

THIS PROGRAMME FOR
EMERGENCY
EVACUATION PROCEDURES
AND TRAINING
HAS BEEN PREPARED BY

The logo for BFEM (Building Fire Emergency Management) features the letters "BFEM" in a bold, red, serif font. The text is centered within a white rectangular box. A thick, red, curved line sweeps around the bottom and sides of the box, resembling a stylized flame or a protective barrier.

460 Lonsdale Street Melbourne

7 June 2016

The objective of this manual is to provide procedures for the safety of people in buildings, structures and workplaces during emergencies. It is imperative that all occupiers are aware of their obligations to participate in emergency planning, and acknowledge the authority of nominated wardens in times of emergency

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PREFACE



PREFACE

Purpose and Objectives of this Manual

Potential emergencies at *460 Lonsdale Street Melbourne* such as fire, explosion, air conditioning contamination and other type emergencies require the occupants to evacuate the building.

An emergency evacuation plan minimises risk to life and property. In order to minimise these risks the Australian Standard 3745:2010, Planning for emergencies in facilities, including the Building Code Australia, Victorian Dangerous Goods Storage and Handling Regulations, and the Occupational Health and Safety Act 2004, require the development of procedures and emergency evacuation training. The procedures are developed to communicate the action required of the emergency control organisation (ECO)

The principal function of these procedures is to provide for the safety of people in buildings, structures and workplaces. It is imperative that all tenants of the building adopt these procedures so that they fulfil their duties and responsibilities to their own staff and other occupants of the building.



DESCRIPTION OF FACILITY

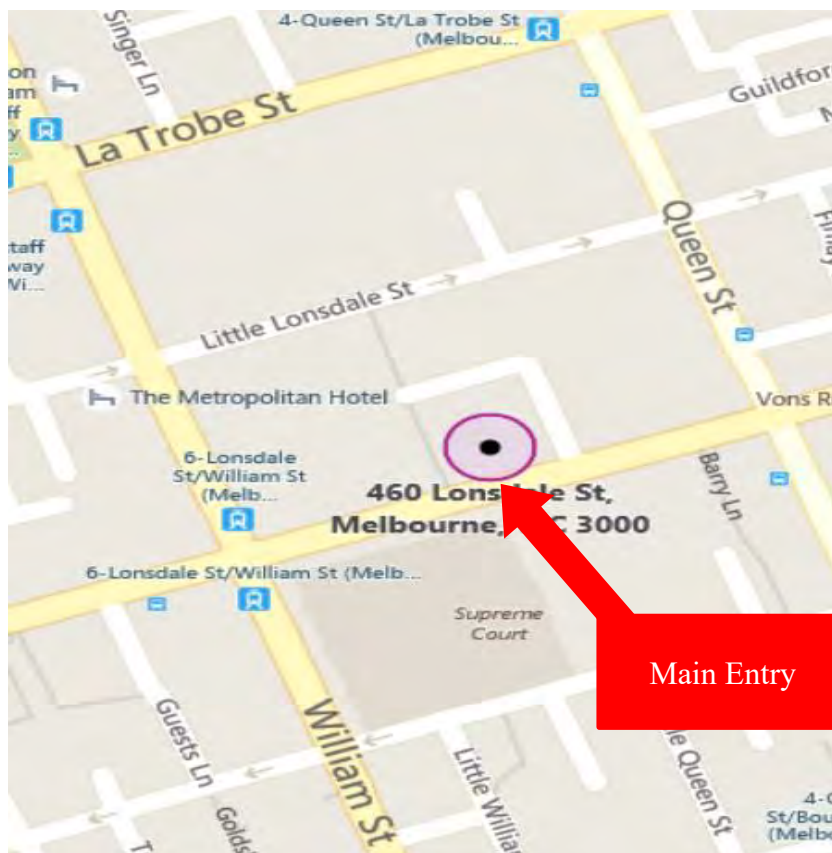
The facility located at *460 Lonsdale Street Melbourne* is a large multi-story commercial building. The building is used to conduct a number of functions associated with the business of the various tenants. The complex comprises 19 floors above ground plus Roof, 1 basement levels (non-carpark related) and 8 carpark levels.

The people occupying and using the building will have varying degrees of capabilities and some of those accessing the building may not use English as their main language of communication.

The main external threats to the building relate to the movement of traffic around the adjoining streets.

EMPLOYEE AREAS

Employee access is tailored on a needs basis. The public can access the foyer from: Lonsdale Street. Access is then gained to the lifts.



Emergency Planning Committee (EPC)

The EPC is formed by representation from the building owner, agents, property manager lessors or their representatives; the EPC also includes the chief and deputy chief wardens.

The EPC is responsible for establishing an emergency plan, emergency response procedures and an emergency control organisation (ECO).

Building management will ensure that an emergency planning committee (EPC) is set up to oversee the management of the following emergency procedures and staff training requirements, to ensure that they at all times conform to AS 3745-2010, Victorian Occupational Health and Safety Act, Dangerous Goods Act Victoria 2000 and any future regulations that they are required to adhere to.

The EPC shall meet at least annually to:

- (a) Identifying events that could reasonably produce emergency situations.
- (b) Developing an emergency plan in accordance with Section 3.
- (c) Ensuring that resources are provided to enable the development and implementation of the emergency plan. NOTE: Resources include time, finance, equipment and personnel.
- (d) Nominating the validity period for the emergency plan and the evacuation diagram. NOTE: The validity period should not exceed 5 years but may be less than 5 yearly,
Depending on the requirements of a maintenance cycle, a major change to the facility or an accreditation regime.
- (e) Ensuring that the emergency plan is readily identifiable and available to the appropriate person.
- (f) Establishing an emergency control organization (ECO) to operate in accordance with the emergency plan.
- (g) If deemed necessary, establishing a specialist emergency response team (ERT).
- (h) Authorising, or having authorised, the release and implementation of the emergency plan. The following shall apply to the implementation process:
 - (i) Awareness of the emergency response procedures Information about the procedures shall be disseminated to occupants. The information shall be in a suitable format. NOTE: Suitable formats are listed in Clause 6.7.
 - (ii) Training a formalized training schedule shall be developed to ensure that relevant training is provided to ECO members and facility occupants. The training program shall be based on the emergency response procedures and be in accordance with Section 6.

- (iii) Testing the emergency procedures The EPC should ensure that the emergency procedures are tested in accordance with Clause 7.2.
- (iv) Review of procedures the effect of the procedures on an organization should be monitored at all stages of the implementation process. Amendments shall be made to rectify any deficiencies or inaccuracies that are identified in the procedures.
- (i) Establishing arrangements to ensure the continuing operation of the ECO.
NOTE: For example, resignation, holidays, training of deputies, etc.
- (j) Ensuring that the register of ECO members is current and readily available.
- (k) Establishing strategies to ensure visitors are made aware of emergency response procedures.
- (l) Ensuring that the emergency response procedures remain viable and effective by reviewing, and testing the emergency response procedures at least annually.
- (m) Ensuring that the emergency plan is reviewed at the end of the validity period, after an emergency, an exercise, or any changes that affect the emergency plan.
- (n) Ensuring that a permanent record of events for each emergency is compiled and retained.
- (o) Identifying and rectifying deficiencies and opportunities for improvement in the emergency plan and emergency response procedures.

Coordination with other agencies

The EPC should consider its procedures in conjunction with all emergency plans developed by other relevant agencies

Emergency Control Organisation (ECO)

The ECO is a structural organisation that will initiate an appropriate response to emergency situations that may directly or indirectly affect their building.

The ECO consists of:

- a) Chief Warden (White hat)
- b) Deputy Chief Warden (White hat)
- c) Communications Officer (White Hat)
- d) Floor or Area Wardens (Yellow Hat)
- e) Wardens (Red Hat)

Others may include qualified specialist staff such as first aid personnel (Green Hat) and security officers.

Reviewing Procedures

It is imperative that the ECO is reviewed on a regular basis to ensure its operational effectiveness the EPC shall ensure that:

- a) Training sessions are conducted for the ECO at intervals not greater than six months in order to maintain the knowledge and skills of the members of the ECO.
- b) That the members of the ECO are replaced as soon as possible after a vacancy occurs.
- c) Evacuation exercises are conducted as recommended
- d) Regular inspections of the ECO/Warden listing is maintained in order to achieve maximum effectiveness at all times.

Australian Standard Recommendation

AS 3745:2010 recommends that during emergencies, instructions given by ECO personnel shall override normal management structure, and that the purpose of the powers of the ECO is to ensure that during an emergency situation, life safety takes precedent over asset protection and production matters.

Indemnity

AS 3745:2010 Facility owners, managers, occupiers and employers should obtain professional advice on the level of indemnity provided to EPC members. The EPC members should be advised of the level of indemnity provided.

Media Management

Building Management policy is that only authorised personnel will comment to the media. Therefore, in any emergency Building Management will represent its own interests with the media through its Media Relations group, but will liaise with the tenants as appropriate.

DEBRIEFING ARRANGEMENTS

A debrief will take place as soon as practicable after an emergency. The Chief Warden in consultation with the *Building Manager* will convene and chair the meeting with a view to assessing the adequacy of the plan and to recommend any changes.

Wardens are encouraged to debrief the personnel in the zone of the facility they are responsible for, and to provide feedback to the Emergency Control Organization debriefing session.

MAINTENANCE OF THE PLAN

This plan will be reviewed at least twice per year to ensure that the information it contains is accurate and current. When changes are made to the relevant Australian Standard this plan should be reviewed,

Amendment Record Sheet (see appendix) and a covering memo should be sent to the Chief Warden. The amendments will be filed in the master copy and tabled at the next review and update meeting. Critical changes such as contact list information will be implemented and promulgated immediately. A pro forma is included at the front of this manual.

TESTING THE PLAN

Upon completion of the development of this plan, and thereafter on an annual basis, arrangements pertaining to this plan should be tested. This will be conducted in a form determined by the Emergency Control Organisation in conjunction with management. A debrief should be held straight after any evacuation exercise to evaluate the conduct of the exercise. Any procedural anomalies or short falls encountered during these exercises or ensuing operations must be addressed and rectified at the earliest opportunity.

Training Exercises

Is defined as the simulation of an emergency through the activation of alarms or emergency signals and the deployment of personnel in order to:

- a) Review/test the planning process and emergency procedures
- b) Identify planning inadequacies
- c) Identify any deficiencies in the emergency procedures
- d) Identify ECO capabilities and communication
- e) Develop a team atmosphere

MOBILITY & OTHERWISE IMPAIRED PERSONS REGISTER

A register containing the name of building occupants with mobility and other impairments, which could affect their ability to be aware of or to escape from the facility in an emergency, must be established and kept up to date.

The register must include:

- People with impaired hearing;
- People with impaired sight;
- People with impaired learning;
- People with limited mobility, either permanently or temporarily;
- People with cardio-vascular problems; and
- Pregnant women.

People with disabilities must inform their floor warden whether the disability is permanent or temporary, and if temporary, when they expect to overcome the disability.

See rear of this manual for an example register to use as a template.

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These procedures have been specifically designed and developed by BFEM Group compliance Department, to be applicable to 460 Lonsdale Street Melbourne; No part may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of BFEM Group P/L.

Disclaimer

The information contained in this plan has been developed to provide assistance to manage health and safety risks. This plan has been developed taking into account the requirements identified in Standards Australia, Emergency Control Organisation and Procedures for Buildings, AS 3745-2010 and the Occupational Health and Safety Act 2004, Any advice or comment in this plan is given in this general context and should not be relied upon as a substitute for legal or other professional advice.

While every effort has been made to ensure the accuracy of the information provided in this plan, no responsibility or liability attaches to BFEM Group P/L and its agents for any loss or damage caused, however this might occur, arising out of any errors, omissions or inaccuracies in this plan.

