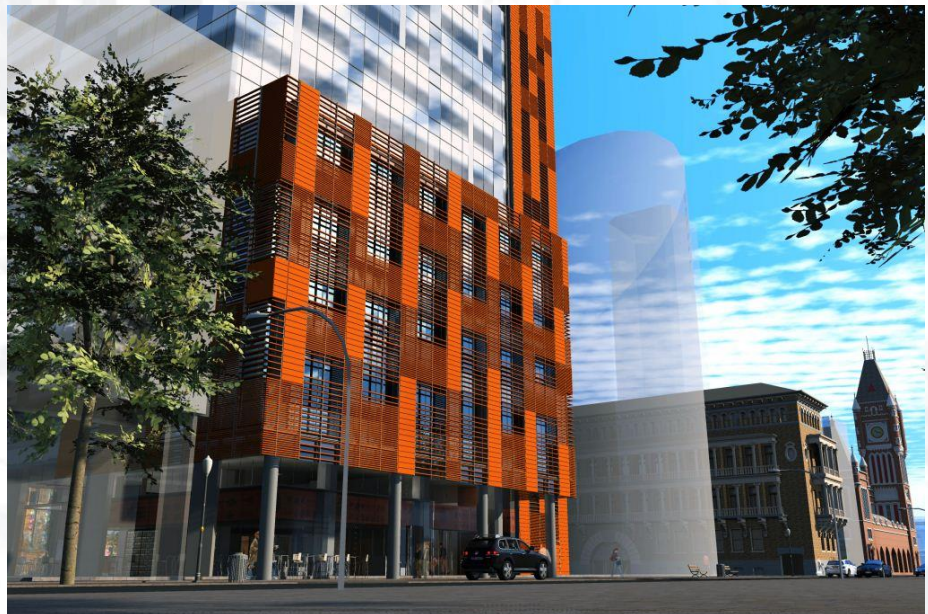


**565 Hay Street
Perth WA**

Emergency Procedures Manual



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Introduction

This document reflects a co-operative approach by First Alert to analyse, identify, evaluate and treat emergency related risks or situations that may arise from an internal or external source.

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

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

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

- It is available for study by any person who wishes to learn their duties and responsibilities.
- No alteration or amendments are to be made without authorisation of the Chief Warden and in conjunction with First Alert.

Scope

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

Guidelines, procedures and information contained within this manual are based upon Occupational Health & Safety Legislation, in conjunction with Australian Standard AS3745:2010 Emergency Control Organisations for Buildings, Structures and Workplaces. The Australian Bomb Data Centre (AFP) Bombs, Diffusing the Threat. Incorporating Mail Bomb Countermeasures. Emergency Management Australia, Flood Action Guide and Severe Storm Guide, and Australian Standard AS4360: 2004 Risk Management.

All terminology used throughout this manual is consistent where possible with Emergency Management Australia, Australian Emergency Management Terms Thesaurus.

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

Amendment Register

| No. | Date | Pages | By | Comments |
|-----|------------|-------|------------------|------------------|
| 1 | 16/07/2015 | All | Corine Bilaloski | EP Manual Issued |
| 2 | | | | |
| 3 | | | | |
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Manual Updates

First Alert will undertake a regular review of the Emergency Procedures manual to ensure the information contained within is as accurate and up to date as possible.

The review will be based on information supplied by the client and information gathered by First Alert during our regular scheduled training visits, unless a specific site visit is requested by the client.

Client Requirement

To ensure this manual is current it is incumbent upon the client to provide any new information of either staff or procedural changes that may need inclusion or amendment of this manual.

Document Control

It is the responsibility of the property manager to ensure proper document control is maintained for the emergency procedures documentation for this site.

Should copies of this manual be issued to other parties a document control register must be kept that details what version of which document is issued and full details to whom it was issued. Failure to keep this register could lead to obsolete versions of the document being used by tenants or Wardens that may hold non-factual information.

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SITE SPECIFIC INFORMATION & EMERGENCY PROCEDURES

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ERR

OR! BOOKMARK NOT DEFINED.

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Emergency Contact Numbers

| | | |
|--|-----------------------------|---------------------|
| FIRE BRIGADE | 0'000 | |
| POLICE | | |
| AMBULANCE | | |
| NATIONAL SECURITY HOTLINE | 1800 123 400 | |
| SITE SECURITY | | |
| CHIEF WARDEN | | |
| DEPUTY CHIEF WARDEN | | |
| PROPERTY MANAGMENT | | |
| OPERATIONS/FACILITIES MANAGER | | |
| FIRE SAFETY ADVISOR | Darren Mundy | 0412 148 681 |
| COMERCIAL TENANT 1 | | |
| COMERCIAL TENANT 2 | | |
| COMERCIAL TENANT 3 | | |
| COMERCIAL TENANT 4 | | |
| RETAIL TENANT | | |
| Medical Practice - Business hours & After hours | | 08 9221 4747 |
| Medical Practice - Business hours & After hours | | 08 9481 4342 |
| Hospital with comprehensive emergency facilities | Sir Charles Gairdner | 08 9346 3333 |
| Hospital with comprehensive emergency facilities | Princess Margaret | 08 9340 8222 |
| Dental Emergency Service - Business hours | | 08 9221 2777 |
| Dental Emergency Service - After hours | | 0411 960 492 |
| Mental Health Emergency Response Line | | 1300 555 788 |
| Counselling Service | | 08 9221 1311 |
| Trauma Consultant | | 0417 997 011 |
| WorkCover Authority - reportable incidents | | 1300 307 877 |
| Environmental Protection Agency | | 08 9327 8777 |
| Health Department | | 08 9222 4222 |
| POWER SUPPLY (EMERGENCY LINE) | 13 13 51 | |
| LEAKING GAS (ALL AREAS) | 13 13 52 | |
| Water Corporation | 13 13 75 | |
| POISONS INFORMATION HOTLINE | 13 11 26 | |
| STATE EMERGENCY SERVICE | 13 25 00 | |

Chief Warden Order of Priority

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

| PRIORITY | PERSON AND POSITION | CONTACT No. |
|----------|---------------------|-------------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |

Site Contact Numbers

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

Emergency Planning Committee

| | | |
|-----------------------------------|--------------|--------------|
| CHIEF WARDEN | | |
| PROPERTY MANAGER | | |
| OPERATIONS/FACILITIES MANAGER | | |
| SECURITY PROVIDER | | |
| Barry Lee | | |
| TENANT | | |
| TENANT | | |
| FIRE SAFETY ADVISOR (FIRST ALERT) | Darren Mundy | 0412 148 681 |

Ancillary Contacts

| | | |
|----------------------------------|--|--|
| NEIGHBOUR | | |
| NEIGHBOUR | | |
| LIFT MAINTENANCE PROVIDER | | |
| AIR CONDITIONING PROVIDER | | |
| FIRE SERVICES PROVIDER: FIXED | | |
| FIRE SERVICES PROVIDER: PORTABLE | | |
| | | |

Building Profile

| SITE DETAILS | | | | | |
|--|---------------------------------|--------------------------------|----------------------|--|-----|
| Site Name: | 565 Hay Street | | | | |
| Site Address | 565 Hay Street, Perth, WA, 6000 | | | | |
| Property Management Company: | PROPERTY AUSTRALIA MANAGEMENT | | | | |
| Consultant: | Darren Mundy | Date of Inspection: | Building Number: F79 | | |
| BUILDING DESCRIPTION | | | | | |
| Number of floors | 10 | No of Tenants | | Type of Building | 5A |
| Basement levels | 1 | Loading Dock | 1 | Basement Car parks | 1 |
| Lifts | 3 | Number of lifts: | 3 | Will lifts ground automatically on fire trip | No |
| ASSEMBLY AREA DETAILS | | | | | |
| Assembly Area: Stirling Gardens | | | | | |
| Assembly Area Risk Assessment completed: July 2015 | | | | | |
| Nearest Cross Street: Pier Street | | | | | |
| DESIGNATED ISOLATION AREAS | | | | | |
| FIRE SYSTEMS | | | | | |
| Is there a Fire Engineered Solution? | No | Comments: | | | |
| Fire Indicator Panel | «FIP» | Location: | Ground Floor Foyer | | |
| Sub FIP | «FIPS» | Location: | «FIPSLoc» | | |
| Mimic FIP | «FIPM» | Location: | «FIPMLoc» | | |
| EWIS /EWS /BOWS | «EWIS» | Location: | Ground Floor Foyer | | |
| Delay between tones | 3 minutes | Release Magnetic Doors Holders | Yes | | |
| System Monitoring : | Code Red | | | | |
| Air Conditioning Shut down: | Yes | Fire Stairs Pressurise: | Yes | Exhaust Fans start | Yes |
| EMERGENCY COMMUNICATION SYSTEMS | | | | | |
| Alert & Evac Tones | Yes | 2 Way Radio | N/A | Emg Channel | N/A |
| Internal Bell: | No | External Bell: | Yes | | |
| Siren/Sounder: | No | Whistle: | | | |
| PA: | Yes | Verbal Only: | | | |
| Portable Evac Machine: | No | Duress: | | | |

| FIRE SERVICES ON SITE | | | | | |
|---|---|---------------------|-----------------------|---------|-----|
| Dry Chemical Extinguishers | Yes | CO2 Extinguishers | Yes | | |
| Water Extinguishers | No | Foam Extinguishers | No | | |
| Fire Blankets | Yes | Hose Reels | Yes | | |
| Hydrants | Yes | Smoke Detectors | Yes | | |
| Thermal Detectors | Yes | VESDA | «Vesda» | | |
| Beam Detector: | No | Break Glass Alarms | Yes FIP | Colour: | Red |
| Flood Suppression & type | | Sprinklers | Yes | Colour: | Red |
| ECO | | | | | |
| Warden Identification | Hard Hats | Evac Plans In Place | Yes | | |
| SPECIAL RISKS | | | | | |
| Flammable Liquids | No | Location: | | | |
| Gas | Yes | Shut Off Valve | As per Block Plan ECC | | |
| Chemicals | «Chem» | | | | |
| TRAINING INFORMATION | | | | | |
| Training Venue | Within Building | | | | |
| Venue Contact | Steve Snowball | Phone | 0407 885 506 | | |
| Front Desk Security | | | | | |
| Visitor Procedures | n/a | | | | |
| Training Frequency | Training held quarterly, wardens must attend every six (6) months | | | | |
| Training Provider | First Alert – Darren Mundy | | 0412148681 | | |
| OTHER SITE ISSUES | | | | | |
| Fire Doors | 2 hours | Tunnels | No | | |
| Smoke Doors | Yes | Fire rated Stairs | 2 hours | | |
| Dangerous Goods | Type: No | | | | |
| Quantity: | | Location: | | | |
| MSDS Location: Facility Managers Office | | | | | |
| Site provided Risk Assessment: Facility Managers Office | | | | | |
| Safe Work Method Statement: Facility Managers Office | | | | | |

Communication during an emergency is a vital tool in the coordination of the safe and orderly movement of people from an area of danger to an area of safety. Many situations may arise where simply exiting the building via the nearest available exit is not appropriate and may place the evacuees in more danger than if they had remained where they were.

Therefore, the flow of information to and from the Chief Warden is essential in the coordination of the Emergency Control Organisation & its ability to function at its most efficient to safeguard life.

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

Emergency Warning Intercommunication System (EWIS)

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

The EWIS generates the emergency tones (Alert & Evacuation), allows for Public Address announcements & provides dedicated communication system via Warden Intercommunication Phones.

The panel is kept in an automatic mode that activates the alert tone, and if not manually overridden, will evacuate the building in a cascading fashion commencing from the alarm floor. Once the EWIS has sounded the evacuation tones, whilst in **automatic** mode, the Chief Warden **should not** cancel the alarm & must continue with evacuation of building regardless if the nature of the alarm is known.

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

Warden Intercommunication Point Phones (WIP)

Warden Intercom Phones (WIP) connected to The Emergency Warning Intercommunication System (EWIS), allow direct communication between the Chief Warden and the Floor Wardens during an emergency. These phones are located at each floor or area. Please take notice of Evacuation plans detailing the location of these phones.

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

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

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

Mobile Telephone

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

Telephones

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

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

Public Address Systems

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

Fire Indicator Panel

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

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

Runners

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

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

It is the aim of this manual to provide guidelines and procedures to facilitate the orderly movement of persons from an area of danger, to an area of safety, in the safest manner possible. In doing so, the Australian Standard AS 3745:2010, Emergency Control Organisation and procedures for buildings, workplaces and structures, has been utilised.

The size and configuration of a premise, together with type of occupancy, will determine the type and time interval between practice evacuations. All areas of a building, structure or workplace shall participate in at least one practice exercise in each 12-month period.

AS 3745:2010 recommends actions in relation to building facilities and procedures that, in the event of an emergency, may differ from their day-to-day use. It is recommended that all ECO members be familiar with the following recommendations and any other company-specific policies that may relate to their workplace.

Lifts

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

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

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

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

Stairwells and passageways

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

Fire isolated stairwells and passageways contain:

- Non-combustible in design and construction
- Emergency lighting
- Directional exit lighting
- 2 hour fire rated doors

Floor Plans

Floor plans (indicating the position of emergency stairs, exits, emergency equipment, and general instructions for staff) are prominently displayed in each respective floor or area. Each floor plan also indicates the primary Assembly Area and egress routes.

Other Equipment

Wardens should ensure that emergency equipment is readily available at all times. Items such as evacuation procedures, helmets, fire extinguishers, exit signs that are illuminated, or floor plans, if found missing or faulty, should be reported to building management.

Personal Items

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

Mobility-Impaired Persons

A mobility-impaired person is a person with physical, mental or sensory impairment, either temporary or permanent who requires assistance during an emergency evacuation.

If a mobility-impaired person is normally situated within the workplace, the Floor Warden should discuss with mobility-impaired persons the procedures for assistance in an emergency situation. If a mobility-impaired person is on premises, in the event of an emergency, the Floor Warden should be made aware of the mobility-impaired person and procedures for assistance and care should be made until their evacuation can be accomplished. Under no circumstances should the Mobility-impaired person be left alone. A warden or other competent person should be appointed to accompany the Mobility-Impaired person at all times during a potential emergency or the person should be placed in the care of the Floor Warden.

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

Refusals to Leave

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

The Chief Warden will then advise the attending Emergency Service.

Unconscious Persons

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

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

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

Contractors/Visitors

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

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

Primary Assembly Area:

Grassed Area Adjacent Council House

This area is to be a safe distance away from the building providing room for the occupants.

If people are expected to cross roads, controlled intersections should be used.

