warden:

- Clear any person in immediate danger if safe to do so.
- Call the Emergency Services on “000”.
- Turn off gas at source if possible and safe to do so.
- 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.
- Consider evacuation, either: Partial evacuation of floor, or Full Building evacuation.
- Do not re-enter area until advised to do so by the Chief Warden or the Emergency Services.

Floor Warden:

- Clear any person in immediate danger if safe to do so.
- Call the Emergency Services on “000”.
- Turn off gas at source if possible and safe to do so
- Advise Chief Warden

Warden:

- Act on instruction given by the Floor Warden.

Medical Emergency

Description: The possibility of a medical emergency has to be considered during the course of a normal working day. First Aid officer must be advised as soon as possible and unless it is obvious that an Ambulance is required. ECO team members are to support the First Aid officer and may be requested to notify Triple 0.

Crowd control may also be necessary, and occupants should be directed away from the immediate area unless the patient has been moved to a first aid room. If an Ambulance has been arranged ensure an ECO team member has been despatched to greet responding Emergency Services. If possible secure a lift.

Know who all your first aiders are, and location of any first aid kits.

Emergency Service :	First Aid - Ambulance
Your Address :	380 La Trobe St.
Cross Street :	Queen Street

ECO ACTION POINTS: Medical

Chief Warden:

- Act upon reports of a medical emergency
- Ensure Triple 0 has been notified if required
- Greet responding Emergency Services

Floor Warden:

- Ensure the Chief Warden has been notified if an Ambulance has been called
- Ensure a Warden has been despatched to greet responding Emergency Services
- Assist with directions given by the First Aid officer

Warden:

- Act upon instructions given by the Floor Warden

Personal Threat

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

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

Your Address :	380 La Trobe St.
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ECO ACTION POINTS: Personal Threat

Chief Warden:

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

Floor Warden:

- Remain calm.
- Assess any injuries and assist injured or harmed if possible and only if safe to do so.
- Evacuate any person from the immediate danger area and await instruction from the Emergency Services.
- Avoid disturbing any evidence.
- Arrange for appropriate first aid and trauma counselling.

Warden:

- Escalate a situation that has been reported to you.
- Act upon instruction given by the Floor Warden.

Power Outage

Description: During a power outage occupants should minimise movements until directed by the ECO. Emergency & Exit lighting within your building is tested for 90-min, therefore if power has not been re-established; evacuation of the building must be complete before this time expires. The Fire Panel will continue to monitor detectors for approximately 2 hours. Persons trapped in lifts will become the priority of the lift company or Fire Brigade, disabled occupants requiring additional assistance must be brought under the care of the Floor Warden. In the event of a wide spread power outage, priority will be given to persons trapped in lifts

Your Address :	380 La Trobe St.
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ECO ACTION POINTS: Power Outage

Chief Warden:

- Proceed directly to the EWIS Panel.
- Assess lifts for occupants trapped.
- Establish communication with each level recording disable occupant numbers.
- If power has not been restored within 30-mins, commence evacuation procedure.

Floor Warden:

- Proceed directly to the WIP.
- Listen for announcements.
- Bring under your control any disable occupants.
- Task Wardens.

Warden:

- Proceed directly to the WIP.
- Liaise with the Floor Warden.
- Minimise movement of occupant.

Structural Instability

Description: High impact areas should be inspected regularly. Dock Entries that have been impacted by oversized trucks may weaken the structural stability of walls and overhead areas, car park walls should also be inspected regularly as impact from cars will likely go unreported. Cracks in walls and floor areas are to be reported to the Building Manager and investigated. Access to an area of instability is to be isolated until a structural engineer has inspected the area. Unstable elevated car park walls may require pedestrian walkways or roads to be closed until the area can be made safe. Road closures can only be facilitated by local council or police.

Structural instability may not automatically activate installed alarm systems, and often require reports from tenants or bystanders to instigate a response. Professional advice regarding structural damage should always be sought, initially fire brigade officials may instruct emergency management procedures be implemented and either full or partial evacuation ordered.

Your Address :	380 La Trobe St.
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ECO ACTION POINTS: Structural Instability

Chief Warden:

- Act upon any reports received regarding structural instability
- Escalate reports to the Building Manager and if required to Emergency Services
- If evacuation is required, take into account egress paths from the building

Floor Warden:

- Report any structural instability incidents to the Chief Warden
- If required, isolate or evacuate the area of concern until assistance arrives

Warden:

- Report any structural instability incidents to the Chief Warden
- If required, isolate or evacuate the area of concern until assistance arrives

Suspect Object

Description: Reported suspect objects must be investigated further, firstly establish what has made the item suspect. Report the situation to the Chief Warden, who may escalate the situation to Emergency Services (Police). The following should be considered:

- **Location of the item:** Public access or secure area
- **Is the item not common for that area:** School bag, Box, Briefcase
- **How long has the item been there:** When was the item first observed
- **Have any threats been made:**
- **Is there any CCTV footage available:**

Do not disturb, pick up, or move the item, secure the area until Police have arrived.