EMERGENCY PROCEDURES MANUALS

Distribution List

Position	Name	Copy Number
Chief Warden		V1.0
Deputy Chief Warden(s)		V1.0
Floor Warden(s)		
Designated First Aid Officer(s)		

Amendment Register

Review Date	Amendment/s Made	Overriding Provisions	Version Number

GLOSSARY OF TERMS

Affected Area

An area impacted by the emergency that threatens life and/or property where action must be taken to control and remove the threat.

Alert

Communication that informs occupants that an emergency may/or has occurred and that they must prepare to respond.

Assembly Area

A designated location used for the assembly of occupants affected by the emergency.

Combat Authority

The emergency service that is responsible for responding to an emergency, e.g. Fire - the Fire Brigade, Civil disturbance - Police, Criminal activity - Police, Medical - Ambulance.

Emergency

Means an incident due to any actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person or which destroys or damages or threatens to destroy or damage any property.

Emergency Control Organization (ECO)

A structured organisation that will initiate an appropriate response to emergency situations.

Emergency Planning Committee (EPC)

The committee responsible within the organisation for establishing an emergency plan, emergency response procedures and an ECO.

Emergency Warning and intercommunication System (EWIS)

A combined emergency warning and intercommunication system that facilitates both way communications and control during an emergency.

Evacuation

The planned relocation of occupants from dangerous areas to safer areas.

Fire indicator Panel

The equipment which monitors the fire detection system, is located on the ground floor of the building close to Rear Laneway.

Incident Controller

The Officer in Charge from the emergency services who is responsible for controlling and mitigating the threat.

Main Evacuation Control Point (MECP)

The location where the Chief Warden manages the evacuation and response to the emergency, located at the FIP Room.

Persons with Disabilities

Persons having physical, intellectual, visual or auditory disabilities or impairments either temporary or permanent which hinder their ability to evacuate the building?

Runner

A member of staff used to transport messages from one location to another when communication systems are inoperable or not appropriate. They are chosen from the available staff members by either the Chief Warden or the Floor Warden as dictated by the situation

Safe Place

- A. A place of safety within a building, structure or workplace:
 - (i) Which is not under threat from an emergency; and
 - (ii) from which people are able to disperse after escaping the effect of an emergency to a road or open space.
- B. A roadside or open space.



TYPES OF EMERGENCIES



TYPES OF EMERGENCIES

Development of Procedures


The intention of these procedures is to communicate the policies and procedures for members of the ECO to follow, in regard to the effect of any type of emergency that they are likely to encounter (see below).

The procedures have been developed around the existing buildings fire alarms and safety systems.


Types of Emergencies (AS 3745)

The type of emergency that may affect your building may arise from an internal or external source. An emergency may require a partial or full evacuation. Examples of emergencies and hazards that could occur are:

- Bomb Threat; Building Invasion/Armed Intrusion; Bushfire
- Chemical, Biological, and Radiological; Civil Disorder; Cyclones including Storm Surge
- Earthquake
- Fire; Flood
- Hazardous Substances Incidents
- Industrial Accident
- Letter Bomb
- Medical Emergency
- Severe Weather/Storm Damage; Structural Instability
- Terrorism; Transport Accident; Toxic Emission



FIRE PROTECTION SYSTEMS AND EQUIPMENT IN YOUR BUILDING



FIRE PROTECTION SYSTEMS AND EQUIPMENT INSTALLED IN YOUR BUILDING

460 Lonsdale Street Melbourne has a number of devices that can be used to the advantage of its occupant personnel when combating an emergency situation. These devices include the following:

Automatic Sprinkler System

Installed to suppress fire, operate local alarm bell and to notify the Fire Brigade.



Doors

Probably one of the most important safety devices installed in any building.

Closing a door not only confines the fire to that area but:

- a) Reduces the rate of burning.
- a) Confines the toxic smoke
- b) Buys vital time to carry out emergency procedure (evacuate)

Warning: It is essential that doors opening into stairways are always closed to ensure a smoke free escape path.

Emergency Lighting and illuminated Exit Signs

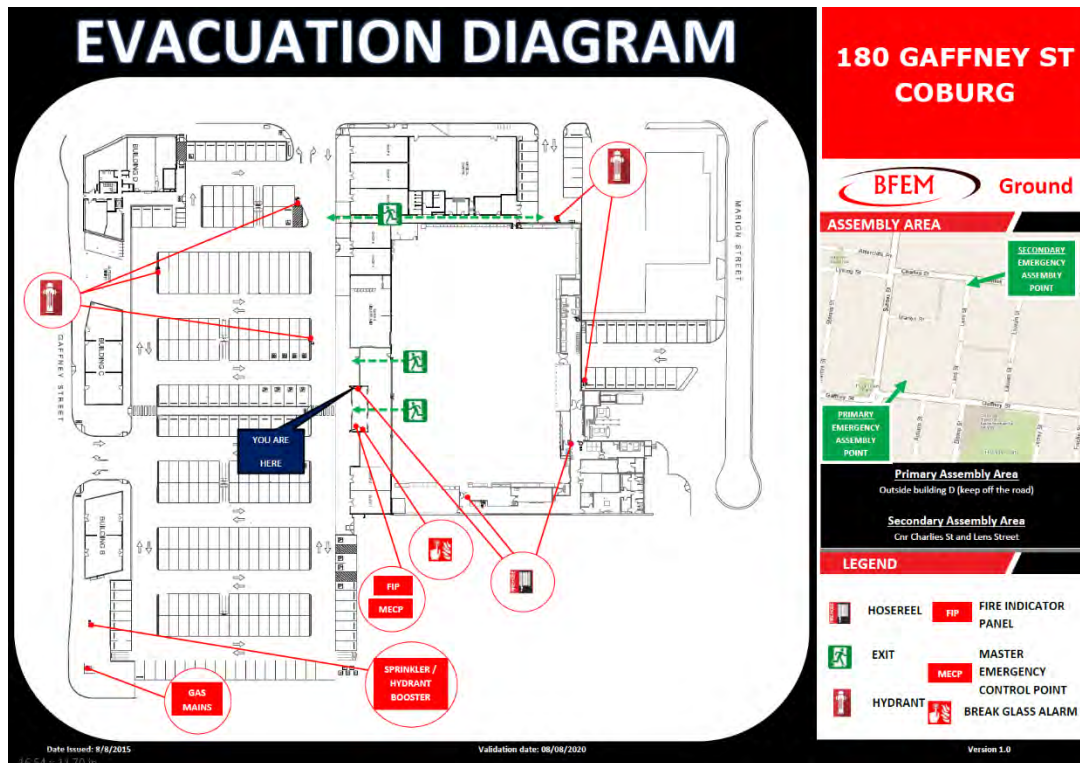
An emergency lighting system incorporating illuminated exit signs is installed throughout the buildings. This system operates automatically should there be a power failure, and will provide adequate lighting for approximately 120 minutes.



Evacuation Diagrams

There are emergency floor maps throughout the building showing the positions of:

- Fire hydrant/hose reels
- Extinguishers/Fire blankets
- Sub power boards with extinguishers
- Sprinkler stop valve
- Exits



* Emergency Warning and Intercommunication System

Installed to enable Wardens and occupants to be alerted to any emergency in the building and to be fully informed of the nature and degree of risk the particular emergency represents. Wardens Intercommunication Points are located near the stairwell doors,



Fire Detection Systems

The installed smoke detectors are designed to detect a fire and alert the occupants and Fire Brigade. The detection systems will activate numerous functions automatically i.e. shut down air handling systems, start fire pumps, etc.



Fire Hose Reels

Fire Hose Reels are located on each floor in each area near the fire isolated stairs exits. The hose reels are installed for the occupants to use in the event of a fire, (Not Suitable for Electrical Fires)



*** Fire Hydrants**

Fire hydrants are located at throughout the building and are for use by trained fire teams or firefighters in the event of an emergency.



Portable Fire Extinguishers (Various Types)

Located near electrical switchboards, and in strategic positions throughout the building. When used efficiently, they can prevent a small incident turning into a major disaster,



Stairs -- Fire Isolated Stairwells

These stairwells provide the occupants of the building with a structural barrier to enable escape

During a fire emergency, evacuating personnel must be selective in what stairs they use.

Unless otherwise directed, the use of the fire isolated staircase where available should be the first consideration for evacuating personnel from their areas.

Telephone System

Provides rapid communication through all levels of the building to alert the buildings emergency control organisation of an emergency.

Thermal Detectors

A '*heat detector*' is a fire alarm device designed to respond when the convected thermal energy of a fire increases the temperature of a heat sensitive element. The thermal mass and conductivity of the element regulate the rate flow of heat into the element. All heat detectors have this [thermal lag](#). Heat detectors have two main classifications of operation, "rate-of-rise" and "fixed temperature"



Building Profile

FACILITY NAME		460 Lonsdale Street			
FACILITY ADDRESS		460 Lonsdale Street			
PROPERTY MANAGEMENT		Colliers International			
BUILDING DESCRIPTION					
Number of levels	19	Basement levels	Yes	Basement Car Parks	No
Loading Docks	Yes	Mail Rooms	Yes	Retail	Yes
No. of Lifts	6				
ALARM / DETECTION SYSTEMS					
Location of FIP	Fire Control Room				
Location of EWIS	Fire Control Room				
Delay between Tones	3 Mins				
Detectors		Smoke	Yes	Thermal	Yes
		Beam	Yes	VESDA	No
Manual Call Points		Fire Panel (Red)	Yes	EWIS (White)	Yes
		Door Release	Yes		
COMMUNICATION SYSTEMS					
2-Way Radios	No	Emergency Channel	No	No. WIPs Per Floor	1
PA Available	Yes				
ACCESS / SECURITY SYSTEMS					
Proximity Card Access	Yes	Visitor Procedures	Yes	Concierge Manned	No
Duress Alarms		CCTV	Yes		
ON ACTIVATION OF FIRE PANEL					
Ground Lifts	Yes	Shut Down Air Con	Yes	Services Notified	Yes
Pressurise Stairwells	Yes	Start Exhaust Fans	Yes	Release Door Locks	No
SUPPRESSION SYSTEMS					
Extinguishers		Dry Chemical	Yes	Carbon Dioxide	Yes
		Water	No	Wet Chemical	No
		Foam	No	Other	
Fire Blankets	Yes	Hose Reels	Yes	Hydrants	Yes
Sprinklers Installed?	Yes				
SPECIAL RISKS					
Gas		Shut Off Valve			
Flammable Liquid		Location			
Dangerous Goods	Yes	Type	Cleaning Chemicals		
MSDS Available	Yes	Location	Cupboard		
PEEPS held on file?	Yes	Location			

COMMUNICATIONS

Without communications there cannot be any interaction between the person discovering a potential emergency and those delegated to combat the situation.

There are 2 communication systems available at 460 Lonsdale Street Melbourne that all staff should become familiar with:

1. Telephone Systems


Each workstation has a telephone system for normal communication both internally and externally. In an emergency this system may not be reliable.

2. Emergency Warning and Intercommunications System (E.W.I.S)


The Emergency Warning & Intercommunication System (EWIS) is a separate and dedicated communication system used during an emergency. It has its own separate power system and works independently of the normal internal telephone system. The EWIS consists of the following components:

- The Main Evacuation Control Point (MECP), located in the FIP Room, comprises an alarm signalling and intercom system to each floor/area of the building.
- An '**Alert**' signal (beep) is communicated to each floor/area at the discretion of the Chief Warden. This signal is designed to prepare staff in the building that they may need to take some action.
- The '**Evacuate**' signal (slow whoop) is communicated to a floor/area only when the circumstances demand staff evacuation. This signal is usually operated at the discretion of the Chief Warden to each individual floor/area.
- The Warden Intercommunication Point (WIP) on each floor enables direct communication between the Chief Warden and Floor Wardens during times of emergency.