The Assembly area will:

- Be managed by the wardens collectively
- Communication with evacuees will be via loud hailer if necessary, or by the Wardens collectively
- First Aid Officers should take First Aid kit to Assembly Area
- Communication with the Assembly Area by the Chief Warden will be via mobile phone or a runner may be sent

Secondary Assembly Area

Paved Area Hay Street side of Church

This area is to be a safe distance away from the building providing room for the occupants.

The Secondary Assembly Area will be advised by the Chief Warden if and when necessary.

Emergency Planning Committee

The EPC shall be formed from representatives of building management, security and shall include the Chief and Deputy Chief Wardens and others who may have specialist knowledge.

The EPC may consist of:

- Property Manager
- Operations / Facilities Manager
- Security Representative(s)
- Chief / Deputy Chief Warden
- Any person with specialist knowledge e.g., engineer, mechanic
- Special interest such as OHS representative, HR Manager, General Manager
- Floor/Business Unit/Warden
- Emergency Management Consultant

The Emergency Planning Committee for this Building shall consist of the following personnel:

| | | |
|-------------------------------|----------------|--------------|
| Chief Warden | | |
| Property Manager | | |
| Operations/ Facilities Manger | Steve Snowball | 0407 885 506 |
| Security Representative | | |
| FIRST ALERT Consultant | Darren Mundy | 0412 148 681 |
| Other Tenants | | |

The duties of the Emergency Planning Committee are to:

- Establish and implement an emergency plan
- Arrange for the training of the ECO within a maximum six monthly interval
- Arrange the replacement of wardens who are no longer available and nominate suitable persons to cover short-term absences
- Ensure an up to date Warden Register be kept readily available
- Ensure exercises of the emergency plan are carried out, their effectiveness reviewed and any recommended changes to plans and procedures are made and documented
- Ensure that, during emergencies, instructions given by ECO personnel shall overrule normal management structure

Planning Process

The Emergency Planning Committee will meet annually, or at a lesser period if considered necessary. The Emergency Planning Committee should use all available means to identify analyse and assess emergency related risks. When evaluating emergency procedures care should be taken not to solely focus on planning for what to do in *response* to an emergency, but to consider a holistic approach to emergency planning and encompass a before, during and after overview of any possible emergency.



EPC Meeting Agenda

The Emergency Planning Committee (EPC) meeting is the forum to review and where necessary modify or introduce new procedures, update the Emergency Control Organisation (ECO) & tenant lists and discuss any issues that are deemed relevant to the emergency procedures for the site.

The EPC must include where possible;

- Building Services Manager
- Chief Deputy Chief Warden
- Any person with specialist knowledge e.g., engineer, mechanic
- Special interest such as OHS representative, HR Manager, General Manager
- Floor/Sector/Business Unit/Warden or region representative
- First Alert representative (Chair the meeting & give advice)

Emergency Planning Committee Meeting Agenda

During a meeting of the Emergency Planning Committee, the following points should be considered and discussed:

- Has there been any false alarms, fires, bomb threats, external emergencies etc.
- Confirm any changes to the Emergency Control Organisation (Warden team) and if new recruits are required
- Any changes to contact details for the site / neighbours (including contact details for new tenants to the site)
- Have any tenants moved in or out of the building
- Have there been any changes to the site that may affect the emergency evacuation procedures or plans
- Is there any upcoming construction planned for the building, or if there is current construction, are there any problems and likely date of completion
- Discuss any issues raised during any recent training on site (e.g. lack of helmets, Warden concerns regarding building, etc.)
- Confirm scheduled dates for next training and scenario to be used for the next evacuation drill conducted on site
- Other Issues or concerns raised by members of the committee
- Address Critical Considerations for the emergency documentation and training
- Appointment of Emergency Control Organisation

ECO Training

The EPC in conjunction with the property manager will organise regular training for the ECO and ensure the building occupants participate in an evacuation exercise at least yearly.

Typically the ECO training would entail:

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

ECO training should be conducted on a regular basis (At least a 6 monthly) and reflect the duties of the appropriate position.

Annual Evacuation Exercise

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

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

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

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

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

No Duff

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

Briefings

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

A debriefing session after each exercise (or actual) evacuation is essential to identify any positive or negative facets of the organisation or procedures. Wardens and other key participants shall attend the session and should be conducted by the Chief Warden or their delegate.

Observer's checklists or notes shall be analysed during debriefing sessions and any comments or suggestions should be reported to the EPC for analysis and possible amendment to the emergency plans.

Debriefing sessions should not be held as a means of accusations, but should be used as the opportunity for all participants to comment free of recriminations for the benefit of improving the planning process and consequently improving safety for all occupants alike.

As part of the ECO training programme an annual evacuation exercise must be conducted in accordance with AS3745.

The aim of the evacuation exercise is to provide the ECO the opportunity to practice the information gathered during the training session and also to give the occupants the opportunity to participate and be informed of their roles in the event of an emergency evacuation of the building and also the location of the Assembly Area.

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

Post Emergency Debrief

Within 7 days of the conclusion of an emergency whereby the full or partial evacuation has occurred, the EPC shall conduct a formal debrief and review of the events and processes affecting the emergency to ensure that the Emergency Plan and organisational preparedness remain appropriate and competent.

As part of the debrief procedure the EPC should invite all Wardens to submit their thoughts on what worked well, and what needs to be improved.

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

SMEAC Briefing Method

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

S – situation

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

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

M – mission

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

E – execution

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

A – administration / logistics

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

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

This should be noted on a checklist for easy reference (refer to the STARE checklist in appendix). Similarly observers should have a checklist so as to keep a record of the progress of the exercise and note any comments (refer to the Observers Checklist in appendix).

C – communication

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

Appointment of the Emergency Control Organisation

The responsibilities of the Emergency Control Organisation are to organise and supervise the safe movement of the occupants in an emergency.

- Persons appointed to the Emergency Control Organisation (ECO) should:
 - Be physically capable of undertaking such duties
 - Have leadership qualities
 - Have clear diction and able to communicate with the majority of occupants on their floor
 - Have maturity of judgement, good decision making skills and capable of remaining calm under pressure
 - Be indemnified against civil liability, so long as they have acted in accordance with the procedures in this manual (compliant with Australian Standard AS : 3745 - 2010)

Authority

Once an emergency is declared, the powers of wardens and deputy wardens shall override all normal non-emergency management procedures. Floor or Area Wardens and their deputies shall have the authority to marshal all staff and any visitor/s to their floor/ area. The purpose of these powers is to ensure that during an emergency situation, life safety takes precedence over asset protection and production matters in accordance with Australian Standard AS 3745- 2010 Emergency control organisation & procedures for buildings, structures & workplaces.


Indemnity

“Both the EPC and ECO personnel shall be indemnified by their employer against civil liability resulting from workplace emergency response assessment, education, training sessions, periodic exercises or emergency evacuation of a building where the personnel act in good faith and in the course of their emergency control duties” AS3745-2010.

Identification

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

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

| | | |
|--|--|--|
| Chief Warden Deputy Warden Communications Officer | Chief White |  |
| Floor Wardens | Yellow |  |
| Wardens | Red |  |
| In-house Officers | First Aid Green marked with a white cross |  |

Helmets/caps/vests/tabards may be labelled with their floor level. This will enable occupants to identify their Floor Wardens at the Assembly Area, and be accounted for.

Clear identification such as vests or tabards will enable Emergency Services to identify people with expertise of the building and should have specialist roles clearly displayed.

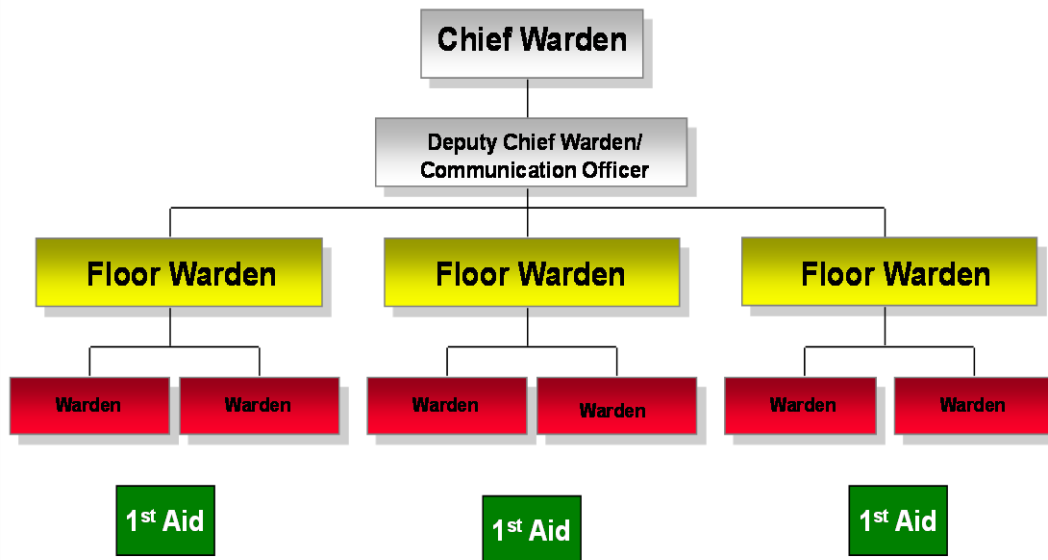
Roles such as:

- Building Manager
- Property Manager

Emergency Control Organisation Structure

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

ECO Structure



Chief Warden Order of Priority

The following order of priority shall apply to the role of Chief Warden in the event of an emergency for Equinox 3. In the event that the primary choice for Chief Warden is not available or contactable, the responsibility shall pass to the next person listed below.

| PRIORITY | PERSON AND POSITION | CONTACT No. |
|----------|---------------------|--------------|
| 1 | Steve Snowball | 0407 885 506 |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |

Emergency Colour Codes

The following emergency codes may be used via P.A in the event of an emergency.

| | |
|---------------|--|
| RED | Fire/Smoke |
| ORANGE | Evacuation |
| PURPLE | Bomb Threat |
| BLUE | Medical Emergency |
| YELLOW | Internal Emergency (Failure or threat to essential services or hazardous substances incident, illegal occupancy) |
| BLACK | Personal Threat (Armed or unarmed persons threatening injury to others or themselves) |
| BROWN | External Emergency |

The above coding is in accordance with Australian Standard AS3745-2010 - *Emergency Control Organisation & Procedures for Buildings*.

Assembly Areas

Primary Assembly Area:

Stirling Gardens

This area is to be a safe distance away from the building providing room for the occupants.

If people are expected to cross roads, controlled intersections should be used.

The Assembly area will:

- Be managed by the wardens collectively
- Communication with evacuees will be via loud hailer if necessary, or by the Wardens collectively
- First Aid Officers should take First Aid kit and Defibrillation Units to Assembly Area
- Communication with the Assembly Area by the Chief Warden will be via mobile phone or a runner may be sent

Assembly Area Risk Assessment

Two assembly areas were considered during the initial occupancy of the building. The table below summarises the risk-assessment decision making behind the selection of the emergency assembly area.

| Option | Potential Hazards | Risk Score | Comments |
|---|---|------------|---|
| PRIMARY Stirling Gardens | Distance from Building | Low | Determined to be best location at current time. |
| ALTERNATIVE | Further distance to walk. Low volume/speed traffic | Low | Determined to be the most suitable alternative. |
| UNSUITABLE Various building for-courts | Inadequate space for all building occupants, overflow to road, private property | Mod | Deemed unsuitable |

Secondary Assembly Area

The nature of the emergency may deem it unsuitable to evacuate to this nominated assembly area. In this situation an alternative (backup) assembly area will generally be advised by the Chief Warden on the day. Should this alternative be required it will be clearly communicated to all wardens and occupants prior to the evacuation process.

Risk Assessment of Foreseeable Scenarios

Prior to building occupancy, a risk assessment was conducted to determine the likely emergency scenarios that could occur from sources both internal and external to Perth HQ. The most likely of these foreseeable emergencies (i.e. those with risk scores > 6) were identified as being:

- Fire (risk score 15)
- Terrorist attack (risk score 14)
- Explosion of a bomb or other device (risk score 14)
- Medical emergency (risk score 12)
- Violent assault by member of public (risk score 12)
- Civil disorder / unrest (risk score 7)

These risks are kept in the workplace risk register, First Alert - overseen by the Darren Mundy. Specific emergency response procedures (see appendices) have been developed for these scenarios and are detailed in this emergency plan.

Emergency Procedures

Emergency Response Principles (RACE)

R — REMOVE PEOPLE FROM IMMEDIATE DANGER AREA

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

A — ALERT OTHER PEOPLE IN THE VICINITY OF THE FIRE/EMERGENCY

Dial 000 and ask for Fire Service (Fire Brigade)

C — CONFINE FIRE/SMOKE (PROBLEM)

Close doors behind you where practicable (To contain Smoke)

E — EVACUATE or EXTINGUISH

Extinguish fire using appropriate extinguishers if trained and if safe to do so.
If not trained or not safe EVACUATE.

Chief Warden (incl. Deputy Chief Warden)

On hearing the Alert tone or being notified of an emergency

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

i IF EFFECTIVE COMMUNICATION IS NOT POSSIBLE WITH WARDENS ALLOW THE SYSTEM TO OPERATE IN AUTOMATIC MODE.

i DO NOT LEAVE THE EWIS PANEL UNATTENDED IN 'MANUAL MODE'.

i SWITCH BACK TO AUTOMATIC IF YOU NEED TO LEAVE THE PANEL.

- Communicate with the Wardens Of building by use of Warden Intercom Phones
- Communicate with the Occupants Of building by use of public address system
- Chief Warden will follow "NO EMERGENCY EVIDENT" OR EVACUATION NECESSARY procedure

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

No Emergency Evident - (Only when cause of is confirmed as False Alarm)

- Cancel the Alert Tone
- Make the appropriate announcement
- Remain at the Fire Control Point for the arrival of the Emergency Services and render assistance

False Alarms

In the event of an alarm being activated the Chief Warden and Deputy Chief Warden will:

- Ensure that the panel is constantly staffed whilst the EWIS is in manual mode
- Ensure that the EWIS is returned to automatic mode upon the resolution of the alarm and or emergency situation

Confirmed Emergency

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

- Ensure the Emergency Services have been contacted 0'000
- Don white helmet
- Advise the Wardens to commence evacuation and if necessary advise them of the direction of evacuation and the Assembly Area located at **Stirling Gardens**.
- Sound the Evacuation Tone (Whoop, Whoop) in the area in Alarm and then cascade to adjacent areas, above or below
- Make the appropriate announcement
- Ensure lifts are grounded
- Task staff from café to prevent people from entering the building
- Regulate the evacuation so as not to impede the egress from the area involved in the fire/emergency
- Receive advice from Floor Wardens once their area is clear at the front of the building
- Ascertain if there are mobility-impaired persons requiring assistance
- On arrival of the Fire Brigade, advise of the situation, and if any mobility-impaired persons require assistance
- Assess damage; collate reports; inform FIRST ALERT of incident

If the decision is made to evacuate the entire building

- If available, advise Deputy Chief Warden or nominate an appropriate person/warden to stop traffic entering the Car park
- Advise the Area Wardens to commence evacuation and if necessary advise them of the direction of evacuation and the Assembly Area location
- Sound the Evacuation Tone in the area in Alarm then cascading out from the area
- Ensure lifts are grounded

- Make the appropriate PA announcement
- Cascade the Evacuation tone throughout the areas via the EWIS panel
- Task staff from café to prevent people from re-entering the building
- Ensure the Fire Brigade is advised of the situation
- Regulate the evacuation so as not to impede the egress from the area involved in the fire/emergency
- Receive advice at the front of the building from Area Wardens as areas progressively clear
- On arrival of Fire Brigade, advise of situation, and any persons still in the areas such as mobility-impaired, refusals to leave, medical emergencies etc.