Your Address :	380 La Trobe St.
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ECO ACTION POINTS: Suspect Object

Chief Warden:

- Investigate any reports of a suspicious object
- Seek information from any witness
- Escalate the situation to Police who will advise of further action

Floor Warden:

- Report any suspect object to the Chief Warden
- Seek information from persons in the area
- Secure the area and keep occupants away until advised

Warden:

- Ensure the Floor Warden has been advised

Transport Accidents

Description: Traffic accidents are not just confined to the roadways, accidents within car parks may impact a place of work. Leaking fuel, persons trapped, may require an immediate response. Height restrictions may limit some Emergency Services vehicles and may not be able to gain entry into some car parks. Traffic into car parks may also need to be restricted, until the situation has been resolved. This type of situation may not activate alarm systems within the building, and will require a person to report such an incident for the ECO to react.

Vehicles colliding with buildings may affect the structure integrity and will require immediate evacuation. These types of accidents may or may not activate installed alarm systems, an alarm activation will require a standard response, non-alarm activations will require the situation to be reported.

Your Address :	380 La Trobe St.
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ECO ACTION POINTS: Transport Accidents

Chief Warden :

- Act upon a report of an accident, proceed directly to the area of concern and assume control. Ensure Emergency Services have been notified; assess the need to evacuate an area. If height restrictions limit Emergency Service vehicles, ensure a Warden has been despatched to greet responding Emergency Services. If necessary limit access into car park but not from the car park.

Floor Warden :

- Report any accident to the Chief Warden.

Warden :

- Report any accident to the Floor Warden

Workplace Intrusion

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

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

Your Address :	380 La Trobe St.
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ECO ACTION POINTS: Workplace Intrusion

If confronted by an armed intruder:

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

Try to make a mental note of the description, clothing, speech, scars or other markings.

DO NOT GIVE CHASE.

When the Intruder Departs:

- Secure the area
- Advise Police, give details of incident

Chemical Incidents

Description: There are many chemicals available that pose a risk if used for reasons other than their intended purpose. Industrial and household chemicals if used incorrectly or mixed with other chemicals can be extremely dangerous and have the potential to cause serious injury or death. Toxic Industrial Chemicals (TICs) such as chlorine and sulphuric acid are more likely to be used due to their easy availability. Persons experimenting with chemicals may not fully comprehend the consequences of their actions and what may seem like a harmless prank can quickly turn into a major Hazmat incident. Chemical Warfare Agents (CWAs) are more difficult to obtain and manufacture, however, cannot be eliminated and use of such agents will generally be viewed as a terrorist incident.

- Nerve agents (sarin or VX) which are man-made are extremely toxic and evaporate quite rapidly
- Chocking agents (chlorine gas) cause coughing and choking
- Blister agents (sulphur and nitrogen mustard) are usually liquids and evaporate more slowly. Symptoms of exposure to mustard include reddening of the skin and blistering
- Blood agents (cyanogen chloride and hydrogen cyanide) cause inhalable gases. Symptoms of exposure to cyanogen chloride include a flushed face with red lips, frothing at the mouth, vomiting, unconsciousness and death

Chemical Indicators:

- Blisters/Rashes: Numerous individuals experiencing unexplained water-like blisters, welts and or rashes.
- Mass Casualties: Health problems including disorientation, difficulty in breathing, convulsions and death.
- Patterns of casualties: Casualties will likely be distributed downwind, or indoors, by ventilation systems.
- Unexplained Odours: Smells ranging from fruity to flowery, sharp/pungent, garlic/horseradish or like bitter almonds. All smells will be completely out of character for the surroundings.
- Fog like Conditions: Low lying clouds or fog like conditions.

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Response

Regardless of the symptoms intervention by emergency services is required. This can be quickly escalated by first responders or depending on the severity of the information being received by the Triple 0 operator. Assisting occupants who display symptoms of chemical exposure may also put rescuers at risk.

Biological Incidents

Description: Biological agents are bacteria, viruses and toxins that can cause disease or death. Biological toxins are naturally occurring substances produced by an animal, plant or microbe. Toxins that can be used as biological weapons include botulinum and ricin which can be lethal, however, are not spread from person to person.

There would be most likely no characteristic or immediate signs of the release as they are usually colourless and odourless. There are no immediate symptoms. Symptoms may take hours or days to appear or even weeks for viruses or bacteria. In Australia, all white-powder incidents to date have been false alarms or hoaxes. The most reliable indicator of an actual biological attack would be an unusual cluster of patients presenting at health care facilities with similar symptoms.

Biological Indicators

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

Your Address :	380 La Trobe St.
Cross Street :	Queen Street

Response

Biological agents can be disseminated in a variety of ways, including placement within letters or packages. Any such incidents must be reported to Triple 0 who may escalate the situation depending on information received. If a letter or package suspected of contamination is received, follow these steps.

- Do not handle the package unless absolutely necessary
- Isolate the package or mail
- Shut down air conditioning or ventilation systems if safe to do so
- Do not brush your clothing, remove clothing and place it in a plastic bag as soon as possible
- Ensure all people who have handled the package wash their hands or shower with soap and water. No dot use other disinfectants
- Make a list of all people who had contact with the substance or package and give it to the responding emergency services.