Note: In the event of all of the above systems failing, which is extremely unlikely, runners must be sent to convey messages from the Chief Warden to the Floor Wardens.



DUTIES OF THE EMERGENCY CONTROL ORGANISATION



EMERGENCY PLANNING COMMITTEE (EPC)

FORMATION

The EPC shall be formed by representatives from the tenants of *460 Lonsdale Street Melbourne* and shall include the Chief & Deputy Chief Wardens, Building Maintenance Representative, Building Management Representative and others who may have specialist knowledge.

Building owners, agents, occupiers, lessors or their representatives, should ensure that leases not only cover the safety of occupants in an emergency, but include obligations for occupants to participate in emergency planning and evacuation exercises and acknowledge the authority of designated wardens in emergency situations.

Building owners, agents, occupiers, lessors, or their representatives should also arrange for the inaugural meeting of an EPC for the building and generally oversee the implementation of matters addressed in these Emergency Procedures. The foregoing obligations apply equally to owner occupiers.

AUTHORITY

The Emergency Planning Committee (EPC) shall ensure that, during emergencies, instructions given by Emergency Control Organisation (ECO) personnel shall overrule the normal management structure.

Once an emergency is declared, the powers of wardens and deputy wardens shall override all normal non-emergency management procedures. This authority is enacted by the Wardens putting on their Wardens hats. Floor wardens and their deputies shall have authority to marshal all staff and any visitors to their floor. The purpose of these powers is to ensure that during an emergency situation, life safety takes precedent over asset protection and production matters. The procedures require consideration to be given to ensure the protection of wardens, the person or persons refusing to comply, and other personnel in the area when a refusal situation arises.

DUTIES

The EPC shall meet regularly, at least annually, to

- a) establish and implement emergency plans and emergency procedures;
- b) Determine the number of ECO personnel consistent with the nature and risk of the buildings, structures and workplaces.
- c) ensure that the personnel are appointed to all positions on the ECO but particularly, the Chief Warden group;
- d) arrange for the training of ECO personnel;
- e) arrange for the evacuation exercises to be conducted;
- f) review the effectiveness of evacuation exercises and arrange for procedure improvements; and
- g) Determine who will implement emergency procedures.

EMERGENCY DUTIES

During an emergency the Emergency Planning Committee (EPC) is represented by Building Management staff

When notified of an emergency they will:

1. Proceed to the Main Evacuation Control Point on the Ground Floor.
2. Liaise with responding emergency services, media and utility companies
3. Liaise with staff at the assembly area to determine welfare and counselling requirements.
4. Provide briefings to the media as required.

The Emergency Planning committee representative reports to and assists the Chief Warden to manage the emergency. The nominated EPC representative for 460 Lonsdale Street Melbourne is the only person to provide official communication to the media

EMERGENCY CONTROL ORGANISATION

The Emergency Control Organisation (ECO) will take the form of a group of Wardens appointed from the various sections of the complex. A chain of command for the Wardens will be structured in the following manner.

1. Chief Warden

Co-ordinates the emergency procedures for the whole building.

2. Deputy Chief Warden

Assists the Chief Warden in the execution of his/her duties and will assume the role of Chief Warden in his/her absence.

3. Communication Officer

Operates the Emergency Warning and intercommunication System (EWIS). Operates the communication system under the direction of the Chief Warden.

4. Security

Assists the Chief Warden in specific tasks and monitors both the EWIS and Fire Alarm System within the building.

5. Floor Wardens

Co-ordinator of emergency procedures on their floor.

6. Wardens

Assists the Floor Warden. Lead persons on nominated floor/area to be evacuated to the assembly area.

7. Runner

Conveys messages between the Chief Warden and Floor/Area Wardens. Will carry out any other duty when requested by Wardens.

DUTIES OF THE ECO

General

All wardens appointed to the ECO should ensure that they are familiar with:

- a) Response to alarm actuations and procedures in dealing with alarms,
- b) **Area wardens and wardens' duties, with regard to emergencies,**
- c) The layout of their floor or area, including the location of exits, first aid firefighting equipment, manual call points and communication equipment,
- d) Location of other wardens from other tenancies within their area,
- e) The location of mobility impaired person/s on their floor or area,
- f) The location of the control point (normally located at the MECP),
- g) The location of assembly areas,
- h) Contact telephone numbers for the Chief and Deputy Chief Wardens.

Chief Warden/Deputy Chief Warden Responsibilities

The selection of a Chief and Deputy Chief Warden should be persons who normally work permanently in the building, and are located within close vicinity of the control point. The Chief and Deputy Chief Warden are required to respond immediately to the control point on hearing the alert alarm or if notified by others of an emergency.

The Chief Wardens duty will be to assume control of the buildings occupants from the time that an alarm is raised and until the arrival of the appropriate emergency service.

The Chief Warden should ensure that an up to date listing of wardens with contact telephone numbers is available at the control point.

The Deputy Chief Warden will assist the Chief Warden at all times and act as the Chief Warden in his or her absence.

Floor/Area Wardens and Wardens Responsibilities

The floor/area wardens and wardens are appointed to control evacuation procedures on their floor. All wardens on hearing the alert alarm are required to respond immediately to the control point on their floor. The floor/area warden (the first to arrive at the control point) is responsible for communication between the Chief Warden and their floor, including the organisation of wardens to conduct a search or evacuation of the floor as required.

The floor/area warden should ensure that on completion of the initial evacuation of the floor, that a final check is completed.

Warden Identification

All wardens should be issued with some visible means of identification. Coloured safety hats are ideal for this purpose. AS 3745 details the colours to be used:

Chief Wardens	WHITE
Deputy Chief Warden	WHITE
Floor Wardens	YELLOW
Wardens	RED
First Aiders	GREEN

All equipment is to be kept in the Hose reel cupboard

Duties of the Chief and Deputy Chief Warden (White Helmets)

Upon alarm actuation or an alarm being raised the Chief and Deputy Chief Warden response shall be as follows:

- a) Respond to the control point.
- b) Determine the location of the alarm from the fire indicator panel, or with the person who raised the alarm
- c) Assume manual control of the Emergency Warning Intercommunication System (EWIS).
- d) Make contact with the affected floor/area via warden intercommunication phone (WIP), public address (PA), or runner, and await assessment report from the floor/area warden.
- e) Advise all other affected floors/areas that the alarm is being investigated and instruct to standby via P.A (Declare possible code red standby)
- f) If floor warden advises that there are no signs of fire or smoke and that it appears to be a false alarm, request the warden to stand by to await the arrival of the fire brigade.
- g) Advise all other affected floors/areas to stand down.
- h) If assessment report from the affected floor confirms a fire situation and the floor/area is evacuating, immediately commence evacuation of selected floors of the building by sounding the evacuation alarm.

- i) On confirmation of a fire in the building, and regardless of whether or not the alarms are sounding, ensure the alarm has been raised, by either breaking **a manual call point and/or ringing the fire brigade on '000'**.
- j) Chief Warden to standby at control point to receive reports from floor wardens, and to liaise with emergency services upon their arrival

During evacuation the Chief Warden should ensure that:

- a) Lifts are keyed to the ground floor and secured. (*This applies if the EWIS system fails*)
- b) Other floors/areas that are not being evacuated are immediately advised by warden phone, public address, or runner, to prepare their floors for evacuation and to standby for further instructions.
- c) The evacuation alarm is sounded to other floors/areas as necessary.
- d) The entrances to the building or areas including car park are controlled.
- e) In the event of the emergency warning system failing, that the floors/areas are notified by radio, telephone or runner.

Evacuation

Initially the Chief Warden will normally evacuate four floors i.e.; the affected floor, two floors above, and one floor below. The progression of evacuation will be determined by the Chief Warden who may vary the number of floors over four if it is found necessary.

The decision to evacuate the whole building will be made by the Chief Warden depending on circumstances at the time of the emergency, or if directed by the emergency services.

In the event that the Chief Warden has to evacuate the control point at the MECF due to the nature of the emergency, the Chief Warden should make every effort to advise all floors or areas that a new control point is being established (give location).

The senior officer of the attending emergency service may take over the duties of the Chief Warden, however the Chief Warden should remain at the control point to give assistance or continue with his/her duties.

Duties of Floor/Area Wardens (Yellow Helmet) and Wardens (Red Helmet)

The floor/area warden will direct all wardens who will co-ordinate all activities on their floor/area.

All wardens if in any doubt about people's safety should immediately commence evacuation and notify the Chief Warden.

Note that in an emergency evacuation, the following items are not to be Carried in the stairwells:

- Drinks
- Large umbrellas (small umbrellas are OK if kept in pocket or handbag)
- Laptop computers (except for Bomb Threat situations, where any bag you normally carry in/out of the building is to go with you)
- Large handbags, shopping bags
- Any item that takes two hands to carry.
- Portable First Aid Kits are exempt, and should be carried by First Aiders during all evacuations.

Response to Fire or Emergency on Floor/Area

On becoming aware of a fire or emergency on their floor/area, wardens are to:

- a) Ensure the alarm has been raised and the Chief Warden notified.
- b) Ensure immediate evacuation of danger area.
- c) Make attempt to extinguish fire (only if it is safe to do so).
- d) Close doors to contain and slow the progress of the fire if the fire cannot be controlled.
- e) Order the immediate evacuation of the floor/area if necessary.
- f) Advise the Chief Warden that an evacuation is in progress and request the sounding of the evacuation alarm.

Response to Alarms

On the activation of the alert alarm, all wardens are to:

- a) Respond to the warden intercommunication phone (WIP). The first warden to arrive at the warden phone is to assume the role of the floor warden and await communication from the Chief Warden. Communication may also come by way of the public address system or alert tones
- b) Co-ordinate an investigation of the floor/area if requested by the Chief Warden and report the status of the floor/area back to the Chief Warden.
- c) Advise the Chief Warden immediately to initiate an evacuation if it is required.
- d) Commence evacuation of the occupants via the nearest fire escape routes.
- e) Ensure that the occupants when entering the fire stairs are prompted by wardens **to walk don't run, proceed single file, and hang on to the hand rail.**

- f) On completion of the initial evacuation the floor/area warden is to ensure that wardens have conducted a final check of the floor/area which is to include toilets, storerooms, tearooms, and other obscure areas, to ensure that all occupants have been evacuated.
- g) On completion of evacuation and final check advise the Chief Warden by warden phone that the floor/area has been evacuated and then exit the floor/area.
- h) Evacuate the building. Wardens proceed to the evacuation assembly area; floor/area wardens are to report to the Chief Warden at the Control Point.

Wardens may from time to time be expected to carry out other activities listed as follows:

- a) Ensuring lifts where installed are not used during evacuation.
- b) Conduct searches for suspicious devices.
- c) Meet with emergency services as requested by the Chief Warden.
- d) Ensure noise levels are kept to minimum.
- e) Prevent persons re-entering the building.

Persons Unable to Negotiate Fire Stairs or Escape Routes

Persons suffering impairment to the extent that they cannot escape using the normal escape routes such as fire stairs should be identified and allocated a carer. The carer will be a person who can assist this person individually during the course of an evacuation.

People visiting the building with impairment should be noted so that they can be assisted should an evacuation be required.

On the order to evacuate, the carer should escort the person to the nearest fire exit door and stand by to await further instructions. If in immediate danger the carer and the person should move as quickly as possible into the fire stairs.

Where it is known that impaired people exist within the workplace, an appropriate list should be compiled and made available to the chief warden at the control point.

Wardens after completing their final check should ensure a warden relieves the carer, and the carer is given instructions to evacuate.