Grounding of Lifts

There are 4 lifts servicing the building.

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

- Ensure that lifts are keyed into Fire mode, which will ground each lift
- Ensure that persons do not enter the lifts whilst an emergency situation is underway
- That lifts are available for use by Emergency Services only or by ECO members at the direction/discretion of the senior Emergency Service officer only

Building Re-Occupation

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

Occupants gathered at the Assembly Area will be advised to return to the building by the Chief Warden or their representative. The Assembly Area will be informed via a loud hailer.

The main entrances will be used for the return to the building.

Lifts can be used for the return of occupants to work areas. If necessary they will be operated by lift drivers under the direction of the Chief Warden.

Floor Warden

On discovering or being informed of an emergency

Upon the outbreak of fire in your area, or any other emergency being reported to you, immediately:

- Investigate the report. Instruct the Wardens to check their area for any other abnormal situation and, if necessary and appropriate, move staff away from the immediate area to a safe location in the area, adjacent to the nearest safe emergency stairwell
- Break Glass Alarms if there is evidence of smoke or flames or other emergency. Note, there is only one (1) Break Glass Alarm in the building, located on the Ground Floor on the fire panel.
- Don the Yellow helmet
- Ensure the Fire Brigade has been notified
- Notify the Chief Warden
- Only if a fire restricts egress from the building, commence initial firefighting with the use of fire extinguishers or hose reels
- If the fire is under complete control and/or extinguished, wait for the Fire Brigade to arrive and follow their instructions

On hearing the Alert tone

Immediately the "Alert" tone (Beep, Beep) is sounded:

- Proceed to the Warden Assembly Point in your area
- Don the Yellow helmet, assuming the role of Area Warden if you are the first to arrive
- If the alarm is in your area follow instructions of the Chief Warden and or Tones. Otherwise await instructions from the Chief Warden via the PA, or Tones
- Ensure Wardens under your control are carrying out their specific duties
- Appoint replacement Warden(s) if appointed personnel are absent
- Advise Chief Warden of the status of the emergency
- Ensure doors are closed to minimise the spread of fire and smoke

❗ LIFTS WILL NOT BE USED IN AN EMERGENCY (Unless specifically directed by an Authority such as the Fire Brigade)

Decision to Evacuate

If the decision is made to evacuate or the "Evacuation" tone (Whoop, Whoop) sounds, carry out the following actions:

- Control the evacuation of personnel using designated exits; regulate egress so as not to impede evacuation from the area involved with fire
- Provide for evacuation of any mobility impaired persons
- Withdraw fire party, if applicable
- Ensure doors are closed to minimise the spread of fire and smoke
- The Area Warden must ensure that all persons are cleared from the area and will be the last person to leave their area, **i.e. there will be absolutely no one left in the subject area when they leave**
- Report to Chief Warden at the front of the building any persons not accounted for, Mobility Impaired or refusals to leave.



The Chief Warden may also be the Senior Officer of the responding Emergency Service (Fire Brigade).

Warden

On discovering or being informed of an emergency

Upon the outbreak of fire or any other emergency being reported to you, immediately:

- Liaise with your Area Warden
- Don red helmet and proceed to your area of responsibility and take control
- Investigate the report and, if fire is present, move staff away from the immediate area to a safe location (preferably the nearest emergency exit)
- Ensure the Fire Brigade have been notified
- & only if fire restricts egress from the area, commence initial firefighting with the use of fire extinguishers or fire hose reels. This is for small, uncomplicated fires only
- If the fire is under complete control and extinguished, wait for the Area Warden and Fire Brigade to arrive. Follow their instructions

Should the "Alert" tone (Beep, Beep Beep) be sounded in your area:

- Unless you are first to the emergency exit point, you will assume the role of Warden
- Report to Floor Warden at the Warden Assembly Point Don red helmet.
- Obtain assistance and ensure mobility impaired persons are moved to the Warden Assembly Point, under control of the Floor Warden
- Direct personnel in your area to assemble adjacent to Fire Stair or exit points

Decision to evacuate

If the decision is made to evacuate or evacuation tone sounds (Whoop), carry out the following actions:

- Direct personnel in your area to evacuate and proceed to the Assembly Area located at Stirling Gardens
- Obtain assistance for mobility-impaired personnel
- Maintain control of evacuating personnel & encourage calmness. Count head numbers as people exit
- Admit persons through exits sensibly according to capacity of the exit
- Restrain running and pushing; encourage deliberate progress, with safety first
- Ensure toilets, kitchens, lunchrooms, etc. are cleared. Close doors as areas are cleared
- Report to your Area Warden when duties complete & when people under your control have evacuated
- Ensure mobility impaired persons are left under control of the Area Warden
- Evacuate on advice from the Floor Warden & proceed to Assembly Area confirm peoples welfare
- Advise your Floor Warden of any person injured or unwell
- Do not re-enter the building until the "All Clear" is given by the Chief Warden or the Senior Officer of the responding Emergency Service

General Staff

Employees will evacuate under instruction from the Chief / Deputy Chief Warden, Floor Warden, or Warden

In the event of fire, or in the presence of smoke, no matter how minor it may appear to be, immediately:

- Alert others in the immediate vicinity of the fire (do not shout "Fire" - to do so may cause panic)
- Assist any person to evacuate the area, if safe to do so
- Activate the Red Break Glass Alarm Ground Floor Fire Panel
- If the fire restricts egress from the area and you have been trained in the use of portable fire extinguishers and hose reels, attempt to extinguish the fire
- Try to close the doors to prevent the spread of fire and smoke

Ring the Fire Brigade on 000 and give them details;

| | |
|----------------------|----------------|
| Name | Your Name |
| Building name if any | 565 Hay Street |
| Address | 565 Hay Street |
| Level/location | |
| Nearest Cross Street | Pier Street |

- Inform the nearest Warden of the fire and that you have notified the Fire Brigade
- Obey all instructions given by Wardens

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

- If you are not involved with controlling the fire, keep away from the fire area.
- Assemble a safe distance from the fire, preferably the door of the nearest available emergency exit
- Assist any mobility-impaired persons to the emergency stairs, in the care of your Area Warden
- Advise your Area Warden if there is anybody in your area who has not moved to the Assembly Point near the emergency stairs, and mobility impaired persons requiring assistance
- If the fire or smoke situation warrants immediate evacuation, proceed quickly and quietly, and in an orderly manner to the nearest available emergency exit. When directed by your Warden, enter the emergency stairs and ensure the door closes behind you if you are the last to enter
- Move clear of the building to ensure you are not impeding those following. Go to your Assembly Area in Stirling Gardens
- Do not re-enter the building until the Fire Brigade advises that it is safe to do so
- If you are not at your work area. Staff should not attempt to obtain their personal effects from their work area if they are not in that location. This action would contribute to the confusion, delay and disruption of the orderly and safe evacuation. It would also place you in greater danger

- Report to your Supervisor at the Assembly Area
- If you are a Warden and you are not on your floor, report to the floor Warden for assignment
- If you are outside the building report to the Assembly Area immediately, do not enter the building under any circumstances
- The lift must not be used as a method of escape, or for any other purpose during a fire

After Hours

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

Do not assume it is a "false alarm" even though there is no evidence of fire in your area.

After hours, all persons should, for their own safety, evacuate their area when the "Evacuation" tone (Whoop, Whoop, Whoop) is sounded and await instruction from the Emergency Services before re-entering the building.

Evacuate to a safe place, not necessarily the standard emergency assembly area.



DO NOT USE LIFTS IN THE EVENT OF A FIRE

Receptionist

Upon the outbreak of fire on your area, or if a fire is reported to you, immediately:

Break the Break Glass Alarm on the Fire Panel

- If in immediate danger, evacuate
- Ensure the Fire Brigade has been notified. Telephone 000 or PABX 0-000, for Emergency Services
- Advise the Chief Warden and/ or Security.

ADVISE WARDEN

- Advise of the fire and inform them that the Fire Brigade have been called

IF PERSONS ARE INJURED

- Dial 000 or PABX 0-000, and ask for Ambulance, giving details of number of persons injured

REMAIN AT THE SWITCHBOARD

- Until instructed otherwise by Area Warden, or until the “Evacuate” signal is activated.

For fires of an uncomplicated nature, if trained and if safe to do so, commence initial firefighting with the use of fire extinguishers or hose reels.

If the fire is under complete control and/or extinguished, wait for the Fire Brigade to arrive and follow their instructions.

| | |
|------------------------------------|-----------------------|
| Name | <i>Your Name</i> |
| Building name <i>if any</i> | 565 Hay Street |
| Address | 565 Hay Street |
| Level/location | |
| Nearest Cross Street | Pier Street |

Car Park

If directed to any staff member may at the direction of the Chief Warden or Deputy Chief Warden, shall control access to the loading dock/car parking area.

On notification of an emergency, the designated staff member will be directed to restrict entry to the car park or loading dock:

- Control the movement of vehicles under the direction of the Chief Warden and/or responding Emergency Service
- Evacuate all people from the car park at the direction of the Chief Warden

Retail Traders

General

Retail Traders, refers to the retailer on the ground floor. This tenant exits to the lobby and/or external exposures of the premises. Audible alarms and PA announcements may not be audible at tables that are located external to this building. However, because these areas are commonly adjudged to be 'external' does not exempt them from the impact of an emergency situation. Retailers are encouraged to participate in Emergency Exercises, attend emergency training sessions and to maintain an awareness and understanding of emergency procedures for this particular site.

In the event of a fire related emergency it is recommended that only appropriately trained persons engage in fire-fighting activities.

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

Procedures

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

- Take actions as necessary to provide for the safety of staff and customers
- Raise the alarm within the premises and adjoining premises
- Contact Emergency Services (000) if necessary
- When safe to do so contact building Security or Chief Warden and inform of the situation
- Initiate an evacuation if necessary, or in the event of an external emergency, hold staff and customers within the confines of the tenancy
- If safe to do so, shut down any cooking appliances that may pose a risk if left unattended
- Direct evacuated patrons and staff to the nominated Assembly Area
- Liaise with Chief Warden/Security as to the ongoing situation
- Liaise with the responding Emergency Service upon their arrival and assist as requested
- Provide for the safety/refuge of mobility impaired persons as appropriate to the situation
- Prevent people from entering building

ECO Responsibilities

Chief Warden

The Chief Warden is appointed by the EPC and is responsible for all matters relating to emergency preparedness and has complete evacuation control during an emergency condition. The Chief Warden should have a good knowledge of the layout of the building or structure.

Whenever possible, arrangements should be made between the Chief Warden and the Deputy Chief Warden to ensure that they are not absent from the building at the same time.

Chief Warden Responsibilities include:

- Participating regularly when the maintenance service provider is performing system tests on the EWIS panel. This will assist in becoming familiar and competent in the use of the EWIS panel
- Donning a white helmet/cap/tabard or vest in the event of an emergency
- Raising the Alarm if an emergency situation is encountered
- Ensuring Emergency Services are contacted –“0-000”
- Establishing the area in alarm utilising the Fire Indicator Panel located adjacent concierge desk
- Communicating with floors/areas
- Coordinating an evacuation, generally: The floor in alarm then two above, one below. Then in ascending and descending order
- Evacuating people to another area within the building if necessary
- Ensuring lifts are grounded – Lifts only to be used on advice from the Emergency Services
- Restricting access to the building. Not only at the main entrance but also at other fire exits
- Ensuring access to the car park is restricted
- Understanding traffic in the area. Designate crossings or assign traffic Wardens provided with high visibility vests and STOP signs
- Be aware of Critical Considerations such as hazards near the site (e.g. Neighbour's business)
- Ensuring you have understanding of the other roles of the ECO & Building Operations Team
- Recording all information on checklists or PEEPS, such as mobility impaired, injured, refusals.
- Liaising with Emergency Services
- Conducting debriefs of all evacuations with the ECO
- If required, implementing any escalation policy,
- Communicating with Head Office or Property Manager of evacuation and status
- Writing evacuation reports and inform First Alert of any incident requiring evacuation

New Occupants

The Chief Warden should ensure all new occupants are advised of the relevant procedures and are shown the location of fire exits, introduced to Wardens and shown their Assembly Areas.

Deputy Chief Warden

The Deputy Chief Warden is appointed by the EPC and is responsible for assisting the Chief Warden with matters relating to emergency preparedness and has complete evacuation control in the absence of the Chief Warden, during an emergency condition. The Deputy Chief Warden should have a good knowledge of the layout of the building or structure.

The Deputy Chief Warden is responsible for filling the role of Chief Warden if the Chief Warden is absent. Whenever possible, arrangements should be made between the Deputy Chief Warden and the Chief Warden to ensure that they are not absent from the building at the same time.

Deputy Chief Warden responsibilities include:

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

Communications Officer

The Communications Officer is appointed by the EPC and is responsible for assisting the Chief Warden with matters relating to communications, during an emergency condition. The Communications Officer should have a good knowledge of the PA system and also WIP's.

The communications role may be filled by the Deputy Chief Warden as a supporting role for the Chief Warden and is identified by a white helmet.

Communication Officer responsibilities include:

- Being competent in the use of the PA system and have audible and clear diction
- Donning a white helmet in the event of an emergency
- Raising the Alarm if an emergency situation is encountered
- Following the directions of the Chief Warden
- Operating the Emergency Warning Intercommunication System (EWIS) panel
- Issuing the directions of the Chief Warden to the Wardens
- Activating the "Alert" and "Evacuate" tone as directed
- Recording instructions from the Chief Warden about the progress of the evacuation

Floor Warden

Each floor or area will have a Floor Warden who, under the control of the Chief Warden, will be responsible for implementing all operations necessary to safeguard life and property on their floor or area, this also involves directing Wardens in the event of an emergency.