Radiological Incidents

Description; Ionising radiation is an energy emitted from atoms in the form of either electromagnetic waves or particles. It is called ionising as it has sufficient energy to eject electrons from atoms. Atoms emitting ionising radiation are called radioactive atoms, material containing radioactive atoms is called radioactive material.

Radiation Types

- Alpha – Travels only centimetres, generally will not penetrate skin.
- Beta – More penetrating than Alpha, may cause burns to skins, travels only a few meters.
- Gamma – Very penetrating, will travel tens to hundreds of meters depending on strength.

Radiological Indicators: Likely to be radioactive material, such as medical or industrial isotopes, combined with explosive or incendiary material. Effects depending on dose, include vomiting, fatigue, skin burns, bleeding, increased risk of infection and hair loss.

Your Address :	380 La Trobe St.
Cross Street :	Queen Street

Response

Radiological materials are undetectable by the human senses. It is unlikely that you will know if you have been exposed unless you see markings on a device indicating radiation. If you suspect you have been exposed to radioactive material:

- Reduce your exposure time to radioactive material to a minimum.
- Keep away from the source the further away from the material the better.
- Cover yourself with a heavy or thick material to shield you from radiation.
- Place a handkerchief over your mouth if you think there are radioactive particles in the air and move upwind.
- Consider removing outer clothing if you think radioactive have lodged in your clothing
- Wash exposed skin and hair areas.
- Seek medical advice, call 000 and advise Fire Brigade that you have been exposed to radioactive material.

ECO ACTION POINTS: Chemical, Biological, Radiological Incidents

Chief Warden :

- Act upon a report of an accident, proceed directly to the Emergency Control Room if safe to do so and assume control. Ensure Emergency Services have been notified; assess the need to evacuate an area. If height restrictions limit Emergency Service vehicles, ensure a Warden has been despatched to greet responding Emergency Services. If necessary limit access into the building.

Floor Warden :

- Report any incident to the Chief Warden.

Warden :

- Report any incident to the Floor Warden

Explosion

Description: Explosions can occur in various forms including a violent burst as a result of internal pressure and a release of mechanical, chemical, or nuclear energy in a sudden and often violent manner with the generation of high temperature and usually with the release of gases. An explosion, occurring within or external to a building, may cause damage ranging from minor to substantial structural problems and injury or death to occupants within close proximity.

Incidents involving explosions will vary in their intent and degree. Some explosions are the result of calculated perpetration which is designed to cause maximum fear or harm to assets and occupants. Others are caused by accidental means through gas leaks, the poor handling of dangerous goods or a culmination of events leading up to and causing the explosion.

An explosion inside or external to a building may cause widespread panic. There is as much potential for injury with occupants rushing to exit the building as there is from the explosion itself. In some cases it may be safer for occupants to remain in the building than to exit the building.

Explosions causing injury or death to occupants will require the responding emergency services to set up a triage area in a safe and close location. In almost all circumstances involving an explosion incident, the Emergency Services will take control of the incident and the surrounding area. It is also certain that there will be an investigation conducted by the Emergency Services.

Explosion incidents in places of mass gathering (PMG) will attract wide public and media interest. There will be a need to manage large numbers of spectators and media crews.

Your Address :	380 La Trobe St.
Cross Street :	Queen Street

ECO ACTION POINTS: Explosion

Chief Warden :

- Act upon a report of an explosion, proceed directly to a safe area and assume control. Ensure Emergency Services have been notified; assess the need to evacuate an area.

Floor Warden :

- Report any explosion incident to the Chief Warden.

Warden :

- Report any explosion incident to the Floor Warden

Industrial Incident

Description: Buildings of any size and shape will, at some stage, undergo one form of construction work or another. This may be as a result of renovations, reparations or extensions to the existing premises. Other sites are considered as industrial and usually categorised in the manufacturing industry as such, where industrial work is conducted on a daily basis. In any case the probability for an industrial incident occurring at the workplace is significantly increased. Even though any construction/Industrial site must have its own WHS procedures regarding emergency response to any incident typical of the site, it is important to know that it may directly affect the neighbouring place of work and its occupants. An industrial incident can affect property, environment and the safety of occupants. These emergency situations are basically no different from other emergency situations covered in this manual and the Emergency Control Organisation will co-ordinate the response to such incidents until the arrival of the Police, to whom Management/Wardens/Security personnel give assistance as required.

Industrial Response	Work Cover
Your Address :	380 La Trobe St.
Cross Street :	Queen Street

ECO ACTION POINTS: Industrial Incident

Chief Warden :

- Act upon a report of the incident, proceed directly to a safe area and assume control. Ensure Emergency Services and Work Cover has been notified; assess the need to evacuate an area.

Floor Warden :

- Report any incident to the Chief Warden.

Warden :

- Report any incident to the Floor Warden

Contact Us

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Evacuation Diagrams

Training & other Site Reports