The chief warden should be notified as soon as possible that they are standing by and require assistance.

Persons Refusing to Evacuate

Persons who refuse to evacuate should be given very firm instruction that for their own safety they should immediately evacuate the building. Failure to evacuate would require another warning and then a report to the chief warden who in turn will inform the fire brigade.

Accounting for People

It is of a high priority that after evacuation, wardens conduct a thorough final check of the affected area or floor. This function is of greater importance than a later physical count of occupants at the assembly area (AS 3745:2010).

All Clear Decision

Advice from the appropriate emergency service will be given when it is safe for the occupants to re-enter.

The chief warden shall then make arrangements for the building occupants to be advised that the all clear has been given.

Vehicle Movement during an Emergency

During the course of an evacuation the movement of vehicles from the car park should be prevented.

Vehicles may be removed from the car park, but only after the occupants have been evacuated and permission has been given by the senior officer from the attending emergency services.

Lifts

Procedures should be planned on the assumption that lifts will not be used by occupants of the building in an initial evacuation, unless otherwise directed by the officer in charge of the attending emergency services.

FIRST AIDER DUTIES

When notified of an emergency on their floor, the first aider will:

1. Proceed to the nominated floor assembly area (generally adjacent to nearest safe emergency exit).
2. Obtain necessary first aid equipment.
3. Act under the direction of their floor warden and evacuate with their group.
4. If a staff member of that group becomes ill, nervous or cannot proceed further down the emergency exit stairs, take that person to a safe location and remain with them until they are able to continue, or help arrives.

GENERAL STAFF DUTIES

When notified of an emergency:

1. If required assist the floor warden in assembling staff and visitors next to the fire isolated stairwell nominated by the chief warden
2. If safe to do so and if you have been trained in their use, attack the fire using appropriate firefighting equipment. Normally performed under the direction of the floor warden,
3. If required, provide assistance to mobility impaired and be prepared to wait with them until assistance arrives. The floor warden will notify the chief warden of the location and number of people involved.
4. Lead personnel to assembly area on the direction of the floor warden

Note: All members of staff are to ensure that the stairs are clear of people and smoke before entering. Congestion caused by everyone entering the stairs at the same time will cause anxiety and possible injury to the evacuees.

Do not use force to prevent people leaving your floor via the emergency exit. If someone demands access to the emergency exit, let them do so, advise them to proceed to the nominated assembly area. Advise the Warden.

5. If evacuation is required check all areas including offices, meeting rooms, facility rooms, store rooms, toilets and change rooms, closing all doors after check. Ensure that no one is left behind. Refer to the d NOTE below.
6. Keep people calm and evacuate them in an orderly manner ensuring that they stay together. Be aware of who is absent or missing.



NOTE: If a bomb threat is received, leave all doors open after check (excluding emergency exit doors to stair wells) and be prepared to assist police in search of your floor/area.

VISITING CONTRACTORS AND TRADESPERSONS

RESPONSIBILITIES

Contractors/tradespersons working in or visiting the building are to make themselves familiar with and conform to the following:

- * Contractors are to ensure that the appropriate fire protection and prevention measures are observed when working within the building.
- * Contractors/tradespersons are to ensure, that the appropriate work permit is completed in the presence of Building Administration staff.
- * Know how to raise the alarm in an emergency.
- * Location of alarms, firefighting equipment, exits, egress routes and safe assembly areas.
- * Immediate actions are to be taken on hearing the emergency warning and the instructions of the Wardens are to be obeyed.
- * Fire hoses are not to be used for construction or cleaning purposes.
- * Under no circumstances is access to fire equipment, exits and other safety equipment to be blocked.

IDENTIFICATION/PROCEDURES

Contractors/tradespersons are to report to the Building Administration and be **signed into the visitor's book noting:**

- * Contractors Identification number and name.
- * Contractor has sighted Emergency Procedures
- * Contractor is fully aware of his/her responsibilities

FIRE DETECTION - ALARM - SUPPRESSION SYSTEMS


Contractors working on these systems must advise Building Administration before work commences and when work is completed.

USE OF FLAMMABLE LIQUIDS/GASES


The appropriate fire protection and prevention measures are to be observed when storing or using flammable liquids/gases,

EVACUATION

If evacuation in part or total takes place, the persons in charge of contractors/tradespersons are to advise the Chief Warden that all persons under their control are accounted for and safe.



AWARENESS AND RESPONSE TO EMERGENCY SITUATIONS



AWARENESS

Fire Prevention

The attention of members of the ECO including the buildings tenants in helping to reduce the incidence of fire is just as important as knowing how to fight a fire. Wardens and staff should take note so that poor safety practices can be reported to the appropriate people i.e. Chief Warden and/or management.

Practices that may be considered negligent:

- a) Accumulation of rubbish such as paper, cardboard etc.
- b) Materials being stored in and around fire exit doors
- c) Lack of maintenance of hose reels and fire extinguishers
- d) Materials being stored in fire stairs.
- e) Overloading of power points with electrical appliances.
- f) Chocking open of fire doors
- g) Escape routes and travel to fire exits, impeded or blocked by materials.

Food Preparation Areas

Kitchen areas in offices usually contain equipment such as stoves, toasters, microwave ovens. Apart from where stoves are used for cooking purposes such as the use of cooking oils and fats, minimal risk is involved. However, care should be taken on all occasions where these electrical appliances are in use.

The use of cooking oils and fats involves spattered grease and clean up procedures should be put into place in order to minimise the dangers of fires in range hoods

RESPONSE TO FIRE SITUATIONS

Action on the Discovery of Fire

It is of the upmost importance that all members of the ECO and occupants of the building understand the actions they should take when fire is discovered or reported to them.

The following are priority actions that should be taken:

- a) Safety of people and their evacuation
- b) **Raising the alarm, by either breaking a manual call point or ringing '000'**
- c) Consideration of fighting the fire, but only if it is safe to do so
- d) Delegation of duties if other staff are available.

Members of the ECO and staff who may be on their own in an afterhours situation, and on the discovery of a fire should immediately evacuate and ensure that the alarm has been raised. Fighting the fire when there is no assistance may place a person in jeopardy. The decision to fight a fire always rests with the individual; there are no requirements for people to fight fires.

EVACUATION PROCEDURE

These procedures are to be followed by all occupants on the order to evacuate or on the operation of the Emergency Warning & Intercommunication System (EWIS)

CHIEF WARDEN

ALERT TONE

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

EVACUATION TONE

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

FLOOR/AREA WARDENS

ALERT TONE

- **Proceed immediately to the warden assembly point & Pick up the WIP Phone. Listen for Possible chief warden contract.**
- **Instruct wardens to undertake a search of immediate areas to determine if the emergency is near you.**
- **Keep WIP phone near the ear for possible communications instructions from chief warden.**
- **Instruct wardens to inform staff to prepare to assembly via the nearest warden manned exit point, but do not evacuate.**

EVACUATION TONE

- **Hang up the WIP Phone and assist wardens in evacuating the floor.**
- **Instruct a warden to lead evacuees down the stairwell and another warden to the rear of the evacuees, open exit door gently.**
- **Appoint another warden to search floor for mobility impaired persons and refuse to leave and report back to floor / area warden.**
- **Floor / area warden are the last to leave the floor if safe and all MIPs are to be kept in the stairwell last and refusals report to the chief warden via WIP.**
- **Pick up the WIP and give chief warden evacuation status, when complete report to chief at FIP.**

WARDENS

ALERT TONE

- **Proceed immediately to the warden assembly point & if no floor warden is present assume role and pick up the WIP Phone. Listen for Possible chief warden contract.**
- **Wardens to undertake a search of immediate areas to determine if the emergency is near you.**
- **Reassure staff and ask them to gather their personal belongings and calmly make their way to the nearest exit but instruct not to leave unless directed by a warden**
- **Instruct wardens to inform staff to prepare to assembly via the nearest warden manned exit point, but do not evacuate.**

EVACUATION TONE

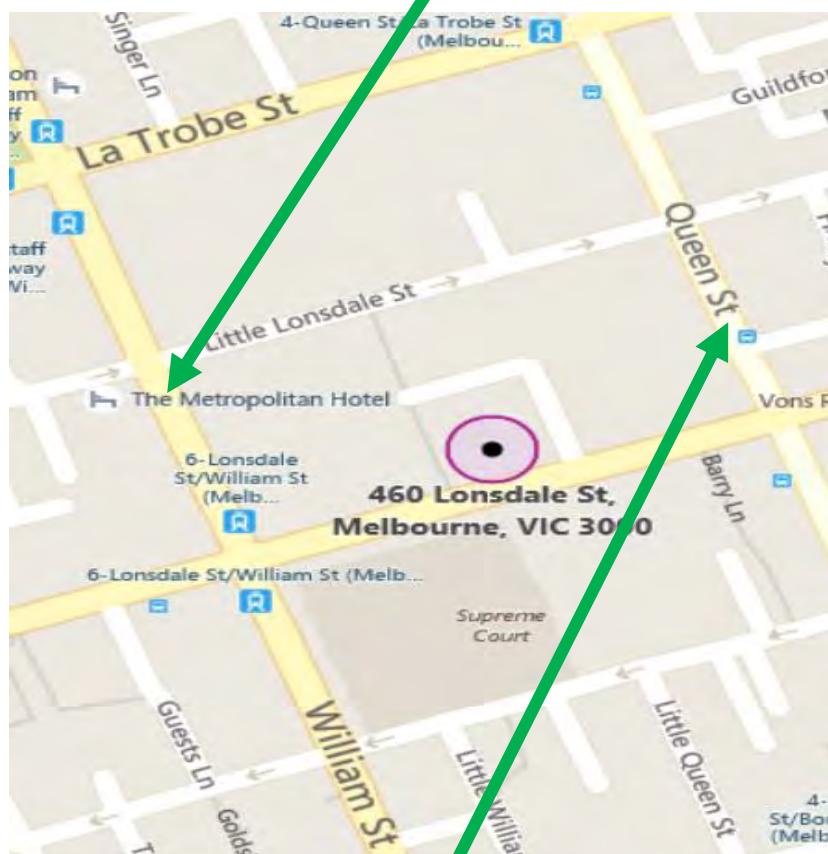
- **Evacuate the floor / area have one warden leading evacuees in a single file down the stairwell and a warden to rear of the group. Proceed to assembly point**
- **Ensure there are no other persons remaining**
- **Appoint a carer to supervise the mobility impaired persons' ratio not applicable, do not use first aiders. All mobility impaired persons are placed into the stairwell last and inform floor / area warden or chief warden via WIP.**
- **Report refuse to leave persons to the floor / area warden or chief warden via WIP.**
- **The last warden to leave is the footpath warden or assembly area warden.**

ASSEMBLY AREAS

Secondary Assembly

Secondary Assembly Point:

William Street footpath between
Lonsdale and Lt Lonsdale Streets



Primary Assembly

Primary Assembly Point:

Queen Street footpath between
Lonsdales and Lt Lonsdale Streets

WARDEN EVACUATION PROCEDURES

When alerted to prepare for evacuation

- Collect and account for staff and visitors (search all areas, closing door after searching)
- Secure confidential and valuable items if time permits.
- Shutdown electrical equipment, if time permits.
- Assist Mobility impaired occupants as required
- Proceed to the nearest safe emergency exit.
- Follow the instruction of the chief warden and/or floor warden.

Elements of an evacuation are:

IMMEDIATE (room)

The evacuation of persons in immediate danger (from room to passageway), only if safe to do so.

HORIZONTAL/PARTIAL (One part of the building to another part)

The movement of persons to a safer area (behind smoke or fire stop doors).

VERTICAL (Moving downstairs)

The evacuation of persons downstairs to another level and to the assembly area.

TOTAL

A total evacuation of the building to the Assembly Area.