A Floor Warden should be a person of a reliable nature, have an ability to organise others in an emergency and they should be a person who spends most of their time near or at their workstations.

Floor Warden responsibilities include:

- Advising the Chief Warden of any changes to the layout of the floor or area
- Donning a yellow helmet/cap/tabard or vest in the event of an emergency
- Raising the Alarm if an emergency situation is encountered
- Conducting initial search, if required
- Attending WIP on the sounding of the Alert tone, and await contact with the Chief Warden/Communication Officer
- Advising Chief Warden of status
- Communicating to Wardens on the floor or area the nature of the emergency
- Coordinating the Wardens in searching the Floor/Area
- Ensuring people do not use lifts
- Assisting any mobility-impaired person on the floor or area
- Reporting to the Chief Warden team on the status of the evacuation "Floor all clear" etc.
- Assisting with directing people to the Assembly Area and ensure that any crossing of roads or vehicle thoroughfares is controlled in a safe manner
- Ensuring all persons are accounted for at the Assembly Area

Deputies are responsible for performing the duties of the Floor Warden in their absence and/or assisting in evacuation as required.

Wardens

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

Wardens will be responsible for performing the duties of Floor Warden in their absence and/or assisting in evacuation as required.

Warden responsibilities include:

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

First Aid Officers

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

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

First Aid Officers responsibilities include:

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

Department or Tenant Coordinator

The Department or Tenant Co-ordinator is responsible for liaising with First Alert to ensure their warden team list is kept up to date, and all information relating to training is circulated.

The Department or Tenant Co-ordinator may hold a position as a Warden.

Immediate steps should be taken by the Department or Tenant Co-ordinator to fill vacancies when employees are no longer available.

Department or Tenant Co-ordinator responsibilities include:

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

Building Services

Building Services have a vital role in assisting the ECO and also the Emergency Services upon their arrival. Emergency Services may require site-specific knowledge of things such as gas shut off valves, or request that electrical power be isolated to portions of the premises. It is Building Services that will best be able to provide up-to-date information and be capable of efficiently and effectively affecting any request to shut down any utility.

Building Services responsibilities include:

- Ensuring emergency plans are prepared and regularly reviewed
- Ensuring signage is installed showing egress to Assembly Area(s)
- Providing visual identification for the ECO
- Being aware of, and arranging for, the repair of any equipment or facility that may hinder evacuation during an emergency. E.g. doors, lighting, fire detection systems etc.
- Raising the Alarm if an emergency situation is encountered
- Ensuring that any specialist person/knowledge is available in the event of an emergency
- Arranging for any danger areas to be cleaned and fenced off from the public
- Arranging for servicing of firefighting equipment as part of regular maintenance
- Arranging for maintenance of firefighting equipment if used

Receptionist

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

Reception staff may hold a position as a Warden.

During an emergency, Reception responsibilities may include:

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

General Occupants

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

This will enable occupants to:

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

On hearing the Alert tone (beep, beep, beep)

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

On hearing the Evacuation tone (whoop, whoop, whoop)

- Follow all instructions
- Proceed to your nearest safe exit or exit as designated by a Warden
- Proceed directly to the Assembly Area in **Stirling Gardens**
- Report to your Floor Warden at the Assembly Area. Await further instruction

EWIS Panel Instructions

Initial Response to Alarm

On hearing the Alert tone sounding (beep, beep) the Chief Warden and Deputy Chief Warden will report immediately to the FIP and EWIS panels.

Fire Indicator Panel (FIP)

The Fire Indicator Panel (FIP) indicates which detector or sprinkler has been activated, either by an LED readout stating the specific area in alarm or by a LCD readout indicating a zone that needs to be cross-referenced to site plans that show the active zones.

The FIP can only be reset by the attending Emergency Services and should only be used as a reference source. Under no circumstances should an attempt be made to Reset or Isolate an alarm prior to the arrival of the Fire Brigade.

Emergency Warning & Intercommunication System (EWIS)

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

- Turn key from Automatic to Manual
- Press the relevant buttons/switches for the levels in question
- Activate the PA mode.
- Press the 'speech' button on the microphone & make announcement

Level in alarm

"May I have your attention please? May I have your attention please?

This is the Chief Warden. We have an alarm signal on the ____ floor. Could the Wardens for this level please investigate and report back via the WIP. All staff please standby."

All other levels

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

- Activate the Alert tone on the alarm floor by pressing the relevant **alert button/switch** for the floor (E.g. Level 2 will have individual buttons/switches for Alert, Evacuate & PA)
- Press floor in alarm then ALERT tone

- Press CANCEL MODE, ALL, ALERT
- Make announcement based on information from Floor Warden

No emergency evident

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

CONFIRMED EMERGENCY

Full Building Evacuation

1. Press floor in alarm then EVACUATION tone
2. Press two floors above and one below then EVACUATION tone
3. Press all other floors then EVACUATION tone
4. Respond to each floor to acknowledge Floor Warden response
5. Pick up receiver
6. Press button where light is illuminated
7. Press OFF button at the completion of the conversation with the floor
8. Repeat for each call
9. At completion press CANCEL MODE, ALL, SPEECH
10. Return key to Auto position

Announcement

“May I have your attention please? May I have your attention please? This is an announcement for a complete Building evacuation. Occupants of the Building should calmly and quietly proceed to the stairs and Assemble. Once all occupants have assembled please evacuate under the directions of your fire warden. Do not use the lifts! After you have left the Building, please move away from the building and proceed to the Assembly Area at **Stirling Gardens. You will be notified when it is safe to re-enter the Building. We will keep you informed of the situation.” (Repeat)**

Emergency Procedures

Chief Warden (incl. Deputy Chief Warden)

On hearing the Alert tone or being notified of an emergency

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



DO NOT LEAVE THE EWIS PANEL UNATTENDED.



SWITCH BACK TO AUTOMATIC IF YOU NEED TO LEAVE THE PANEL.

- Communicate with the floor/area in alarm and the Floor Warden by use of the Warden Intercom Phone (WIP) or public address system if necessary
- Establish scope of emergency
- Despatch a Warden to the area in alarm to ascertain the status of the alarm
- Confirm that the Emergency Services are on route
- On advice, the Chief Warden will follow "NO EMERGENCY EVIDENT" OR EVACUATION NECESSARY procedure

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

No Emergency Evident – False Alarm

- Cancel the Alert Tone
- Make the appropriate announcement
- Remain at the EWIS panel and await the arrival of the Emergency Services and render assistance if required

False Alarms

In the event of an alarm being activated the Chief Warden and Deputy Chief Warden will:

- Ensure that the panel is constantly staffed whilst the EWIS is in manual mode
- Ensure that the EWIS is returned to automatic mode upon the resolution of the alarm and or emergency situation

Confirmed Emergency

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

- Ensure the Emergency Services have been contacted 0'000
- Don white helmet
- Advise the Floor Wardens to commence evacuation and advise them of the direction of evacuation and the Assembly Area located at Stirling Gardens.
- Sound the Evacuation Tone (Whoop, Whoop) on Alarm floor, Two floors above and one floor below
- Make the appropriate announcement
- Ensure lifts are grounded
- Task staff to prevent people from entering the building
- Regulate the evacuation so as not to impede the egress from the floor involved in the fire/emergency
- Receive advice from Floor Wardens once their floor is clear
- Ascertain if there are mobility-impaired persons requiring assistance
- On arrival of the Fire Brigade, advise of the situation, and if any mobility-impaired persons require assistance
- Maintain communications with the other Floor Wardens unaffected by the emergency and evacuation
- Assess damage; collate reports; inform First Alert of incident

If the decision is made to evacuate the entire building

- If available, advise Deputy Chief Warden or nominate an appropriate Manager/Supervisor to go directly to the Assembly Area located at **Stirling Gardens** and also stop traffic entering Car park
- Advise the Floor Wardens to commence evacuation and advise them of the direction of evacuation and the Assembly Area location
- Sound the Evacuation Tone on the floor in Alarm, two floors above and one floor below
- Ensure lifts are grounded
- Make the appropriate PA announcement
- Cascade the Evacuation tone throughout the floors via the EWIS panel
- Task staff to prevent people from re-entering the building
- Ensure the Fire Brigade is advised of the situation
- Regulate the evacuation so as not to impede the egress from the floor involved in the fire/emergency
- Receive advice from Floor Wardens as areas progressively clear
- On arrival of Fire Brigade, advise of situation, and any persons still on the floors such as mobility-impaired, refusals to leave, medical emergencies etc.

PA Announcements

Area in Alarm

“May I have your attention please? May I have your attention please?

This is the Chief Warden. We have an alarm signal on the _____ floor/area. Could the Wardens for this area please investigate and report back via the WIP.

All staff please standby”. (Repeat)

All Other Levels

“May I have your attention please? May I have your attention please?

This is the Chief Warden. We have an alarm activation on the _____ floor. It is being investigated. Floor Wardens please stand by your WIP for further instructions. All staff please standby.” (Repeat)

False Alarm

“Attention all staff, attention all staff. The alarm situation on level____ is under control. Please resume normal activities”. (Repeat once)

Evacuation Necessary

“May I have your attention please? May I have your attention please?

We have had a confirmed emergency on level____. Occupants should calmly and quietly proceed to the stairs and assemble. Once all staff have assembled please evacuate as directed to by your wardens. **Do not use the lifts!** After you have left the building, please move away from the building and proceed to the Assembly Area at **Stirling Gardens**.

You will be notified when it is safe to re-enter the building. We will keep you informed of the situation.” (Repeat)



Modify announcement if any danger exists to ensure no one travels via dangerous exit paths

Status Hand-over Procedure

During an emergency time is a critical factor.

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

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

A vertical rectangular graphic with a blue-to-white gradient. The word 'STARE' is written vertically in large, white, sans-serif capital letters. The 'S' is at the top, followed by 'T', 'A', 'R', and 'E' at the bottom.

S

Situation

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

Tactics

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

Action

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

Resources

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

Exposures

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

Floor Warden

On discovering or being informed of an emergency

Upon the outbreak of fire on your floor, or any other emergency being reported to you, immediately:

- Investigate the report. Instruct the Wardens to check their area for any other abnormal situation and, if necessary and appropriate, move staff away from the immediate area to a safe location on the floor, adjacent to the nearest safe emergency stairwell
- Break one of the Break Glass Alarms (if installed) located if there is evidence of smoke or flames or other emergency
- Don the Yellow helmet
- Ensure the Fire Brigade has been notified
- Notify the Chief Warden
- If trained and if safe to do so, commence initial firefighting with the use of suitable manual firefighting equipment installed
- If the fire is under complete control and/or extinguished, wait for the Fire Brigade to arrive and follow their instructions

■ On hearing the Alert tone

■ Immediately the "Alert" tone (Beep, Beep) is sounded:

- Proceed to the Warden Intercom Phone (WIP)
- Don the Yellow helmet
- If you have a toggle switch on the Red WIP, flick the toggle switch, this will alert the Chief Warden that a Floor Warden is standing by and await further instruction from the Chief Warden when they call you. If you do not have a toggle switch on the red WIP, lift the handset and wait for the Chief Warden to answer
- If the alarm is on your floor follow instructions of the Chief Warden and investigate. Otherwise await instructions from the Chief Warden via the WIP
- Ensure Wardens under your control are carrying out their specific duties
- Appoint replacement Warden(s) if appointed personnel are absent
- Advise Chief Warden of the status of the emergency
- Ensure doors are closed to minimise the spread of fire and smoke



LIFTS WILL NOT BE USED IN AN EMERGENCY (Unless specifically directed by an Authority such as the Fire Brigade)

Decision to Evacuate

If the decision is made to evacuate or the "Evacuation" tone (Whoop, Whoop) sounds, carry out the following actions:

- Control the evacuation of personnel using designated exits; regulate egress so as not to impede evacuation from the area involved with fire
- Provide for evacuation of any mobility impaired persons
- Withdraw fire party, if applicable
- Ensure doors are closed to minimise the spread of fire and smoke
- Advise the Chief Warden on the Warden Intercom Phone (WIP) when your area has evacuated, and if there are any mobility-impaired persons requiring assistance and/or 'refusals to leave'
- The Floor Warden must ensure that all persons are cleared from the floor and will be the last person to leave their floor, **i.e. there will be absolutely no one left on the subject floor when they leave**
- Report to Chief Warden any persons not accounted for

 The Chief Warden may also be the Senior Officer of the responding Emergency Service (Fire Brigade).

