

140

WILLIAM STREET

Emergency Procedure Information



Contents

1. Introduction and Information



2. Emergency Contacts



3. Building Alarms and Systems



4. Evacuation



5. Personal Emergency Evacuation Plan (PEEP)



6. Fire



7. Medical Emergency



8. Bomb Threat



9. Lost or Suspicious Item



10. Security Related Emergencies



Introduction and Information



Welcome to 140 William Street. We trust that you find that the building offers you everything you need and more. We'd like to take a little time to provide you with an overview of the emergency management systems and procedures that are relied upon to provide for everyone's safety in the building. Please take some time to familiarise yourself with these guidelines and procedures.

Whilst the staff at 140 William Street manage day to day operations within the building, they are also responsible for liaising with Emergency Services and operating critical building systems should an emergency happen. This means that whilst the property management team will be responding to any and all unforeseen events, each tenant needs to have an understanding of what is required of them as their part in an effective emergency response.

This guide, produced in conjunction with CAPACITY Building Emergency Management, is an outline of the information and actions you should take upon encountering an emergency situation or in response to the alarm being raised.

Emergency Contacts



Life
Threatening
Emergencies

P Police

Fire

Ambulance

**DIAL
(0)000**

Your Location:

Level __

140 William Street
Melbourne VIC 3000

First Aid

Phone

Chief Warden

Security

Phone

8636 7900

Floor Warden

Phone

Warden

Phone

Warden

Phone

Warden

Phone

Building Alarms and Systems



140 William Street is equipped with multiple fire detection and suppression systems. In conjunction with common systems that you may already be familiar with such as sprinkler systems, smoke detectors and an emergency warning system, the building has an extensive emergency communication system, smoke containment and extraction systems and fire-safe emergency stairwells.


It's not necessary that you know how these systems work but rest easy knowing that these life-safety systems are there to provide protection 24 hours a day 7 days a week, should the need arise.

However, there are some aspects of these systems that you should understand for everyone's safety.

Emergency Warning Tones

First and foremost it is vital that you are aware that 140 William Street is equipped with a two stage emergency warning system which make use of two distinctly different tones. These tones are tested regularly throughout the building during business hours. It is important that you become familiar with each tone and understand what actions to take upon hearing each tone.


The two tones are called the ALERT TONE and the EVACUATION TONE.

**ALERT TONE
(BEEP, BEEP, BEEP)**

ASSESS
↓
Assess your immediate surroundings. If you are in danger, evacuate. Otherwise; await further instructions from your Warden or the PA system

SECURE
↓
IF SAFE TO DO SO
Shut down machinery, secure cash or sensitive documents / lock computer screen etc.

PREPARE
↓
Prepare to possibly evacuate the building. Collect any small item to hand that can easily be carried on your person that you may require if you are absent from the building for an extended period. E.g. Keys, wallet, mobile phone, jacket, handbag etc. Await further instructions from Wardens.
DO NOT EVACUATE UPON HEARING THE ALERT TONE UNLESS YOUR SAFETY IS AT RISK

**EVACUATION TONE
(WHOOOP, WHOOOP, WHOOOP)**

EVACUATE
↓
Upon activation of the evacuation tone move quickly into the emergency stairwell under the control and direction of the Wardens

MOVE
↓
Descend the stairs in single file holding the centre handrail. Do not run. Assist others if necessary. Upon exiting the building move away from the emergency exit. Use the footpath to move away from the building.

PROCEED
↓
Once clear of the building proceed to the nominated Assembly Area and await further instructions.
DO NOT RE-ENTER THE BUILDING until the Chief Warden has given the all clear

**Assembly Area:
St. James Square**

 Listen to the instructions of your Wardens or PA announcements from the Chief Warden

Evacuation



In the event that evacuation of your floor is necessary, please listen to the instructions of your nominated Wardens. They are the people who have undergone training and are most familiar with the systems and procedures for managing these situations. Remember, not every emergency is solved by evacuating. Therefore, after the Wardens have consulted with the Chief Warden they will instruct you on what response is required.

Each floor will generally evacuate via one of the two emergency stairwells, either the north stair or the south stair. Your Warden will direct you as to which stair is to be used.

Please note: Should you be unable to descend stairs due to an existing medical condition or disability, it is recommended that you consider submitting the PEEP form on the following page.



Precautions

A few common-sense precautions will ensure that everyone evacuates safely. Even simple mishaps in the confines of the stairwell can have negative effects. Therefore ...



Hot cups of coffee or open drink containers should not be taken into stairwells as a spill will make the stairs slippery or the hot liquid may scald other stair occupants.



Large or heavy objects should not be taken into the emergency stairwell. Only items that can be carried easily or bags or backpacks that can be carried via shoulder straps, thus keeping your hands free to hold the stair handrail or open doors etc.



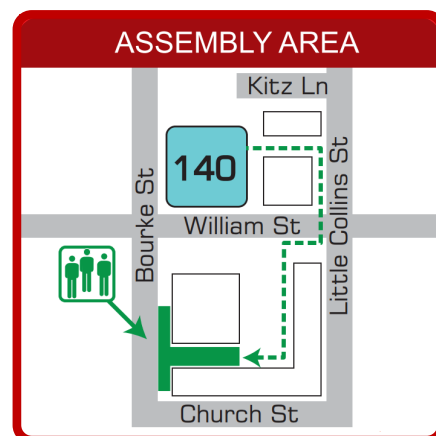
Do not use your phone whilst descending the stairs. This includes sending text messages or checking social media. Pay attention to what you are doing. If you fall and injure yourself, it becomes everyone's problem because you will cause congestion in the stairwell.

No running. The emergency stairwells in this building are smoke and fire isolated. Therefore, once you have entered the stairwell you are protected from a fire affecting the rest of the building. The stairwells offer fire protection for a minimum of 2 hours. Please descend stairs calmly and safely.



When instructed to commence evacuating ...

- Open the stair door slowly ensuring that you do not hit anyone already in the stair and enter calmly
- If people are already descending the stairs use your judgement as to whether to wait for them to pass or to merge with the people descending.
- Descend the stairs single file, in the centre of the stairwell (away from the wall) and hold the handrail
- Leave your mobile phone in your pocket and pay attention to what you are doing.



PERSONAL EMERGENCY
EVACUATION PLAN
(PEEP)

This form is completely voluntary and you are under no obligation to complete this form nor divulge any personal medical information against your wishes. The information is used to develop an appropriate contingency for your safety should you have difficulty, (or not be able to) evacuate in the event of an emergency. Please discuss the available options for your particular circumstances with a Warden or other suitably trained person within your organisation. The resulting information derived from this form is held securely in the fire control room for reference by the Emergency Services during a building emergency that results in an evacuation.

Occupant’s name:

Building Address:

Floor: Room No.

Workstation Location:

Is an assistance animal involved? (circle) YES NO

Are you trained in the emergency response procedures? (circle) YES NO

Type of assistance required:
.....
.....
.....

Equipment required for evacuation
.....
.....
.....
.....
.....
.....
.....
.....

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Fire



Note: The primary duty of staff/occupants is not to combat a fire, but to ensure as far as practicable, the safety of themselves and others. Staff with first attack fire fighting skills may attempt to extinguish the fire if safe to do so.

If you encounter a fire within the workplace ...



Isolate the fire's fuel source. Shut off gas, switch of electricity or close doors to the area involved in fire, if safe to do so.



Cordon and Contain the area. Warn occupants of the danger and prevent people entering the affected area(s). Shut doors to contain the spread of smoke. Assist anyone in immediate danger if safe to do so.



Evacuate as/if necessary. Depending upon the size and location of the fire, evacuation of the building may be necessary. Stay calm and act on the instructions of the Wardens



Raise the Alarm. Ensure that all occupants are aware of the emergency. Activate a break glass alarm if necessary. Ensure that the Chief Warden has been contacted

Medical Emergency



IN THE EVENT OF MEDICAL / FIRST AID EMERGENCY

- Check the vicinity of the victim for danger to yourself or others before approaching the patient.
- Assess and stabilize – D.R.S.A.B.C.D



DANGER

Ensure the area is safe for you, others and the patient



RESPONSE

Check for a response. Squeeze shoulders or ask name etc.



SEND FOR HELP

Dial 000 or 112 from a mobile – request an ambulance



AIRWAY

Open the patient's mouth. If obstruction is present, roll victim onto their side. Clear airway with fingers.
NOTE: If the injury is the result of a fall be mindful of spinal injuries. If the patient is conscious and breathing do not roll them onto their side.



BREATHING

Check for breathing – Look, Listen and Feel. If not breathing commence CPR



C.P.R (Cardiopulmonary Resuscitation)

Start CPR if trained to do so. Continue until help arrives or patient recovers



DEFIBRILLATOR

Apply defibrillator (if available) and follow voice prompts



An Automatic External Defibrillator is located on the ground floor. Contact Security on 8636 7900 for assistance.

Bomb Threat



TELEPHONE THREAT – Try to keep the caller talking. Try to obtain as much information as possible. Remain calm and gain attention of a colleague. Take care not to alarm other colleagues or visitors.

1 When is the bomb going to explode?
OR
When will the substance be released?

2 Where did you put the bomb/item?

3 When did you put the bomb /item there?

4 What does the bomb/item look like?

5 What kind of bomb is it?
OR
Type and quantity of substance – gas, liquid or powder?

6 What will make it explode?
OR
How will the substance be release?

7 Did you place the item/bomb?

8 Why did you place the bomb/item?

9 What is your name?

10 Where are you?

11 What is your address?

CALLER’S DETAILS

Estimate age

Sex ☐ Male ☐ Female

Accent ☐ Australian ☐ European ☐ Asian ☐ Indian

☐ Russian / Baltic ☐ Middle Eastern ☐ American ☐ Other

Voice ☐ Angry ☐ Calm ☐ Child ☐ Laughing ☐ Other

Speech ☐ Fast ☐ Slow ☐ Reading a statement

Background noise?

Caller familiar with the building? ☐ Yes ☐ No

Caller’s phone Number

Your name

Your contact No.

Additional wording or details

.....

.....

.....

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Contact the Chief Warden as soon as possible and relay the recorded information.
The Chief Warden will notify the police.

Assessing the threat

Threat assessment is a logical appreciation of the content of a message, be that verbal, telephone or written. The Chief Warden in conjunction with Property Management and the existing Emergency Control Organisation (Wardens) are empowered, trained and best equipped to respond to the situation on behalf of the whole building.
Remember, in Australia, there are far more bomb *threats* perpetrated than actual placement of devices. A calm and co-ordinated approach using trained and rehearsed procedures is safer and more effective than each building tenant acting alone.

Lost or Suspicious Item



This facility has a substantial number of staff and visitors daily. The chance of an occupant inadvertently leaving an item behind is quite high. More often than not, a simple lost property procedure will suffice for the safe custody of the item until the owner returns to reclaim it. However, it is prudent to ensure that a consistent method exists to balance privacy and security for the owner of the lost property against the safety and security of the staff and occupants of the facility.

This guide separates all unaccompanied items into one of two categories. Staff are expected to exercise their judgment based upon current events and trends as well as their intimate knowledge as to what constitutes normal daily activities/items for your tenancy or organisation.

Item Unaccompanied

1. Item or bag discovered unaccompanied on premises (Not suspicious)

An unaccompanied item/bag discovered on premises may be judged not suspicious via a range of assessment methods. Some examples include:

- a) Small items such as sunglasses, keys, magazine/book or MP3 player left behind that are clearly not dangerous or warrant suspicion.
- b) Bags, purses or wallets left behind by known or trusted visitors (i.e. staff recall the visitor in possession of the item)

Action

Non suspicious items should be secured by a nominated staff member (eg. Reception/Security etc.) and held for a period of 30 minutes whilst awaiting the owner to return and identify the item. The item will be returned upon correct identification of the object. Should the item not be reclaimed or your organisation has not received contact from the owner within 30 minutes then an authorised person in the presence of a witness may open the purse/bag/wallet to ascertain the contact details of the owner and arrangements can then be made to contact the owner.

Item Unaccompanied

2. Item or bag discovered unaccompanied on premises (Suspicious)

An unaccompanied item/bag discovered on premises may be judged suspicious via the HOT ALERTS assessment method.

HOT-ALERTS

H Is it **hidden**?

An unattended package that appears to have been intentionally hidden should be considered suspicious.

O Is it **obviously** a bomb?

An item with characteristics of an explosive device. Indicators include: Leaking fuel/oils, unusual odour, shape or wires.

T Is it **typical** of the area?

An item that is not typically discarded or forgotten in that area requires caution.

ALE Is the government **Alert Level Elevated**?

When the national alert level is elevated to 'High' or 'Extreme' additional caution should be exercised.

RT Is the facility in **Receipt** of a **Threat**?

If a threat has been received, additional caution is required. Does the item match the description of the threat?

S Is the item in a **Sensitive** location?

If a package is found in a non-public area or near access or exit points, caution is required.

Action

Should the situation involve one or more of these characteristics then the object and surrounding area should be cordoned off and Chief Warden advised. (Mobile phones should not be used in close proximity to the object; ensure a minimum 25 metre distance from the object)

Depending upon the circumstances the facility may require full evacuation, in which case this should be conducted in consultation with the facility's Chief Warden and nominated Wardens to ensure that the evacuation is conducted calmly and discretely, without causing undue alarm to staff and occupants.

Security Related Emergencies



Maintaining a safe and secure workplace is everyone's responsibility. Therefore, should you lose your access card, ID, Keys etc. you should report the loss immediately. Similarly, if you see something or someone suspicious please report it to building Security.

Confronted by an Armed Intruder

- Obey their instructions
- Try and remain calm
- Make your actions slow and deliberate
- Do not antagonise the intruder
- Hand over valuables/cash on request
- Take a mental note of the intruders description and appearance

DO NOT GIVE CHASE - UNDER NO CIRCUMSTANCES SHOULD STAFF CONFRONT THE INTRUDER

ACTIVE SHOOTER

On becoming aware of an indiscriminate shooting incident, dependant upon your location or circumstances:

- Evacuate away from the offender/area as quickly as possible. Or;
- If you are unable to evacuate, find a location to conceal yourself and secure the room if possible
- Switch out lights and silence mobile phones

Upon the Departure of the Intruder

- Take a mental note of the intruder's description and appearance
- Contact Police and/or Security
- Fill out the intruder description checklist
- Do not discuss the details of the incident with others. Police need a statement of what you saw and did

Lock-Down

Lock down may be initiated by a Police public bulletin via public broadcasters, or a lock down may result from facility based lock down warning using the facility emergency warning system and/or PA announcements

UPON A LOCK DOWN WARNING ADVICE

- Secure your tenancy or area
- Move to a secure location if possible
- Remain away from windows and out of sight
- Listen for PA announcements or Police public announcements/warning via local public broadcasters
- Switch mobile phones to silent

Siege or Hostage Situation

The chance of being taken hostage or being held against your will whilst at work is small. However, there is a possibility that it may happen.

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

Refer to your organisation's policies regarding making statements to the media regarding incidents occurring in the workplace.