ARMED INTRUSION



ARMED INTRUSION

Precautions

Tenant managers should ensure that staff, and in particular those who may be exposed to such a confrontation such as an armed intrusion, are given the appropriate instruction to ensure their own and others safety.

Procedures

If you are confronted by an armed or unarmed intruder/s follow these basic rules:

- a) Do not attempt to be heroic.
- b) **Obey the intruder's instructions, and only do what you are told. Do not** volunteer information.
- c) If you are not directly involved have a low profile. If you can leave the building do so, providing you are not placing other persons in danger.
- d) If you are ordered to hand over money be deliberate in your action, and place into the bag with as much coin as possible, followed by low denomination notes, again, providing you are not placing yourself or others in danger.
- e) **Phone the Police on '000' and Property Manager if you or another staff** member is able to do so without being endangered.
- f) For those who may have left the tenancy or office, ensure that the Police and Property Manager have been notified, and if at all possible observe any vehicles that may be being used by taking down registration numbers, make, model and colour.
- g) Immediately the intruder/s has left ensure that the scene of the crime is preserved. Do not allow anyone in the area, act on instructions from the Police upon their arrival, and complete the Armed Intrusion Check List.
- h) All witnesses should be asked to remain until the arrival of the Police, who will wish to speak to them. Remember that all evidence no matter how scant or vague could be vital when pieced together with other evidence.

Armed Intrusion Checklist

All witnesses to the incident i.e. staff, customers, passers-by should complete a separate copy of this check list. They should complete the check list immediately after the incident and collected by a senior member of staff so that they may be handed over to the Police.

Description Form

If you're a victim of a robbery, please complete this form by yourself. If you are unsure of an answer, don't guess - leave it blank. If there are other witnesses, record their names at the base of page and ask them to complete these descriptions on a piece of paper.

ROBBERS:	1	2	3
GENDER			
HEIGHT			
BUILD			
AGE			
HAIR			
FACIAL HAIR			
COMPLEXION			
EYES			
ACCENT/RACE			
DISGUISE			
SCARS/TATTOOS			
HEADWEAR			
GLASSES			
SHIRT/JACKET			
PANTS/DRESS			
CLOTHING LOGOS			
SHOES/BOOTS			
CARRY BAG			

VEHICLE DETAILS			
MAKE:	MODEL:	TYPE:	YEAR (approx):
COLOUR:	REGISTRATION:	PLATE COLOUR:	
NUMBER OF OCCUPANTS:	DISTINGUISHING FEATURES/ACCESSORIES:		

WEAPON DETAILS	
	OTHER:

WITNESS DETAILS	
WITNESS 1:	
WITNESS 2:	
WITNESS 3:	

BOMB THREATS

Introduction

A bomb threat can disrupt the business of any organisation, which in turn may seriously affect any normal business operation. These procedures are outlined to assist people to help themselves in responding to and dealing with a bomb threat so that they may decide on a course of action.

Because each situation is different, it is not possible to have hard and fast procedures for an event that may or may not happen. Procedures have been designed using the Australian Federal Police Guidelines and recommendations from Australian Standard 3745:2010.

Threats

A. The Telephone Threat

It is extremely important that a bomb threat is not ignored, and as much information be extracted from the caller as it is possible.

This information will be subject to investigation to enable an appropriate action to be taken.

The person receiving the threat by telephone should:

- a) Remain calm and if possible endeavour to attract the attention of a fellow worker.
- b) Try to keep the caller engaged in conversation as long as it is possible. **DO NOT HANG UP THE TELEPHONE.**
- c) Record information on the telephone bomb threat check list.
- d) Be guided by the information required on the check list.
- e) Immediately contact the property manager, the manager, and Chief Warden. Ensure that the police have also been notified.
- f) Complete the bomb threat check list and hand over to the Chief Warden or in his or her absence, the manager or the police when they arrive.

B. The Written Threat

In the event of a bomb threat being received in writing it should be kept, including any envelope or container. Every endeavour should be made to preserve evidence such as fingerprints, handwriting, typewriting, paper and postmarks. Unnecessary handling should be avoided. Evidence should be protected by placing it in plastic bags or containers.

C. Suspect Object

If a suspicious object is found on the premises or in the building it must be reported immediately to management to determine if it belongs to anyone on site. If it is found that the object does not belong to any one the Chief Warden and Police must be notified in order that the appropriate action can be taken.

D. Evaluation

Having received the information, the Property Manager, Chief Warden, Manager, and the Police should categorise the threat which may be assessed as follows:

E. Non Specific Threat

Normally the caller has given very little information other than a device has been placed on the premises. The conversation would have been terminated quickly before additional information could be had.

F. Specific Threat

Much more detailed information would be given by the caller such as a description of the device, why it has been placed, its location, the time of detonation and other details.

The non-specific threat is much more common as opposed to the specific threat; however, neither threat can be disregarded until they have been investigated, in other words all calls should be treated as genuine and dealt with accordingly. The decision to evacuate, will normally be made by, Chief Warden, and Manager. The Police will normally provide advice and guidelines.

Assessment

Assessment involves one of the four alternatives that may be considered:

a) **Take No Further Action**

Some calls may indicate that it is a child or an intoxicated person, and one may find it easy to take this course of action. The Chief Warden must be totally satisfied that it is a hoax call, as if there is the slightest doubt the Chief Warden must adopt one of the other options.

b) **Search Without Evacuation**

Evacuation will only proceed if a suspicious object is found. If nothing is found and there are no other indications that there would be an object on site, the Chief Warden may consider this option if it is assessed as a low level of threat.

c) **Evacuate and Search**

If the Chief Warden considers the threat level to be moderate, he/she may consider partial or full evacuation but retaining wardens and essential staff to conduct a visual search.

d) **Evacuate Without Search**

If the Chief Warden considers the threat to be of high risk an evacuation should be made as quickly as possible without conducting a search, particularly where there is a possibility of an explosion.

If a time has been disclosed for detonation the Chief Warden must make sure search procedures are terminated before the deadline, even if the device has not been located.

Searches in progress must be terminated twenty (20) minutes before the deadline time.

Reoccupation of the building should not take place for at least twenty (20) minutes at the very minimum after the nominated time of explosion. The building should be searched prior to people being allowed back in the centre.

Search

Those best qualified to conduct a thorough search on their floor or areas are those people that work in these areas. They have a better understanding of knowing what **belongs and what doesn't, sooner than members of the police who would be less** likely to identify what is suspicious and what is not.

It should not be assumed that the Police will conduct bomb searches.
The intention of the search is to identify items that:

- a) should not be there
- b) that cannot be accounted for
- c) that is out of place

If a suspicious object is found it is imperative that:

No-One Touches It
No-One Moves It

Tenants may be requested by the Police to conduct a quick visual search. Wardens are instructed in bomb threat procedures during training.

If it is decided that a detailed search is to be conducted it may be that the centre's occupants will be out of the building for some time, therefore management should give consideration to the welfare of these people.

If a search is decided, wardens should be contacted via the buildings communications, to conduct a search and report anything suspicious that has been located.

Detailed Room Searches

Commence by dividing the area into sections and allocate members of the search team to individual sections.

When conducting the search, teams should:

- a) Conduct a visual search and listen for unusual sounds.
- b) Ensure that the search is coordinated by teams working anti-clockwise and clockwise around the floor or area.
- c) Check areas as follows:
 - * waist level to head level
 - * floor to waist level
 - * and head level to ceiling

- d) Mark areas as clear using labels or chalk
- e) Ensure that the search is coordinated, with wardens reporting back to the Chief Warden or co-ordinator.

Searches should also include outside, evacuation assembly areas, the centre's main entrances, exits, and escape routes.

It could be that after a suspicious object has been located that it may not be the only one, therefore the remainder of the building should still be searched before considering re-occupation of the building.

IMPORTANT: Mobile phones and hand held radios must not be used during any bomb threat emergency. It has been known that under certain conditions, transmissions from this type of equipment could detonate an explosive device.

Evacuation Procedure

When the decision has been made to evacuate the building, procedures for evacuation will remain basically the same as that for fire evacuation.

Prior to evacuation the Chief Warden must ensure that fire exit stairs, escape routes, and assembly areas have been checked for suspicious objects.

On the order to evacuate, wardens should:

- a) Guide the staff and members of the public (taking personal items with them) to the fire exits; if possible a warden should then lead them through escape routes. Wardens should request staff to conduct a quick visual check of their area as they proceed to the fire exit doors.
- b) Conduct a thorough check of all areas throughout the floor/area, and ensure that all persons have been moved to the fire exit doors for evacuation, after evacuation has taken place, ensure that a final check of the floor/area has been conducted.
- c) Advise the Chief Warden that the check has been completed and the floor has been evacuated.
- d) Ensure internal doors have been left open (not fire doors).

- e) Do not re-enter the building and remain in control of the occupants until such time as an all clear has been given.

Movement of Vehicles

Procedures for vehicle movement remains the same as for any emergency that may arise, in other words vehicle movement for bomb threats is simply too dangerous and should not be allowed.

Bomb Threats Received After Hours

Bomb threats received after hours, (outside of normal working hours) the person receiving the call should immediately notify the Police, advise tenants on the floor and evacuate the building through the fire exit doors/fire stairs. The centre should not be re-entered until advice from the Police is received saying it is safe to do so.

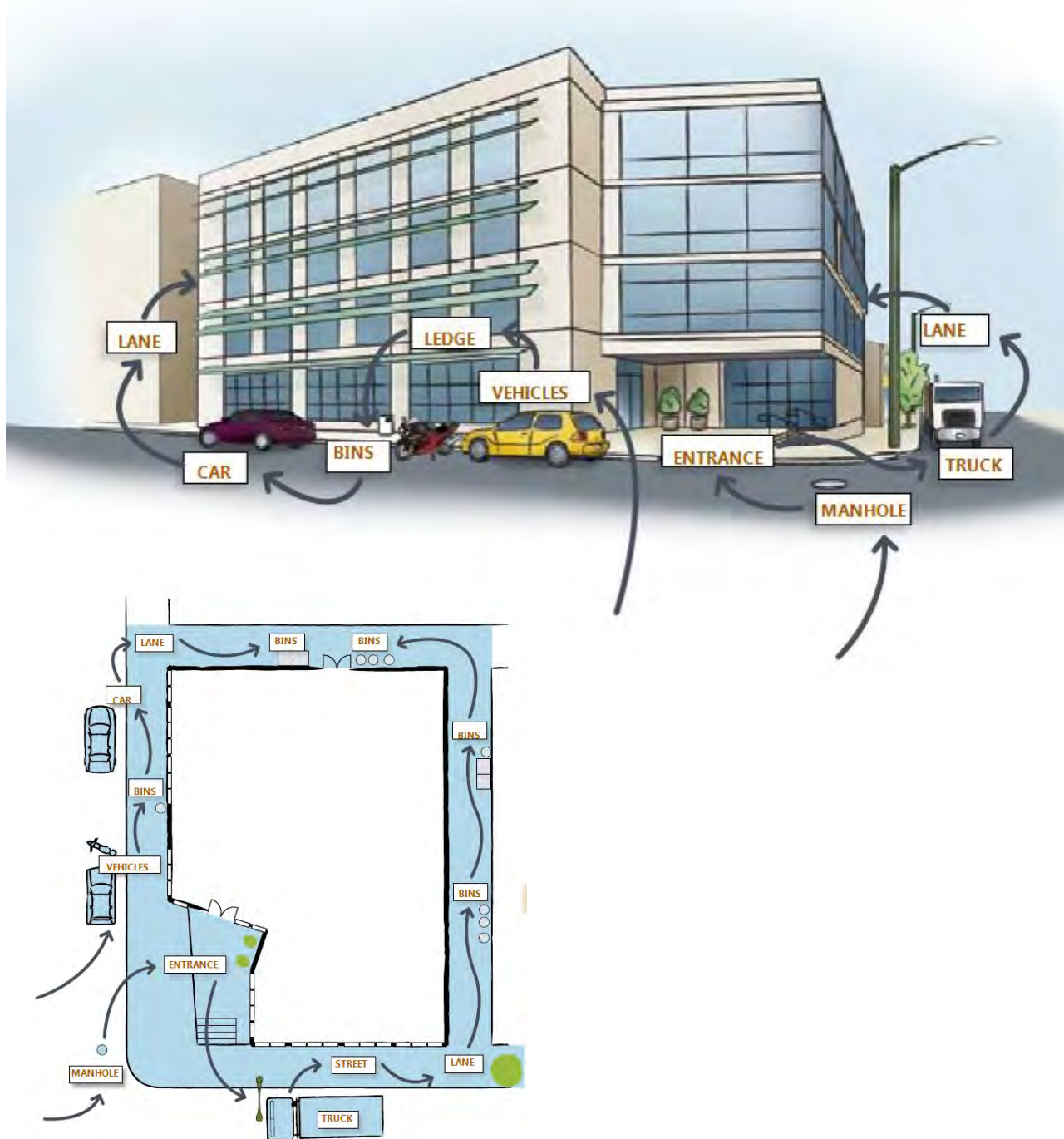
Re-occupation of the Building

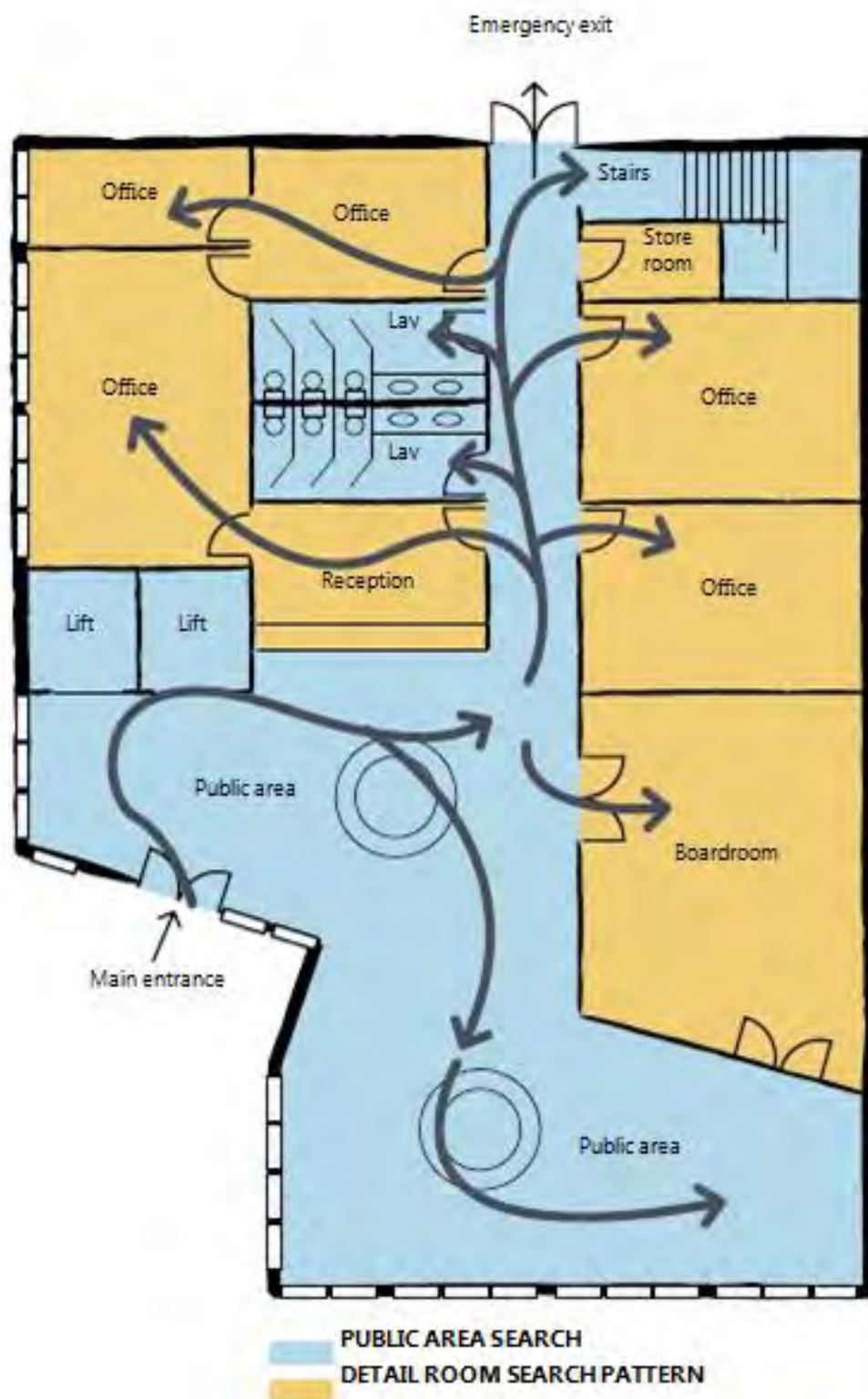
Having completed a successful evacuation of the building the Chief Warden group will make the decision to re-occupy.

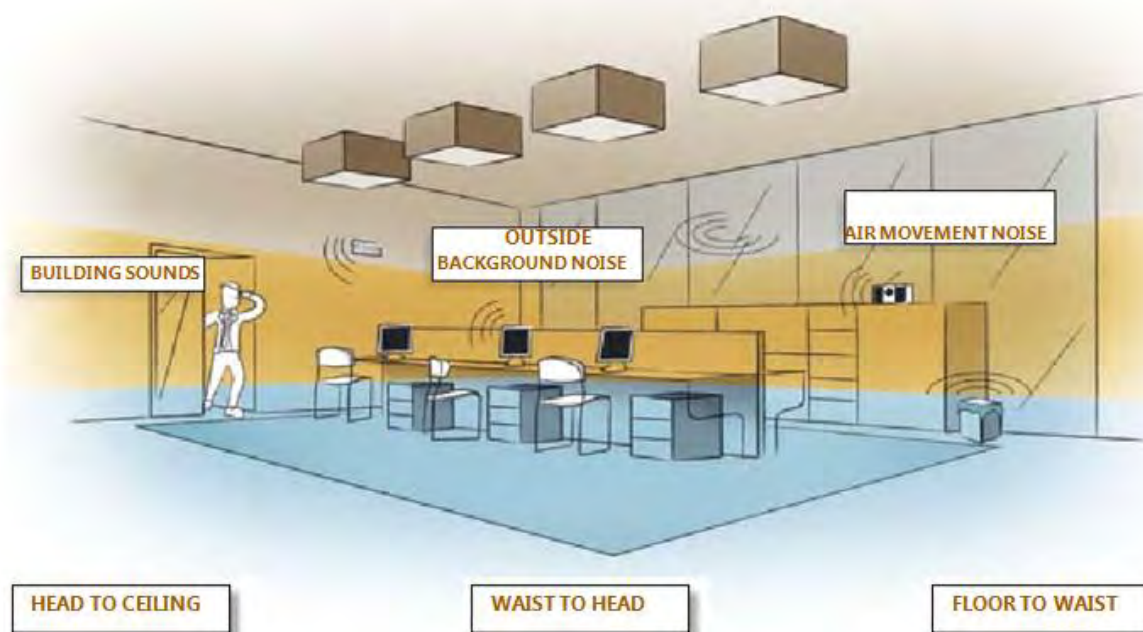
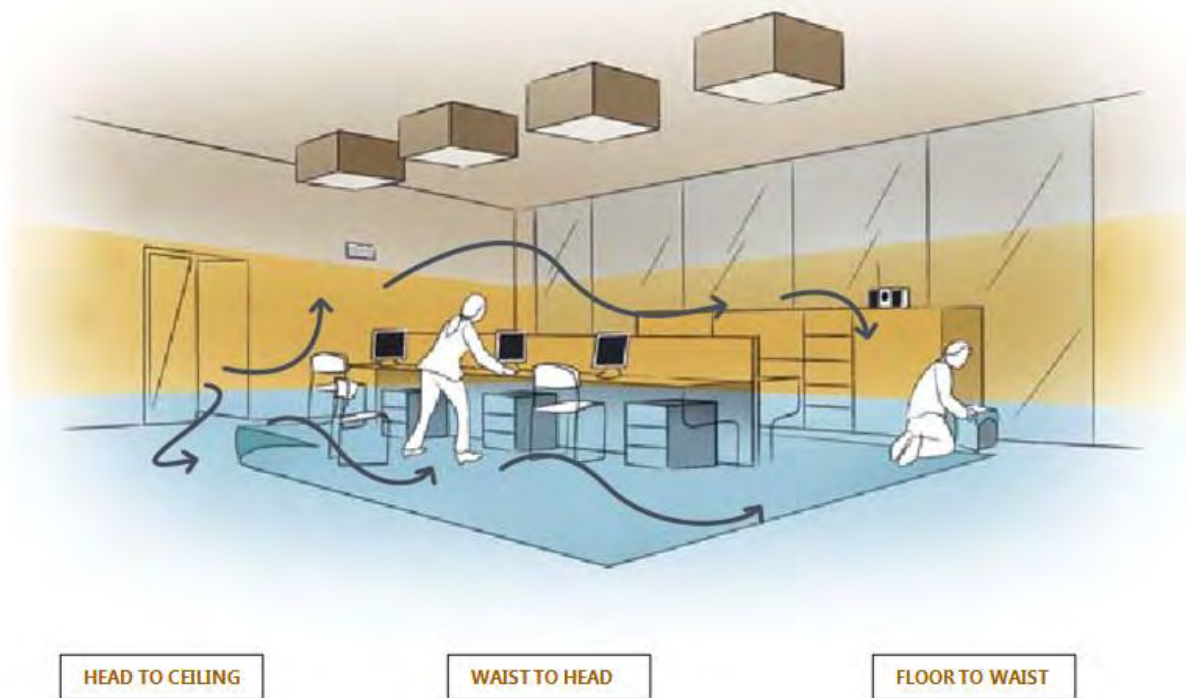
However, if a suspicious object has been found; the Police will take control and determine whether or not the building is safe for re-occupation. The Chief Warden group will act upon the instructions of the Police.

Acknowledgement to the Australian Bomb Data Centre, Australian Federal Police

SEARCHES







PHONE THREAT CHECKLIST

REMEMBER TO KEEP CALM

WHO RECEIVED THE CALL

Name (print): _____ Signature: _____
 Telephone number called: _____
 Date call received: / / Time received: / /

GENERAL QUESTIONS TO ASK THE CALLER

What is it?
When is the bomb going to explode? OR
When will the substance be released?
Where did you put it?
What does it look like?
When did you put it there?
How will the bomb explode? OR
How will the substance be released?
Did you put it there?
Why did you put it there?

BOMB THREAT QUESTIONS

What type of bomb is it?	
What is in the bomb?	
What will make the bomb explode?	

CHEMICAL / BIOLOGICAL THREAT QUESTIONS

What kind of substance is in it?	
How much of the substance is there?	
How will the substance be released?	
Is the substance a liquid, powder or gas?	

EXACT WORDING OF THREAT**ANALYSIS OF CALLER'S VOICE**

Sex:	Male	Female			
Accent:	Australian American	Middle Eastern European	British Irish	Asian	Other Specify:
Voice:	Angry Child	Calm Obscene	Loud Soft	Giggling	Other Specify:
Speech:	Fast Stutter	Slow Lisp	Slurred Distorted	Distinct Clear	Muffled Other:
Threat Language:	Well Spoken Incoherent	Irrational Taped	Abusive	Message read by caller	Other Specify:
Background Noise:	None Construction	TV/Radio Sirens	Train Aircraft	Traffic Voices	Music Other:

Duration of Call Did the caller appear familiar with the area? Yes ☐ No ☐
 Estimated Age:

Comments from person receiving the call: _____

Alert your supervisor.
If your supervisor is unavailable call Police on 000
DO NOT HANG UP



AIRBORNE CONTAMINANTS



AIRBORNE CONTAMINANTS

Preamble

Buildings where large numbers of people gather can be subjected from time to time to incidents that may involve the buildings air conditioning handling system.

The risk of exposure by contamination of the air handling system can be a result of an incident occurring locally such as vapours from adhesives, cleaning materials, the effects of a fire within the building, or even an occurrence that may occur in an adjacent building. There is also a possibility of terrorist activity by the release of a biological or chemical agent, all of which are classified as airborne contaminants.

It is therefore imperative that the Emergency Control Organisation (ECO) is acutely aware of the dangers associated with airborne contaminants, whether by entry through the buildings air handling systems or by any other means such as the release of a biological or chemical agent from containers that may have been “planted” and left behind in a tenancy for someone to discover.

Intentional Use of Biological or Chemical Material

The deliberate use of biological or chemical material release is an event that could be considered low and reasonably remote, however the possibility will always exist and if initiated could be a potentially life threatening occurrence.

Agents can be introduced into the atmosphere which will possibly have an immediate effect upon people within the affected area such as, shortness of breath, dizziness, coughing, nausea, vomiting, sweating, trembling, watering of the eyes. People who are subject to this type of event should immediately hold their breath and attempt to move away from the immediate danger area. Attempt to move upwind and to a higher location above the incident area.

Biological agents are infectious microbes or toxins used to produce illness or death in people, animals or plants. Biological agents can be dispersed as aerosols or airborne particles. Symptoms for some biological agents may not be apparent particularly if you are not aware that you have been exposed.

Chemical agents kill or incapacitate people, destroy livestock or ravage crops. Some chemical agents are odourless and tasteless and are difficult to detect. They can have an immediate effect (a few seconds to a few minutes) or a delayed effect (a few hours to a few days)

Legionellosis/Legionnaires Disease

Legionellosis is an infection caused by the bacterium *Legionella pneumophila*. The disease has two distinct forms i.e. Legionnaires disease which is the more severe form of infection, and Pontiac fever, a milder illness.

Bacteria such as *Legionella* can be distributed throughout the centre via the centres air conditioning system.

Legislation, standards and codes are in place to ensure risks associated with *Legionella* are controlled by systems that monitor and maintain air conditioning plant in order to reduce risks to the health of the individual/s within the centre.

Anti-bacterial chemicals are used in water cooled air conditioning water towers which counteracts bacteria before it enters the air intake. During the cycle, the same air is dehumidified and heated which counteracts further the harmful bacteria.

Reduction of temperature in refrigerated air conditioners is applied to a level that kills airborne bacteria. Again during the cycle, the same air is dehumidified and reheated which counteracts further the harmful bacteria.

Precautions – Handling Mail

Precautions when handling and sorting mail must be taken into account in relation to possible threats and hoaxes from biological threats. As a precaution the Federal Government has issued a list of actions to take following the anthrax incidents that have occurred in the USA and the national anthrax scare experienced in Australia.

The following is the list provided:

- Persons handling mail must exercise caution and vigilance bearing in mind that most reports of suspicious mail or packages are false alarms.
- Emergency procedures for the handling of mail must be promulgated to all staff.
- The sorting and handling of mail must be completed in an area that can easily be contained.
- Letters or packages on opening and appear to be suspicious must immediately be put down and not touched. Mail that is suspicious and has not been opened should be placed in a plastic bag and sealed; this plastic bag should then be placed in a second plastic bag and also sealed.

- On the discovery of a suspicious article, workers in the room should remain there and stop others entering the room to prevent possible contamination. Help should always be sought from the supervisor or other person from outside **the room to contact the Fire Service on "000" and request the attendance of the Hazardous Materials Unit (HAZMAT).**

Particulars of the incident should then be given by giving an exact location and a description of the suspicious letter or package and the action already taken. Because of the exposure persons may have had to the materials, advice will be given by the Fire Service; however, persons must be aware that they must keep their hands away from their face to avoid further contamination to the nose, eyes, and mouth.

If it is at all possible to wash your hands without leaving the area or room, remain where you are until help arrives.

The following more detailed procedure for a suspicious letter or package that has been opened should be adopted:

- Any material or substances that has been spilt or tipped out do not attempt to brush clothing or clean it up in any way.
- Place an object over the offending material (such as an office waste paper bin).
- Request the shutdown of the buildings air conditioning system.
- Again, ensure entry to the area or room has been prevented and that the supervisor and Fire Service (HAZMAT) have been notified, and that contamination of the nose, eyes and mouth has been avoided by keeping hands away from the face. If possible wash your hands.

Suspect Mail

It is not easy to identify what could be suspicious mail or package. The person taking receipt of an item may immediately identify it as suspicious, however **this may not always be the case, so it is always in the individual's interest to exercise extreme caution at all times.**

Caution is the better course of action with any letters or packages that:

- The address does not appear to be right or is misspelt.
- That the proper name and title is incorrectly used.
- Appears to have excessive securing material
- The address is handwritten or badly typed.
- There are restrictive markings / Confidential.
- Mail appears to be from overseas (Foreign mail).
- Are not expected
- It contains some form of soft or organic material.
- It is unevenly weighted.
- There is excessive postage

- **It does not identify with the senders' details.**
- There is no return address.
- Are discoloured or stained

The established Emergency Control Organisation (ECO) within the building is trained on a regular basis to handle emergencies. Tenants who have any doubt at all about any suspicious item that has been received and is thought suspicious must make contact immediately with the Chief Warden. Tenants will then be guided by members of the ECO. The appropriate emergency services must at all **times be contacted on "000"**.

As remote as receiving a contaminated package or letter is, it cannot be dismissed. It is important that persons in the workplace are aware of the likelihood of such an event taking place and most important that they are aware of the procedures in dealing with the situation.

Suspicious items may lead people to think it may be an explosive device in which case procedures as outlined in the procedure manual must be adhered to.

Anthrax

The intentional use of organisms such as anthrax to harm or kill people is called biological warfare or bio-terrorism.

Anthrax is a serious infectious disease caused by a bacterium called *Bacillus anthracis*, it usually occurs in wild and domestic animals such as deer, cattle, and sheep, but it can also infect humans who are exposed to it. Anthrax can form spores that can infect people through a break in the skin or by being inhaled or swallowed.

Cutaneous (skin) anthrax is the most common form. It enters the skin through cuts and develops into itchy, swollen bumps or sores on the skin, sometimes followed by fluid-filled blisters. The sores or bumps then turn into black sores.

Inhalation or pulmonary anthrax is the rarest and severe form and occurs from inhaling anthrax spores in the air. Early symptoms are fever, chills weakness, cough, headache, vomiting, stomach and chest pain, and shortness of breath. Later and more severe symptoms are fever, excessive sweating (especially at night), and bluish colouration of the skin, shock difficult or noisy breathing, and delirium. Death can occur.

Gastrointestinal anthrax occurs from eating the raw or undercooked meat from an infected animal. The symptoms are similar to food poisoning but can worsen to include severe stomach pain, vomiting of blood, and severe diarrhoea.

A dry form of anthrax spores can be produced, stored and ground into particles and can be delivered in letters, packages, and containers through the postal service, although there are other modes of delivery which must be considered such as aerosols.

The environment and time factors with which the contaminant needs to move through to reach their planned target is often extremely hostile, in particular when the contaminant is in a tightly sealed package or container where it becomes difficult for the agent to survive.

However postal envelopes that are not sufficiently sealed will provide an environment that will allow the agent to survive. Therefore, procedures as determined by centre management must be adhered to at all times.

Treatment

Anthrax is a serious disease that requires prompt medical attention. Antibiotics such as ciprofloxacin (Cipro) and doxycycline to name a few are used to treat anthrax. Antibiotics have side effects and should be taken only if prescribed by a doctor for a bacterial illness or exposure to specific bacteria. If you are sick and are concerned see your doctor and follow his or her advice.

First Aid Treatment

First aid is essentially the immediate and prompt medical attention from qualified people whilst at the same time ensuring containment of the material. Direct person to person spread of anthrax is extremely unlikely, if it occurs at all. Do not panic. Anthrax is a very rare disease that has affected very few people.

Emergency Control Organisation (ECO)

The ECO for the building is a team that will perform emergency procedures for the safe evacuation of the occupants from building.

The procedure for dealing with these types of incidents needs to be kept as simple and as practical as possible but at the same time considering:

- The initial assessment and grasp of the incident that has occurred.
- Immediate notification of the appropriate emergency services.
- Control and containment of the incident (cordons of effected areas and beyond).
- Identification of the material concerned/the gathering of information.

Reaction to Incidents

All tenants have information and continue to receive information on a continual basis on how they should respond to incidents and alarms for fire including evacuation procedures associated with such an emergency for the building. The ECO are people who receive site specific procedures and in most instances utilise the fire alarm system and public address to conduct evacuations from the centre. The fire alarms within the building can be utilised for any type of emergency that could occur and at the discretion of the ECO.

If an incident occurs within a tenancy, and management are in any doubt as to what to do in the initial stages, they should immediately contact their warden. Evacuation of the danger area should immediately take place with consideration for a full evacuation. Again if in doubt get out, and inform the ECO.

Contamination of the air conditioning through smoke will generally be picked up quickly by people from the smell or by the visual presence of smoke. Most air conditioning systems are designed to actuate an alarm when smoke enters the system and at the same time shuts down the operation of the air conditioning.

Shut down of the air conditioning system under normal operation does not usually occur when other type vapours such as paint, glues, cleaning materials or biological materials penetrate the system. Under these circumstances and immediately becoming aware of contamination, manual shut down of the system should be initiated.

Notifications

Having made a quick initial assessment of the incident, notification of the appropriate emergency service should be made. Under fire or air conditioning contamination incidents, the fire service is the appropriate authority, however if injuries have occurred, the ambulance service should also immediately be called. In the event of bomb threats the service normally called is the police.

Property Management should ensure that a list of emergency contacts is maintained along with contact numbers for local authorities, electrical services, gas service, plumbing etc.

Controlling the Incident/Collecting Information

Once identification of the material involved has been made response can be much more effective i.e. treatment for effected people, establishing cordon perimeters, identifying danger areas.

The characteristics of different vapours may vary, some may be heavier or lighter than air, some more potent than others, whilst others may have a pungent smell and others no smell at all. Be aware of these characteristics, as some will determine how the evacuation will be conducted. Do not evacuate people to areas downhill or downwind of the incident.

Prevent access to the site at main entry points by utilising members of the ECO, but only if it is safe to do so. Act on further instructions from the responding emergency services.

Identifying the Material

Every attempt if possible should be made to identify the material involved in the incident even before the arrival of the emergency services. The attempt should only be made if it safe to do so.

Information that could be gathered could be:

- What does the material look like? Is it solid, gas, liquid, does it smell
- How have casualties reacted? *Coughing, vomiting, chest pains, fatigued, disorientated, collapse, sweating, dizzy.*
- Who delivered the material?
- Who had been working or had access to the area?
- Are there other materials or hazardous substances around?

All information collected should be passed on to the responding emergency service.

Summary

All members of the ECO including tenant managers need to review their own procedures on a regular basis and ensure that all staff are aware of procedures

Members of the ECO when reviewing procedures should address:

- Individual Roles and responsibilities
- Information guidelines about threats, hazards and protective actions
- Notification, warning and communications procedures
- Emergency response procedures
- Evacuation, shelter and accountability procedures
- Contamination
- Location and use of common emergency equipment
- Emergency shutdown procedures

Tenant Managers when reviewing procedures should address

- Security in and around the tenancy.
- Staff instruction in fire safety matters to include
- Response to alarms in the building
- How to raise the alarm
- Location and use of fire extinguishers and hose reels
- Location of their nearest fire exits
- Knowledge of assembly areas

Remember if in doubt - get out



SECURITY



SECURITY

Workplace Security

What can be done to enhance my workplace security?

There are some very complex and indeed some very simple measures to prevent security issues from surfacing in your workplace. It is these security measures that may require addressing or review to ensure that everybody from management down remains vigilant to keep the protection of personnel, assets, and information that is critical to your work environment safe.

Strong interaction between managers, supervisors, and employees with regard to security matters is very important, and with the guidance of external professional groups, a total security risk package for your workplace can be achieved.

Everybody has the right to a safe working environment and employers have an obligation to ensure that the workplace is safe to work in. Yes, we all look at OH&S, workplace equity, harassment in the workplace, and security policies etc. but who really takes notice of their workplace security issues, the immediate area of concern to you? Not a great deal of people takes security at work very seriously, however if it were your own home, then that would be a different matter.

How then can we apply the principles that we have in our own home and put them into the workplace? Easily!

Security Suggestions

Here are some tips that may get the security thought processors working;

- ✓ Do you know of, or are you aware of the security procedures at your workplace;
- ✓ Tidy up and secure sensitive material before leaving;
- ✓ Lock drawers, file cabinets and offices;
- ✓ Secure expensive equipment laptops etc.
- ✓ Does your company have a clear desk policy;
- ✓ Are you aware of emergency and evacuation procedures in your workplace, i.e. bomb threat, fire, etc.;
- ✓ Are you exposed to risk by walking to your car park e.g. hospital staff, shopping centre staff? Try to stay in populated areas of good lighting.
- ✓ Do our personal items such as; wallets, purses, and bags get left out unsecured in plain view?

- ✓ Are you aware of security personnel in your area, Contact details;
- ✓ Emergency contact numbers, for during and after work hours.

There are many facets to security within a company, but awareness is about behaviour. Some say managers, supervisors and employees need to change their security habits, but this is not right. The goal of a security-awareness program is to develop an organisational environment that applies the security habits we already have and integrates them into the workplace.

Every day, we lock the doors of our homes and leave a light on when we go out. We are careful about protecting what we want to keep safe. With regard to company personnel, physical assets and information, managers, supervisors and employees need to behave the same way they do when they don't want someone trudging straight through their house or someone to see them enter their ATM passwords or stealing an item from their front yard.

Consider your workspace, your own space that requires an amount of protection and apply that to **your colleagues' area, stay vigilant, be watchful, and be** security conscious, everyone will benefit.

Security starts with you, take responsibility and an interest in security of your work environment, if something does not seem right have it checked, ask a co-worker, ring security or the police if necessary.

Security saves assets, resources, and lives.

SUSPICIOUS INCIDENT REPORT

This information could help solve a crime.

Time Date

Location of Incident

Nature of Incident

SUSPECT PERSON		Sex:	M	F (circle)	Height:	cm
Build	Hair Colour	Hair Style	Eye Colour	Complexion	Facial Hair	
Fat	Red/Ginger	Straight	Grey	Sallow	Moustache	
Obese	Sandy/Blonde	Balding	Brown	Pale	Beard	
Fair	Bleached	Bald	Black	Medium	Other type...	
Thin	Black	Short	Green	Olive		
Medium	Grey	Long	Hazel	Dark		
Muscular	Dark Brown	Curly	Blue			
Solid	Light Brown					

CLOTHING	TATTOOS/SCARS
Upper Body	Location & Description
Lower Body	
Shoes	

SUSPECT VEHICLE						
Vehicle Make	Type of Vehicle	Colour of Vehicle		Registration Number	Car Accessories	Other
Mazda	Sedan	Lt Blue	Gold		Roof Rack, Spoiler,	eg. Damage,
Toyota	Station Wagon	Dk Blue	Fawn		Rear Louvre etc	signs
4WD	Panel Van	White	Brown			
Holden	Utility	Grey	Silver			
Nissan	Truck	Cream	Green			
Ford		Red	Black			
Other	Other					
.....		Other				

Previously Observed Where/When



DAMAGE TO BUILDING



DAMAGE TO BUILDING

General

Buildings in Australia are generally designed to withstand a certain amount of damage and although remote, building damage or failure can come from such events such as aircraft impact, explosions, and impacts from other sources, subsidence, internal failure and earthquakes.

Earthquakes

Despite Australia's seemingly low risk earthquake situation we have been subject to many earthquakes larger than that of the Newcastle earthquake, December 1989.

Remember Earthquakes Strike Without Warning

Personal Safety

If an earthquake happens and if you are:

Indoors

- a) Stay there. You could be hit by falling debris
- b) Take cover under an internal doorframe, table, bench or bed.
- c) Keep away from windows, chimneys and overhead fittings.
- d) If in a high rise building, stay away from windows and outer walls. Do not use lifts or escalators.
- e) Get under desks near pillars or internal walls
- f) If in a crowded public place or department store, do not rush for the doors.
- g) Move away from overhead fittings or shelves containing heavy objects. Do not use escalators.
- h) Do not run from the building.

Or


Outdoors

- a) Keep well clear of buildings, walls, power lines, trees etc.
- b) If you are in a city street, seek refuge under archways or doorways of **buildings to avoid falling debris. Don't** stand under awnings or parapets in the event that they may collapse.
- c) Do not go sightseeing.
- d) Do not use vehicles unless there are exceptional circumstances that make it absolutely necessary.


Duties of the Emergency Control Organisation

In any situations whereby the buildings structure is affected, the main duties of the ECO are:

- a) To ensure the emergency services are notified.
- b) To conduct check and report back.
- c) Assess damage on their floor or area.
- d) Attend to the injured (first aid).
- e) To conduct a thorough search of floor/area if it is safe to do so.
- f) To report back to the Chief Warden.
- g) To commence evacuation of floor/area when and if it is safe to do so.



CIVIL AND ILLEGAL OCCUPANCY PROCEDURES



CIVIL AND ILLEGAL OCCUPANCY PROCEDURES

Civil Disorder

There are many reasons that civil disorder may occur, of which the outcomes could lead to public demonstrations that may eventually threaten the security of a building. Demonstrations would place the building being exposed to physical damage, occupants of the building being endangered, and illegal occupancy.

Response

The property manager along with managers and the Emergency Control Organisation should coordinate their efforts in response to an incident before the arrival of the Police.

Immediately upon hearing that an incident is occurring either in or in the vicinity of the building the ECO should take the following actions:

Alert:

- a) Police and request assistance
- b) Other members of the ECO

Initiate action to:

- a) Restrict entry to the building
- b) Restrict and confine presence
- c) Restrict contact between occupants of the building and the demonstrators
- d) Notify all tenant managers.

Occupants of the building should be discouraged from standing at windows in the event that this further agitates the demonstrators.

Curtains and blinds should be closed; all files and valuables should be secured and closed. Management should remain calm.



TERRORISM



TERRORISM

The Threat

The terrorist threat to Australia is changing. During the 1970s and 80s the world prepared for bombings and hi jacking. Today, Australia has been at a heightened level of alert since 11 September 2001. Policymakers are preparing to defend against attacks on the population and critical infrastructure. The worst of these confronting the world today is the terrorist use of weapons of mass destruction (WMD), especially chemical or biological weapons.

However, the actual probability of chemical or biological attacks remains low compared to other less risky terrorist tactics such as car bombs.

The growing awareness of the possibility that a terrorist organisation might use a biologic agent in an attack on a civilian target in Australia raises important questions about the capability of the nation to respond effectively to the threat.

The commonwealth government has made a commitment to continuous **upgrading of Australia's counter**-terrorism capacity and to keep all Australians informed of new counter – terrorist measures that have been put in place, and how members of the public can play a part by being alert and aware of suspicious or unusual activities.

Any member of the public observing something that may appear to be suspicious are advised to phone in on the 24 – hour National Security Hotline on 1800 123 400.

Vigilance

Simply by being alert and using common sense and good judgement possible signs of terrorism may include:


- ◆ Unusual videotaping or photography of government buildings, official buildings or other critical infrastructure
- ◆ Suspicious vehicles in or around buildings or busy public places such as shopping centres
- ◆ People who are suspicious by way of loitering around government buildings, official buildings, or other critical infrastructure
- ◆ Suspicious accommodation needs
- ◆ Unusual purchases of large quantities of fertiliser, chemicals or explosives
- ◆ False or multiple identities
- ◆ Lifestyle that seems inappropriate

It is not possible to give a detailed list of all activities that may be suspicious or unusual; however, these events may very often depend on the circumstances in which they take place.


Although the chance of a terrorist attack occurring in the building is remote, it cannot simply be ruled out, and will require the vigilance of all staff working in the centre to be aware of, or take notice of unusual or suspicious activities in and around the workplace. An activity that may appear to be suspicious should in the first instance be reported to property management or security, as there may be a reasonable explanation as to why the activity is taking place.

Any information that you have passed on needs to be kept low key until such time as an action plan has been established.

Remember your property management is aware of the terrorist threat and is constantly reviewing the buildings emergency procedures.



FIRE SAFETY EDUCATION FOR EMPLOYEES



FIRE SAFETY EDUCATION FOR EMPLOYEES

Responsibility

All employers must accept responsibility to ensure that their employees are instructed in certain fire safety matters (AS 3745:2010)

There are also certain basic requirements that employers are to follow as defined in health and safety of their employees required by the Vic Workplace health and safety act.

In order to satisfy these requirements, employers should ensure that training of all employees is conducted in line with the regulation.

The following instruction should be given:

- 1) *Identification of the nearest fire exits*
- 2) *The method of raising the alarm*
- 3) *How to respond to alarms and guide to procedures*
- 4) *Location and use of First Aid Fire Fighting Equipment*
- 5) *How to conduct the evacuation of persons (members of the public) to the escape routes and escort them to a safe place of assembly*

All employees within one month of employment must be given this instruction. All existing employees should receive the same instruction at least once in every twelve-month period as per AS 3745-2010

A record of those attending this instruction should always be completed and filed in a place of safety. These records could be asked for by the fire service at any time.

It is strongly recommended that employers consider fire safety instruction as part of the organisations induction programme. When fire instruction is being given, ensure that the employee signs an attendance register and that the documentation of attendance is carefully filed and kept.

[illegible]

EMERGENCY CONTACT DETAILS

FIRE BRIGADE	000	
POLICE		
AMBULANCE		
GSM mobile phone emergency number	112	
SMS emergency	106	
NATIONAL SECURITY HOTLINE	1800 123 400	
EMERGENCY RADIO CHANNEL	No	
CHIEF WARDEN	Aman Dhillon	03 9605 4448
DEPUTY CHIEF WARDEN		
PROPERTY MANAGER	Ellvana Curo	0433 264 098
OPERATIONS/FACILITIES MANAGER	Thomas Jacmenovic	0448 164 589
SECURITY REPRESENTATIVE		
MAJOR TENANT		
MAJOR TENANT		
MAJOR TENANT		
MAJOR TENANT		
MAJOR TENANT		
LEAKING GAS (ALL AREAS)	13 27 71	
POISONS INFORMATION HOTLINE	13 11 26	
STATE EMERGENCY SERVICE	13 25 00	
EMERGENCY PUBLIC INFORMATION PROVIDER	ABC RADIO 774 (AM)	