Warden

On discovering or being informed of an emergency

Upon the outbreak of fire or any other emergency being reported to you, immediately:

- Liaise with your Floor Warden
- Don red helmet
- Proceed to your area of responsibility and take control
- Investigate the report and, if fire is present, move staff away from the immediate area to a safe location (preferably the nearest fire exit)
- Ensure the Fire Brigade have been notified
- If trained and if safe to do so, commence initial firefighting with the use of suitable manual firefighting equipment installed. This is for small, uncomplicated fires only
- If the fire is under complete control and extinguished, wait for the Floor Warden and Fire Brigade to arrive. Follow their instructions

Should the "Alert" tone (Beep, Beep Beep) be sounded on your floor:

- Don red helmet
- Search your area for a possible fire and report to Floor Warden at WIP (Warden Intercom Phone)
- Obtain assistance and ensure mobility impaired persons are moved to the WIP, under control of the Floor Warden

Decision to evacuate

If the decision is made to evacuate or the "evacuation" tone sounds (Whoop, Whoop.), carry out the following actions:

- Direct personnel in your area to evacuate & proceed to the Assembly Area (Stirling Gardens)
- Obtain assistance for mobility-impaired personnel
- Maintain control of evacuating personnel & encourage calmness.
- Admit persons through exits sensibly according to capacity of the exit
- Discourage running and pushing; encourage deliberate progress, with safety first
- Ensure toilets, kitchens, lunchrooms, etc. are cleared. Close doors as areas are cleared
- Report to your Floor Warden and when persons under your control have evacuated
- Ensure mobility impaired persons are left under control of the Floor Warden
- Evacuate on advice from the Floor Warden
- Proceed to your Assembly Area
- Do not re-enter the building until the "All Clear" is given by the Chief Warden or the Senior Officer of the responding Emergency Service

General Staff


Employees will evacuate under instruction from the Chief Warden, Floor Warden, or Warden

In the event of fire, or in the presence of smoke, no matter how minor it may appear to be, immediately:

- Alert others in the immediate vicinity of the fire (do not shout "Fire" - to do so may cause panic)
- Assist any person to evacuate the area, if safe to do so
- Activate the nearest Red Break Glass Alarm (if installed)
- If safe to do so and you have been trained in the use of portable suitable manual firefighting equipment installed, attempt to extinguish the fire
- Try to close the doors to prevent the spread of fire and smoke
- Ring the Fire Brigade on 0-000 and give them details;

| | |
|-----------------------------|-----------------------|
| Name | <i>Your Name</i> |
| Address | 565 Hay Street |
| Nearest Cross Street | Pier Street |

- Inform the nearest Warden of the fire and that you have notified the Fire Brigade
- Obey all instructions given by Wardens

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

- If you are not involved with controlling the fire, keep away from the fire area.
- Assemble initially at a safe distance from the fire, preferably near the nearest available fire exit
- Assist any mobility-impaired persons to the fire stairs, in the care of your Floor Warden
- Advise your Floor Warden if there is anybody on your floor who has not moved to the Assembly Point near the fire stairs, and mobility impaired persons requiring assistance
- If the fire or smoke situation warrants immediate evacuation, proceed quickly and quietly, and in an orderly manner to the nearest available fire exit. When directed by your Warden, enter the fire stairs and ensure the door closes behind you if you are the last to enter
- Move clear of the building to ensure you are not impeding those following. Go to your Assembly Area in **Stirling Gardens**
- Do not re-enter the building until the Fire Brigade advises that it is safe to do so
- If you are not at your work area. Staff should not attempt to obtain their personal effects from their work area if they are not in that location. This action may contribute to the confusion, delay & disruption of the orderly and safe evacuation of the premises. It would also endanger you
- If you are a Warden and you are not on your floor, report to the Floor Warden for assignment
- The lift must not be used as a method of escape, or for any other purpose during a fire

Receptionist

Upon the outbreak of fire on your floor, or any other emergency being reported to you, immediately:

Break one of the Break Glass Alarms (if installed) located if there is evidence of smoke or flames or other emergency

- If in immediate danger, evacuate
- Ensure the Fire Brigade has been notified. Telephone 000 or pabx 0-000, for Emergency Services

ADVISE CHIEF WARDEN/SECURITY

Telephone No 9222 6776

ADVISE FLOOR WARDEN (or Warden)

- Advise of the fire and inform them that the Fire Brigade have been called

IF PERSONS ARE INJURED

- Dial 000 or PABX 0-000, and ask for Ambulance, giving details of number of persons injured

REMAIN AT THE SWITCHBOARD

- Until instructed otherwise by Floor Warden, or until the "Evacuate" signal is activated.
- For fires of an uncomplicated nature, if trained and if safe to do so, commence initial firefighting with the use of suitable manual firefighting equipment installed.
- If the fire is under complete control and/or extinguished, wait for the Fire Brigade to arrive and follow their instructions.

| | |
|-----------------------------|-----------------------|
| Name | <i>Your Name</i> |
| Address | 565 Hay Street |
| Level/Unit | |
| Nearest Cross Street | Pier Street |

After Hours

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

Do not assume it is a "false alarm" even though there is no evidence of fire on your floor or area.

After hours, all persons should, for their own safety, evacuate their floor when the "Evacuation" tone (Whoop, Whoop, Whoop) is sounded and await instruction from the Emergency Services before re-entering the building.



DO NOT USE LIFTS IN THE EVENT OF A FIRE

Persons working in the building should leave their area and exit the building via the emergency exits

For incidents other than the sounding of the emergency warning system the occupant should activate the emergency warning system by any means, notify others in their area (if safe to do so) and notify Emergency Services on 0-000

If the assembly area is in a remote location where an individual's personal safety may be placed at risk it is advisable and if safe to do so, for the evacuee/s to remain in a well lit area in close proximity to the building entrance (Footpath on St Georges Terrace) until advised otherwise by security or Emergency Services.

Mobility Impaired Persons

If the building alarm sounds or an incident occurs outside normal operating hours, a person with a disability who cannot egress via the emergency exits should immediately telephone "0-000" and pass on the relevant information as to their location within the building.

Lifts

Grounding of Lifts

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

- Ensure that lifts are keyed into manual mode, which will ground each lift
- Ensure that persons do not enter the lifts whilst an emergency situation is underway
- That lifts are available for use by Emergency Services only or by ECO members at the direction/discretion of the senior Emergency Service officer only

Crisis Control Point

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

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

The Crisis Control Team may consist of:

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

The Crisis Control Team will:

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

Handling of the News Media

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

Authority

During or following a major incident, media inquiries should be referred to the **Media Coordinator**.

This person will determine (where practicable in consultation with other applicable senior staff) the appropriate communication strategy in the circumstances.

General Statement to Media in the Event of a Major Incident

In the event of a major incident, should any member of staff be approached by media representatives for a comment they are only authorised to make the following statement:

"I am sorry, but I am not authorised to make any statement in relation to this matter, please forward any enquiries to Building management."

Building Re-Occupation

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

Return to Building

Occupants gathered at the Assembly Area will be advised to return to the building by the Chief Warden or their representative. The Assembly Area will be informed via a loud hailer if available and the main entrances will be used for the return to the building.

Lifts can be used for the return of occupants to work areas.

CHIEF WARDEN

ALERT TONE

Determine cause of alarm from FIP

Proceed to the EWIS panel & Switch from Auto to Manual.

If Communication is not possible with Wardens leave EWIS in Auto mode

Establish scope & type of Emergency by contacting Wardens via WIPs & Announce appropriate Message via PA

Contact Deputy Chief Warden and direct that lifts by switched to Fire Mode

Unless False alarm is confirmed, instruct wardens to commence evacuation of the building when all staff have assembled and evacuation tone has sounded.

EVACUATION TONE

Evacuate the emergency incident area and the areas immediately adjoining the incident.

Progressively evacuate the remainder of the building prioritising two floors above and one floor below the affected floor

Report to the front of the building. Receive clearance reports from the Floor Wardens noting areas cleared / not accessed, mobility-impaired persons requiring assistance

Oversee return to building on the "ALL CLEAR" being given by attending Emergency Services

Floor WARDENS

ALERT TONE

**Proceed immediately to the
Warden Assembly Point
& Wait for Chief Warden to
make contact**

**Instruct Wardens
to investigate for location of
emergency and if necessary
direct staff to stairs**

**If immediate danger
warrants commence
evacuation of the
immediate area and your
floor**

**Report to the Chief Warden
the findings of the
investigations and await
further instructions**

EVACUATION TONE

**Evacuate the emergency
incident area and the areas
immediately adjoining the
incident area.**

**Progressively evacuate the
remainder of the floor
radiating outwards from the
incident area.**

**Instruct Wardens to clear
storerooms, toilets and any
other areas likely to be
occupied**

**Report to the Chief Warden of
the status of the evacuation.
Inform the Chief Warden of
areas cleared/not accessed,
mobility-impaired persons**

**Once clear of the building
ensure people
DO NOT RE-ENTER THE
BUILDING**

**Until the Chief Warden has
given the ALL CLEAR**

EVACUATION PROCEDURE

WARDENS

ALERT TONE

**Proceed immediately to the
Warden Assembly Point
Don Red Helmet
Carry out directions of
Floor Warden**

**Undertake search of
immediate area to
determine if the
emergency is near you.**

**Report to the Floor Warden
the findings of the
investigations and await
further instructions**

**If immediate danger
warrants or instructed by
the Floor Warden
commence evacuation of
the immediate area and if
necessary your floor**

EVACUATION TONE

**Once all staff have assembled
at the entry areas to fire
escapes evacuate the floor**

**Ensure all areas including
storerooms, toilets and any
other areas likely to be occupied
by staff, visitors or contractors
are clear**

**Report to the Floor Warden of
the status of the evacuation.
Inform of areas cleared, areas
not accessed & mobility-
impaired persons**

**Once clear of the building
ensure people
DO NOT RE-ENTER THE
BUILDING
Until the Chief Warden has
given the ALL CLEAR**

Your Assembly Area Is:

STIRLING GARDENS

EVACUATION PROCEDURE

STAFF / TENANTS

(During Business Hours)

ALERT TONE

If the emergency is in your area
PHONE 000
and contact your Warden

IF SAFE TO DO SO
Commence shut down
procedures, securing
documents, computers or
any other sensitive
material then move to on
floor assembly area

Follow the instructions of
the
Wardens

If immediate danger
warrants or instructed by the
Floor Warden commence
evacuation of the immediate
area and if necessary your
floor

EVACUATION TONE

On the 'Evacuation Tone' being
sounded, once all staff have
assembled move quickly into
the emergency stairs in single
file under the control of the
Wardens

NO liquids or large items are
permitted in the fire escapes.
If requested assist the
mobility impaired

Once clear of the building go
to the Assembly Area with
your staff, visitors &
contractors and await further
instructions

**DO NOT RE-ENTER THE
BUILDING**
Until the Chief Warden has
given the **ALL CLEAR**

Your Assembly Area Is:

STIRLING GARDENS

EVACUATION PROCEDURE



LOADING BAY / CAR PARK

ALERT TONE

If the emergency is in the Loading Bay
PHONE 000
And contact Chief Warden & Security

Undertake a search of the area for abnormal situation. Close doors. Ensure toilets, plantrooms etc are checked

Raise the alarm and prevent people or vehicles from entering the area
IF SAFE TO DO SO
Commence initial fire fighting or assist persons in need of help

Account for the whereabouts of any Contractors working in you area and report this to the Chief Warden

EVACUATION TONE

On the 'Evacuation Tone' being sounded, evacuate all people form the loading bay / car park area
Secure loading bay / car park

Liaise with Chief Warden. Move into the fire stairs or exit.
Assist mobility-impaired & elderly persons

Once clear of the building go to the Assembly Area. Report to Chief Warden any person unaccounted for

DO NOT RE-ENTER THE BUILDING
Until the Chief Warden has given the ALL CLEAR

Your Assembly Area Is:

STIRLING GARDENS

EVACUATION PROCEDURE



Café/Retail

(During Business Hours)

ALERT TONE

If the emergency is in your tenancy
PHONE 000
And contact Security

IF SAFE TO DO SO
Commence securing shut down procedures & prepare to leave

Follow the instructions of the
Wardens/Security

If immediate danger warrants or instructed by the Chief Warden commence evacuation of your tenancy

EVACUATION TONE

On the 'Evacuation Tone' being sounded, move quickly to the emergency exits

Follow the Wardens instructions & evacuate the building calmly.

If requested by a Warden assist as required, such as assisting mobility-impaired persons

Once clear of the building go to the Assembly Area with your staff & customers and await further instructions

DO NOT RE-ENTER THE BUILDING
Until the Chief Warden has given the ALL CLEAR

Your Assembly Area Is:

STIRLING GARDENS

EVACUATION PROCEDURE



AFTER HOURS

(Outside Business Hours)

Wardens will only manage a possible emergency during business hours (9am – 5pm)

Outside Business Hours follow the instructions below:

- ☐ Move to fire exits upon hearing the ALERT TONE (Beep, Beep, Beep)
- ☐ Check that your Area is clear of other occupants, assemble others at the nearest EMERGENCY STAIRWELL or Exit
- ☐ If you see fire or smoke call 000
- ☐ Evacuate when you hear the Evacuation Tone (Whoop, Whoop, Whoop)
- ☐ Exit via the EMERGENCY STAIRWELL
DO NOT USE LIFTS
- ☐ DO NOT carry bulky items or liquids down the Emergency Stairwell
- ☐ Once clear of the building proceed to the footpath area at the front of next building.
- ☐ Report to attending Emergency Services Personnel the status of your area

Bomb Threat Procedures

In the event of a suspicious package being discovered

❗ DO NOT use /mobile phones in the vicinity of a suspicious package

The Warden for that area will:

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

The Chief Warden will:

- Advise Police and Fire Brigade
- Advise the Area Wardens concerned to evacuate adjacent areas, above and below
- Alert the Ambulance service

❗ DO NOT TOUCH, TILT OR TAMPER WITH THE SUSPECT DEVICE

Device found in 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.

❗ In a bomb threat situation, DO NOT use any radio frequency device..

In the event of a telephone threat

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

Switchboard Operator Instructions

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

In the event of a letter/note/email or SMS

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

The Search

If the perceived level of threat is assessed by the Crisis Control Team as credible, the Chief Warden may direct that a search of the premises be warranted.

The building should be divided into areas and each area assigned to personnel who are familiar with the area.

Upon being assigned a room or area, personnel should make a survey of the area, noting what objects normally occupy the area. Those who are familiar with an area are the most likely to see something out of place.

Search Methodology

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

In assessing whether an object may be suspicious the HOT-ALERTS-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?

ALE - Is the government **Alert Level Elevated**? When the level is elevated to “High” or “Extreme” additional caution is required.

RT - Is the property in **Receipt** of a **Threat**? If a threat is received that a bomb or other dangerous device has been left in the building additional caution is required.

S - Is the property found in a **Sensitive** location? If an unattended package is found in a non-public area near critical infrastructure, additional caution is required.

U - Is there evidence or reports of **UNAUTHORISED** access or activity?

P – Is there **PUBLIC** access to the area?



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

Wardens should be responsible for directing the search of their areas, receiving information from search personnel and relaying information to the chief warden.

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



Office personnel search their immediate areas.

As the search of each area is completed & no suspicious objects are found, a report is given to the appropriate Warden.

The Area Warden will advise the result of the search to the Chief Warden.

If a particular location is named, it may be decided to evacuate the area and adjacent areas.

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

Communications during search

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

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

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

If a Suspicious Object is located

- The location and description of the object as detailed and accurate as possible should be reported to the appropriate Warden. This information is relayed immediately to Chief Warden, who will call Police and Fire Brigade. When these agencies 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 primary damage from blast and secondary damage from fragmentation
- Evacuate the building
- Persons should not assemble in any location that is in line of sight 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 unit

Hazardous Mail

Managing Hazardous Mail situations

Purpose

To provide guidance to Managers and Supervisors in managing hazardous mail situations.

To provide a structured approach in alerting Police and Emergency Services that a potentially hazardous item has been detected.

Scope

All staff who handle client mail and have identified a suspicious and possibly hazardous mail item,

Procedure – Sharps, Biohazards (white powder) and radioactive material

- Any suspect items should be reported immediately to the Chief Warden and the Building Management team
- Do not enter mailroom unless item was opened inside Powder safe/Isolation cabinet.
- Provide reassurance to the team and ensure they remain calm and in the mailroom area.
- If a threat is received through the mail, avoid handling it so that Police can examine the note/package for clues
- Check air-conditioning has been turned off and windows and doors are sealed.
- Record details, time, description, number of staff in contact with the item.
- If visible, (or through staff description of item), record details of item and try to contact the sender.
- If you can view the item, record description and details, including who it is addressed to, as well as the sender details.
- Try to contact both the sender and receiver to determine item contents and whether the item is expected.

If the item is still deemed to be hazardous:

- Call Building Security and report the item as hazardous. Building Security will also contact Emergency Services.
- Notify your manager
- Record all details for Police/Emergency Services, including why the item has been deemed as hazardous.
- When Emergency Services arrive, brief them on the situation and provide details of the mailroom design, mail opening procedures, air conditioning system, staff training, the route the mail has taken, staff contact with mail etc.
- 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

If you are required to call Emergency Services:

- Dial 000 and ask for HAZMAT and give exact location of incident

| | |
|---|-----------------------|
| Name | <i>Your Name</i> |
| Building name if any | 565 Hay Street |
| Address | 565 Hay Street |
| Level/Unit | |
| Nearest Cross Street | Pier Street |
| Description of the package/letter | |
| Status of the situation and action taken | |

After the incident has been resolved:

- Complete incident report
- Forward a copy to your manager and HR

Identifying Suspicious Mail items

Purpose

To provide guidance to mail room staff in how to identify potentially hazardous or suspicious mail.

Scope

All staff who handle client mail

Procedure – Sharps, Biohazards (white powder) and radioactive material

Historical indicators of suspicious mail include:

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles but no name
- Common words misspelt
- Oily stains or discolorations
- Lacks address of sender
- Excessive securing material
- Visual distractions
- Excessive weight
- Lopsided or unevenly weighted
- Protruding wires or tin foil
- Audible sounds
- Marked with endorsements such as 'Personal' or 'Confidential'
- Odours that are not common with the regular mail
- Shows a city or state postmark that does not match the return address

Handling Hazardous Mail Items

Purpose

To provide guidance to Mailroom staff in the correct handling of suspicious or hazardous mail items.

Scope

All staff who handle client mail and have identified a suspicious and possibly hazardous mail item,

Procedure – Sharps, Biohazards (white powder) and radioactive material

If a Powder safe/Isolation cabinet is NOT available and you HAVE NOT OPENED the item:

- Alert your manager or supervisor immediately
- Turn off air conditioning (if separate system)
- Place the item in a plastic bag and seal
- Place the item in a second plastic bag and seal that bag. If no plastic bag is available then cover the article with a garbage bin, container or even an article of clothing to prevent spread of any hazardous material.
- Do not leave the room/work area. This also applies to co-workers in the same room.
- Prevent others from entering the area.
- Be calm, remember you are not in immediate danger.
- Keep your hands away from your face to avoid contamination with your nose, eyes and mouth.
- If possible, (without leaving your work area) wash your hands with soap and water
- Wait for help to arrive.

If a Powder safe/Isolation cabinet is NOT available and you HAVE OPENED the item:

- Alert your manager or supervisor immediately.
- Do not disturb the item any further. Do not pass it around.
- Turn off any air circulating fan
- If any material has been spilt from the item, do not clean it up or brush it from your clothing.
- If possible, place an object over the package/letter without disturbing it (such as a garbage bin)
- Do not leave the room/work area. This also applies to co-workers in the same room.
- Prevent others from entering the area.
- Keep your hands away from your face to avoid contamination with your nose, eyes and mouth.
- If possible, (without leaving your work area) wash your hands with soap and water
- Stay calm and wait for help to arrive.

If a Powder safe/Isolation cabinet IS available:

- Place the suspicious item in the Powder safe/Isolation Cabinet and open carefully.
- If anything falls from the envelope, cease any further activity and contact your manager or supervisor immediately.
- Do not leave the room/work area. This also applies to co-workers in the same room.
- Prevent others from entering the area.
- Be calm, remember you are not in immediate danger.
- Keep your hands away from your face to avoid contamination with your nose, eyes and mouth.
- If possible, (without leaving your work area) wash your hands with soap and water
- Wait for help to arrive.

Explosives devices in suspicious mail

If you identify a suspicious mail item that you believe contains a bomb:

- Alert your manager or supervisor IMMEDIATELY
- 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 primary damage from blast and secondary damage from fragmentation
- Evacuate the building
- Persons should not assemble in any location that is in line of sight 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 unit

Explosion

In the event of an explosion the Chief Warden should:

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

In the event of an explosion the Floor Warden should:

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

Workplace Intrusion

General

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

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

Procedures

If confronted by an armed intruder:

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

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

❗ DO NOT GIVE CHASE

When the Intruder Departs

Advise Police, give details of incident.

| | |
|-----------------------------|----------------|
| Name | Your Name |
| Building name <i>if any</i> | 565 Hay Street |
| Address | 565 Hay Street |
| Level/Unit | |
| Nearest Cross Street | Pier Street |

Upon the departure of the offender

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

In the event of an injury:

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



UNDER NO CIRCUMSTANCES SHOULD ANYONE CONFRONT THE AGGRESSOR.

Responding to a Duress Alarm

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

Siege or Hostage situation

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

If taken hostage or involved in a siege

- Stay quiet and try to remain calm. Do as you are told
- If you are in a group situation, do not single yourself out by being aggressive or argumentative
- If the situation is ongoing, generally the situation will improve. Experience has shown that rapport gradually builds between hostages and captors
- If requests are made to the captor (toilets or medical needs, etc.) be brief and polite

Assault

Initial Actions

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

Assault - (if no further action is required)

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

If Serious Assault - (if further action is required)

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

Civil Disorder & Illegal Occupancy

General

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

Consideration must be given to personal safety if confronting a situation of this nature. If a resolution cannot be achieved, management or a representative thereof have 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.

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.

Procedure

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

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

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

Personal Harm

General

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

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

Procedure

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

Terrorism

General

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

Procedures

On becoming aware of a terrorist threat the Chief Warden will

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

Considerations

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

Medical Emergency

General

The possibility of a medical emergency has to be considered during the course of a normal working day.

Although not directly related to the operation of the building, management and staff must be prepared to take appropriate steps to assist the ill or injured.

Procedure

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

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

| | |
|-----------------------------|-----------------------------|
| Name | <i>Your Name</i> |
| Building name if any | 565 Hay Street |
| Address | 565 Hay Street Perth |
| Level/Unit | |
| Nearest Cross Street | Pier Street |

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

Deceased Person

General

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

Procedure

After an incident, the Chief Warden should:

Where possible have another ECO member assist.

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

Syringes (Found)

General

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

Procedure

Person discovering discarded syringe should:

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

Security Control should:

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

Responding Cleaners should:

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



Do not handle in any way, which is likely to cause injury, if necessary handle with needle pointed down and away from the body

Security Manager should:

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

Building Damage

General

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

When Damage Occurs

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

❗ DO NOT SMOKE, USE MATCHES OR LIGHTERS.

Chief Warden's Duties

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

❗ Where possible, evacuation should be discussed with emergency services such as State Emergency Services, Fire Brigade, and Police etc.

Floor Warden's Duties

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

Floor Warden's Duties

- When safe to do so, make contact with Area Warden
- Assist with injury and damage assessment
- When safe to do so, organise people to allocated exit route and assist with evacuation when ordered to
- Assist people to Assembly Area/s located at Stirling Gardens

Car Park Carbon Monoxide Contamination

General

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

Procedure

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

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

Communication Systems Failure

General

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

Procedure

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

Landline / Mobile Phone

In the event of landline / mobile phone communication with Security Control should be made in person

Chemical & Radiological Substance Emergency

Modern society uses a wide range of chemical substances ranging from safe, non-toxic mixtures through to highly toxic and very unstable substances, which could, if leaked, cause disruption and injury.

All chemicals on-site should be recorded and Material Safety Data Sheets (MSDS) held for all substances.

Supporting this, tenants must ensure that the labelling, handling, storage, transport and use of any chemical is adequate and compliant with industry standards.

If a chemical leak occurs, the Chief Warden should:

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

Chemical Hazard Consideration

- Call Emergency Services
- Have MSDS's located for quick reference
- Hold your breath and move away from site as quickly as possible
- Set up communication channel for any person who needs to be isolated
- Ensure all people who may have been exposed receive medical attention
- Shut down building ventilation systems, turn off fans
- Remove outer clothing and immediately wash skin with cold water
- Isolate the scene
- Prevent entry from unauthorised people
- Seek medical assistance immediately if you feel nauseous, dizziness etc.
- Do not attempt to clean up the spill or confine the leak until the MSDS is at hand. You must be appropriately trained and have the correct Personal Protective Equipment (PPE)
- Where the substance is considered flammable, isolate nearby ignition sources
- Shelter in place or evacuate upwind
- Commence immediate evacuation if complaints of illness, discomfort, irritation or excessive odour
- Arrange supplier to assist in the decontamination of the site and ensure no residual contamination is evident.

Radiological Considerations

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

Gas Leak and/or Air Conditioning Contamination

Air conditioning within a building is achieved by heating or cooling some of the recycled air from within the building, supplemented as required by the intake of some fresh air from outside the building.

Because much of the air can be recycled, it is evident that any air contamination on one floor level will readily be circulated to all other floor levels, through the air conditioning system.

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

Procedure

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

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

In the event of a gas leak, the Chief Warden will:

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

❗ Ensure First Aid is administered to all affected occupants. Highlight need for no naked lights, e.g. No Smoking or Maintenance (welding etc.).

Lift Entrapment/Failure

General

There are 3 lifts servicing the building. Each lift is equipped with an emergency communication system that will enable trapped occupants to raise the alarm.

Procedure

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

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

Security Response Procedures:

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

Power Failure

General

The event of a major electrical failure occurring in the building can pose various issues that require attention from the ECO as both staff and visitors will be affected.

Depending on the cause of the power failure the situation may last a relatively short time or can become a protracted event.

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

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

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

Key Contacts

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

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

Contact names and number refer to Emergency Contact Numbers at the front of this manual

Hazards / Issues

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

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

Procedure

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

- Deploy maintenance staff to assess the situation
- Contact the Electrical Provider to determine the possible duration of the outage.
- In the event immediate reconnection cannot be made
- Notify the Emergency Services.
- Alert other members of the Emergency Control Organisation (ECO).
- Make announcement over the PA system

“Attention all occupants”. (Repeat)

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

- Conduct a search of the building in case people require assistance such as trapped in lift or suffering injuries as a result of the electrical failure.
- Ensure contact is made with any persons trapped in lifts and ascertain their status. Maintain regular contact with entrapped people.



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

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

Severe Storm

General

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

Procedures

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

CBD ALERT

The CBD Evacuation Plan if a large-scale evacuation occurs:

- People will be asked to stay at work, shelter in place or evacuate their buildings in line with existing evacuation plans, depending on the situation.
- If the building's Assembly Area is unavailable, is perceived to be dangerous, or they are directed to, people will make their way to a Safety Site, which will provide an open space away from their building. Safety Sites are designated based on the location of the building and the nearest Safety Site. Chief Wardens, Security and Facilities managers will play a significant role in this process.
- Once at a Safety Site, People can expect to wait for information regarding travel home, moving to another area or returning to their building. This information may take some time to obtain by the authorities and the cooperation of evacuees is essential to this process.
- In the event of a large-scale evacuation occurring, the public transport network may be substantially disrupted. Evacuees will be directed to the most appropriate transport terminal to start their homeward journey, which may not necessarily be their normal method or route. People who can walk home will be encouraged to do so.
- People will be strongly requested not to try to organise relatives or friends to pick them up from the city or unusual waypoints. In the best interests of all evacuees, people will be asked to complete their suburban journeys by rail and bus as far as possible.
- Special arrangements are made for vulnerable and special needs groups.
-

Stay At Work

Depending on the situation, occupants will be requested to remain at work. This would be implemented for example if mass disruption to the public transport system should occur. This direction is given to avoid congestion and is seen as a low level problem. Occupants would be free to move about the building or city but should postpone any travel or public transport arrangements.

Shelter-In-Place

(You should remain inside the building and wait for further instructions).

Depending on the situation while you wait for further instructions there are a number of things you should do:

- Contact all levels throughout the building; ensure that Wardens are aware of the Alert condition.
- Instruct Wardens to conduct to report on any mobility impaired persons on their level.
- It could be necessary to instruct wardens to move persons away from windows and doors.
(depending on the situation) Secure the building.
- Persons should be encouraged to contact home/family/childcare on the normal telephone system to advise family there is a disruption and not to try to pick you up.
- Persons should be prepared to evacuate

Depending on the situation it could also mean that business could continue on however no person is to leave the building until conditions have returned to normal or contingency plans are put into place. Your current evacuation plan will be used to evacuate the building, mobility impaired persons are to be moved to the ground floor. Follow all directions of emergency services.

Move to Safety Site

Your current evacuation plan will be used to evacuate the building, forward thinking in relation to mobility impaired and number of persons on each level will help in this process. Wardens role is critical and they must report back once their level is clear. Persons refusing to leave must be reported, as it is unlikely that the emergency services will be attending to remove them. Mobility impaired personal shall be evacuated via the lifts once all able persons have evacuated.

Wardens are to follow the evacuation procedure for the building, and walk to the designated Safety Site.

People evacuated to Safety Sites will be requested to:

- Remain in position until further information is available, or
- Make their way to other parts of the city and delay their journey home, or
- Make their way to specific transport terminals for movement out of the city, or
- Identify themselves if they have specific needs, or
- Move to an evacuation centre, or
- Combinations of the above.

All personal will be asked to consider an emergency plan for themselves and their families. This will minimise undue stress on those directly in the evacuation, families and friends.

It is highly recommended that updates on conditions or situations be distributed to building occupants every 60 minutes or when news becomes available.

Communication between Wardens and Chief Wardens will be crucial in the event of CBD Alert conditions.

Personal Items

Remember: Any item taken into the stairwell e.g. handbags and laptop bags must not inhibit (or have the potential to inhibit) any person's egress from the building, including that of the person carrying the item.

Attempting to traverse a stair or passageway with large personal items may hinder the evacuation process and the safety of others.

A large personal item may be described as a bulky item such as aeroplane carry-on hand luggage, a back pack that restricts and hinders the movement of the person following behind, or of a weight that the person cannot carry the item for at least 30 minutes and needs both hands to carry it. All effort should be made to inform building occupants that, in the event of an emergency these items should not be retrieved or taken with staff. Wardens should encourage persons not to enter stairwells or passageways with items that may constitute a hazard to the occupants and the evacuation process.



Laptop Bags

 **INDIVIDUAL DISCRETION AT ALL TIMES**

Laptop bags are considered acceptable for people to take in the event of an evacuation, only if safe to do so. Laptop bags may be retrieved on the **ALERT** tone provided the staff member believes it is safe to do so. The retrieval of laptops from a different area or floor is not acceptable and must not delay the process of possible evacuation in any way. This option should only be considered if the person has the laptop and bag with them and the shutdown time for the laptop is within the time prior to the sounding of the Evacuation tone.



- The individual must feel they are capable to carry the equipment for some time and feel safe to evacuate. There is no obligation for the person to take the laptop with them.
- The laptop bag must have a shoulder strap. The person should carry the bag over the shoulder by utilising the shoulder strap, to allow free movement for balance and to negotiate the stairwell and maintain contact with the handrail.
- Persons anticipating that they will evacuate with a laptop computer should practice how long it takes to save, shut down and pack the computer. Once a year an annual Evacuation exercise is conducted. This is a time for you to test how you feel about carrying your laptop down the stairwells and to the Assembly Area. You can then make an informed decision on whether this is a feasible option for you. It is at the discretion of each individual. Be Conservative; if in doubt, leave it.



Mobility-Impaired Persons

A mobility-impaired person is a person with physical, mental or sensory impairment, either temporary or permanent who requires assistance during an emergency evacuation.

If a mobility-impaired person is normally situated within the workplace, the Area Warden should discuss with mobility-impaired persons the procedures for assistance in an emergency situation, and develop a Personal Emergency Evacuation Plan (PEEP – see below) If a mobility-impaired person is temporarily on premises, in the event of an emergency, the Area Warden should be made aware of the mobility-impaired person and procedures for assistance and care should be made until their evacuation can be accomplished. Under no circumstances should the Mobility-impaired person be left alone. A warden should be appointed to accompany the Mobility-Impaired person at all times or the person should be placed in the care of the Area Warden.

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

Personal Emergency Evacuation Plan Strategy

A Strategy for what is considered “seriously impaired” occupants should be developed for the special needs of individual motorised wheelchair occupants during an emergency.

1. A 'Needs for Assistance' questionnaire will provide sufficient scope to identify the special needs of individual motorised wheelchair occupants. The questionnaire will require sufficient probity to ensure adequate measures are taken when evacuating from the building.
2. Management to explain the 'process' and conduct private individual interviews with special needs staff.
3. Management to prepare draft PEEP with input provided by Building Management and First Alert if required.
4. Management to present draft PEEP to individual special needs staff for their comment and approval. Any matters raised by staff regarding their PEEP that requires further review to be documented
5. Once the PEEP's have been approved distribution to relevant stakeholders will be undertaken, e.g. Chief Warden, Building Management, and HR Management. Note this information is considered confidential and restricted access to those involved in implementing the PEEP or HR Management. This information shall not be documented or displayed for general purpose.
6. The buildings macro emergency procedure manual will be amended to indicate that PEEP interventions have been incorporated. Details of specific needs will not be documented for privacy reasons
7. The individual PEEP's shall be reviewed at least twice annually, or if the special needs of the staff member change. Staff should notify Management at the earliest occasion should their requirements change.

Refusals to Leave

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

The Chief Warden will then advise the attending Emergency Service.

Unconscious Persons

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

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

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

Contractors/Visitors

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


A visitor sign in record (i.e. iPad visitor register) should be made available to the ECO for reference in the event of an emergency. Reception staff will take the iPad visitor register to the emergency assembly area and make themselves known to Wardens.

Status Hand-over Procedure

During an emergency time is a critical factor.

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

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

| | |
|---|--|
|  | <h2>Situation</h2> |
| | <ul style="list-style-type: none">- Past E.g. - We have an alarm activation & fire on level 12. We have evacuated levels 12 & 13- Present E.g. - We are currently evacuating levels 14 & 11- Future E.g. - I will prioritise levels 15, 16 & 17 |
| | <h2>Tactics</h2> |
| | E.g.- I am utilising both stairwells alternating with each floor. I have alerted the whole building via PA to stand by. |
| | <h2>Action</h2> |
| E.g. - We have two staff members conducting fire fighting on level 12 & I have a mobility-impaired person on level 14 | |
| <h2>Resources</h2> | |
| E.g. - We have 4 lifts servicing the whole rise of the building. I have a lift technician standing by. I have the building services team on hand. The sprinkler system is operating. | |
| <h2>Exposures</h2> | |
| E.g. - Level 10 is a plant room level that has 2 power generators & 50,000 litres of diesel. There is a creche with 12 children on level 10 | |

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

Crisis Control Point

Emergency Recovery

The steps immediately following an emergency are critical to the business. This will ensure

Emergency recovery activities are commenced as soon as possible

Statutory investigations are undertaken as appropriate

Site access boundaries are secure and the incident scene is not disturbed

Fire / Smoke

Fire risk in modern high-rise commercial buildings has been greatly reduced in recent times by improved fire systems such as sprinklers and smoke detectors. Heightened awareness and workplace training, in conjunction with legislative and behavioural changes, such as no smoking policies have also contributed significantly to a reduction in workplace fires.

Should a fire occur in your building it will grow exponentially if it receives sufficient fuel and oxygen and is not brought under control in the initial stage by sprinklers or use of fire extinguishers. The spread of fire and more importantly, the creation of smoke, represents severe life risk to the occupants within the building.

Smoke Hazard

Smoke is the mixture of the unburnt component (visible smoke) and the gaseous component of the materials being consumed by the flame, which is extremely hazardous to the unprotected occupants within the building in the following ways.

- Visibility
- Heat
- Toxic gases

Visibility

Smoke can quickly alter the visibility within a room and can dim the effectiveness of the emergency lighting and the illuminated exit signs thereby changing the perception of the occupants when trying to leave the area.

When confronted with a room or corridor filled with smoke **do not enter** the area if alternative egress paths are available, should you need to travel through a smoke filled room or corridor stay low to the ground where there is the greatest possibility of breathable air and visibility.

Heat

Structure fires can produce extremely high temperatures, which includes the smoke plume where temperatures of more than 600 degrees Celsius have been recorded.

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

Toxic Gases

Structure fires may consume a variety of materials that produce toxic fumes; the type and amount will be dependent on what is consumed in the fire. The smoke plume contains a wide range of gases and chemical compounds that are hazardous to the health of the occupants and should be avoided.

A major hazard in smoke is **Carbon Monoxide**. A concentration of 1.28% of Carbon Monoxide in the air is enough to render a person immediately unconscious and generally results in death within 1-3 minutes

Other toxic gases likely to be present in the smoke plume are:

- Hydrogen Cyanide
- Ammonia
- Isocyanate
- Nitrogen Oxide
- Hydrogen Chloride
- Formaldehyde

Procedure

When confronted with a smoke filled room or corridor:

- Close doors and windows to the smoke filled area
- Contact the ECO to raise the alarm
- Evacuate the area via an alternative, non-smoke filled egress route



Emergency Stairwells offer the best protection against fire and smoke

- When searching for occupants, test closed doors with the back of your hand for heat before opening and look for signs of smoke seeping around the edges
- Ensure all occupants have evacuated the level
- Evacuate the building to the Assembly Area
- Report to the Chief Warden areas cleared, not accessed, persons unaccounted for, mobility impaired remaining in the stairwell and refusals



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

Bomb Threat Guidelines

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

The Assessment

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

Specific

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

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

Non-Specific

Little detail before the call is terminated.

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

The following four options are available:

- 12.** Take no further action but inform Police
- 13.** Search without evacuation
- 14.** Evacuate and Search
- 15.** Evacuate (without search)

The significance of the response increases from 1 (take no action) through to 4 being Evacuate (without search).

The appropriate response will depend on the level of the perceived risk.

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

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

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

Socio-Political Climate

When assessing the validity of a threat, consider whether local, national or international social or political factors may be inciting a perpetrator to threaten violence. This may provide evidence to increase or decrease the perceived level of risk.

Local

Have there been any problems associated with staff-members? (I.e. Redundancies, staff grievance, or incidents involving members of the general public). The threat may be related to an incident/situation or staff-member; the perceived risk may be increased or decreased depending upon the knowledge about the individual(s) concerned

National

Have there been recent announcements by the company, or government, (i.e. Industrial Relations changes or company policy changes etc.) that may instigate animosity towards the company? The perceived risk may be increased if public debate or opinion is of a magnitude to spurn people to take physical action. (I.e. Indonesian Embassy Anthrax scare in ACT 2005).

International

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

Related Incidents

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

Other Considerations

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

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

Master Emergency Control Point Relocation

General

In the event of a bomb threat being of credible risk and an evacuation being implemented, consideration should be given to relocating the Master Emergency Control Point to a predetermined off-site location.

Relocation of the MECP is in the interest of safety for the Chief Warden Team.

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

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

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

Evacuated Floors

The ECO including the Chief Warden team is not expected to have intimate knowledge of every floor within the building. Emergency Services may require site specific information from any or some of the floors that have been evacuated. To identify, locate and contact the most appropriate supervisor, manager or Warden from any floor at the Assembly Area and to assist Emergency Services in gaining rapid site specific information it is recommended that upon the evacuation of any floor within the building in relation to a bomb threat or suspicious object, that the floor warden report to the control point as determined by the Chief Warden.

| | |
|---|---|
| ■ | EPC Meeting Agenda |
| ■ | Evacuation Checklist |
| ■ | Assembly Area Checklist |
| ■ | Evacuation Exercise Observers Checklist |
| ■ | Emergency Services Handover Form - STARE |
| ■ | Bomb Threat Checklist |
| ■ | Incident/Offender Checklist |
| ■ | Tenancy Vacated Sign |
| ■ | How to Use a Fire Extinguisher |
| ■ | Fire Extinguisher Chart |
| ■ | Evacuation Incident Report |
| ■ | Property Damage Report |
| ■ | Mobility-Impaired Register |
| ■ | Escalation Report |
| ■ | Announcements |
| ■ | Glossary |

EPC Meeting Agenda

The following meeting agenda is a generic format that can be utilised for the EPC meeting.

| 565 Hay Street | | | | |
|--|--|-----------------|-------|-----|
| Date: | | | | |
| Attendance: | | | | |
| Minutes of Last Meeting Approved: | | | | |
| Item | Issue | Action Response | Date: | By: |
| 1. | Review the ECO and discuss any requirements to replace personnel. | | | |
| 2. | Update site contacts including new tenants. | | | |
| 3. | Movement of tenants since last meeting, both arriving and leaving. | | | |
| 4. | Has there been any false alarms, fires, bomb threats or external emergencies etc. | | | |
| 5. | Review the Emergency Procedures for the site and confirm they are suitable. | | | |
| 6. | Document any upcoming construction and/or refurbishment work and their likely date of completion. | | | |
| 7. | Review the previous ECO training & evacuation exercise and discuss any improvements. | | | |
| 8. | Discuss any feedback from Wardens regarding the Emergency Procedures. | | | |
| 9. | Confirm scheduled dates for next training and possible scenarios for the next evacuation exercise. | | | |
| 10. | Other business (First Alert additional services, correspondence etc.) | | | |

Evacuation Checklist

Property Name: **565 Hay Street**

Consultant: _____

Date: _____

Code: _____

Scenario: _____

| Level | Alert Tone (t) | Response | Evac Tone(t) | Report | Final Report | Status |
|--------|-------------------|----------|-----------------|--------|--------------|-------------|
| Sample | 09:35 | ✓ | 09:40 | ✓ | 09:45 | Clear 1XMI, |
| G | | | | | | |
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| 30 | | | | | | |

Legend: MI- Mobility Impaired RTL-Refusal/Remain

L-Locked Room

(t)-Enter time (24Hr)

Warden ID Worn: Yes/No

Emergency Procedure Signage in Place: Yes/No

Debrief: _____

EWS Returned to Auto: _____

Chief Warden Signature: _____

Consultant Signature: _____

Assembly Area Checklist

Property Name: **565 Hay Street**

Address: _____

Assembly Area Supervisor: _____

(Name in full)

Date: _____

Record of Arrival at the Assembly Area:

| Level | Arrival Time (t) | No. of Evacuees | Evac Tone(t) | No. of MI | No. of RTL | Comment |
|-------|------------------|-----------------|--------------|-----------|------------|---------|
| B1 | | | | | | |
| G | | | | | | |
| 1 | | | | | | |
| 2 | | | | | | |
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Legend: MI- Mobility Impaired RTL-Refusal/Remain L-Locked Room (t)-Enter time (24Hr)

Warden ID Worn: Yes/No
Loud Hailer Working Yes/No

First Aid Station in Place: Yes/No
Ambulance Required Yes/No

Key Contacts:

| Name | Title | Number |
|------|-------|--------|
| | | |
| | | |
| | | |
| | | |

Notes:

Evacuation Exercise Observers Checklist

| | |
|-----------------|----------------|
| Date: | |
| Observers Name: | |
| Building: | 565 Hay Street |
| Level: | |

| | | | |
|--|----------|---------|--|
| Are Announcements Heard prior to Exercise? | Yes / No | | |
| Was Announcement Clear and Audible? | Yes / No | | |
| Is the Alert Tone Audible? | Yes / No | Time: | |
| Are Wardens wearing their Helmets? | Yes / No | | |
| Was task communicated to other Wardens? | Yes / No | | |
| Are there Mobility Impaired Persons? | Yes / No | Number: | |
| Are there Refusals? | Yes / No | Number: | |
| Are Wardens Handling the situation? | Yes / No | | |
| Is the Evacuation running smoothly? | Yes / No | | |
| Stairwell Used for Evacuation | | | |
| Has the area been searched? | Yes / No | | |
| Have Toilets been checked? | Yes / No | | |
| Occupants Assembled? | Yes / No | Time: | |
| Are ALL Persons Accounted For? | Yes / No | Number: | |
| Evacuation Tone Sounded: | Yes / No | Time: | |
| ALL CLEAR given to Chief Warden | Yes / No | Time: | |
| General Comments: | | | |
| | | | |
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Please be candid in your comments as your feedback is valuable in continually improving the Emergency Procedures and the Warden Team.

Emergency Service Handover Form

S
T
A
R
E

SITUATION

PAST

Alarm Level(s)

Floors Evac'd

Persons Injured? Yes ☐ No ☐

Details:

PRESENT

Floors Evac'ing

Persons Trapped

Location:

.....

FUTURE

Next floors(s) to be evac'd

Other:

TACTICS

Which Stairwells are being used?

Sheltering within the building? Yes ☐ No ☐ Which Floor?

Lifts grounded? Yes ☐ No ☐

Assembly Area? Primary ☐ Secondary ☐ Location:

ACTIONS

Any persons committed to emergency actions? Yes ☐ No ☐

☐ Rescue

☐ Fire Fighting

☐ First Aid

☐ Utility Shut Off

Mobility-Impaired Persons Yes ☐ No ☐ Location:

Refusals to leave Yes ☐ No ☐ Location:

Utilities shut off? Yes ☐ No ☐ Location:

Decontamination? Yes ☐ No ☐ Method:

RESOURCES

Specialist staff standing by? Yes ☐ No ☐

MSDS available? Yes ☐ No ☐

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

Number of lifts available?

Number of stairwells available?

EXPOSURES

Fuels on-site? Yes ☐ No ☐

Chemicals on-site? Yes ☐ No ☐

Special tenancy requirements? Yes ☐ No ☐ Details:

External Exposures North

South

East

West

Bomb Threat Checklist

BOMB THREAT CHECK LIST

Write down the exact wording of the THREAT

.....
.....
.....
.....
.....

Bomb Threat Checklist - Questions to Ask

1. When is the bomb going to explode ?
2. Where did you put the bomb ?
3. When did you put it there ?
4. What does the bomb look like ?
5. What kind of bomb is it ?
6. What will make the bomb explode ?
7. Did you place the bomb ?
8. Why did you place the bomb ?
9. What is your name ?
10. Where are you ?
11. What is your address ?

Is the Threat, Chemical, Biological or Radiological ?

What kind of substance is in it ?

How much of the substance is there ?

How will the substance be released ?

Is the substance a liquid, powder or gas ?

Action

Report Call Immediately to Phone Number

DETAILS OF CALLER

Callers Voice

Accent (specify):

Any Impediment (specify):

Voice (loud, soft etc):

Speech (fast, slow, etc):

Diction (clear, muffled):

Manner (calm, emotional, etc):

Did you recognise the voice ?

If so, who do you think it was ?

Was the caller familiar with the area ?

Threat Language

Well spoken:

Incoherent:

Irrational:

Taped:

Message read by caller:

Abusive:

Other:

Background Noise

Street Noises:

House Noises:

Aircraft Noises:

Voices:

Local Call:

Long Distance:

STD:

Music:

Machinery:

Other:

Other

Sex of Caller:

Estimated age:

Time of Phone Call ☐ am ☐ pm

Date / / 20.....
Day Month Year

Duration of Call

Number Called

Recipient Details

Name (Print)

Telephone Number

Signature

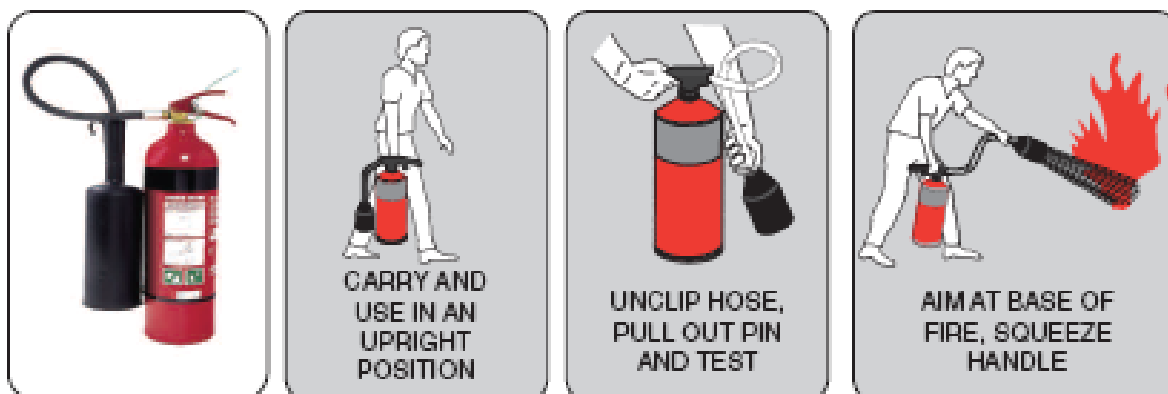
Remember - Keep calm and don't hang up!

How to Operate a Fire Extinguisher

FIRE EXTINGUISHER

This is to extinguish small uncomplicated fires

How to operate...



Instructions:

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

REMEMBER P.A.S.S.

PULL THE PIN AND TEST

AIM NOZZLE/APPLICATOR AT BASE OF FIRE/FLAMES

SQUEEZE THE (TRIGGER) OPERATING HANDLE

SWEEP THE CONTENTS FROM SIDE TO SIDE

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

Evacuation Incident Report

To be completed by the Chief Warden

565 Hay Street

565 Hay Street

Perth

Date of evacuation:

Time of evacuation:

Areas involved:

Cause of evacuation, i.e. fire, bomb, threat, false alarm, malicious, drill?

Did the Fire Brigade attend: YES / NO

Detail whether "system operations" below correctly operated or not, viz.:

Evac tone sounded on alarm floors. **YES / NO**

Public address system was audible. **YES / NO**

Hand phone sets were operative. **YES / NO**

Lights on EWS operated. **YES / NO**

Sprinklers operate simultaneously. **YES / NO**

Local alarm bell sound. **YES / NO**

Air Con system shut down. **YES / NO**

Emergency stairs pressurise. **YES / NO**

Notes

EVACUATION COMMENTS

Liaise with Area Wardens and post investigate the evacuation procedures and the movement of persons:

From each area

In the emergency stairs

In the Assembly Area/s

Any casualties

Estimate time of evacuation

Any other comments

Property Damage Report

This report should be filled out by the Chief Warden in conjunction with site engineers or other relevant specialist contractors.

[illegible]

Mobility Impaired Register

This register is to permanent staff within this building that is deemed mobility-impaired

[illegible]

Status P= Permanent Disability T= Temporary Disability

Escalation Report

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

| ESCALATION ADVICE | | |
|-------------------|--------|--------|
| TIME | PERSON | REASON |
| | | |
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| ESCALATION DIRECTIVES | | |
|-----------------------|--------|--------|
| TIME | PERSON | REASON |
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Announcements

NO EMERGENCY CONFIRMED FALSE ALARM

“Attention, Attention”. The alarm situation is under control. Please resume normal activities (repeat once)

CONFIRMED EMERGENCY

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

“Attention, Attention”. An alarm has been activated in the _____ area. Occupants on levels.... should calmly and quietly proceed to the stairs and go down to level.... Where you can re-enter onto another floor. Do not use the lifts!” (Repeat)

Receiving Floors are defined as the floors receiving relocating personnel.

“Attention, Attention”. We have had an alarm activation on Level xxx. Be prepared to receive persons on your floor from the floors above.” (Repeat)

FULL BUILDING EVACUATION

“Attention, Attention”. This is an announcement for a complete building evacuation. Occupants of the building should calmly and quietly proceed to the stairs and assemble as a group. Once assembled exit the building as directed by your fire wardens. Do not use the lifts! After you have left the building, please move away from the building and proceed to the Assembly Area at **Stirling Gardens**. 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)

AFTER BUILDING RE-OCCUPATION

"Attention, Attention" The situation on level _____ has been investigated by the Emergency Services and the area declared safe. Occupants can resume normal duties. Wardens are requested to attend a debriefing at _____.

Please consider all alarms from this point as real and follow the emergency procedures accordingly.

PRACTICE EVACUATION ANNOUNCEMENT

"Attention all staff on level _____, a practice evacuation exercise is about to commence, I repeat, a practice evacuation exercise is about to commence. All staff remain at your desks and await further instructions from your warden"

POWER FAILURE

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

OUTSIDE ODOUR INVADES THE BUILDING

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

ODOUR DETECTED INSIDE THE BUILDING

"Attention, Attention". We are investigating a report of an odour in the building. Please remain in the building unless you are told to relocate by Management. We are proceeding to evaluate the problem and will keep you informed.

Glossary

| | |
|---|--|
| Alert Tone | A sound broadcast throughout premises to indicate the detection of an abnormal situation. Usually described as a "Beep Beep Beep" sound. |
| Floor Warden | A person who, during an emergency, assumes control over a particular floor, area or zone. Usually identified by the wearing of a yellow coloured helmet, hat, cap, (This role can interchange with Warden) |
| Assembly Area | An area designated by the Emergency Planning Committee to provide an area of safety should the need for evacuation arise. |
| Attempted Bombing | An incident where there has been an attempt to function an Improvised Explosive Device (IED). The item has subsequently failed to function as a result of design or construction flaws, or as a result of bomb reactive measures undertaken by response personnel. |
| AS 3745 | Australian Standard "Emergency control organisation and procedures for buildings, structures and workplaces" |
| Bomb | A device fabricated that contains explosive, chemical, incendiary, or noxious contents designed to, or capable of, causing unlawful injury or damage. |
| Bomb Threat | A threat, written or verbal, delivered by electronic, oral or other medium, threatening to place or use an improvised explosive, chemical, biological or radiological device at a time or date or place, or against any specific person. It is not necessary for any other action to be taken by the offender. |
| Bombing | An incident where an improvised Explosive Device has functioned as designed. |
| Break Glass Alarm | (BGA) An alarm activated by breaking a thin sheet of glass covering an alarm button. Usually housed in a red or white coloured surround. The BGA is located on The fire indicator panel. Also referred to as a Manual Call Point (MCP) |
| Call Sign | The name assigned to a radio user for communication purposes |
| Carbon Dioxide Extinguisher (CO₂) | Identified by a black stripe on red body , this unit is suitable for all types of fires. This unit will discharge copious amounts of carbon dioxide and can become very cold when used. Safe to use on electrically charged equipment |
| Chief Warden | The person selected to take control of the Emergency Control Organisation. Usually identified by the wearing of a white coloured helmet/hat/cap/vest or tabard |
| Control | The Overall direction of emergency management activities in an emergency situation. Authority for control is established in legislation or in an emergency plan. |
| Crisis | Repercussions resulting from any incident or emergency that can effect an organisations reputation, business practices or continuity. |
| Crisis Control Team | An assembly of nominated persons responsible for the strategic direction of an organisation in relation to company policies and communication with all relevant stakeholders. |
| Crisis Control Point | An assembly point or room, where effective communication and management of the flow-on effects of an incident or emergency can be managed. |

| | |
|---|--|
| Damage Assessment | A report on the extent of damage caused by an event. |
| Debriefing | The process of sharing the good and bad points of the response to an incident as a means to improve any future planning and responses. |
| Dry Chemical Powder Extinguisher (DCP) | Identified by a white stripe on red body , this unit is suitable for all types of fires. This unit will discharge copious amounts of white powder that suppresses the fire. Safe to use on electrically charged equipment |
| Egress | A path or opening for going out; an exit. |
| Emergency | Any event, which arises internally or from an external source which may adversely affect the safety of persons in a building or the community in general and requires immediate response by the occupants. |
| Emergency Control Organisation | (ECO) An organisation consisting of members who are specifically trained to evacuate occupants and to mitigate the effects of an emergency situation until the arrival of the Emergency Services. |
| Emergency Lighting | A battery powered lighting system that will automatically illuminate in the event of a mains power failure. |
| Emergency Planning Committee | (EPC) An organisation consisting of members responsible for the preparation and publication of emergency procedures that suit local conditions and for appointing members to the Emergency Control Organisation in accordance with Australian Standard AS 3745 |
| Emergency Procedures Manual | A reference book, giving instructions about plans, procedures or prescribed duties to mitigate an emergency situation. |
| Emergency Services | An agency responsible for the protection and preservation of life and property from harm resulting from incidents and emergencies. |
| Emergency Warning System (EWS) | (EWS) In the event of alarm activation the EWS will automatically sound the Alert and Evacuation tones for the premises. |
| Evacuation | The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. |
| Evacuation Tone | A sound broadcast throughout a premise to indicate that leaving the area or premises and proceeding to an assembly area is warranted. Usually described as a "Whoop Whoop Whoop" sound. |
| Exercise | Simulation of emergency management events, through discussion or actual deployment of personnel for training, review or testing procedures. |
| Exit | A passage or way out. See also 'Egress' |
| Explosion | Sudden release of large amounts of energy in a destructive manner. |
| Explosive | A substance, whether or not contained in a device specifically prepared, which is manufactured with a view to producing a practical effect by explosion |
| Extinguisher | A portable device containing a fire-fighting medium for the express use of fire fighting. |

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

| | |
|---|---|
| Mail Bomb | An Improvised Explosive device sent through the mail or a courier system. |
| Manual Call Point | (MCP) An alarm activated by breaking a thin sheet of glass covering an alarm button. Usually housed in a red or white coloured surround. Also referred to as a Break Glass Alarm (BGA) |
| Material Safety Data Sheet (MSDS) | (MSDS) A document that describes the properties and uses of a substance, that is, identity, chemical, and physical properties, health hazard information, precautions for use and safe handling information. |
| Procedures | Pre planned detailed directions for dealing with specific occurrences. |
| Public Address System (PA) | A portable or permanent device for the amplification and announcement of voice messages to an area of a premises or select group of people. |
| Response | Measures taken in anticipation of, during and immediately after an emergency to ensure its effects are minimised. |
| Runner | Person used to deliver messages between the Chief Warden and Wardens. |
| Safe Haven Floor | A level within the building where it is safe to re-enter from the isolated stairwells. Only the Chief Warden or Emergency Services can instruct persons to exit on 'Safe Haven Floors'. |
| Sprinklers | A system designed to activate once a determined temperature is attained at the sprinkler head and suppresses a fire with water sprays. Upon activation the sprinkler system will signal the FIP that the area is in alarm. |
| Smoke Detector | A device designed to detect particles, which are the result of combustion. On activation the detector will signal the FIP to instigate the alarm tones & alert the Emergency Services. |
| Suspect Item | An item that is considered to be suspicious by response personnel requiring further investigation or specialist inspection. |
| Terrorism | The calculated use of violence or the threat of violence to attain goals that are political, religious or ideological in nature. |
| Thermal Detector | A device designed to detect a rapid rise in temperature within an area. On activation the detector will signal the FIP to instigate the alarm tones & alert the Emergency Services. |
| Two-Way Radio | A device used to communicate between personnel via the use of radio frequency transmissions |
| Very Early Smoke Detection Apparatus (VESDA) | (VESDA) An extremely sensitive smoke sampling unit that draws air from the monitored area via a nozzle. |
| Warden | A person or persons who, during an emergency, assists as requested the Area or Area Warden in the safe evacuation of their floor or area of responsibility. Usually identified by the wearing of a red coloured helmet, hat, cap, tabard or vest. |
| Water Extinguisher | Identified by an all red body , this unit is suitable for solid material fires such as paper, wood, plastic etc. Do not use on electrically charged equipment |
| Wet Chemical Extinguisher | Identified by a beige stripe on red body , this unit is designed for fat & oil fires. Do not use on electrically charged equipment. |

NOTES: