

# ***EMERGENCY EVACUATION MANAGEMENT PLAN***



**555 LONSDALE STREET**

**MELBOURNE**

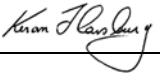
**ISSUED DECEMBER 2011**

**THIS DOCUMENT IS VALID UNTIL DECEMBER 2016**

## Document Control Schedule

A revision of this document including all attachments is to be carried out immediately following an incident or whenever a change is made to the contents by a nominated “competent” person. All details of the revision are to be annotated in this schedule.

This document is valid for a period of five (5) years from the date of initial issue. At the end of the period of validity this document must undergo a full review and update prior to reissue.

VERSION	DATED	REVISION DETAILS	NAME	SIGNATURE
555lon_v1.00	20 December 2011	Initial issue.	Keran F. Carsburg	

### Emergency Procedures (Nominee Supervisor)

Keran F Carsburg,, Technical Services Manager, First 5 Minutes Pty Ltd.

Emergency Procedures (Nominee Supervisor) Licence Number 1191836.

### Scope

Develop, approve and certify emergency evacuation procedures for the controlled evacuation of buildings, structures and workplaces during a fire emergency.

## FOREWORD

This Emergency Evacuation Management Plan has been prepared by *First 5 Minutes* with a focus on the actions to be taken by the Emergency Control Organisation (ECO) and all occupants up to and once an emergency occurs. Specific response procedures have been inserted following an identification and analysis of potential emergencies likely to impact on the facility. It is designed to provide directions to ensure an appropriate response to an emergency up to the arrival of the attending emergency services.

The Emergency Evacuation Management Plan also provides guidance on training requirements for the Emergency Control Organisation and building occupants.

Once the emergency has been dealt with and all threat to life safety has been removed, the implementation of an incident or disaster recovery plan will usually be required. This document does not provide for any guidance in relation to an incident or disaster recovery situation.

As this is a public document it does not make any reference or include activities of either a confidential or security matter. Those issues are outside the normal ECO role and are considered far too sensitive for public disclosure.

## RULES OF INTERPRETATION

THE FOLLOWING RULES OF INTERPRETATION APPLY unless the context requires otherwise:

- a. Headings are for convenience only and do not affect interpretation.
- b. The singular includes the plural and conversely.
- c. A gender includes both genders.
- d. Where a word or phrase is defined its other grammatical forms have a corresponding meaning.

## FIRST 5 MINUTES PTY LTD

*First 5 Minutes Pty Ltd*, Australia's leading fire and evacuation specialist, has been appointed to establish an Emergency Evacuation Management Plan for **555 Lonsdale Street, Melbourne**. Occupiers are reminded of their legal and moral obligations to make time available for Wardens and employees to participate in Emergency Control Organisation meetings and an annual evacuation exercise. This training will assist occupiers and employers in meeting their obligations under the *Victorian Occupational Health and Safety Act 2004*.

This Emergency Evacuation Management Plan has been designed by *First 5 Minutes Pty Ltd* to meet the requirements of *Australian Standard 3745-2010*.

Please direct any queries relating to these procedures to any *First 5 Minutes* office. Contact details are available at [www.first5minutes.com.au](http://www.first5minutes.com.au).

### **COPYRIGHT WARNING**

The copyright to this Emergency Evacuation Management Plan is held in totality by First 5 Minutes Pty Ltd. No part of this Emergency Evacuation Management Plan may be reproduced by any process without the written permission of First 5 Minutes Pty Ltd. This copyright does not apply to the sample threat check list at Annex B. The copyright to Annex B remains with the AFP Bomb Data Centre.

© Copyright - First 5 Minutes Pty Ltd

## TABLE OF CONTENTS

<b>1.BUILDING OCCUPANCY DETAILS</b>	<b>1</b>
<b>2.ESSENTIAL SAFETY MEASURES AND ALTERNATE SOLUTIONS</b>	<b>3</b>
<b>3.PREVENTION PROCEDURES</b>	<b>6</b>
<b>4.EVACUATION MANAGEMENT PLAN REQUIREMENTS</b>	<b>12</b>
<b>5.FACILITY EMERGENCY MANAGEMENT GROUP</b>	<b>18</b>
<b>6.PERSONS WITH SPECIAL NEEDS</b>	<b>23</b>
<b>7.EVACUATION PROCEDURES - CODE ORANGE</b>	<b>27</b>
<b>8.MEDICAL EMERGENCY – CODE BLUE</b>	<b>32</b>
<b>9.FIRE EMERGENCY – CODE RED</b>	<b>33</b>
<b>10.BOMB OR SUBSTANCE THREAT PROCEDURES - CODE PURPLE</b>	<b>37</b>
<b>11.IMPROVISED EXPLOSIVE DEVICES – CODE PURPLE</b>	<b>43</b>
<b>12.EARTHQUAKES – CODE BROWN</b>	<b>48</b>
<b>13.CIVIL DISORDER - CODE BROWN</b>	<b>50</b>
<b>14.WORKPLACE CONFRONTATION – CODE BLACK</b>	<b>51</b>
<b>15.CHEMICAL, BIOLOGICAL OR RADIOLOGICAL INCIDENTS – CODE YELLOW</b>	<b>56</b>
<i>Annex A Definitions.....</i>	<i>62</i>
<i>Annex B Emergency Calls.....</i>	<i>66</i>
<i>Annex C Sample Threat Check List.....</i>	<i>69</i>
<i>Annex D Emergency Procedure Flow Charts.....</i>	<i>70</i>
<i>Annex E Example of a “Personal Emergency Evacuation Plan” .....</i>	<i>72</i>
<i>Annex F Melbourne CBD Safety Plan .....</i>	<i>74</i>
<i>Annex G Diagrams .....</i>	<i>87</i>

---

## 1. BUILDING OCCUPANCY DETAILS

The following details are a guide for the Emergency Control Organisation and representatives of a Regulatory Authority.

### Building Characteristics

The building has a rise in storeys of 10.

### Building Classification

The classification of a building or part of is determined by the purpose for which it is designed, constructed or adapted to be used. The classification for this building is Class 5.

### Hours of Occupancy

The period of occupancy for this facility is from 0600 to 1800.

### Building Owner Contact Details

The contact details for the building owner are as follows:

Company Name:	
Contact Person:	
Address:	
Telephone:	
Fax:	
Email:	

### Managing Entity Contact Details

The contact details for the Managing Entity are as follows:

Company Name:	
Contact Person:	
Address:	
Telephone:	
Fax:	
Email:	

**Evacuation Coordinator (Chief Warden) Contact Details**

The contact details for the Evacuation Coordinator (Chief Warden) are as follows:

<b>Company Name:</b>	
<b>Contact Person:</b>	
<b>Address:</b>	
<b>Telephone:</b>	
<b>Fax:</b>	
<b>Email:</b>	

**Persons Responsible for Carrying Out Evacuation Procedures (Wardens) Contact Details**

The Managing Entity is responsible for ensuring that a register containing the contact details of the *Persons Responsible for Carrying-Out Evacuation Procedures* (Wardens) is kept up to date and a hard copy is printed off and inserted into this section. The hard copy record must be replaced each time that the register is updated/changed.

The register for the *Persons Responsible for Carrying-Out Evacuation Procedures* (Wardens) is available by going to the building Emergency Control Organisation Details at [www.f5mcompliance.com](http://www.f5mcompliance.com) and accessing the Warden Register.

## **2. ESSENTIAL SAFETY MEASURES AND ALTERNATE SOLUTIONS**

### **Fire Safety Systems and Equipment**

Occupants of a building have an expectation that the building they occupy will be safe during day to day use. This expectation is also applied to their perception that the building's fire safety systems and equipment will continue to operate in an emergency.

Some examples of fire safety systems are:

#### **Active systems**

- Emergency Warning and Intercommunication Systems;
- emergency lighting;
- exit signs;
- sprinkler systems;
- fire hydrant systems;
- fire hose reel systems;
- smoke and heat vents;
- mechanical smoke-exhaust systems; and
- portable fire extinguishers.

#### **Passive systems**

- fire-isolated stairways, ramps and passageways;
- fire walls; and other fire-resisting building elements.
- smoke stop doors and compartments



## Installed Fire Safety Systems and Equipment

The fire safety systems and equipment that are installed in your building is indicated as follows. This list was current at the date of publication of this Emergency Evacuation Management Plan but may be subject to additions/deletions brought about by improvements or upgrades to this building/structure.

### FIRE DETECTION

<b>FIRE INDICATOR PANEL (FIP)</b>	A Fire Indicator Panel (FIP) is an electric panel that is the controlling component of a fire alarm system. The panel receives information from environmental sensors designed to detect changes associated with fire, monitors their operational integrity and provides for automatic control of equipment, and transmission of information necessary to prepare the facility for fire based on a predetermined sequence.  The FIP may also supply electrical energy to operate any associated sensor, control, transmitter, or relay (i.e. HVAC, security, electronic door locks etc).
<b>SMOKE DETECTORS</b>	Smoke detectors are designed to sense the presence of fire, indicate its location and advise the Fire Service.
<b>THERMAL DETECTORS</b>	Thermal detectors are designed to sense the presence of fire, indicate its location and advise the Fire Service.
<b>MANUAL CALL POINT (MCP)</b>	A Manual Call Point is used to allow building occupants to signal that a fire or other emergency exists within the building. They are usually connected to a central Fire Indicator Panel which is in turn connected to an occupant warning system in the building and to the fire brigade or monitoring station.  The body of a Manual Call Point shall be red in colour. A red Manual Call Point is mounted on the FIP and in select locations within the building.

### EMERGENCY WARNING SYSTEM (EWS)

<b>EXTERNAL ALARM INDICATOR (FIRE BELL)</b>	The fire detection system shall operate one bell to indicate a fire alarm. The bell shall be located on the outside of the building, be visible from the main approach to the building and shall be as near as practicable to the Designated Building Entry Point.  The bell is to be red in colour and the word 'FIRE' shall be marked on the bell.
<b>ALERT ALARM</b>	The Alert Alarm is a slow repetitive BEEP which can either be actuated by activation of the fire detection system or manually by the Chief Warden.
<b>EVACUATION ALARM</b>	The Evacuation Alarm is a rise and fall tone that is the executive order for all occupants to immediately evacuate the building.  It can be actuated by activation of the fire detection system or manually by the Chief Warden.
<b>PUBLIC ADDRESS (PA) SYSTEM</b>	A Public Address system is installed to provide verbal communication between the Chief Warden and building occupants.
<b>WARDEN INTERCOMMUNICATION PHONE (WIP)</b>	Warden Intercommunication Phones are located in select locations to enable direct communication with the Chief Warden at the Master Emergency Communication Point.

### FIRE SUPPRESSION SYSTEM

<b>SPRINKLER SYSTEM</b>	Automatically distributes water upon a fire in sufficient quantity either to extinguish it entirely or to prevent its spread.
-------------------------	---

**FIRST ATTACK FIREFIGHTING EQUIPMENT**

<b>FIRE EXTINGUISHERS</b>	Fire extinguishers are installed in accordance with AS 2444 to provide occupants with equipment to attack a fire in its initial stages.
<b>FIRE HOSE REELS</b>	<p>Fire Hose Reels are installed to allow occupants to undertake fire extinguishment in the initial stages of the fire.</p> <p>The fire hose reel system must have fire hose reels provided so that the nozzle end of a fully extended fire hose fitted to the reel and laid to avoid any partitions or other physical barriers will reach every part of the floor of the storey and internally within 4 m of an exit.</p> <p>They are not to be used on fires with an associated electrical hazard.</p>
<b>FIRE HYDRANTS</b>	A fire hydrant system must be provided to serve a building having a total floor area greater than 500 m <sup>2</sup> ; and where a fire brigade is available to attend a building fire. The internally located fire hydrant is to provide coverage throughout all areas of the building with a 30 metre hose and 10 metre water spray.

**MEANS OF ESCAPE**

<b>EMERGENCY EXIT SIGNS</b>	Emergency exits and the paths of travel to emergency exits are normally indicated by an illuminated EXIT and/or directional EXIT sign.
<b>EMERGENCY LIGHTING</b>	Emergency lights are designed to safeguard occupants from injury by providing sufficient lighting to allow occupants to safely negotiate the paths of travel to an exit in the event of a partial or major failure of the buildings' mains power.
<b>EXIT DOORS</b>	Exit doors are provided to give occupants a means of egress from any part of the building.
<b>FIRE RESISTANT DOORS</b>	<p>A fire resistant door-set is installed across an opening in a fire wall to maintain the fire resistance rating of that fire wall.</p> <p>A sign to alert persons that the operation of fire doors must not be impaired must be installed where it can be readily seen on, or adjacent to, a required fire door providing direct access to a fire isolated exit on the side that faces a person seeking egress.</p>
<b>FIRE ISOLATED STAIRS / CORRIDORS</b>	Fire isolated stairs and or corridors are designed to provide occupants with a safe means of egress from the building in the event of a fire.
<b>STAIRWELL PRESSURISATION</b>	Stairwell pressurisation is installed to ensure that occupants have sufficient time to evacuate the building without their safety being jeopardised by the entry of effluents of a fire to the fire isolated stairs.

**Alternate Solutions**

If construction work for a building involved an alternative solution for a relevant performance requirement that includes a fire safety management procedure as a condition of the occupation and use of the building then the Alternate Solution/s are to be detailed in this section.

First 5 Minutes was not aware of any Alternate Solutions for this building at the date of issue of this Plan.

### 3. PREVENTION PROCEDURES

Prevention of fire is as important as the development of efficient means of fighting it. All occupants should be acutely aware of the need to avoid dangerous practices and of the danger to life and property in the event of fire getting out of control.

#### Maintenance of exits by occupiers of buildings

The occupier of a building must ensure that all exits, paths of travel to exits and any external paths of travel to a road or open space required to be provided are maintained in an efficient condition and kept readily accessible, functional and clear of obstruction so that egress from the building or place is maintained.

#### Verification of Emergency Evacuation System Elements

Australian Standard 1851-2005 at Appendix G gives informative direction to the EPC/ECO for the verification of emergency evacuation system elements.

*NOTE: Verification of other emergency evacuation system elements relevant to emergency response will increase the likelihood of a successful evacuation. Verification items set out in the following tables are of an advisory nature and should be carried out as detailed in the Emergency Plan. They may be carried out by the Emergency Planning Committee, Emergency Control Organization (ECO), a consultant, building owner, supervisor or management.*

The EPC/Managing Entity must ensure that checks of the emergency evacuation system elements are carried out at the intervals specified in the following tables:

#### EVACUATION ROUTES AND PATHS AND RECORDS

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Smoke doors	CHECK that smoke doors close correctly.	✓	✓	✓
Exit signs/Emergency Lighting	CHECK illumination by activating test button.	✓	✓	✓
Exit doors	CHECK that exit doors are free from obstructions and can function as required.	✓	✓	✓
Exit routes	CHECK that exit routes are clearly identified and free from obstructions.	✓	✓	✓
Fire doors	CHECK that fire doors close correctly.	✓	✓	✓

**EMERGENCY RESPONSE & FIRE FIGHTING EQUIPMENT AND RECORDS**

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Fire hydrants	CHECK that fire hydrants are identified and free from obstructions.	✓	✓	✓
Fire hose reels	CHECK that fire hose reels are identified, free from obstructions and the nozzle interlock is engaged.	✓	✓	✓
Fire extinguishers	CHECK that fire extinguishers are fully accessible, mounted, sign-posted and charged and/or sealed.	✓	✓	✓
Fire blankets	CHECK that fire blankets are fully accessible, mounted and identified.	✓	✓	✓
Disability impairment equipment	Where provided, CHECK that equipment is accessible and functional.	✓	✓	✓
ECO identification equipment	CHECK that equipment is available, accessible, correctly colour coded and functional.	✓	✓	✓

**ALARMS, COMMUNICATION, DETECTION AND SUPPRESSION SYSTEMS AND RECORDS**

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
MCP (BGA) alarms (red)	CHECK that equipment is accessible.	✓	✓	✓
MCP (BGA) alarms (white)	CHECK that equipment is accessible.	✓	✓	✓
MCP (BGA) (red & white)	CHECK that equipment is accessible.	✓	✓	✓
EWS	CHECK that WIPs are operational, accessible and alarms are audible.	✓	✓	✓
EWS	CHECK that alarms are audible.	✓	✓	✓
Emergency annunciation services	CHECK that messages are audible.	✓	✓	✓
Loudhailers	CHECK accessibility and operation of equipment.	✓	✓	✓
Radios (portable)	CHECK that signals are received and audible.	✓	✓	✓
Phones (portable & fixed)	CHECK that equipment is accessible, that signals are received and messages are audible.	✓	✓	✓

**ECO AND EMERGENCY PROCEDURES AND RECORDS**

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Identification	CHECK ECO member identification is readily available, e.g., helmet, tabard, cap etc.	✓	✓	✓
Diagrams	CHECK that emergency response diagrams as per AS 3745-2010 are in place, up to date with current area conditions.	✓	✓	✓
Availability of wardens	CHECK that ECO members are recorded, current, deputies available and aware of roles.	✓	✓	✓

**HOUSEKEEPING AND RECORDS**

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Rubbish disposal	CHECK that rubbish has not accumulated in area of responsibility.	✓	✓	✓
Fire hazards	CHECK that no fire hazards are identifiable in area of responsibility.	✓	✓	✓
Hazardous materials	CHECK that all hazardous materials are in a safe condition and registered in the area of responsibility.	✓	✓	✓

**EMERGENCY EVACUATION PROCEDURES DOCUMENTATION AND RECORDS**

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Distribution & availability of procedures	CHECK ECO members and supply a copy of the documented procedures for EPC directives.		✓	✓
Training records	CHECK that all trainees have been recorded and follow up on non-attendees.		✓	✓

**EMERGENCY EVACUATION PROCEDURES TRAINING AND RECORDS**

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Evacuation Exercises	CHECK that evacuation exercises have been conducted and observer's actions recorded for future action with the ECO.			✓
Scheduled training	CHECK that the scheduled training has been conducted and reported to the EPC.			✓
Management of ECO skills	CHECK that EPC directives for education training and exercises have been completed.			✓

**EMERGENCY EVACUATION PROCEDURES MONITORING AND RECORDS**

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Exit door release mechanisms	CHECK that the maintenance program has been conducted.			✓
All maintenance logbooks and records	CHECK all logbooks have the required number of entries.			✓
Essential services maintenance records	CHECK contractors have signed-off the required entries.	✓	✓	✓
Monitor testing of essential services	CHECK testing (selectivity) procedures.	✓	✓	✓
Monitor fault reporting of essential services	CHECK that faults have been reported	✓	✓	✓
Rectification of essentials services	CHECK that rectification work has been completed.	✓	✓	✓
Control centre	CHECK that all documentation is in place and operational capability of the control centre.		✓	✓
Control of hot works	CHECK compliance with remote system as specified by the EPC.		✓	✓
Management of equipment installation signage	CHECK compliance and, as necessary, replacement.			✓
Temporary fire safety impediment	CHECK that any impediments have been rectified	✓	✓	✓
Tactical fire plans	CHECK and test tactical fire plans.			✓
Security interfaces	CHECK that interconnections between security provisions and fire safety features are operational.		✓	✓
Passive systems	CHECK that any works carried out on passive fire protection systems (e.g., fire doors, fire stopping, collars) are rectified according to the facility procedures.		✓	✓
Emergency lighting	CHECK that tests have been completed.			✓
Fire services access	CHECK provisions and test with the fire services.			✓
Lifts	CHECK that all emergency procedures for lifts are functional.			✓

**VERIFICATION OF EMERGENCY EVACUATION PROCEDURES AND RECORDS**

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Reporting of ECO to management	CHECK ECO activities comply with AS 3745-2010 and are adequate and appropriate for the emergency response risk.			✓
Appointment of ECO/EPC management structure (including partial occupancy)	CHECK that all tenancies are represented appropriately by both ECO and EPC.			✓
Emergency response budgetary planning	CHECK that all occupancies and tenancies have allocated emergency budgeting allowance.			✓
Emergency response compliance	CHECK that all planning, allocation of tasks, training and evacuation exercises, as required by AS 3745-2010, are completed.			✓
Fire safety compliance	CHECK that all relevant Standards and statutory requirements are complied with.			✓
Monitoring hazards and conducting risk analysis	CHECK that hazards and risk analysis recommendations have been implemented.			✓

Wardens should be encouraged to take note of and bring to the attention of the Chief Warden or person in charge of their floor or area:

- (a) Any accumulation of litter which may increase the danger of fire.
- (b) Incorrect storage of flammable liquids.
- (c) Incorrect storage of Dangerous Goods and/or Hazardous Materials.
- (d) Any furniture, decoration, equipment or any other item that might restrict the width of the path of travel or impede access to the emergency exits.
- (e) Missing, defective or discharged fire extinguishers.
- (f) Any fire and smoke doors that are not kept shut (except during use) and any self closing mechanism which is not operational. These doors should close and fully latch automatically and are not to be held open by wedges etc.
- (g) Any obstructions in passageways.
- (h) The storage of any article in fire hose reel cupboards.

Flammable liquids should be permitted only in special circumstances and only in minimal quantities.

All occupants should be encouraged to observe the greatest care when using matches, portable heaters, electrical appliances and other possible sources of ignition. Their immediate work area and/or surroundings should be kept neat and tidy.

## HOT WORK

A Hot Work permit system must be implemented for cutting, welding, brazing, soldering and other similar works. Hot work involving the isolating an Essential Service must be strictly controlled by the person in charge of the workplace.

The following requirements are to be in place and followed when hot work is conducted on the premises.

- The person and or company conducting the hot work must be a holders of a current Work Cover, Public Liability insurance and Professional Indemnity Insurance;
- The person and or company conducting the hot work must be suitably qualified to perform the hot work;
- The person and or company conducting the hot work must be made aware of precautions which must observed as far as is practicable whenever an Essential Service is made inoperative;
- Fire extinguishers are to be located immediately adjacent to the hot work area within 10 metres. Installed building fire extinguishers are not to be relied upon;
- The immediate surrounds of the work area are to be cleared of combustible materials;
- The person and or company conducting the hot work must be made aware of facility Emergency Response Procedures; and
- The person and or company conducting the hot work must at all times comply with Occupational Health and Safety Laws and Regulations.

If a fixed fire protection or detection system needs to be taken out of service approval is required for the impairment and the Fire System Log Book is to be filled in with details of the actions.



## 4. EVACUATION MANAGEMENT PLAN REQUIREMENTS

### Introduction

This Emergency Evacuation Management Plan has been designed for the guidance and information of the occupants of **555 Lonsdale Street, Melbourne**.

During an emergency, all occupants may have to be evacuated from this facility to a safe place of assembly. These procedures have been designed to enable the safe evacuation of the occupants. It is mandatory that these procedures be actively supported and adopted by all occupants.

### General requirements

The Managing Entity of the building must ensure the Emergency Evacuation Management Plan for the building:

- (a) is kept in written form; and
- (b) includes:
  - (i) the evacuation diagram of the building; and
  - (ii) if an evacuation diagram has been made for a part of the building - the evacuation diagram of the part of the building.

### Operation of the Building Emergency Evacuation Management Plan

In the event of an emergency the smooth execution of the Emergency Evacuation Management Plan can be achieved only if everyone is thoroughly familiar with what is expected of them.

The risk of panic, personal injury and loss of property is significantly reduced by having an efficient Emergency Control Organisation, and in addition all other occupants trained in emergency response procedures.

Australian Standard 3745-2010 lists the types of emergencies that could affect a facility. This can include:

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

## Evacuation Assembly Areas

An evacuation Assembly Area has been established. Refer to the Assembly Area and Evacuation Route Diagrams in the Attachments to this Emergency Management Plan for the location. In some instances it may be considered appropriate to evacuate to another floor or another approved safe area as nominated by the Chief Warden or the attending Emergency Services.

## Master Emergency Communication Point

A Master Emergency Communication Point is a designated location within, or in close proximity to the building from where the Chief Warden will direct all emergency control operations during a period where an incident impacts on, or could impact on, the safety and well being of building occupants.

The Master Emergency Communication Point for this building is located **at the Ground Floor Foyer**.

## Raising an Alarm

When an incident occurs, the alarm can be raised by:

- (a) Ringing the Emergency Services, dialling 000.
- (b) Someone witnessing the emergency (for example fire, gas leak, civil disorder) and reporting it to the Chief Warden.
- (c) Operating any device that will sound the Emergency Warning System.

## Outside Normal Working Hours

If incident occurs in the immediate area that could impact on occupant safety or the emergency warning system sounds outside normal working hours, persons working in the facility should leave their area and exit the facility via the emergency exits.

For incidents other than the sounding of the emergency warning system the occupant should activate the emergency warning system by any available means, notify others in their area (if it is safe to do so) and notify the relevant Emergency Service on "000".

If the assembly area is in a remote location where an individual's personal safety may be placed at risk it is advisable, and if it is safe to do so, for the evacuee/s to remain in a well lit area in close proximity to the facility entrance where they can also pass on any relevant information to the responding Emergency Service.

Do not re-enter the facility until directed that it is safe to do so by the senior Emergency Services Officer.

*Note: If the alarm sounds or an incident occurs outside normal working hours, a person with a special need who cannot traverse the emergency exits should telephone the Emergency Services on 000 and pass on relevant information including their location within the building.*

### **Use of Lifts – (If installed)**

In a multi-level building an occupant or member of the public will normally have no indication of why an Emergency Warning System has sounded and as such, lifts should NOT BE USED by occupants or members of the public if the Emergency Warning System sounds or if there is physical evidence of a fire.

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

- (a) Lifts may stop owing to electrical or mechanical failure.
- (b) Smoke can enter lift cars and shafts.
- (c) The lift may be called to the fire-affected floor.
- (d) Lift doors with sensors may not close if smoke has broken the beam.

Certain lifts may be used to transport Emergency Services personnel or to evacuate a person with special needs strictly under the control of the attending Emergency Services.

### **Movement of Motor Vehicles during an Emergency**

Vehicles may be removed from a car park only after personnel have been evacuated and only with the approval of the senior Emergency Services Officer or Police.

### **Managed Car Parks**

In the event of an incident requiring evacuation of the facility, measures must be implemented to immediately restrict the entry of vehicles into the facility and to allow occupants already in their vehicles to exit freely from the facility (if deemed safe to do so).

If the facility is equipped with boom gates, car park management staff members must ensure the entry gate is locked in the down position to restrict entry and the exit gate is locked in the up position to allow all vehicles-in-transit to exit freely and drive away from the facility.

Care should be taken to avoid traffic jams in the immediate neighbourhood of the facility which could restrict the arrival of Emergency Services vehicles.

If this procedure cannot be implemented safely, or if a traffic jam occurs within the vehicle exit route from the car park, car park Wardens are to instruct all drivers of vehicles-in-transit to stop engines, alight from their vehicles, secure their vehicles and evacuate the facility using the emergency exits from the car park. Drivers of evacuated vehicles must be restricted from re-entering the car park until the official All-Clear is given by the Chief Warden or attending Emergency Services.

For this procedure to work effectively there needs to be a communication system in place to allow instructions to be given to car park management staff members. In the absence of any specific instructions from the Chief Warden, upon the sounding of the Evacuation Signal within the car park area, the procedure detailed above shall be implemented.

## Response Colour Codes

The following colour codes may be used for Public Address or radio announcements for specific emergencies:

Type of Emergency	Response Colour Code
Fire/smoke	Red
Cardiac arrest/medical emergency	Blue
Bomb Threat	Purple
Internal emergency ( <i>failure of or threat to essential services, hazardous materials incident, unarmed confrontation eg psychiatric, assault, geriatric, violence, suicidal threat</i> )	Yellow
Personal threat ( <i>armed hold-up, hostage, siege or other situation involving high risk or injury</i> )	Black
External emergency	Brown
Evacuation	Orange

For **all clear** the relevant colour code shall be stated followed by **all clear**.

- Notes:
1. The response to Personal Threat (Code Black) should be developed in consultation with external services and agencies such as State authorities and police.
  2. The colour green SHOULD NOT be used to indicate **all clear**.
  3. Alternative forms of emergency identification rather than response colour codes, eg. Paging alert system using a number may be used if desired.

## All Clear

On being notified by a person in authority from the relevant Emergency Service that it is safe to return to the facility, the Chief or Deputy Chief Warden should proceed to the Assembly Area to announce the All Clear.

## Induction and Annual Training of Employees in Fire Safety

The Occupier must ensure that all employees are advised of the procedures to be followed in the event of an emergency within the facility. This should include:

- (a) The procedure to be followed in the event of an emergency incident.
- (b) The means of escape from a building in the event of an emergency incident.
- (c) The location and method of operating fire fighting equipment, fire alarms or equipment warning of fire.
- (d) The procedure for conducting visitors to an exit in the event of an emergency incident.
- (e) If any person is not present at the safe place, reporting the fact to the person in charge of the building at the time.

### **Employee Workplace Health and Safety Obligations**

Employees must ensure that their workplace health and safety obligations are fully discharged to other persons (third parties) at the workplace pursuant to workplace health and safety legislation enacted in each State and Territory. Generally, this legislation requires employees:

- (a) to take reasonable and practicable steps to ensure that they do not do anything, or fail to do something that creates a risk or increases an existing risk to the health of the employee or other persons at the workplace;
- (b) not to willingly injure himself/herself or other persons at the workplace;
- (c) to comply with employer instructions for workplace health and safety and to use appropriate protective equipment where this equipment has been supplied by the employer.

Employees who fail to comply with their workplace health and safety obligations may be prosecuted under relevant State legislation.

### **Emergency Control Organisation Personnel Training**

Emergency Control Organisation (ECO) personnel shall receive instruction relevant to the position to which they are appointed. The ECO training program shall cover issues specific to the facility emergency procedures and should include:

- (a) Fire safety features including installed alarms.
- (b) The procedures for evacuation of the facility including the possibility of modification to set procedures where circumstances dictate a change is required.
- (c) The location of the evacuation assembly areas.
- (e) Emergency personnel identification.
- (f) Emergency personnel authorities.
- (g) The role and authority of each ECO member.
- (h) Communication methods and systems.

ECO personnel shall receive skills maintenance instruction at intervals not exceeding six-months. The skills maintenance sessions are to be used to maintain the interest of personnel and improve their knowledge and skills.

### **Evacuation Practice**

Evacuation exercises shall be conducted to ensure that the procedures are satisfactory. Once it has been established that the procedures are satisfactory and workable, a program of evacuation exercises should be established for at least one year ahead. All evacuation exercises should be attended by observers with check lists. All evacuation exercises shall be prefixed by an announcement that indicates it is an evacuation exercise.

Evacuation exercises may be conducted either as partial evacuation exercises or a total exercise covering a facility. In any case, all areas of a facility shall participate in at least one exercise in each twelve-month period.

### **An Emergency during an Emergency Response Exercise**

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

*NOTE: The word or phrase may be repeated in groups of three to overcome background noise and other distractions.*

### **Fire and Evacuation Instruction Record**

The occupier of a building must keep a record (a **fire and evacuation instruction record**), complying with the following paragraph for each occasion fire and evacuation instructions for the building are given to a person.

The fire and evacuation instruction record must state the following:

- (a) the name of each person who was given the instructions;
- (b) the name of the person who gave the instructions;
- (c) the date the instructions were given;
- (d) a brief description of the instructions given.

### **Evacuation Practice Record**

The occupier of a building must keep a record (an **evacuation practice record**), complying with the following paragraph, of each evacuation of the building carried out.

The evacuation practice record must state the following:

- (a) the date of the evacuation;
- (b) the times when the evacuation started and ended;
- (c) any action to be taken as a result of the evacuation, including, for example, carrying out a review of the building's fire and evacuation plan or giving additional fire and evacuation instructions.

### **Persons Refusing to Comply with Warden's Directions**

Should a person refuse to comply with the directions given by a Warden from the Emergency Control Organisation, the Warden shall:

- (a) Ensure the person has been clearly advised (twice) that they are to evacuate the facility because of an emergency situation.
- (b) Notify the Chief Warden, who shall advise the senior Emergency Services Officer who, at their discretion, may take the appropriate action under law to remove the person.

## **5. FACILITY EMERGENCY MANAGEMENT GROUP**

### **Emergency Planning Committee**

The EPC shall consist of not less than two people, and shall represent the stakeholders in a facility. At least one member of the EPC shall be deemed competent in accordance with AS 3745-2010. The EPC shall meet at least annually. A record of the meeting must be made and retained. In most facilities, the EPC would comprise senior management, tenants, Chief Warden and facility specialists.

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.

The EPC shall determine the number of ECO personnel required consistent with the nature and risk of the facility. The EPC shall also ensure that the personnel are appointed to all positions on the ECO but particularly, the Chief Warden group, and that arrangements are made for the training of ECO personnel, including evacuation exercises.

The EPC shall arrange the immediate replacement of Wardens who are no longer available and nominate suitable persons to cover short term absences.

### **Indemnity – Employer to Employee**

Employees are appointed to an Emergency Control Organisation to support their employer to discharge an obligation that their employer has under OH&S/WHS Regulations. When an employee is appointed to the Emergency Control Organisation by their employer the role as a Warden should be deemed to be part of their normal employment duties and as such protected under the Vicarious Liability provisions applicable to an employer/employee relationship. All employers are bound by the Vicarious Liability principles applicable to all their employees for all reasonable employee actions during the normal course of their employment.

For further clarification please consult with a legal practitioner.

### **Emergency Control Organisation**

The Emergency Control Organisation (ECO) has been established to deal with all emergency incidents that may affect the safety and wellbeing of building occupants and members of the public who may be in the building or within the precincts. The specific roles for each position are detailed in this section.

### **Selection of ECO Members**

AS 3745-2010 recommends that persons appointed to the ECO should be physically capable of performing their duties, have leadership qualities and command authority, have maturity of judgment, have good decision-making skills and be capable of remaining calm under pressure, be familiar with their future areas of responsibility, be available to undertake their appointed duties, have clear diction and be able to communicate with the majority of occupants and visitors and be willing and able to undertake relevant training.

### **Number of ECO Members**

AS 3745-2010 recommends that the number of ECO members shall be determined in accordance with: the size of the facility, floor or area; the number of occupants and visitors; the installed occupant warning equipment and the fire engineered and life safety features of the facility.

### Identification of Emergency Control Organisation Members

During any emergency situation control will be greatly assisted by the quick identification of Wardens by occupants, members of the public and the Emergency Services. The use of either coloured caps, safety helmets, vests or tabards best achieve this identification. The appropriate colours are:

- |                         |        |
|-------------------------|--------|
| - Chief Warden          | White  |
| - Deputy Chief Wardens  | White  |
| - Floor or Area Wardens | Yellow |
| - Wardens               | Red    |

The Emergency Control Organisation may include trained First Aiders, a Communications Officer and Security Staff.

### Objectives of the Emergency Control Organisation

The primary objective in an emergency is to ensure your own survival and safety. With this in mind, your objectives in order of priority should then be to:

- protect people endangered by the emergency. This could include conducting an orderly evacuation of the building's occupants, including members of the public who may be in the building at the time, to a safe place of assembly;
- protect property at risk by the incident;
- assist the Emergency Services;
- restore normality to the affected area.

**IT SHOULD BE CLEARLY UNDERSTOOD THAT THE PRIMARY DUTY OF WARDENS IS NOT TO COMBAT EMERGENCIES BUT TO ENSURE, AS FAR AS PRACTICABLE, THE SAFETY OF THE OCCUPANTS AND THEIR ORDERLY EVACUATION FROM THE DANGER ZONE.**

### Maintenance of the Emergency Control Organisation

To maintain the effectiveness and efficiency of the Emergency Control Organisation a determined effort is required by all occupants of the building, particularly persons in charge of a workplace, to ensure the following is maintained:

- The nomination of suitable persons to carry out the duties of Wardens in the building. If possible, occupiers should be represented by trained Wardens to provide for the safety of occupants.
- A Warden Register containing the name, telephone number and location of all members of the Emergency Control Organisation within the building is implemented and maintained.
- Regular meetings of the Emergency Control Organisation should be convened to provide training for Wardens. Meetings should be held at intervals not greater than six-months.



- (d) Evacuation exercises should be held annually for the Emergency Control Organisation and building occupants to practise the building's emergency procedures. A debriefing of the Emergency Control Organisation to identify any deficiencies in the procedures should follow each exercise. All occupants are encouraged to participate in evacuation exercises to ensure they are familiar with Emergency Procedures. Participation in these exercises will assist Managers in meeting some of their obligations under the *Victorian Occupational Health and Safety Act 2004*.

### **Chief Warden**

The Chief Warden during an emergency situation is required to respond immediately to the Master Emergency Communication Point (MECP), determine which emergency response procedures should be implemented and bring the Emergency Control Organisation promptly into operation if necessary.

The Chief Warden's duty is to assume control of the incident and direct all occupants of the building from the time that an incident occurs until the arrival of the Fire Service or other Emergency Services.

The Chief Warden shall be provided with an up-to-date list of all Wardens, their telephone numbers and details of their location within the building.

The Chief Warden should be a person whose duties do not require frequent absences from the building, and whose normal work station should preferably be close to the Master Emergency Communication Point.

The Chief Warden should be aware of the likelihood of contractors or members of the public being in the building.

### **Duties of Chief Warden**

On becoming aware of an incident, the Chief Warden is to:

- (a) Proceed to Master Emergency Communication Point (MECP) and take control.
- (b) Establish communications with the affected area and assess the nature and extent of the emergency.
- (c) If an evacuation is required initiate evacuation procedures; and ensure all lifts are called to the ground floor and secured (if lift keys are available).
- (d) Ensure the Emergency Services are notified.
- (e) If an unwanted (false) alarm or if the incident has been overcome, notify all areas.

### **Deputy Chief Warden**

The Deputy Chief Warden is the understudy of the Chief Warden and will assume the Chief Warden's responsibilities whenever the Chief Warden is absent from the building. The Deputy Chief Warden is to assist the Chief Warden during an emergency, including acting as a Communications Officer if required.

It should be a matter of careful arrangement, for which the Chief Warden will be responsible, that either the Chief Warden or the Deputy Chief Warden is present during normal working hours. Switchboard operators should be informed of the location of the person on duty.

### **Floor or Area Wardens**

A Floor or Area Warden shall be appointed for each floor to control the emergency evacuation procedures, generally as directed by the Chief Warden.

However, Floor or Area Wardens should commence evacuation of their area if they consider the situation to be life threatening.

### **Duties of Floor or Area Wardens**

The Floor or Area Wardens should be thoroughly familiar with:

- (a) The layout of their area of responsibility.
- (b) All exits, safe holding areas and alternative escape routes.
- (c) The location of Wardens in their area. If there are changes of the Warden personnel, notify the Chief Warden and request training for the new Wardens.
- (d) The existence of store rooms, blind passages, toilets, tea rooms and obscure areas in which persons could be located.
- (e) The location of Manual Call Points and fire fighting equipment.
- (f) The operation of equipment installed to assist in the evacuation of personnel from the building.
- (g) Any person in their area with a special need who may require assistance during an evacuation of the building.
- (h) The likelihood of visitors or members of the public being in their area.

### **Wardens**

Wardens responsible for directing people out of a danger area should, in the first instance, position themselves so that they are:

- clearly visible
- not exposing themselves or any other person to danger
- able to exercise control over persons leaving the area.

Wardens should direct persons towards the exits using:

- a calm but firm voice
- smooth and commanding hand signals.

On becoming aware of an incident Wardens should immediately respond to a Warden Communication Point on their floor.

## **Duties of Wardens**

Wardens' duties may include:

- (a) Assuming control of the floor in the absence of the nominated Floor or Area Warden.
- (b) Alerting building occupants by operating any device that will activate the building emergency warning system or by contacting the Floor Warden and/or Chief Warden.
- (c) Stopping occupants from evacuating prematurely.
- (d) Operating communications equipment.
- (e) When directed, notifying all occupants to assemble at a floor muster point/s near the emergency exits in preparation for evacuation.
- (f) When directed, guiding occupants through the emergency exits to the evacuation Assembly Area.
- (g) Assisting any person with a special need who may require assistance during an evacuation.
- (h) IF SAFE TO DO SO, operating first attack fire fighting equipment, for example fire extinguishers and hose reels.
- (i) Ensuring fire and/or smoke doors are closed properly.
- (j) Searching a floor or area to ensure nobody has been left behind.
- (k) Searching a floor or area for suspicious articles (Bomb Threat Procedures).
- (l) Ensuring lifts (if installed) are not used during the evacuation.
- (m) If directed, meeting Emergency Services personnel on their arrival at the Warden's floor.

## 6. PERSONS WITH SPECIAL NEEDS

Note: The procedures in this section, and in particular the information required of occupant's details, must take into account the requirements of the Commonwealth Privacy Act 1988.

This includes maintaining compliance with the Commonwealth Privacy Act 1988, Division 2—Information Privacy Principles:

*Principle 1 - Manner and purpose of collection of personal information*

*Principle 2 - Solicitation of personal information from individual concerned*

*Principle 3 - Solicitation of personal information generally*

*Principle 4 - Storage and security of personal information*

*Principle 5 - Information relating to records kept by record keeper*

*Principle 6 - Access to records containing personal information*

*Principle 7 - Alteration of records containing personal information*

*Principle 8 - Record keeper to check accuracy etc. of personal information before use*

*Principle 9 - Personal information to be used only for relevant purposes*

*Principle 10 - Limits on use of personal information*

*Principle 11 - Limits on disclosure of personal information*

A current copy of the Commonwealth Privacy Act 1988 may be found at <http://www.comlaw.gov.au/>.

### Introduction

A person with special needs is defined in Australian Standard 3745-2010 as someone having physical, intellectual, visual or auditory disabilities or impairments, either temporary or permanent. There could be at least one person in any given building whose movement through emergency exits would be restricted in an emergency evacuation which will require special needs procedures being implemented within the workplace. Children may also be classified as a person who requires special assistance during an evacuation.

There is an added factor to be considered by the ECO where a person may hide an existing disability such as a heart condition or epilepsy and the disability does not become evident until an incident has occurred.

### Personal Emergency Evacuation Plans

The person in charge of a workplace must identify any person under their control who has an impairment that may restrict their movement in an emergency. Personal Emergency Evacuation Plans (PEEPs) must be compiled for each identified person with a disability. The procedures must also include the details of person/s nominated to be the designated assistant/s.

Information on the PEEP shall be disseminated to all people responsible for its implementation. PEEPs should be held by the relevant Warden.

An example of a PEEP, as detailed in Australian Standard 3745-2010, is attached as an Annex to this document.

## **Stairway Descent Device**

The person in charge of a workplace must give consideration to the purchase, use, suitability and storage arrangements of stairway descent devices for occupants or visitors who use wheelchairs or who otherwise would not be able to traverse the emergency exits.

Any stairway evacuation device should be operated by a competent person. These persons must also receive training in manual handling. To prevent the possibility of injury to the person being moved the training must include the process for relocating a person from a wheelchair to the descent device.

## **Categories of Impairments**

There are five general categories of impairments:

- Mobility impairment;
- Visual impairment;
- Hearing impairment;
- Speech impairment; and
- Cognitive impairment

### **Mobility Impairment**

If a person cannot physically negotiate, use or operate stairs or door locks or latches in the path of egress then that person has a mobility impairment that would affect his or her ability to evacuate through the emergency exits in an emergency

Typical problems for people confined to wheelchairs includes manoeuvring through narrow spaces, going up or down steep paths, moving over rough or uneven surfaces, and negotiating steps or changes in level at the entrance/exit point of a building.

### **Visual Impairment**

If a person cannot use or operate some part or feature in the path of egress or access displayed information like signage because that feature or information requires vision in order to be used or understood, then that person has a visual impairment that could affect his or her ability to evacuate in an emergency.

### **Hearing Impairments**

If a person cannot receive some or all of the information generated by an occupant warning system, like an alarm signal or Public Address voice instructions, then that person has a hearing impairment that could affect his or her ability to evacuate in an emergency unless alternatives are provided.

### **Speech Impairments**

Speech impairments prevent a person from using building features that require the ability to speak. Speech impairments can be caused by a wide range of conditions, but all result in some level of loss of the ability to speak or to verbally communicate clearly.

## **Cognitive Impairments**

Cognitive impairments can be caused by a range of conditions, including but not limited to developmental disabilities, alcoholism, Alzheimer's disease, Parkinson disease, traumatic brain injury, stroke, and some psychiatric conditions, but all result in some decreased or impaired level in the ability to process or understand the information received by the senses.

All standard occupant warning systems require a person to be able to process and understand information in order to safely evacuate a building.

## **Assistance**

Management should as a part of their risk management practices, have nominated personnel to assist any occupant or visitor with special needs. This may be as simple as someone guiding a person with limited eyesight through the emergency exits to the Assembly Area if an evacuation is ordered.

### **Level of Assistance**

#### **Guidance**

- Explaining how and where the person needs to go to get to an emergency exit.
- Escorting the person to and or through an emergency exit.

#### **Minor Physical Effort**

- Offering an arm to assist the person to or through the egress path.
- Opening the door(s) in the egress path.

#### **Major Physical Effort**

- Operating a stairway descent device.

### **A Person with Special Needs in an Incident-Affected Area**

A person with special needs in an *incident-affected area* should be guided to a Warden Communication Point and the Chief Warden notified. The Chief Warden is to arrange priority evacuation with the Emergency Services. If the person with the special needs is located on a level with direct access to a road or open space then that person should be immediately removed from the building.

In any other case where there is no direct access to a road or open space, once all other occupants have been evacuated, the person with special needs may be placed in a safe holding area, for example in a designated fire and or smoke isolated safe haven or on the landing in the emergency exits with a Warden or responsible person to provide comfort and reassurance.

### **A Person with Special Needs in a Non-Affected Area**

On becoming aware of an incident which could place the safety and well being of occupants at risk, any person with special needs should be notified and prepared for movement either from the building or to a safe area such as the landing within a fire isolated stair, a fire isolated corridor or into a fire and or smoke isolated safe haven.

### **Outside Normal Hours of Occupancy**

Should the building Emergency Warning System sound in the area where a person with special needs is outside the normal hours of occupancy, that person should immediately ring 000 and ask for the Fire Service. Once connected they should pass on the following information to the operator:

- their name and the address of the building and the fact the alarm system has sounded (or type of incident that has occurred);
- their degree of assistance required; and
- their location within the building.

Should their own personal safety be at risk whilst awaiting the arrival of the Fire Service the person should make a second call to 000 and inform the operator they are making their way to the emergency exit.

*Note: Any person who has hearing or sight impairment should not be alone in the building after normal working hours.*

## 7. EVACUATION PROCEDURES - CODE ORANGE

Traumatic incidents can overwhelm a person's ability to cope. Different people have different reactions, and the degree to which they are affected and for how long will depend on many factors. The greater the significance of the incident to a person, the more likely the person is to suffer some effects.

Research indicates that people unfamiliar with specific alarms (such as visitors) will usually react in the following manner:

- (a) Ignore the alarm in the hope that it may be an unwanted (false alarm) or the situation will resolve itself.
- (b) Complete what they are doing when the alarm occurred, for example people will remain in a check-out queue, continue with a phone call or continue eating a meal.
- (c) Locate any family or friends before trying to evacuate.
- (d) React in a similar way to others around them.
- (e) Most people will not panic. This usually occurs only when a person thinks they have no way out of a dangerous situation and are desperate to escape.
- (f) They will usually maintain a passive role, expecting to be told what to do by someone in authority.

It is this last feature that enables members of the Emergency Control Organisation (ECO) to control crowds and implement an appropriate response provided the ECO emergency response procedures are followed.

During an evacuation should the Chief Warden be unable to continue manning the Master Emergency Communication Point (MECP) owing to the nature of the emergency or because of threat of injury, the Chief Warden is to advise all floors, if possible, that they are leaving the MECP.

The Senior Officer from the Fire Service or responding authority, on taking control of the incident, may take over the duties of the Chief Warden. The Chief Warden should remain at the MECP to render assistance as required.

### Evacuation Procedures

The situation should be assessed before the decision to evacuate is made. Consideration should be given to the following factors:

- the location of the incident,
- the severity and extent of the incident,
- if a fire is involved, the proximity of any flammable material,
- if a fire is involved, whether the first attack appliances are controlling the fire,
- the nature and type of occupants in the vicinity,
- IF IN DOUBT - EVACUATE. It is better to have the trouble of resettling occupants than to risk loss of life.



### **Authority to Initiate Evacuation**

The authority to evacuate a floor/compartment/area is vested in the Warden present at the incident. Initiating an evacuation involving multiple areas of or the entire building is vested in the Chief Warden pending arrival of the Fire Brigade and thereafter on the advice of the Officer in Charge of the Fire Brigade.

### **Stages of Evacuation**

If there are no members of the Emergency Control Organisation present all occupants of the building are to commence immediate evacuation of the building if their safety is threatened or on the sounding of the evacuation alarm in their area.

Initial evacuation should be conducted in three distinct stages depending on the severity of the emergency.

#### **Stage 1 - Removal of Persons from the Immediate Danger Area**

Occupants are removed from the affected compartment into the next compartment, for example from a room to the corridor. Doors should be closed to confine smoke and fire in the affected compartment.

#### **Stage 2 - Removal to a Safe Area**

If the severity of smoke or heat warrants further evacuation, occupants should be moved through fire and/or smoke control doors to safe areas on the same level.

#### **Stage 3 - Complete Evacuation of a Floor**

Should the emergency necessitate evacuation of the affected floor, Wardens are to direct occupants to the assembly area via the emergency exits.

### **Controlled Evacuation of a High Rise Building**

For a controlled evacuation of a high rise building the sequence is:

- (a) The affected floor.
- (b) The two floors above the affected floor.
- (c) The floor below the affected floor.
- (d) Other floors are then evacuated in ascending and descending order.

### **Priority Groups for Evacuation**

Occupants are divided into three priority groups for evacuation:

**PRIORITY 1.** *Ambulatory persons* who require only a Warden to guide or direct them to a place of safety.

**PRIORITY 2.** *Semi-ambulatory persons* requiring just a helping hand.

**PRIORITY 3.** *Non-ambulatory persons* who have to be physically moved or carried.

**Note:** *If circumstances permit persons in Priority 1 may assist in the evacuation of occupants in Priority 2.*

## Shelter in Place

Sheltering in place is a defensive action and is an alternative to evacuation which occupants can take to protect themselves against an incident originating outdoors, and for which there is forewarning. A shelter is a pre-determined interior room or area of the building, which, with special provisions, can provide a barrier to protect the occupants from the external environment.

Buildings alone can provide protection to a varying degree, but are limited and effective only under certain conditions.

Irrespective of where you are sheltering in place is similar, and the basic steps remain the same:

- (a) Shut and lock all windows and doors.
- (b) Turn off all air handling equipment (heating, ventilation, and/or air conditioning, both supply and exhaust) within your ability to do so.
- (c) No sheltering rooms have been assigned at this time. Individuals are advised to remain where they are until further instructions become available.
- (d) Use the internet or turn on a TV or radio and listen for further instructions.
- (e) When the “all clear” is announced, open windows and doors, turn on ventilation systems and go outside until the building’s air has been exchanged with the now clean outdoor air.

## Duties of Chief Warden during an Evacuation (Code Orange)

On becoming aware of an incident, the Chief Warden is to:

- (a) Proceed to the Master Emergency Communication Point (MECP) and take control.
- (b) Establish communications with the affected area and assess the nature and extent of the emergency.
- (c) If an evacuation is required initiate evacuation procedures; and ensure all lifts are called to the ground floor and secured (if lift keys are available).
- (d) Ensure the Emergency Services are notified.
- (e) If an unwanted (false) alarm or if the incident has been overcome, notify all areas.

## Floor / Area Wardens - If an Evacuation is required (Code Orange)

If an evacuation is required, the Floor Warden is to:

- (a) Direct Wardens to assemble occupants at a floor/area muster point/s (for example in the vicinity of the emergency exits or lobby) in preparation for an evacuation.

*Note: On a floor or in an area where there is a high number of occupants and there is more than one floor muster point, the Floor/Area Warden is to ensure as far as practicable (and dependent on the location and type of incident), that there is an equal distribution of occupants at each of the points.*

- (b) When all occupants have assembled at the floor muster point/s, direct Wardens to commence evacuation via the emergency exits to the evacuation Assembly Area. A Warden should be directed to lead the occupants to show the way. Care is to be exercised when opening doors to the stairs as occupants from other floors may be descending.
- (c) Direct Wardens to conduct a final check of all areas of the floor/area to ensure it is clear of occupants. Instruct Wardens to check toilets, strong rooms and all occupiable spaces on their floor or in their area.

*Note: This action is more important than a later physical count of the occupants. A minimum of two people is required to conduct the final check.*

- (d) Advise the Chief Warden that the floor/area has been evacuated.

*Note: The Floor/Area Warden or a designated person is to report to the Chief Warden at the MECP and advise the status of the evacuation for their floor. The Floor Warden shall also render assistance to the Chief Warden such as controlling all entry to the building.*

- (e) Proceed to the evacuation Assembly Area and remain in charge of occupants until the All Clear is given.

*Note: The Floor/Area Warden should seek assistance from fellow employees or occupants if too few Wardens are available during the emergency.*

### **Wardens - When an Evacuation is required (Code Orange)**

When an Evacuation is required, Wardens should be prepared to:

- (a) Wait until the emergency exits are clear before entering. If the emergency exits are congested, wait for a few moments and check again or use the alternative exit.
- (b) A Warden should lead the occupants in single file down any stairs to the Assembly Area. A second Warden should follow the evacuees and ensure they all stay together. Keep calm and avoid running or lagging behind.
- (c) If it is necessary to cross a street, traffic rules must be observed.
- (d) Provide assistance to any person who falls or trips.
- (e) Ensure the noise level is kept to a minimum.
- (f) Allow room for Emergency Services personnel who may also be using the emergency exits.
- (g) When directed conduct a final check of all areas of the floor/area to ensure it is clear of occupants. Wardens are to check toilets, strong rooms and all occupiable spaces in their area.
- (h) Prevent any person from re-entering the area or building, unless authorised to do so by the Chief Warden or senior Emergency Services Officer.
- (i) Prevent substances such as food or drinks which could create a hazard, from being taken into the emergency exits.
- (j) Permit only non-bulky personal items, such as purses, wallets or handbags, to be carried into the emergency exits for an evacuation other than a bomb threat or IED incident.

## **R.E.A.C.T.<sup>TM</sup>**

Whilst each emergency can differ the REACT<sup>TM</sup> procedure offers a set of immediate generic responses which are easily memorised and appropriate in most circumstances. They are:

### **R**ESPOND TO OR RAISE THE ALARM

You should always Respond to or Raise the alarm.

### **E**XAMINE

Examine what type of emergency you may be facing.

### **A**SSESS

Assess the risks to your life safety and that of others.

### **C**ONTROL

Take Control of the situation, act responsibly.

### **T**ALK

Always Talk (communicate) with all parties concerned.

## 8. MEDICAL EMERGENCY – CODE BLUE

For all **MEDICAL/FIRST AID** related incidents or emergencies call 000.

### IN THE EVENT OF A SUSPECTED CARDIAC ARREST OR IF THERE IS A NEED FOR URGENT MEDICAL ASSISTANCE:

**REMAIN CALM:**

Do not panic.

**BASIC LIFE SUPPORT**

- D** - Check for **DANGER**. Ensure the area is safe for yourself, others and the patient.
- R** - Check for **RESPONSE** – ask name – squeeze shoulders.
- S** - Send for **HELP**. Dial triple zero (000) for an ambulance or ask another person to make the call.
- A** - **AIRWAY**. Open mouth if foreign material present. Clear airway with fingers.
- B** - Check for **BREATHING**. Not breathing – start CPR. Normal breathing - place in recovery position & monitor breathing.
- C** - Start **CPR**. Give 30 chest compressions (almost 2 compressions / second) followed by 2 breaths
- D** - Attach Automated External **DEFIBRILLATOR** (AED) if available and follow its prompts

Continue Cardio Pulmonary Resuscitation (CPR) until qualified personnel arrive or signs of life return.

***Note: Never leave casualty alone. Do not move casualty unless exposed to a life threatening situation. Provide support and appropriate assistance until emergency help arrives.***

**RAISE ALARM:**

Call for help – **Ring 000** and ask for the Ambulance Service.

Advise your location, patients age/sex, symptoms & signs, any prior medical illnesses, medication (see questions below).

### INFORMATION THAT MAY BE REQUIRED FOR THE AMBULANCE SERVICE:

1. YOUR LOCATION:

- Number Street name and suburb; and
- Nearest cross street, access point; and
- Street Directory map number and reference.

2. What is your contact number? (extension or mobile)

3. What is the medical problem?

- description of complaint (short breath / sweating / where & what type of pain)

4. How old is he / she? (approximate age if not sure)

5. Is he / she conscious? (YES OR NO)

6. Is he / she breathing? (YES OR NO)

## 9. FIRE EMERGENCY – CODE RED

If fire or the presence of smoke is reported to you, immediately take the following action:

- (a) Notify the Fire Service (000), activate an alarm initiating device if installed, and notify the Chief Warden. Commence immediate evacuation of occupants.
- (b) Investigate the source of the fire or smoke and if safe to do so, attempt to fight the fire with the correct fire extinguisher or hose reel.
- (c) Do not enter smoke-filled spaces as smoke is TOXIC.

### Fire Extinguishers

All occupants should be familiar with the types of fire extinguishers and their location in each area.

### Classification of Fires

The types of fire are classified as:

CLASS A	Ordinary free-burning materials such as paper, clothing, packing materials, wood and textiles.	
	FOR CLASS 'A' FIRES, USE:	Water (Red) Foam (Red with Blue Band) Dry Chemical (ABE Only) (Red with White Band) Vaporising Liquid (Red with Yellow Band)
CLASS B	Liquids such as petrol, paint lacquers, thinners, oils, greases and many chemicals in liquid form.	
	FOR CLASS 'B' FIRES, USE:	Foam (Red with Blue Band) Carbon Dioxide (Red with Black Band) Dry Chemical (Red with White Band) Vaporising Liquid (Red with Yellow Band)
CLASS C	Fires involving flammable gases.	
	FOR CLASS 'C' FIRES, USE:	Dry Chemical (Red with White Band)
CLASS D	Fires involving metals, for example potassium, sodium, magnesium. Special extinguishers are required.	
CLASS E	Fire involving electrical equipment. To fight these fires, use only extinguishers that are non-conductors of electricity.	
	FOR CLASS E FIRES USE:	Carbon Dioxide (Red with Black Band) Dry Chemical (Red with White Band) Vaporising Liquid (Red with Yellow Band)
CLASS F	Fires involving cooking oils and fats. <i>Where significant potential exists for a fire involving cooking oils and fats, WET CHEMICAL type extinguishers and FIRE BLANKETS should be provided.</i>	
	FOR CLASS 'F' FIRES USE:	Carbon Dioxide (Red with Black Band) Dry Chemical [BE only] (Red with White Band) Wet Chemical (Red with Oatmeal Band)

**– IF POSSIBLE, TURN THE POWER OFF FIRST –**

**– NEVER USE WATER OR FOAM EXTINGUISHERS ON ELECTRICAL FIRES –**

### **Duties of Chief Warden during a Fire Emergency**

On becoming aware of a fire within, or which impacts on, the building, the Chief Warden is to:

- (a) Proceed to Master Emergency Communication Point (MECP) and take control.
- (b) Establish communications with the affected area and assess the nature and extent of the emergency.
- (c) If necessary initiate evacuation procedures; and ensure all lifts are called to the ground floor and secured (if lift keys are available).
- (d) Ensure the Emergency Services are notified.

### **Floor / Area Wardens - On Becoming Aware of a Fire in Their Area**

On becoming aware of a fire in their area, the Floor/Area Warden is to:

- (a) Ensure the alarm has been raised and that the Fire Service has been notified.
- (b) Order the evacuation of the floor or area and notify the Chief Warden of the situation in their area.
- (c) Direct Wardens to attempt to extinguish the fire (if safe to do so).
- (d) Provide updates to the Chief Warden of conditions in their area.
- (e) If the fire cannot be contained, order the Wardens to withdraw and close doors to slow the progress of the fire.

### **Wardens - On Becoming Aware of a Fire on Their Floor**

On becoming aware of a fire in their area, the Warden is to:

- (a) Do not panic. Try to remain calm and think.
- (b) Warn everybody in the immediate vicinity and alert the Fire Service by ringing "000" and advise the Chief Warden.
- (c) Determine type of fire and exact location.
- (d) Select right type of extinguisher.
- (e) Be sure you know how to use the extinguisher. If in doubt, READ THE INSTRUCTIONS.
- (f) Have another person back you up with another extinguisher.
- (g) Where possible, keep the doorway or path of escape at your back.
- (h) Keep low to avoid smoke.
- (i) Do not get too close to the fire.
- (j) Direct extinguishing agent at seat of the fire, NOT at the smoke.

<b>NOTE:</b> Initial discharge of the extinguisher at the fire is to be from no closer than 2 metres.
---

### Fire Hose Reels

All occupants should know the position and method of operation of any installed fire hose reel/s.

If the decision is made to use a fire hose reel:

- (a) Do not panic. Try to remain calm and think.
- (b) Warn everybody in the immediate vicinity and alert the Fire Service by ringing “000”.
- (c) Advise the Chief Warden.
- (d) Do not use on electrical fires – REMEMBER water will conduct electricity.
- (e) Whenever possible, *two people* should be used to unroll a hose reel, that is, one to control the nozzle and one to ensure the hose runs off the reel freely and is not caught around doors or corners.
- (f) Remember to *turn on the water supply* at the reel before running out the hose.
- (g) Check the water is capable of being turned on and off at the nozzle.

### Kitchens and Food Preparation Areas

Kitchen areas pose high risks as heat or flames used in food preparation can cause fires. Special considerations are necessary:

- (a) All areas must be kept clean and grease free.
- (b) Oils/spirits/fats must be stored away from a possible ignition source.
- (c) All kitchen staff must be aware of the location and method of operation of fixed fire systems, alarms, extinguishers and fire blankets.

### Use of Fire Blankets

Fire blankets may be used on fires involving flammable liquids in cooking containers or containers such as deep fat fryers. Method of use:

- (a) Do not panic. Try to remain calm and think.
- (b) Warn everybody in the immediate vicinity and alert the Fire Service by ringing “000”.
- (c) Advise the Chief Warden.
- (d) Carefully and slowly cover the burning object with the blanket.
- (e) Turn off heat source and leave the blanket in place until cool.



### Oven Fire

To extinguish an oven fire:

- (a) Do not panic. Try to remain calm and think.
- (b) Warn everybody in the immediate vicinity and alert the Fire Service by ringing "000".
- (c) Advise the Chief Warden.
- (d) Ensure the oven door is closed.
- (e) Turn off power (if it is safe to do so).
- (f) Obtain a Carbon Dioxide (CO<sub>2</sub>)/Dry Chemical Powder (DCP) BE rated fire extinguisher or fire blanket.
- (g) For oven with a pull down door: stay at the side of the oven, open the door, and extinguish the fire, shut the door. For an oven with a side opening door: keep below the top of door, open door, extinguish the fire and close the door.

### Range Top Fire

To extinguish a range top fire:

- (a) Do not panic. Try to remain calm and think.
- (b) Warn everybody in the immediate vicinity and alert the Fire Service by ringing "000".
- (c) Advise the Chief Warden.
- (d) Turn off power (if it is safe to do so).
- (e) Obtain a CO<sub>2</sub>/Dry Chemical Powder BE rated fire extinguisher or fire blanket.
- (f) Approach fire while discharging extinguisher or carefully place fire blanket over the fire.

### Deep Fat Fryer Fire

To extinguish a deep fat fryer fire:

- (a) Do not panic. Try to remain calm and think.
- (b) Warn everybody in the immediate vicinity and alert the Fire Service by ringing "000".
- (c) Turn off power (if it is safe to do so).
- (d) Slide a close-fitting metal lid or fire blanket over the vat.
- (e) If available, operate a fixed extinguisher system, a Wet Chemical or B E rated Dry Chemical Powder fire extinguisher. Initially, stand well back when operating extinguishers on deep fat fryer fires.

**CAUTION:** Do not use an A, B, E rated Dry Chemical Powder fire extinguisher, a hose reel or water extinguisher on fat fires.

*Note: Dry Chemical Powder fire extinguishers can be of two distinctly different types. The powder in an A, B, E rated extinguisher may react adversely with cooking oils and/or fats.*

## 10. BOMB OR SUBSTANCE THREAT PROCEDURES - CODE PURPLE

### Introduction

HOT-UP is a term used to describe a process for making an initial assessment about unattended, doubtful or suspicious items. The 'HOT-UP' principle originated in the UK during the 1970s and was used by the British army to address the Irish Republican Army's bomb threats. It has since been used extensively in Australia for awareness training of police, volunteers and employees during significant events, including the 2000 Olympic Games in Sydney.

The HOT-UP principle relies on responses to the following:

Is the item:	Has there been:
Hidden?	Unauthorised access?
Obviously a bomb?	Perimeter breach?
Typical of its environment?	

HOT-UP is an assessment tool to be used by an Emergency Control Organisation in conjunction with the emergency services to help determine a course of action. Meeting HOT-UP considerations does NOT necessarily mean the item is an IED but it warrants further examination. If the suspect item fails any of the HOT-UP questions it should increase the Emergency Control Organisation's awareness and ability to make an informed decision ensuring the ongoing safety of occupants.

Remember, a threat is only a threat until something tangible is found.

### Threat Overview

Bomb or substance threats are usually a form of communication, written or verbal, delivered by electronic (email, FAX etc), oral (telephone, tape recording), or other medium (letter) which are frequently used to disrupt business or cause alarm. These procedures are designed to help people respond to and deal with a threat in accordance with current directions provided by the Australian Federal Police and *Australian Standard 3745-2010*.

Because each threat is different, it is almost impossible to have a detailed procedure for each contingency. These procedures are designed to help you assess the level of the threat and, on the information available, decide on a course of action.

The following points provide an overview of the initial actions to take when a threat is received.

## Telephone Threat Procedures

Any person receiving a telephone threat should observe the following:

- (a) Keep calm. If possible attract the attention of a fellow worker.
- (b) Keep the caller on the line as long as possible to gather information.
- (c) Use the threat check list provided. *The check list can be used as evidence against the perpetrator of the threat in any subsequent legal proceedings.*
- (d) Obtain as much detail as possible about the bomb or substance and its location.
- (e) Listen carefully for any background noises, speech mannerisms, accents or other details that might give a clue to the age, sex, identity and location of the caller.
- (f) DO NOT discuss the call with other occupants.
- (g) Immediately after the threat, contact your immediate supervisor, the Chief Warden and notify the Police.
- (h) Complete the threat report form (reverse of check list) and hand it to the Chief Warden or, in their absence, the Police when they arrive.

## Written Threat

Once it has been confirmed that a message is a bomb or substance threat the message and envelope or its container must preferably be placed inside a plastic envelope to preserve fingerprints etc. Any further direct handling of the message must be avoided.

## Threat Evaluation

Following the receipt of a threat the Chief Warden must consider the level of threat and decide on the appropriate action, using the threat report, results of searches by the Emergency Control Organisation and information obtained from building occupants and the Police. The threat may be assessed as:

- NON-SPECIFIC THREAT OR LOW RISK. For example a call made by a child and/or with childish laughter in background or where little detail is received.
- SPECIFIC THREAT OF MUCH GREATER RISK. For example a call made in a calm deliberate manner where greater detail regarding timing, location or type of device is given.

To help determine the level of threat from a suspect item found during a search, consideration must be given to:

- whether the item was hidden;
- is it obviously a device;
- is it similar to the original threat description;
- is it typical of all other items in the area;
- has there been a report of unauthorised persons being on site;
- is there evidence of forced entry.

Other factors that may provide assistance are:

- a threat is only that until something obvious is found;
- a perpetrator will infrequently give warning of an attack;
- the consequence for issuing a threat is not as severe as the placement or initiation of a device;

### **Person with Special Needs**

On being notified that a threat has been received, Floor Wardens should ascertain the location of any person with special needs in their area. If a decision is made to evacuate the building, the Chief Warden should arrange for a person with special needs to be removed from their floor using a lift. All lifts must be checked for any suspect object prior to use.

### **Search Procedure**

The Police will often request the building occupants to conduct a search. All Wardens should be instructed in Bomb and Substance Threat Strategy during their routine training. Police will not normally search a building following receipt of a threat because:

- Police are unlikely to know the layout of the premises and the various places in which a device can be concealed
- Police will not know what should be in a particular place and what should not. Staff should know and be able to search more thoroughly.

*Note*      *Places of public assembly such as Cinemas, Assembly Halls, Auditoriums and places of entertainment cannot be searched while patrons are present.*

Detailed searches take a considerable amount of time. Occupants may not be permitted to return for some hours. Consideration should be given to their welfare, for example in summer or wet weather, relocation to a more comfortable location with shade or shelter or for provision of refreshments.

If a search is decided upon, Wardens should be directed to search their floor and report the location and appearance of any suspicious item.

Wardens should look for anything:

- that should not be there
- that cannot be accounted for
- that is out of place.

If a suspicious object is found:

- No one is to touch it or move it.
- Clear people away from the immediate vicinity.
- Secure the area.
- Inform your supervisor.
- Initiate evacuation.
- Leave a torn paper trail to the object.
- Inform the police.

The evacuation Assembly Areas should be searched by Wardens nominated by the Chief Warden. The Wardens used for this search should be from an area away from the threat.

The designated safe assembly area is to be well away from the building, out of line-of-sight and well clear of windows. For biological threats evacuate upwind and upslope of the building.

### Detailed Room Search

Divide the room into sections, for example halves or quarters. Search teams should:

- (a) Listen for any unusual sounds.
- (b) Conduct a passive search only (that is, look without touching).
- (c) Operate with one team progressing clockwise and one team anti-clockwise, checking the area as follows:
  - floor to waist level
  - waist level to head level
  - head level to ceiling.
- (d) Mark the area as clear, using chalk marks, Post-It labels, etc.

**WARNING: Hand-held radio transceivers and mobile phones MUST NOT be used during a bomb emergency because, under certain conditions, transmissions can trigger an electrically-detonated or radio-activated bomb.**

### Courses of Action – The Decision to Evacuate

The Police will normally leave the decision to evacuate to the Emergency Control Organisation or building management. The Police may provide advice or make recommendations.

### Option to do Nothing (Disregard Threat)

It may be tempting, when receiving a threat from an intoxicated person or a child, to adopt this course of action. The Chief Warden must be absolutely sure it is a prank call. If there is the slightest doubt, the Chief Warden must adopt one of the other options.

### Option to Search and Evacuate only if a Suspicious Object is Found

This choice means people will be in the building for a longer period if there is a device present. Evacuation will proceed if a suspicious object is found. If nothing is found, and there are no other significant factors, the Chief Warden may then consider that the building can be declared safe. The Chief Warden may consider this option appropriate if the threat level is assessed as low.

### Option to Search with Partial Evacuation

When the threat level is considered to be moderate and there is no reason to believe an initiation to be imminent, the Chief Warden might consider partial evacuation, retaining essential staff and search teams.

### Evacuate Immediately Without Search

In the event of a call that the Chief Warden considers to be a high risk there may be a case for evacuation as quickly as possible, without conducting a search, especially where there is a possibility of imminent initiation.

When the time of an initiation has been disclosed in a threat, the Chief Warden must ensure search procedures are terminated well before the deadline, even if the device has not been found. All searching *must cease no later than 20 minutes before the time given*. At the very least, 20 minutes must elapse after the threatened time of initiation before search teams re-enter the building. The building should be searched prior to re-occupation.

### Evacuation

If the evacuation of a floor or complete evacuation of the building is ordered, the procedures are similar to an evacuation for a fire. Wardens are to:

- (a) Direct occupants to the nearest exit and instruct them to take all personal items with them. Guide them to the nominated Assembly Area using a path of egress away from the suspect item if the location is known. Wardens should ask occupants to visually check their area for any suspicious articles as they leave their floor or area.

*Note: In some buildings it may be necessary to direct occupants to another floor or area or to use a specific exit or escape route.*

- (b) Conduct a final check of all areas including toilets, strong rooms, plant rooms, store rooms and all other occupiable spaces to ensure they are clear of occupants.
- (c) Advise the Chief Warden when the floor has been evacuated. Ensure internal doors, except fire doors, are left open if possible, and that occupants do not re-enter the building.
- (d) Proceed to the nominated Assembly Area and remain in charge of occupants until directed to return to the building.

*Note: Never assemble personnel in front of, or directly below glassed areas.*

### Threat after Hours

Should a threat be received outside normal working hours, the recipient should report the matter to the Police, alert other persons/tenants occupying the floor, and evacuate the building using the emergency exits. Do not re-enter the building until advised by Police that it is safe to do so.

## The Decision to Reoccupy

Once an evacuation has been completed the Chief Warden and/or building management will decide when to reoccupy the building. If a suspicious object has been found, the Police will assume control until the object/building is declared safe. After this, the Chief Warden will then assume control.

### Australian Bomb Data Centre *“Bombs: Defusing the Threat”*

The Australian Bomb Data Centre *“Bombs: Defusing the Threat”* handbook contains procedures and recommendations derived from the experiences of national and international police, and security and law enforcement agencies. It provides clear guidance on how to develop in-house policy and strategies to counter bomb threats. Further, it aims to:

- examine the threat
- briefly describe different types of IEDs
- introduce liaison with police
- advise how to handle threats if and when they occur.

*Bombs: Defusing the Threat* complements Australian Standard 3745-2010.

For more information relating to the *“Bombs: Defusing the Threat”* handbook visit the Australian Bomb Data Centre website at [www.afp.gov.au/services/operational/abdc](http://www.afp.gov.au/services/operational/abdc).

*With acknowledgment to the Australian Bomb Data Centre, Australian Federal Police Weston ACT for the use of extracts of material on Bomb Threat Procedures included in this Emergency Evacuation Management Plan and the sample threat check list at Annex B.*

## **11. IMPROVISED EXPLOSIVE DEVICES – CODE PURPLE**

An Improvised Explosive Device (IED) is a device fabricated in an ad hoc manner which contains explosive components designed to, or capable of, causing unlawful injury or damage

Improvised Explosive Devices (IEDs) can be mail bombs; courier delivered bombs; placed bomb or Vehicle Borne Improvised Explosive Device (VBIED) and can be explosive, noxious or incendiary in nature. IEDs are easily disguised and the size and shape can vary greatly. Suspicious objects must be reported to management to determine if the object belongs to anyone. If the ownership cannot be proven, these procedures should be initiated. The Chief Warden and Police are to be notified and the object's potential threat is to be evaluated.

### **Incendiary Devices**

Incendiary devices or fire bombs are designed to cause a fire. An incendiary device can be quite small in size and carried unnoticed by the perpetrator for long periods before being placed. A small incendiary device poses a high risk in buildings, structures and workplaces in which high numbers of people assemble because they can be placed without bringing attention to the offender.

### **Mail Bomb**

All mail should be checked for suspicious articles. The details of all-suspicious letters and parcels, and records of verbal threats should be retained for future reference.

Mail bombs are normally about envelope size. The maximum size of a device is restricted by Australia Post limitations on the weight and dimensions of an article that can be sent through the Australia Post system. Mail bombs could of course be distributed by means other than Australia Post such as couriers. Irrespective of size, mail bombs have the potential to cause death or serious injury.

Mail bombs normally fall into three categories, HIGH EXPLOSIVE, INCENDIARY and NOXIOUS devices all designed to cause damage, injury or death.

Mail bombs are usually designed to operate ON OPENING or THE REMOVAL of an inner article from an envelope or package. These devices are targeted against an individual such as someone who would open such items under normal conditions. These devices are designed to withstand the heavy handling that would be expected in the postal system and would not normally be on a timing mechanism because of the length of time for delivery.

The detection of mail bombs involves five stages of action and counter action. Stage 1 and 2 are conducted by the recipient and Stages 3 to 5 by the responding Emergency Services.



## Stage 1

Stage 1 is carried out on the initial receipt of the article where the recipient will conduct a visual inspection.

The recipient would be looking for:

- (a) An envelope that is lopsided or uneven
- (b) A package that is excessive in weight for its size
- (c) Excessive tape or other securing material
- (d) An article from an unknown source
- (e) Wires or metallic material protruding from the article
- (f) Postage in excess of what would be required to have the article forwarded

The recipient also has the ability to speak to the addressee and have them confirm that they were awaiting delivery of the item.

## Stage 2

At Stage 2 a more in depth analysis is applied where the observations from Stage 1 are correlated with our sensing powers such as smell. *(These are both "normal daily practices" in mail handling at any time during Stage 1 and 2. Where suspicion is raised, the Emergency Services must be notified and no further action other than notification and evacuation should be carried out by the recipient).* Caution must be exercised in the movement of the article at both Stage 1 and Stage 2 if there is any suspicion about the object.

If the item is suspect at Stage 1 or 2 then the recipient would as a matter of course notify the Police.

It is important that a safe isolation area be designated for the placement of any suspect articles. This must never be in an item such as a filing cabinet where the build up in gas pressure would magnify the explosive potential of the device. An area that should be considered is adjacent to a window or open door where the potential of the gas would dissipate thereby lessening the structural damage to the building.

## Stage 3 to 5

The 3<sup>rd</sup> Stage will involve specialist assistance such as the Police or Military Bomb Technicians who are armed with an array of detection equipment. The items they have at their disposal include fluoroscopes, x-ray equipment, explosive vapour detectors and explosive detection dogs. If at Stage 3 the Technician confirms that the article IS NOT an IED then the recipient will normally deliver the article to the addressee.

If it is found to be an IED then at Stage 4 the Technician would render the device safe or neutralise the device for safe handling.

At Stage 5 evidence is collected and Police Investigators usually take control.

### **Courier Delivered Bomb**

In the case of a courier article, Stage 1 and Stage 2 of the mail bomb procedures should be followed upon initial receipt of the item.

A courier delivered bomb differs from a mail bomb in that the perpetrator has the ability to set a timer or trip/motion device when it is delivered. This means that a courier delivered device has the potential to detonate without any further intervention by the perpetrator. Once an item has been identified as suspicious it **MUST NOT** be touched or moved from that point on.

The degree of warning for a courier delivered bomb will vary. It may not be accompanied by a warning, it could have a written threat or there could be a telephone bomb threat after delivery.

In all cases of a suspected courier delivered bomb immediate evacuation of the area must be carried out. Notify the Chief Warden, your own Management and the Police and under no circumstances must the item be touched or moved. The evacuation route should avoid the area where the suspect item is placed even if this means selecting an alternative safe evacuation pathway that would not normally be used in emergencies.

### **Placed Bomb**

Placed bombs come to attention either as an accidental discovery or after a warning and subsequent search. Placed bombs can take on many shapes from the obvious such as a stick of commercial explosive with a burning fuse to the indistinguishable such as a sealed package.

In all cases of a suspected placed bomb immediate evacuation of the area must be carried out. Notify the Chief Warden, your immediate supervisor and the Police and under no circumstances must the item be touched or moved. The evacuation route should avoid the area where the suspect item is placed even if this means selecting an alternative safe evacuation pathway that would not normally be used in emergencies.

### **Vehicle Borne Improvised Explosive Device (VBIED)**

A Vehicle Borne Improvised Explosive Device (VBIED) may be defined as any vehicle capable of carrying a large amount of explosive. VBIEDs are by far the largest version of IEDs. A VBIED is capable of wide-scale devastation and it is usually used as an indiscriminate act of terrorism.

A VBIED is any means used to deliver a large amount of explosive usually to the external boundary of a building, structure or workplace.

The security of basement and off-street car parks should be increased as the level of perceived or known threat from a VBIED increases. The ability to isolate the likely points where an unauthorised vehicle can be parked, externally or within a building, structure or workplace may decrease the impact.

In a situation where a VBIED is evident, the evacuation of a building's occupants must be controlled. In some circumstances the evacuation of occupants may not be possible. It may be safer to remain within the building, structure, or workplace provided that people are assembled as far away from the device as possible and provided people are not in the line of sight of the device. IEDs of this size and nature historically detonate within a short period of being placed. However, if sufficient time is available occupants should be directed to a path of egress that is furthest away from the VBIED and, if possible, this means of egress should be protected by walls or other structural supports.

## Evacuation

If the evacuation of the building is required for an IED, Wardens are to:

- (a) Direct occupants and members of the public to the nearest exit that is away from the location of the IED and guide them to the nominated assembly area unless informed of an alternative location by the Chief Warden or responding Emergency Services officers. (If time permits, the assembly area and evacuation route must be searched prior to occupants reaching it to ensure that it is safe).

*Note: Never assemble personnel in front of, or directly below glassed areas of a building.*

- (b) If safe to do so, conduct a final check of all areas including toilets, strong rooms, plant rooms, store rooms and all other occupiable spaces to ensure they are clear of occupants.
- (c) Advise the Chief Warden when the floor has been evacuated. Ensure internal doors, except fire doors, are left open if possible.
- (d) Proceed to the nominated assembly area taking personal items with you and remain in charge of occupants until directed to return to the building.

## Vehicle Movement

The removal of vehicles from a car park may be dangerous if the car park (or the passage of vehicles) is close to the reported suspicious object. If there is doubt about the safety of moving vehicles, the Chief Warden should instruct that the car park be closed and vehicle movement halted.

## If a Device Detonates

Following the detonation of an explosive device the duties of the Emergency Control Organisation may include:

- (a) protecting yourself from falling debris;
- (b) assessing damage on the floor. If it is dark use a torch to check for damage. DO NOT use naked flame such as matches to assess damage as there may be gas present;
- (c) ensuring First Aid is given to those injured;
- (d) notifying the relevant authorities;
- (e) isolation of electric power, if it is safe to do so;
- (f) initiating controlled evacuation; or
- (g) conducting a search of the floor, if safe to do so.

## Reducing the Risk

All occupants of a building should be alert and made aware of the importance of advising the relevant authorities, such as the local police, of any concerns or suspicious activities.

A National Security Hotline has been established to further strengthen Australia's national security arrangements. It complements the activities being undertaken as part of the Commonwealth Government's national security public information campaign.

The Hotline is set up to receive information from members of the community who wish to report any activity which they feel may be relevant to national security and warrant further investigation. It also provides information on a wide range of national security matters.

Because buildings and business organisations differ so much, managers and occupiers should contact their local Police Crime Prevention Officer who will provide specific practical advice. Issues to be considered should include:

- minimising the number of entry points;
- implementing access control such as visitor registration and identification and a procedure for escorting visitors;
- locking cupboards, cabinets and areas that are not regularly occupied;
- initiate security check procedures to be carried out at the close of business;
- maintain a high standard of housekeeping with regular disposal of rubbish;
- installing good quality locks that are checked and serviced regularly to prevent unauthorised access;
- installing intruder alarms that will give early warning of persons attempting to force entry into the building;
- installing closed circuit television monitors;
- conducting a regular audit of security procedures.

*With acknowledgment to the Australian Bomb Data Centre, Australian Federal Police Weston ACT for the use of extracts of material on Bomb Threat Procedures included in this Emergency Evacuation Management Plan and the sample threat check list at Annex B.*

## 12. EARTHQUAKES – CODE BROWN

### Personal Safety Guidelines

Earthquakes strike without warning. Generally, the SAFEST PLACE to be is in the OPEN – away from buildings. However, if you are in a building when the earthquake strikes, you should NOT attempt to run from the building. Outside the building you may be met with falling debris and power lines. It is safer for you to remain in the building.

Basic guidelines for personal safety in earthquakes are as follows:

- (a) Try to remain calm.
- (b) Move away from windows and outside walls.
- (c) Keep away from mirrors, light fittings, bookcases and other furniture that may fall or slide.
- (d) If possible, take cover from falling debris under a desk or move to an internal corner of a room, sit down and protect your face and head.
- (e) Don't use telephone immediately, unless for serious injury.
- (f) Don't go sightseeing.
- (g) Don't use vehicles unless there are special circumstances that warrant this (for example a serious injury).

If personnel are caught outside the building they should:

- (a) Seek refuge under archways and doorways which could offer protection from falling debris
- (b) Keep off roadways, footpaths and do not stand under shop awnings
- (c) Get away from high walls, overhead power lines or dangling electrical wires
- (d) If driving, pull off the road (not under power lines) and stay in their car until they can assess the situation around them

**REMEMBER – DO NOT ATTEMPT TO RUN FROM THE BUILDING**

Once the tremor has stopped, look around for injured persons and reassure others on your floor or area.

The Chief Warden or a Deputy should call the building's Emergency Control Organisation into action as soon as possible after the earthquake.

## **Duties of the Emergency Control Organisation**

Chief Warden. The Chief Warden shall:

- (a) Stand by to record reports from each Floor or Area Warden.
- (b) Direct ECO personnel, where available, to inspect all public areas and report back any structural damage, hazard or injured personnel.
- (c) As a precaution against possible broken or fractured lines it may also be necessary to isolate electrical and plumbing services.
- (d) Unless conditions otherwise dictate Floor or Area Wardens should be advised to direct occupants to remain where they are until the immediate danger is over. Conditions outside could be worse than inside.

Floor or Area Wardens and Wardens. When the earthquake stops Wardens should direct all personnel to remain in their present safe refuge points until they have carried out a safety check. Wardens should then inspect their floor area and report to their Floor or Area Warden, who will then report to the Chief Warden, on the following:

- (a) Any injuries; their nature, severity and who is giving first aid.
- (b) Any hazards such as fallen or exposed electrical wires, precariously balanced material such as hanging ceilings, beams, etc.
- (c) Any unfamiliar odours.
- (d) The condition of the fire stairwell as far as they can see from their floor level.
- (e) If considered safe to do so, Floor or Area Wardens will direct occupants to assemble in safe areas, as close as possible to the Emergency Exits and await further instructions.

### **13. CIVIL DISORDER - CODE BROWN**

#### **Causes**

Industrial unrest, emotional international situations or unpopular political decisions may lead to public demonstrations that could threaten the security of a building.

#### **Responsibility**

The Person in Charge of the Workplace and the building's Emergency Control Organisation should coordinate the response to an incident until the arrival of the Police, to whom they should provide as much assistance as required.

#### **Action**

As soon as the Chief Warden or Person in Charge of the Workplace is aware of civil disorder occurring inside or in the vicinity of the building, the following action should be taken:

- (a) Notify the Police and request assistance (dial 000 and ask for the Police Operator).
- (b) Notify supervisors.
- (c) Restrict entry to the building.
- (d) Confine the presence of demonstrators to the ground floor.
- (e) Restrict contact between demonstrators and building occupants.
- (f) Alert other members of the ECO.

Offices should be locked. Cash, valuables and files should be secured. Windows, blinds and curtains should be closed and staff directed not to agitate the demonstrators.

The Person in Charge of the Workplace should promote an air of confidence and calm.

## 14. WORKPLACE CONFRONTATION – CODE BLACK

This section refers to armed confrontation, hostage seizure, siege or other situation involving high risk of injury.

**NOTE:** *In incidents involving workplace confrontation or threat of personal harm it is imperative that nothing is done to provoke the situation. As such in many of these situations the raising of the alarm will have to be done discreetly, for example do not activate the building Emergency Warning System or operate a Manual Call Point (**WARNING**, in buildings where there is electronic security access control in place activation of a General Fire Alarm (GFA) can disarm/unlock electronic security door locks allowing unimpeded access to all areas by unauthorised persons).*

### General Procedures

If you are confronted by an armed or unarmed intruder:

- (a) If a duress alarm is installed and it is safe to do so discreetly operate it.
- (b) Obey the intruder's instructions, do what you are told and nothing more, and do not volunteer any information.
- (c) Stay out of danger if not directly involved in the incident, if it is safe to do so, leave the building then discreetly raise the alarm. Call the Police and notify Management.
- (d) If directly confronted be deliberate in one's actions if ordered to carry out an instruction by the offender. The act should be carried out with due consideration to one's safety.
- (e) Discreetly telephone the Police emergency number if able to do so without danger and to keep the phone line open. Alternatively, ask some other responsible member of the staff, by way of pre-determined gesture/s or key word/s, to phone the Police if it is safe to do so.
- (f) Carefully observe any vehicle used by the offender/s, taking particular note of its registration number, type, colour, and number of occupants and their appearances.
- (g) Immediately after the offender/s have/has left, mark off any areas where they stood or touched. Do not allow anybody in these areas until the Police have checked for fingerprints and other clues.
- (h) Observe the offender/s as much as possible. In particular, take note of the speech, mannerisms, clothing, scars, tattoos or any other distinguishing features, and record these observations in writing as quickly as possible after the incident, as the Police will want your individual impressions of what happened before your memory is influenced by discussion with others.

*Note: For this purpose some suggestions for describing an offender are set out at the end of this section.*

- (i) Ask all witnesses to remain until the Police arrive, and explain to the witnesses that their view of what happened, however fleeting, could provide vital information when placed together with other evidence.
- (j) Exclude all members of the media from the area and allow only the authorised person to make statements.



## **During an Armed Incident Procedures**

During an incident:

- (a) Tell yourself to stay calm. Do not attempt to be a hero – accept the situation and be prepared to wait.
- (b) Do not speak unless spoken to and only if necessary.
- (c) Do exactly what the offender tells you.
- (d) Do not be argumentative with either the offender or other staff.
- (e) Do not make suggestions to the offender. If your suggestion is wrong the person may think you planned it that way.
- (f) If safety permits, operate any installed “duress” alarm.
- (g) Try to be observant.
- (h) Notice the offender’s mannerisms, clothing, speech and so on.
- (i) Try not to involve other staff in the incident.

## **Precautions**

There are steps you can follow for your safety

- (a) Be aware of people loitering for extended periods that appear agitated and may be holding bulky items.
- (b) Advise your Manager if you see anyone acting strangely or suspiciously.
- (c) Keep rear and side doors locked from external access at all times. Minimise the points of entry to lessen the chance of unauthorised persons gaining access to the premises.
- (d) If your company holds cash on the premises keep cash in any till drawer to a minimum. Never discuss cash transactions or procedures involving the holding or movement of cash with any person other than staff who have a direct need to know.
- (e) Till drawers should be locked when not in use and the key must be in your control at all times.
- (f) Do not discuss security procedures with anyone other than staff members who have a direct need to know.
- (g) Record the telephone numbers of your Security Company and the Police near the telephone.
- (h) Keep offender and weapon description forms and learn how to complete them correctly.
- (i) Be knowledgeable about the location and operation of all security and duress alarms.

## After an Incident

After an incident as the offender leaves:

- (a) Gauge height using markers on door, if provided.
- (b) Lock yourself in.
- (c) If safe, observe which direction offender goes, the type of car, its colour and its registration number.
- (d) Do not touch any areas the offender touched.
- (e) Cordon area off.
- (f) Keep witnesses there until Police arrive.
- (g) Post sign on front door *Closed Due to Robbery/Security Incident*.

## Describing the Offender

Armed intruders are not commonly apprehended while committing the crime, so Police rely heavily on factual information supplied to them by eyewitnesses. Working to a system is always effective and staff should develop a systemised approach to observing the offender.

Here are some prompts to help you with your descriptions:

BUILD	Thin, fat, normal, stocky, pot-bellied, solid, lean, angular.
AGE	Lines around eyes, wrinkled forehead, age spots or lines on hands, lines on neck.
NAME	Offenders might use nick-names or a name that can be associated with one of the offenders.
HAIR	Think about the style as well as the colour. Was hair short, long, straight, curly, in a pony-tail, wavy, receding, afro, woolly, thick, crew-cut?
EYES	Colour and shape. Wide, close together, narrow, sleepy, squinting, deep-set, protruding, blood-shot, slit, closed.
COMPLEXION	Skin tone and colour can indicate the offender's ethnicity. Descriptive terms could include fair, dark, olive-skinned, tanned, pimply, acne-scarred, Latin, Anglo-Saxon or Aboriginal.
MANNERISMS	Think about the posture. Descriptive terms could include slouched, round-shouldered, erect or relaxed.
FACE	Bushy eyebrows, big nose, thin lips, pouting lips or dimpled cheeks. Look for a beard, moustache, moles, broken or missing teeth, capped or bad teeth, pimples, freckles, scars, etc.
CLOTHING	What was on the upper body? Lower body and feet? Any rings? Wearing gloves, sunglasses (what type), spectacles, ear-ring/s, or a watch? What disguise was worn? Ski mask, balaclava, stocking, overalls, raincoat, etc.
HANDS	Tattoos, rings, missing digits, colouration, scars, staining.

## Describing the Weapon

It is difficult for those who are not familiar with firearms to give an accurate description of a weapon. To help you more accurately describe the weapon, you may find the following of value:

- TYPE                      Shotgun, rifle, revolver, pistol, air rifle, machine gun.
- ACTION                   Bolt, lever, pump, semi-automatic, automatic.
- BARREL                   Sawn off, single, double, side by side, over and under.
- STOCK                   Cut down, wood, metal, normal, plastic, coloured.

Most guns have a brand or logo prominently displayed on the handle or barrel. If circumstances permit, check for that identification. Look for distinguishing marks or scratches on the weapon.

Never assume that the gun is a fake! Many of the more unusual brands of guns look like toys and most fake guns look more real than the original.

If you are a victim of crime, it is important to remember that help is at hand. The most common effect of crime is for the victims to blame themselves for its occurrence. Generally, we have a perception of being invulnerable. When our vulnerability is revealed by a violent crime, it is easy to believe that we were somehow the cause and deserve the blame.

Statements such as “I should have done this” or “I could have done that” certainly empower and give back to us our sense of invulnerability. They do not, however, put the responsibility where it belongs – with the person who committed the offence! Remember: you are a victim, not the criminal.

One of the first responses from a victim is a feeling of being totally alone and not understood. Often struggling with the acceptance of what has happened, victims allow bureaucratic systems such as a Police investigation to take over their lives. These procedures, whilst necessary, often leave the victim feeling helpless, confused and resentful of others doing things to and for them.

It is normal to be scared and it is imperative for you to remember that you are not on your own.

If you prefer to handle the problem independently the Victims of Crime Association will provide further advice.

## Summary

PERSONAL THREAT	
For all workplace incidents/emergencies relating to a <b>PERSONAL THREAT, ARMED OFFENDER etc</b> call "000" immediately.	
<b>PERSONAL THREAT INCLUDE ASSAULT, ARMED HOLD-UPS, ROBBERY, PERSONS AT RISK (Suicide etc)</b>	
<b>REMAIN CALM</b>	DO NOT panic or raise your voice.  Avoid direct eye contact.  DO NOT make any sudden movements.
<b>DO NOT TAKE RISKS</b>	Hand over whatever is requested.  Do not do anything which may antagonise the offender.
<b>DO ONLY WHAT YOU ARE TOLD</b>	DO NOT volunteer any additional information.
<b>NOTE OFFENDER'S CHARACTERISTICS</b>	Sex, height, voice, clothing, tattoos, jewellery, any distinctive clothing and note areas the offender has touched (after the offender has left, ensure other persons do not contaminate areas that the offender has touched).  Note type of vehicle used for escape, registration number if possible and last known direction.
<b>ALERT</b>	If safe to do so without endangering yourself alert other staff members.
<b>ISOLATE</b>	Remain in a secure area such as locking your office door. Stay away from windows and if possible close blinds.
<b>TELEPHONE</b>	<b>REMAIN CALM.</b> Ring "000" immediately and follow the instructions given by the operator including giving your name and location and details of the incident.
<b>RECORD</b>	Record the offender's description and details such as serial numbers of any items taken or any other details you feel may be relevant to the Police.
Listen out for instructions from either the Floor/Area Warden or responding emergency services personnel.	

## **15. CHEMICAL, BIOLOGICAL OR RADIOLOGICAL INCIDENTS – CODE YELLOW**

### **Introduction**

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

This section of the emergency response procedures deals with the actions required when CBR contaminants are introduced either through accidental or purposeful actions by first providing an overview and then direct emergency response procedures which are focused on personal and general actions.

### **Accidental Dissemination**

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

From the point of view of biological contaminants there are a number of systems, which prevent the spread of bacteria and viral-bacteria (such as Legionella), from being distributed to occupied areas.

In a water-cooled air-conditioner the water tower is dosed with strong antibacterial chemicals, which neutralises bacteria prior to entering the air intake system. Later in the cycle the same air is dehumidified and reheated further neutralising most harmful bacteria.

In refrigerated air-conditioners the temperature is reduced initially to a level which kills many varieties of airborne bacteria after which the same air is dehumidified and reheated once again further neutralising most harmful bacteria.

The response to any accidental introduction of any airborne contaminants is detailed further on in this section.

### **Purposeful Introduction**

Any act to purposefully introduce chemical, biological or radiological contaminants would usually be an act of terrorism. This is a wilful act designed to cause damage and harm. The response to purposeful introduction of airborne contaminants is detailed further on in this section.

## Chemical Agents

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

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

The following are examples of more sinister chemical agents:

- Sarin gas
- Ricin toxin

Self protection is important and if an individual believes they have been exposed to a chemical agent the following should apply:

- Hold your breath and move quickly away covering your face with a handkerchief or cloth.
- If indoors, move outside and upwind to a level above the point of release.
- If outdoors, move upwind to a level above the point of release.
- If chemical droplets contaminate clothing, remove outer garments and wash exposed skin with cold water.
- If any of the following affects are evident seek medical assistance immediately.
  - Dizziness
  - Choking
  - Dimming of vision
  - Muscular twitching
  - Nausea/Vomiting
  - Tearing/Irritation of eyes

The emergency response summary is:

- Call "000" and advise the emergency services of a chemical incident including:
  - The exact location of the incident.
  - The wind direction to enable the emergency services to attend from an upwind approach.
  - The estimated number of victims.
  - The victims' symptoms.
- Shut down the air handling system. This includes all types of fans or air circulation equipment.
- Isolate the incident area and if inside move people outside. If outside move all people upwind and at all times to a level above the point of release.
- Follow the instruction of the attending emergency services.

## Biological Agents

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

The following provides some examples of biological agents:

- Plague bacteria
- Smallpox virus
- Anthrax bacteria

Self protection is important if exposure to a biological agent is suspected. The following should apply:

- Put the package down and try not to disturb it any further.
- If possible, cover it/seal it.
- Cover your hands but do not put your hands near your mouth.
- Hold your breath until you are able to move away.
- Preferable stay in your office along with your colleagues who were present at the time the suspect exposure occurred.
- Seal the room so that others are prevented from entering.
- Ideally, move to a second secure area where you are safe from further exposure to the material and at which you are less likely to contaminate persons who have not been exposed.

Unlike chemical agents where symptoms are quickly apparent it is unlikely that any person will know of their exposure to a biological agent because there is a greater lead time before the symptoms are apparent.

The emergency response summary is:

- If indoors isolate the area and move those who have not been exposed outdoors and upwind of the point of release.
- Prevent others from entering the area.
- Call “000” and advise the emergency services of the suspected biological incident including:
  - The description of the potential contaminant and the package/device.
  - The action taken to isolate the area.
  - Visible signs of distress.
- Follow the instructions of the attending emergency services.

## Radiological Agents

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

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

The types of radiation are:

- Alpha rays (the alpha rays will only travel centimetres and generally will not penetrate the skin)
- Beta rays (beta rays are more penetrating than alpha rays and it may cause burns to skin. This agent travels only a few metres)
- Gamma rays (gamma rays are very penetrating. It will travel hundreds of metres, depending upon the material's strength)

The effects of radiological agents will depend upon the dose and length of exposure. The medium term effects may include:

- Vomiting
- Fatigue
- Skin burns
- Bleeding
- Increased risk of infection
- Hair loss

It is unlikely that exposure will be known to any individual as radiological agents are undetectable by the human senses.

Self protection is important if any individual suspects any type of exposure to radiological agents, the following should apply:

- Reduce your exposure time to radiological agents to a minimum.
- Keep away from the suspected source. The further you keep away from the source the better.
- Use the cover of heavy or thick material to shield yourself from radiation.
- After getting clear of the incident area, consider removing your outer garments if you think there may have been airborne radioactive particles.
- If inside move outside but keep well away from others. If outside move upwind again keeping away from others to prevent cross-contamination.
- Wash exposed skin and hair area.
- Seek immediate medical advice.

The emergency response summary is:

- Call "000" and advise the emergency services of the incident including:
  - The potential exposure to radioactive material.
  - The exact location of the incident and the suspect material.
  - The wind direction to enable an upwind approach.
  - The state of the radioactive material particularly if exposed to fire.
  - The approximate number of people exposed.
- If it is safe to do so, cover the suspect material with a heavy or thick material. If this course of action is taken be absolutely sure to minimise your personal exposure to the suspect material.
- If the suspect material is inside prevent others from exposure by sealing off the area and isolating access to the material.



- If the suspect material is outside move upwind and isolate access to the material.
- Follow the instruction of the attending emergency services.

### Summary

It is difficult to define what may be a suspicious item. Only you will know if any specific item is suspicious or out of the ordinary.

Product identification and gathering of information starts from the moment that the incident has been noticed. Some of the characteristics could be

- How did casualties react (initial symptoms may be gradual and non-specific) - developed a cough, felt fatigued, had chest pain (pulmonary), became disorientated, collapsed after prolonged exposure, immediately collapsed.
- What did the material look like - solid, liquid, gas?
- Are there any hazardous materials stored in this area?

Pass on all information to the Senior Officer from the responding Emergency Service.

The following is a list of precautions for guidance:

- All occupants need to be aware of the need for security in the building.
- Do not leave unsecured areas of your tenancy unattended.
- Question any strangers on your floor or within your tenancy.
- Check for unattended or unusual packages.
- Know your building's emergency procedures.
- Know the emergency contact telephone numbers including your Chief Warden.
- People handling mail must remain vigilant and cautious but remember that most reports of suspicious packages are unwanted (false) alarms.
- All personnel who handle mail must be aware of emergency procedures.
- Where possible the sorting and handling of mail should be done in an area that can be easily contained.
- If a suspicious letter or package has been received but has not been opened place the item in a plastic bag and seal it. Place all items in a second plastic bag and seal it also.
- Stay in the immediate work area. This applies to co-workers in the same room. Prevent others from entering the area and becoming contaminated. Wait for help to arrive.
- Call for help from your immediate supervisor or ring "000" to ask for the Fire Service Hazardous Materials (HAZMAT) Unit. Advise them of the exact location (street address, building, and floor number), the number of potentially exposed people, a description of the package/device, action taken (eg item covered with a black coat).
- If there has been any handling of suspicious mail all persons who may have been exposed are to be aware that they must keep their hands away from their face to avoid contamination of the eyes, nose and mouth.
- If possible, and without leaving your work area, wash your hands.

If it is thought that the suspicious item may contain an explosive device, follow normal mail bomb emergency procedures and evacuate the area.

Persons in charge of a workplace should ensure that a list of all emergency contacts is maintained. This list must contain, but not be confined to, the Emergency Services number – “000”, individual local area Emergency Services (station) contact numbers, local authority (council), Environmental Protection Agency, electrical authority, private electrical contractor, gas supplier/authority and plumber.

## **Annex A Definitions**

For the purpose of this document, the definitions from AS 3745-2010, the Building Code of Australia (BCA), Occupational Health and Safety legislation (OH&S), Australian Federal Police Bomb Data Centre and those below apply.

*First 5 Minutes Pty Ltd acknowledges the origination of the definitions and that it has no copyright interest with those used from the above nominated published sources.*

### **Alternative Solution**

A performance based approach to the fire safety issues as recognised by the Building Code of Australia, 1996 (BCA). This approach allows the fire safety provisions within the building to be designed in the most flexible, cost-effective and practical manner to best suit the specific building and its occupancy.

### **Area**

A floor, zone or place within a building, structure or workplace that may be occupied by people.

### **Bomb**

Can be of any size or shape, can look obvious or be camouflaged, may vary in its sophistication, may explode or may not necessarily explode (i.e., incendiary, chemical, radiological, sharps, animals/reptiles).

### **Bomb threat**

A threat, written or verbal, delivered by electronic, oral or other medium, threatening to place or use an improvised explosive, chemical, biological, or radiological device at a time or date or place or against any specific person or organization.

### **Improvised Explosive Device (IED)**

A device fabricated in an ad hoc manner, which contains explosive components designed to, or capable of, causing unlawful injury or damage.

### **Courier-delivered bomb**

An improvised explosive device (IED) delivered by a courier.

### **Mail bomb**

An improvised explosive device (IED) sent through the postal system.

### **Placed bomb**

An improvised explosive device (IED) hand-delivered or purposefully placed.

### **Vehicle bomb**

Vehicle Borne Improvised Explosive Device (VBIED). An incident in which a vehicle is used as the means of delivery of a large IED.

### **Building, Structure and Workplace**

A building, structure or workplace that is occupied by people, i.e. offices, warehouses, factories, public buildings, shopping complexes, apartment buildings, or a place that may be occupied by people.

### **Chief Warden**

The person selected to head the Emergency Control Organisation. The Chief Warden shall have a good knowledge of the building, structure and workplace.

### **Designated Building Entry Points (DBEPs)**

In compliance with AS1670.1 each building with an Automatic Fire Alarm that is required to be connected to a Fire Brigade or independent monitoring centre must have a Designated Building Entry point (DBEP). The DBEP will normally be the main entrance to the building. The regulatory authority may require large buildings to be equipped with multiple DBEPs.

### **Emergency Control Organisation (ECO)**

A competent person or persons who implement the emergency procedures.

### **Emergency/Incident**

Any event that arises internally or from external sources, which may adversely affect persons or the community generally, and which requires an immediate response.

### **Emergency Evacuation Management Plan**

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

### **Emergency Planning Committee (EPC)**

Persons responsible for the documentation and maintenance of an emergency management plan.

### **Emergency Prevention**

The measures taken, including the regulatory and physical measures, to ensure that emergencies are prevented or their effects mitigated. The goal of emergency prevention is to eliminate or reduce the incidence or severity of emergencies.

*NOTE: Examples of emergency prevention are: good house-keeping measures including reduction removal of excessive fuels loads; and policies/procedures and training in the safe use of installed equipment.*

### **Emergency Procedures**

A documented scheme of assigned responsibilities, actions and procedures within a designated section of the emergency management plan, to respond to and manage emergencies as identified in the hazard assessment.

### **Emergency Alarm Initiating Device (EAID)**

An Emergency Alarm Initiating Device (EAID) is part of the group which has the broad term Emergency Call Point (ECP). It is similar in construction to a Manual Call Point (MCP) but is white in colour. They are installed for use by occupants to actuate the EWS within the structure **ONLY** and will not advise the Fire Service.

### **Emergency Call Point (ECP)**

The term Emergency Call Point (ECP) refers to a group of devices that are used to raise an alarm. The devices include, Manual Call Points, Emergency Alarm Initiating Devices, Pull Alarms, Duress Alarms and Emergency Telephones.

### **Emergency Door Release (EDR)**

An Emergency Door Release (EDR) is similar in construction to a Manual Call Point (MCP) but is green in colour. They are installed for use by occupants to override electronic door locks.

### **Emergency Warning and Intercommunication System (EWIS)**

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

### **Emergency Warning Systems (EWS)**

A system to provide a distinctive audible signal, verbal address, and visible signals as required, for emergency alarm purposes.

### **Evacuation**

The orderly movement of people from a place of danger.

### **Evacuation diagram**

A graphical representation of a floor or area of a facility.

### Evacuation Route

1. An **evacuation route**, in relation to a building, means:
  - a. a path of travel from any place in the building, through a final exit of the building, to a place of safety outside the building; or
  - b. otherwise, a path of travel from a common area of the building, through a final exit of the building, to a place of safety outside the building.
2. An **evacuation route** includes the space above a path of travel.

### Evacuation time

Evacuation time means the time calculated from when the emergency starts for the occupants of the building to evacuate to a safe place appropriate to:

- a. the number, mobility and other characteristics of the occupants; and
- b. the function or use of the building; and
- c. the travel distance and other characteristics of the building; and
- d. the fire load; and
- e. the potential fire intensity; and
- f. the fire hazard; and
- g. the fire hazard properties; and
- h. any active fire safety systems installed in the building; and
- i. fire brigade intervention.

### Facility

A structure or workplace that is, or may be occupied by people (occupants).

*NOTE: See relevant Commonwealth, State and Territory occupational health and safety statutes for the definition of 'workplace'.*

### Fire Safety System

Fire safety system means one or any combination of the methods used in a building to:

- (a) warn people of an emergency; or
- (b) provide for safe evacuation; or
- (c) restrict the spread of fire; or
- (d) extinguish a fire,

and includes both active and passive systems.

### Fire Service

This term only refers to statutory authorities established under an Act of Parliament having as one of its functions the protection of life and property from fire and other emergencies. It may be a professional brigade with full-time fire-fighters, or a volunteer brigade. Many companies employ their own private fire services. The standard of these private fire services varies greatly. They are excluded from the definition of a fire service.

### Fire and Evacuation Instructions

Fire and evacuation instructions for a building, means general evacuation instructions, first-response evacuation instructions or evacuation coordination instructions for the building.

### **Managing Entity (Occupier)**

The managing entity, of a multi-occupancy building, means the entity that is the occupier of, or in control of, the general access areas of the facility.

Examples of entities that may be managing entities of buildings include a body corporate or the owner of a building.

### **Manual Call Point**

Operation of a Manual Call Point (MCP) shall require the breaking, or appear to require the breaking, of the frangible element to manually raise the alarm. The frangible element which is capable of being broken or appearing to be broken forms part of the front cover of an MCP.

The body of a Manual Call Point shall be red in colour.

### **Master Emergency Communications Point (MECP)**

The location within the building from where a warning system can be activated and from where instructions can be relayed to the Warden Intercom Points.

### **Occupant**

People at a facility, whether inside or outside it, whether permanent or temporary.

### **Occupier**

The entity that is the occupier of, or in control of, the general access areas of the facility.

### **Persons with Special Needs**

A person who is unable to effectively, or who requires assistance to respond to an emergency in, or participate in an evacuation from a facility.

### **Safe place**

- (a) a place of safety within a building:
  - (i) which is not under threat from a fire; and
  - (ii) from which people must be able to safely disperse after escaping the effects of an emergency to a road or open space; or
- (b) a road or open space.

### **Warden Intercom Point (WIP)**

The location on a floor or evacuation zone, where equipment is provided through which instructions can be received from the controlling emergency control panel via the emergency intercommunication system.

### **Workplace**

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

- (a) a worker who does work whether the person engaged works for gain or reward or on a voluntary basis; or
- (b) a person conducting a business or undertaking.

*NOTE: This definition includes places commonly recognized as workplaces, such as offices, shops, factories, construction sites and hospitals. It also includes many other types of less obvious workplaces, such as mines, underground tunnels, railway stations, care facilities, goals, etc.*

(See relevant Commonwealth, State and Territory Occupational Health and Safety statutes.)

## **Annex B    Emergency Calls**

Persons in charge of a workplace should ensure that a list of all emergency contacts is maintained. This list must contain, but not be confined to, the Emergency Services number – “000”, individual local area Emergency Services (station) contact numbers, local authority (council), Environmental Protection Agency, electrical authority, private electrical contractor, gas supplier/authority and plumber.

### **000**

“000” is Australia's primary emergency service number and should be used to access emergency assistance in the first instance.

Telstra, as the designated universal emergency call service provider, currently operates the “000” emergency call service from two centralised emergency call centres in New South Wales and Victoria. Telstra's role in operating the “000” service is to connect callers to the nearest and most appropriate emergency service organisation as quickly as possible. The local emergency service organisation (police, fire or ambulance) is then responsible for sending help to the correct location.

Callers can be connected to police, fire or ambulance by dialling “000” from any fixed or mobile phone (where there is coverage) in Australia. As the location of callers using mobile phones cannot be identified automatically however, mobile phone callers need to give as much information as possible about their location when speaking to the operator.

### **112\***

**The “112” number cannot be dialled from the fixed network.**

If you have a GSM digital mobile phone you can be connected to the emergency call service by dialling “000” as with other phones. However, because GSM is an international standard, GSM mobile phone users can also be connected to emergency services by dialling the international emergency call number “112”.

When dialling “112” on GSM mobile phones, access is provided regardless of the presence or validity of the SIM card within the phone, or whether the keypad is locked.

- \* “112” can be dialled anywhere in the world with GSM coverage and callers will be automatically translated to that country's particular emergency number.
- \* A caller is able to connect to the emergency services answering point if GSM mobile coverage is available from any carrier's network at the location of the call.

### **106 (Text-based emergency call service)**

People with a hearing or speech impairment can call police, ambulance or fire services by dialling '106' from a phone line connected to a Teletypewriter (TTY) or from a computer with a modem (but **not** mobile text messaging). This text-based emergency call service is supplied through the National Relay Service which is provided by the Australian Communications Exchange.

**For more information about the '106' text-based emergency call service, visit the Australian Communications Exchange website.**

## Emergency Alerts

Alerts are issued by emergency services authorities such as fire, emergency services, and police in each State or Territory. Each State and Territory has people trained in using the system and they will decide if a telephone alert needs to be issued to a community. It is for use in a range of emergency situations, including bushfires and other extreme weather events.

Emergency Alerts are sent by emergency services to landline telephones based on the location of the handset, and to mobile phones, based on the billing address. In the case of an emergency, you may receive a voice message on your landline or a text message on your mobile phone. If you receive an Emergency Alert and want more information, follow the instructions in the message or find your local emergency service at <http://www.emergencyalert.gov.au/>.

Who sends these alerts? Alerts are issued by emergency services authorities such as fire, emergency services, and police in each State or Territory. Each State and Territory has people trained in using the system and they will decide if a telephone alert needs to be issued to a community.

When warnings are issued you need to understand the level of warning. There are three levels, each increasing in importance:

1. Advice – a bushfires or other extreme weather event has started – general information to keep you up-to-date with developments.
2. Watch and Act – a bushfires or other extreme weather event is approaching you, conditions are changing; you need to start taking action now to protect your life and your family.
3. Emergency Warning – you are in imminent danger and need to take action immediately. You will be impacted by the bushfires or other extreme weather event.

While the emergency services will do their best to provide official warnings, you should not wait to receive a warning to leave. Incidents such as bushfires can be threatening lives and homes within minutes of starting. Just because you don't receive a warning, does not mean there isn't a threat; and do not expect a fire truck.

You need to remain alert, monitor the outside environment for signs of the event and actively seek information. Tune into your emergency broadcasters: ABC and commercial radio stations, and SKY News TV, for fire updates and warnings during the fire season.

## Fire Danger Rating (FDR)

CATASTROPHIC
EXTREME
SEVERE
VERY HIGH
HIGH
LOW to MODERATE




**Points to remember:**

- Emergency Alert is operated and activated by authorised personnel from emergency services organisations. It allows for localised, community based warnings to be issued by area or geographic region.
- In the case of an emergency, you may receive a voice message on your landline or a text message on your mobile phone. It is for use in a range of emergency situations, including bushfires and other extreme weather events.
- It is important that you do not rely on receiving an alert: you and your community must still prepare yourselves and have an action plan in case of an emergency.
- The alert you receive will direct you to either seek further information from a website or, radio station or it may give you advice on what you should do.
- If you provide your children with mobile phones, it is important to explain to them what to do if they receive an alert. If your child receives an alert when they are at school, they must follow the emergency management arrangements currently in place at their school.
- Alerts do not replace existing workplace emergency arrangements. You must follow current emergency management arrangements in place at your workplace.
- You will receive the alert regardless of who provides your telephone service.

**WEB SITES:**

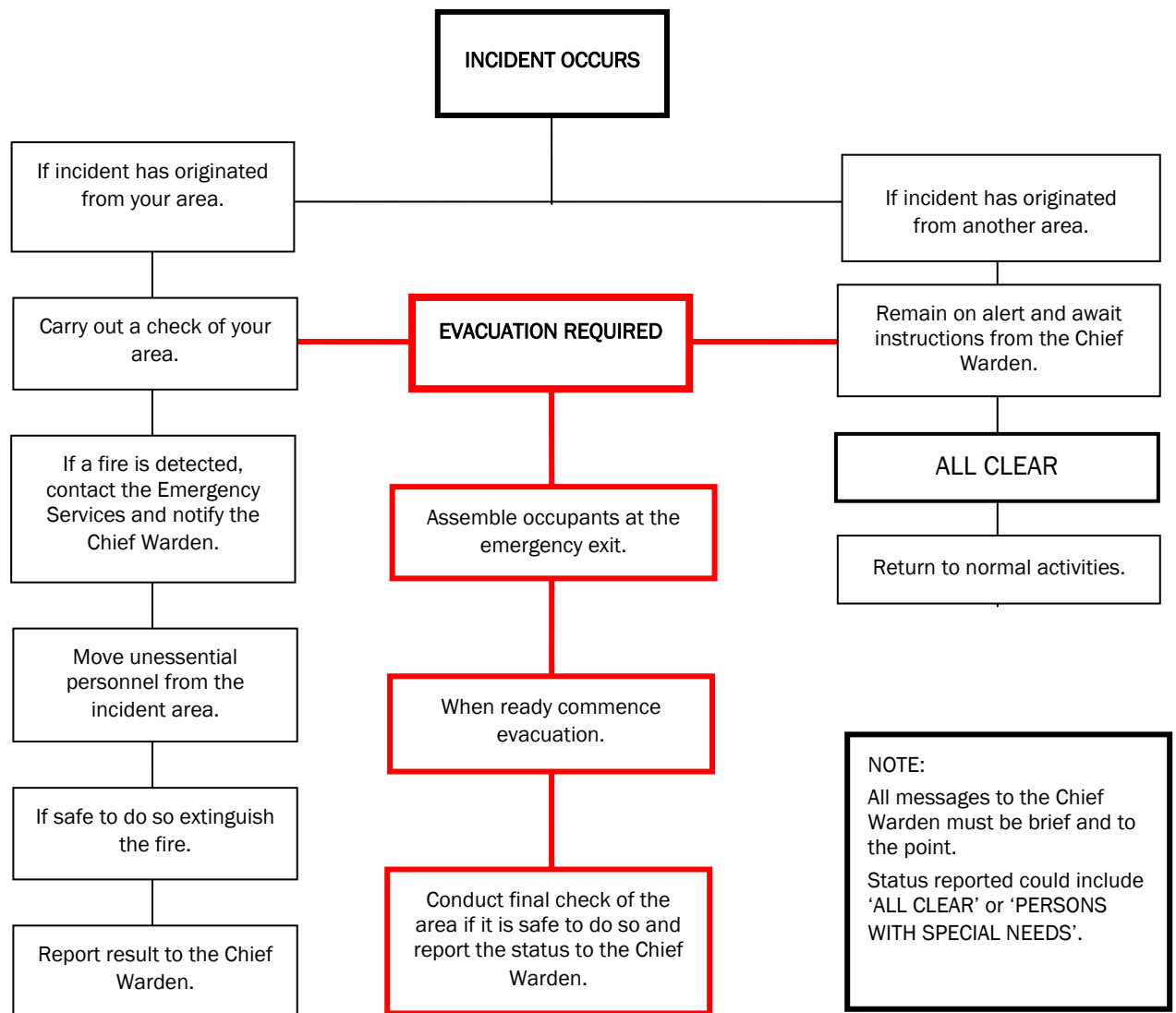
<b>BUREAU OF METEOROLOGY (BOM)</b> <a href="http://www.bom.gov.au">http://www.bom.gov.au</a>	<b>QUEENSLAND</b> QFRS <a href="http://www.fire.qld.gov.au/">http://www.fire.qld.gov.au/</a> QLD RFS <a href="http://www.ruralfire.qld.gov.au">http://www.ruralfire.qld.gov.au</a> SES <a href="http://www.emergency.qld.gov.au/ses">http://www.emergency.qld.gov.au/ses</a>
<b>VICTORIA</b> MFB <a href="http://www.mfb.vic.gov.au/">http://www.mfb.vic.gov.au/</a> CFA <a href="http://www.cfa.vic.gov.au">http://www.cfa.vic.gov.au</a> SES <a href="http://www.ses.vic.gov.au">http://www.ses.vic.gov.au</a>	<b>WESTERN AUSTRALIA</b> FESA <a href="http://www.fesa.wa.gov.au/">http://www.fesa.wa.gov.au/</a> SES <a href="http://www.ses-wa.asn.au/">http://www.ses-wa.asn.au/</a>
<b>SOUTH AUSTRALIA</b> SAMFS <a href="http://www.samfs.sa.gov.au">http://www.samfs.sa.gov.au</a> Country Fire Service <a href="http://www.cfs.sa.gov.au">http://www.cfs.sa.gov.au</a> SES <a href="http://www.ses.sa.gov.au">http://www.ses.sa.gov.au</a>	<b>TASMANIA</b> Tasmanian Fire Service <a href="http://www.fire.tas.gov.au">http://www.fire.tas.gov.au</a> SES <a href="http://www.ses.tas.gov.au/">http://www.ses.tas.gov.au/</a>
<b>NEW SOUTH WALES</b> NSW Fire Brigade <a href="http://www.nswfb.nsw.gov.au/">http://www.nswfb.nsw.gov.au/</a> Rural Fire Service <a href="http://www.rfs.nsw.gov.au/">http://www.rfs.nsw.gov.au/</a> SES <a href="http://www.ses.nsw.gov.au/">http://www.ses.nsw.gov.au/</a>	

**Annex C Sample Threat Check List**

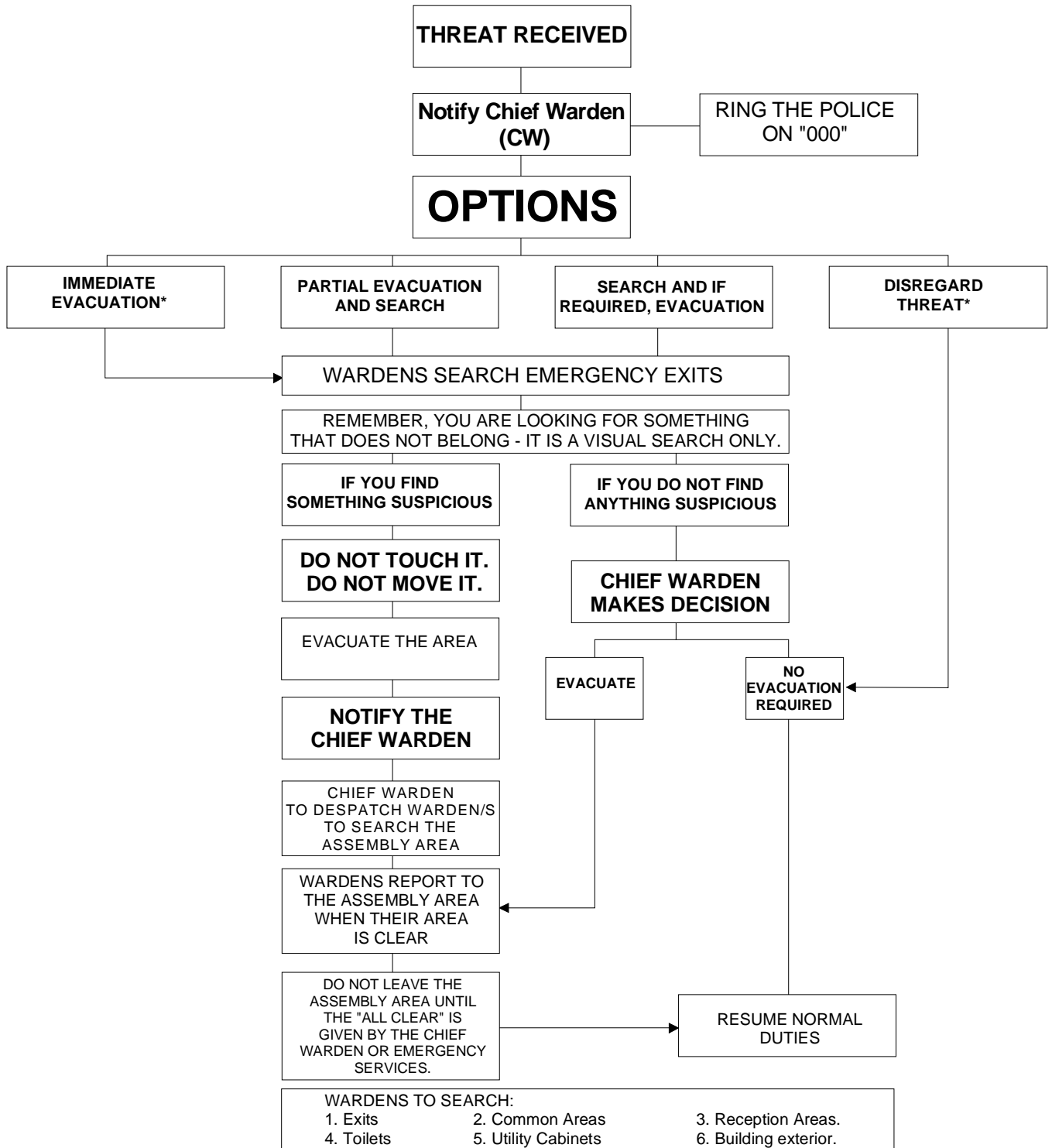
<div style="text-align: center;">  <p><b>first 5 minutes</b> Experience makes all the difference.</p> </div> <div style="text-align: center; margin-top: 10px;"> <p><b>THREAT CHECK LIST</b></p> <p><b>KEEP CALM</b></p> </div>	<div style="text-align: center; margin-bottom: 20px;"> <p><b>THREAT REPORT</b></p> <p><b>CALLERS VOICE</b></p> </div> <p>Accent (specify): _____</p> <p>Any impediments (specify): _____</p> <p>Voice (loud, soft, etc): _____</p> <p>Speech (fast, slow, etc): _____</p> <p>Diction (clear, muffled): _____</p> <p>Manner (calm, emotional, etc): _____</p> <p>Did you recognise the voice? _____</p> <p>If so, who do you think it was? _____</p> <p>Was the caller familiar with the area? _____</p> <div style="text-align: center; margin-bottom: 20px;"> <p><b>THREAT LANGUAGE</b></p> </div> <table style="width: 100%;"> <tr> <td>Well spoken:</td> <td>YES <input type="checkbox"/></td> <td>NO <input type="checkbox"/></td> </tr> <tr> <td>Incoherent:</td> <td>YES <input type="checkbox"/></td> <td>NO <input type="checkbox"/></td> </tr> <tr> <td>Irrational:</td> <td>YES <input type="checkbox"/></td> <td>NO <input type="checkbox"/></td> </tr> <tr> <td>Taped:</td> <td>YES <input type="checkbox"/></td> <td>NO <input type="checkbox"/></td> </tr> <tr> <td>Message read by caller:</td> <td>YES <input type="checkbox"/></td> <td>NO <input type="checkbox"/></td> </tr> <tr> <td>Abusive:</td> <td>YES <input type="checkbox"/></td> <td>NO <input type="checkbox"/></td> </tr> <tr> <td>Other:</td> <td colspan="2">_____</td> </tr> </table>	Well spoken:	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Incoherent:	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Irrational:	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Taped:	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Message read by caller:	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Abusive:	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Other:	_____	
Well spoken:	YES <input type="checkbox"/>	NO <input type="checkbox"/>																				
Incoherent:	YES <input type="checkbox"/>	NO <input type="checkbox"/>																				
Irrational:	YES <input type="checkbox"/>	NO <input type="checkbox"/>																				
Taped:	YES <input type="checkbox"/>	NO <input type="checkbox"/>																				
Message read by caller:	YES <input type="checkbox"/>	NO <input type="checkbox"/>																				
Abusive:	YES <input type="checkbox"/>	NO <input type="checkbox"/>																				
Other:	_____																					
<div style="border: 1px solid black; height: 150px; margin-top: 10px;"> <p style="text-align: center; font-weight: bold;">WRITE DOWN EXACT WORDING OF THREAT</p> </div>	<div style="margin-top: 10px;"> <p><b>ACTION</b> Report call immediately to your Chief Warden.</p> <p>Telephone Number: _____</p> </div>																					
<div style="margin-top: 10px;"> <p><b>GENERAL QUESTIONS TO ASK</b></p> <p>1. What is the threat? <input type="checkbox"/> BOMB <input type="checkbox"/> CHEMICAL <input type="checkbox"/> BIOLOGICAL <input type="checkbox"/> RADIOLOGICAL</p> <p>2. When is the bomb going to explode? _____ or When will the substance be released? _____</p> <p>3. What type of bomb is it? _____ or What type of substance is it? _____  Is the substance LIQUID <input type="checkbox"/> POWDER <input type="checkbox"/> GAS <input type="checkbox"/> ?</p> <p>4. How large is the bomb? _____ or How much of the substance is there? _____</p> <p>5. Where did you put it? _____</p> <p>6. What does it look like? _____</p> <p>7. When did you put it there? _____</p> <p>8. How will the bomb explode? _____ or How will the substance be released? _____</p> <p>9. Did you put it there? _____</p> <p>10. Why did you put it there? _____</p> <p>11. What is your name? _____</p> <p>12. Where are you? _____</p> <p>13. What is your address? _____</p> </div>	<div style="margin-top: 10px;"> <p><b>BACKGROUND NOISES</b></p> <table style="width: 100%;"> <tr> <td>Street noises: YES <input type="checkbox"/> NO <input type="checkbox"/></td> <td>House noises: YES <input type="checkbox"/> NO <input type="checkbox"/></td> </tr> <tr> <td>Aircraft: YES <input type="checkbox"/> NO <input type="checkbox"/></td> <td>Local call: YES <input type="checkbox"/> NO <input type="checkbox"/></td> </tr> <tr> <td>Voices: YES <input type="checkbox"/> NO <input type="checkbox"/></td> <td>Long distance: YES <input type="checkbox"/> NO <input type="checkbox"/></td> </tr> <tr> <td>Music: YES <input type="checkbox"/> NO <input type="checkbox"/></td> <td>STD call: YES <input type="checkbox"/> NO <input type="checkbox"/></td> </tr> <tr> <td>Machinery: YES <input type="checkbox"/> NO <input type="checkbox"/></td> <td></td> </tr> <tr> <td>Other: _____</td> <td></td> </tr> </table>   <div style="margin-top: 20px;"> <p><b>OTHER CHARACTERISTICS</b></p> <p>Sex of caller: MALE <input type="checkbox"/> FEMALE <input type="checkbox"/></p> <p>Estimated age: _____</p> </div> <div style="margin-top: 10px;"> <p><b>CALL TAKEN</b></p> <p>Date: ____ / ____ / ____ Time: _____</p> <p>Duration of call: _____</p> <p>Number called: _____</p> </div> <div style="margin-top: 10px;"> <p><b>PERSON WHO RECEIVED CALL</b></p> <p>Name (Print): _____</p> <p>Telephone Number: _____</p> <p>Signature: _____</p> </div> <p style="text-align: center; margin-top: 20px;">*Hand completed card to Chief Warden or Police</p> </div>	Street noises: YES <input type="checkbox"/> NO <input type="checkbox"/>	House noises: YES <input type="checkbox"/> NO <input type="checkbox"/>	Aircraft: YES <input type="checkbox"/> NO <input type="checkbox"/>	Local call: YES <input type="checkbox"/> NO <input type="checkbox"/>	Voices: YES <input type="checkbox"/> NO <input type="checkbox"/>	Long distance: YES <input type="checkbox"/> NO <input type="checkbox"/>	Music: YES <input type="checkbox"/> NO <input type="checkbox"/>	STD call: YES <input type="checkbox"/> NO <input type="checkbox"/>	Machinery: YES <input type="checkbox"/> NO <input type="checkbox"/>		Other: _____										
Street noises: YES <input type="checkbox"/> NO <input type="checkbox"/>	House noises: YES <input type="checkbox"/> NO <input type="checkbox"/>																					
Aircraft: YES <input type="checkbox"/> NO <input type="checkbox"/>	Local call: YES <input type="checkbox"/> NO <input type="checkbox"/>																					
Voices: YES <input type="checkbox"/> NO <input type="checkbox"/>	Long distance: YES <input type="checkbox"/> NO <input type="checkbox"/>																					
Music: YES <input type="checkbox"/> NO <input type="checkbox"/>	STD call: YES <input type="checkbox"/> NO <input type="checkbox"/>																					
Machinery: YES <input type="checkbox"/> NO <input type="checkbox"/>																						
Other: _____																						

Annex D Emergency Procedure Flow Charts

# WARDEN EMERGENCY PROCEDURES



## Bomb or Substance Threat Strategy Flow Chart



\*Decisions made by the Chief Warden

**Annex E Example of a “Personal Emergency Evacuation Plan”**

**PERSONAL EMERGENCY EVACUATION PLAN**

Occupant's Name:

\_\_\_\_\_

Location:

\_\_\_\_\_

Building/Facility

\_\_\_\_\_

Floor

\_\_\_\_\_

Room Number

\_\_\_\_\_

Is an Assistance Animal involved?

YES

☐

NO

☐

Are you trained in the emergency response procedures(including the evacuation procedures)?

YES

☐

NO

☐

Preferred method of receiving updates to the emergency response procedures: (Please state, e.g. text, email, Braille etc.)

Preferred method for Notification of Emergency: (Please state, e.g. visual alarm, personal vibrating device, SMS, etc.)

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Equipment required for evacuation: (Please list.)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Egress procedure: (Give step by step details.)

1.

\_\_\_\_\_

2.

\_\_\_\_\_

3.

Designated assistants and contact details: (Please list name, phone, mobile, email.)

---

---

---

The designated assistants have been trained in the emergency response procedures:  
(including the evacuation procedures)

YES ☐ NO ☐

The designated assistants have been trained in the evacuation equipment:

YES ☐ NO ☐

The following diagram details the preferred route for assisted evacuation.

(INSERT DIAGRAM)

Date of Issue: \_\_\_\_\_

Review Date: \_\_\_\_\_

Occupant approved: \_\_\_\_\_

Date: \_\_\_\_\_

(signature)

## **Annex F     Melbourne CBD Safety Plan**

### **Purpose scope**

The purpose of the Plan is to establish a framework for a co-ordinated multi agency and community response for the safety of people potentially affected by an emergency or significant incident in the CBD area. The Plan has an all-hazards focus and manages the short-term safety of the people within the densely populated CBD, Southbank and Docklands precincts.

The Plan is to be read and activated in conjunction with existing Victorian Emergency Management Arrangements (including counter-terrorism) and Commonwealth, State and Local Government emergency management plans and obligations.

During a significant incident, like the ones described above, the emergency services may ask the CBD community to do one or more of the following:

- immediately evacuate;
- 'shelter in place';
- continue with normal day to day activities; and
- participate in a planned mass evacuation.

These actions are described in more detail in later sections of the Plan.

### **Building Managers**

Owners and or managers of CBD buildings have the following responsibilities:

- in accordance with the Emergency Management Act 1986, Occupational Health and Safety Act 2004 ensure they comply with standards: AS3745:2010 Emergency Control Organisation and procedures for buildings, structures and workplaces and AS/NZS 4801:2001 Occupational Health and Safety Management Systems.
- all Fire and Emergency Plans should include how the information regarding an evacuation will be disseminated from the Chief Warden to occupants of the building.
- the Fire and Evacuation Plans should contain details of the most relevant Relief Centre for the building. All ECO Wardens/marshals are to be aware of the CBD Emergency Relief Centres, routes (from the building and the emergency assembly area) and how to liaise with building occupants at the Relief Centre.
- consideration should be given to multiple buildings not having the same assembly point.

## **Emergency Control Organisation Wardens**

Emergency Control Organisation (ECO) Wardens within CBD buildings have the following responsibilities:

- in the first instance, carry out the appropriate response as shown in their relevant emergency response plan. This includes seeking and complying with advice from the emergency services.
- monitor public information sources (radio and other media alerts, public address systems, doorknocking, sirens, signage and the internet) for information regarding the incident and for specific directions from emergency services.

In the event that a mass evacuation is necessary, information will be provided to ECO Wardens via direct contact and/or through broadcast over commercial media networks.

- unless immediate evacuation is required, emergency services advice will typically be to initially secure the building and 'shelter in place'.

When advice is given to evacuate, ECO Wardens are to marshal building occupants from the building to the Assembly Area. ECO Wardens are then requested to assist with marshalling from the assembly area, along the evacuation route to the Relief Centre or if possible self-evacuation home or to an alternate location outside the CBD.

## **Evacuation**

The main objective of the Evacuation Sub Plan is to facilitate the safe movement of people from the emergency, preferably to their own homes. The Sub Plan contains the roles and responsibilities of emergency service agencies against each evacuation stage together with operational guides for:

- Victoria Police;
- City of Melbourne;
- MFB;
- VICSES; and
- Ambulance Victoria.



## Safety Strategies for CBD Emergencies

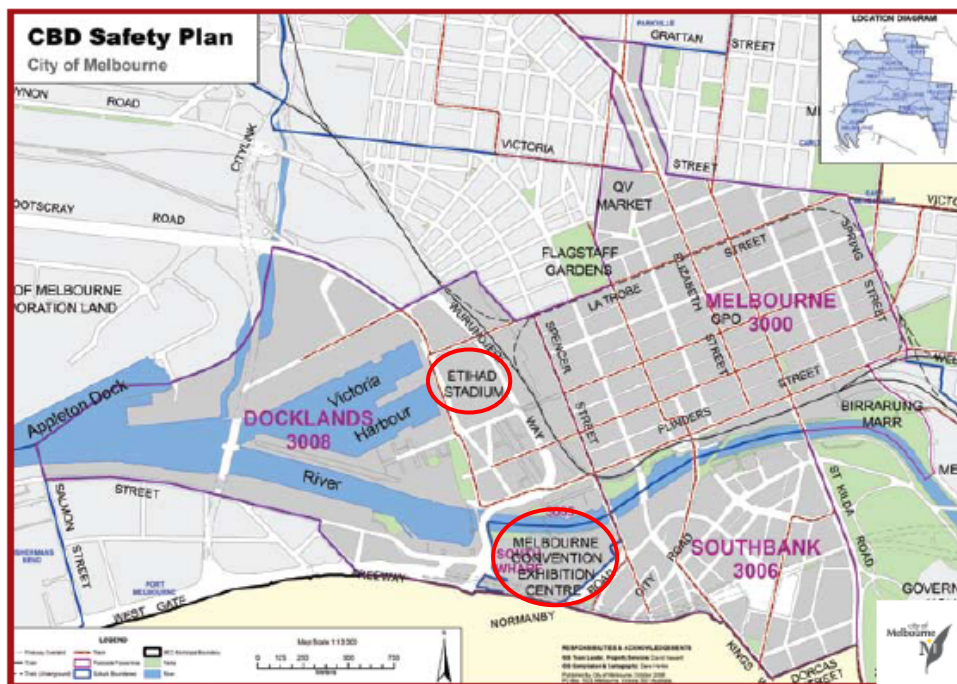
### Emergency Relief Centres

The public will be advised on the day of the emergency which Emergency Relief Centres are operating.

It may be one or more of the following:

- Melbourne Cricket Ground (MCG);
- Melbourne Exhibition Centre;
- Melbourne Museum; and
- Etihad Stadium (formerly Telstra Dome).

The Emergency Relief Centres will provide immediate safety and information. Those presenting at Relief Centres will be asked to be patient whilst services and facilities are organised. This may take some hours.



### Public Transport

Trains, trams and buses will almost certainly be affected by any large-scale incident in the CBD.

Commuters should expect delays, cancellations and overcrowding. Consideration should be given to walking to the outskirts of the CBD if able and safe to do so, and then investigating public transport options. Transport changes will be broadcast through the media and via public address announcements at stations.

The Metlink website ([www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)) and call centre (13 1638) will have up-to-date information on any altered scheduling.

### Traffic Management

Access and egress to parts of the CBD will almost definitely be blocked. Access to incoming vehicles, with the exception of emergency services, may be impossible. Cars in city car parks may also have to be collected at a later time. Traffic will be managed by one or more of the following methods:

- traffic direction from emergency services personnel;
- variable messaging;
- altered traffic signals;
- barricades; and
- traffic management points.

In addition to the media, road closure information will be available from: [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au) '000' (Triple Zero) is Australia's primary Emergency Call Service number:

- 000 should be used to access emergency assistance from all telephones (landline, mobile phones and payphones) in the first instance;
- 112 for use with GSM mobile phones – international standard emergency number;
- 106 is the text-based teletypewriter for callers who are deaf or have a hearing or speech impairment.

The above numbers are for emergency assistance not information.

Both 112 and 106 are secondary emergency call services numbers because they are for use only in relation to particular technologies.

## **1. Notification**

Immediate advice about the emergency will come from one or more of the following:

- person is a witness or directly affected;
- advised by other members of the community;
- advised by emergency services personnel at/or near the scene; and
- advised by building managers/ECO Wardens/building emergency systems.

## **2. Tune in & Listen**

Further information and alerts will be available from:

- mainstream media;
- ABC radio 774 (AM) – contracted emergency public information provider;
- other commercial radio and television networks will interrupt programming to give public safety advice and updates;
- designated hotline/s;
- emergency service websites; and
- other emerging technologies as they become available.

### 3. Follow Advice

People should follow the advice given by the emergency services, building Emergency Control Organisation Wardens and those around them. Responses may be one or a combination of the following:

- immediate evacuation (this is usually self-evacuation in response to immediate danger and occurs before formal emergency services advice);
- shelter in place (may include moving to a certain level, side or part of the building);
- planned mass evacuation (direction to move out of the Central Business District); and
- continue with normal day to day activities (directive given to areas not affected)

Any planned mass evacuation of all or part of the CBD will take some time to organise. If a planned evacuation is announced, people should evacuate to their own homes, a friend/relative's house or any other suitable safe location outside the evacuation area. People that have no safe, accessible place to go will be directed to an operating Emergency Relief Centre. The nominated safe routes should be utilised at all times.

#### Incident Phases

##### Phase one

Responses to major incidents typically move through a number of phases. The first phase involves the initial management of the incident/emergency. The incident will be managed by the nominated Control Agency as per the existing Victorian Emergency Management Arrangements for the type of emergency. This phase will primarily involve police, fire, ambulance, and focuses on:

- prevention of loss of life and serious injury;
- gathering of information so as to deliver an appropriate response;
- activation of resources to the incident site;
- establishing command, control and coordination structures;
- initial basic triage of affected persons;
- evacuation of people at immediate risk; and
- containment and control of the incident.

During this phase people will:

- immediately evacuate;
- 'shelter in place'; or
- continue with normal day to day activities.

Each of the above options is explained in more detail below.

##### Immediate evacuation

Evacuation is the planned relocation of people from dangerous or potentially dangerous areas to safer areas and eventual return. It is a scalable safety strategy, which uses distance to separate

the people from the danger created by the emergency. There are two types of evacuation: immediate evacuation and planned or pre warned evacuation.

Generally, immediate evacuation is self-initiated in response to immediate/obvious danger, such as a building alarm activation. It is presumed that regardless of the incident, some self-evacuation and immediate evacuation will occur. Generally, immediate evacuation will be to the building's assembly area, however it may not be suitable to assemble in this area due to the nature of the incident. Evacuees should be prepared to evacuate from the assembly area and go to another location.

### **Shelter in place**

Distinctions must be drawn between the levels of impact of an incident on people in the CBD area.

The level of risk to people typically reduces as the distance from the incident increases. Evacuation carries significant impact on the person, the business and the wider community. 'Shelter in place' has less impact than evacuation but still may affect normal business activity.

There may be occasions where a risk assessment by building authorities and/or responding agencies will determine that it would be safer for people to stay and 'shelter in place'.

In a high-density area such as the CBD, buildings offer a level of security (particularly the option to move to lower floors) and evacuation may mean the movement of large numbers of people into a congested and panicked environment. It is therefore likely that in many instances 'shelter in place' may be considered a more appropriate response.

'Shelter in place' instructions, based on the type of building structure prevalent may include:

- shutting down building heating, ventilating and air conditioning (HVAC) systems;
- closing all windows and doors;
- sealing any identified openings i.e. around doors and open able windows;
- moving to a nominated floor or location within the building;
- monitoring ABC radio 774 or commercial news bulletins for further information; and
- monitoring public advice provided by the emergency services (both initial and ongoing) to various media outlets and government agencies.

The concept of 'shelter in place' should not conflict with established evacuation policies that are the responsibility of the relevant building to develop and practice. For example, if a building's Emergency Warning System is activated or another trigger occurs that would typically activate the building's evacuation plan or other emergency response, that plan should be followed and occupants should not wait for advice from emergency services.

### **Continue normal day to day activities**

People within the CBD who are not affected by the incident may be advised to continue with their normal day-to-day activities. People should go about normal business; however, they may not be able to access other parts of the CBD. They should also be aware that public transport may not be operating as normal and vehicle access/egress to parts of the CBD may be affected.

### **Phase two**

The second phase is generally considered to commence when:

- the parameters of the incident are better understood;
- the incident is isolated and contained; and
- a command and control structure is in place.

Responses in the second phase involve:

- involvement of supporting agencies (these being other agencies, VICSES, local government, community groups, media);
- mass (large scale) evacuation;
- further identification and triage of injured people; and
- establishment of welfare support to affected people and responding agency personnel.

In this phase, more is known about the incident, its potential impacts and the extent of resources that may be required to resolve it. Existing disaster management arrangements may be utilised to assist during this stage (such as aiding displaced people).

During this phase, members of the public should remain alert to the changing situation by monitoring ABC radio 774, listening for building announcements, following emergency services advice and/or monitoring the City of Melbourne website [www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au)

### **Planned mass evacuation stages**

There are five distinct evacuation stages for a planned mass evacuation:

- Decision to Evacuate
- Warning
- Withdrawal/Evacuation
- Shelter
- Return

## Decision to evacuate

Whilst the decision to evacuate people who are at immediate known risk is reasonably clear, the decision to evacuate people based on incomplete information and/or from a relatively safe location requires greater consideration. Evacuation in these circumstances will generally be carried out when:

- it is determined that people would be significantly safer at another location;
- the risks involved in the evacuation are less than the risks of remaining at their present location; and
- evacuation is necessary to allow effective management of the response to the incident.

Authority to evacuate a large part of the CBD due to a potential risk/threat rests with the Control Agency, after consultation with the incident Emergency Management Team. Depending on the type of emergency this consultation may involve the State Crisis Centre and the State Emergency Response Co-ordinator. Victoria Police are responsible for carrying out the evacuation process.

The legislative powers to evacuate are contained in:

- Emergency Management Act 1986; and
- Metropolitan Fire Brigades Act 1958.
- Once the decision to undertake a planned mass evacuation is made, the relevant Sub-Plans are activated. A detailed decision making matrix forms part of the Evacuation Sub Plan.

## Warning

The provision of consistent and clear advice is a central strategy to facilitate an effective and coordinated mass evacuation and minimise alarm.

The advice will include:

- reason for evacuation;
- anticipated duration;
- method of evacuation;
- assembly areas;
- evacuation routes; and
- any safety information specific to the emergency.

Unless legislation specifies another agency has this responsibility, Victoria Police will, in consultation with other agencies, develop and issue warnings and advice regarding the incident.

The main source of information for the public to inform them of what to do following a decision to evacuate will be:

- the media, primarily ABC radio on 774(AM).

Information will also be broadcast via other commercial television and radio networks;

- building managers/ECO Wardens;
- emergency service organisations – both the control agency and support agencies at and near the scene; and
- telephony based National Emergency Warning System (NEWS) from October 2009\*.

Secondary sources of information include:

- variable messaging;
- public information signs; and
- electronic media.

As advances in technology occur, other warning methods and systems will be evaluated and introduced. Public communication and community advice systems and strategies are also to be addressed under the Terms of Reference of the Royal Commission enquiring into the Victorian bushfires that occurred in January and February 2009.

### **Withdrawal**

If there is a decision to evacuate, or a self-evacuation commences, there will be need to follow a process to move people to a place of safety while the status of the transport system is assessed and arrangements are made to move people out of the CBD.

The following process may apply:

- building to assembly area (covered by Building Fire and Evacuation Plan);
- assembly area to Emergency Relief Centre;
- self-evacuation from Assembly Area with no further support required; and
- Emergency Relief Centres to Transport Nodes.

Evacuees may be requested to:

- move to another part of the city and delay journeys home;
- move to specific locations for transport out of the city;
- identify themselves if they have specific needs;
- move to an Emergency Relief Centre;
- evacuate under their own means if the situation permits;
- walk home; and
- all or any of the above depending on the circumstances.

Part or all of the CBD will be inaccessible to incoming vehicles, with the exception of emergency and essential services and available public transport.

Evacuees should expect that requesting anyone to collect them by car from the CBD will be either difficult or impossible. Arrangements should be made to be collected from outside the CBD perimeter.

Dependent upon the location and type of incident evacuees may be unable to access cars in city car parks until the situation eases.

Evacuees who are residents of the CBD will be requested to make alternate arrangements with family or friends where possible. If this is not possible, they should move toward the Relief Centres nominated on the day for registration and support. Registration advice and processes will be communicated on the day of the incident/emergency.

Evacuees requiring temporary accommodation or special services will be managed under existing disaster management arrangements.

The primary **CBD Emergency Relief Centres** for planning purposes are:

Relief Centre	Location	Melway
Melbourne Cricket Ground (MCG)	Off Brunton Avenue, Melbourne	2G D6+7
Etihad Stadium (formerly Telstra Dome)	Off Wurundjeri Way, Docklands	2E H5
Melbourne Exhibition Centre	2 Clarendon St, Southbank	2F A10
Melbourne Museum	Nicholson St, Carlton	2BH10

Other smaller agreed facilities can be activated under the City of Melbourne Municipal Emergency Management Plan.

It may be inappropriate to direct members of the public on the CBD fringe, Southbank and Docklands to an open Emergency Relief Centre. This could potentially direct evacuees toward the emergence, posing a risk to their safety and cause unnecessary additional congestion. If this is the case, alternate advice will be provided on the day.

Building Managers should identify their closest Emergency Relief Centre and provide some advice to staff about a preferred process. The Emergency Service Organisations will advise specific routes and open Emergency Relief Centres on the day of the incident.



## **Shelter – Emergency Relief Centres**

Initially all evacuees who do not evacuate under their own means or require assistance will be directed to an Emergency Relief Centre.

The Emergency Relief Centres are locations within or adjacent to the CBD that have been identified as suitable for the temporary management of large numbers of people who are evacuated from within the CBD and have been chosen because they are:

- within reasonable walking distance;
- have sufficient facilities to provide for the short-term needs of a large number of people;
- are suitable for the temporary management of people with special needs; and
- are adjacent to Transport Nodes, which may be activated to transport people away from CBD.

Interim welfare facilities will be established at these locations. It is the intention of the Plan that most people will be transported from the Emergency Relief Centre/s before more complex shelter facilities are required.

Other locations exist within or adjacent to the CBD that offer open space and some facilities to assist evacuees e.g. parks and other public spaces. These areas do not readily provide a mass transport solution and have other significant limitations. While these locations may be considered, for the short-term assembly of people, the transport and disaster management components of this Plan have been developed to support the identified Emergency Relief Centres.

If the incident is protracted and alternate individual arrangements cannot be made, people will be directed to temporary accommodation arranged by the City of Melbourne in conjunction with the Department of Human Services.

Evacuees who are visiting or working within the CBD and require transportation out of the inner city, will be transported from an operating transport node to a preferred outlying suburban location where alternative transport arrangements can be made.

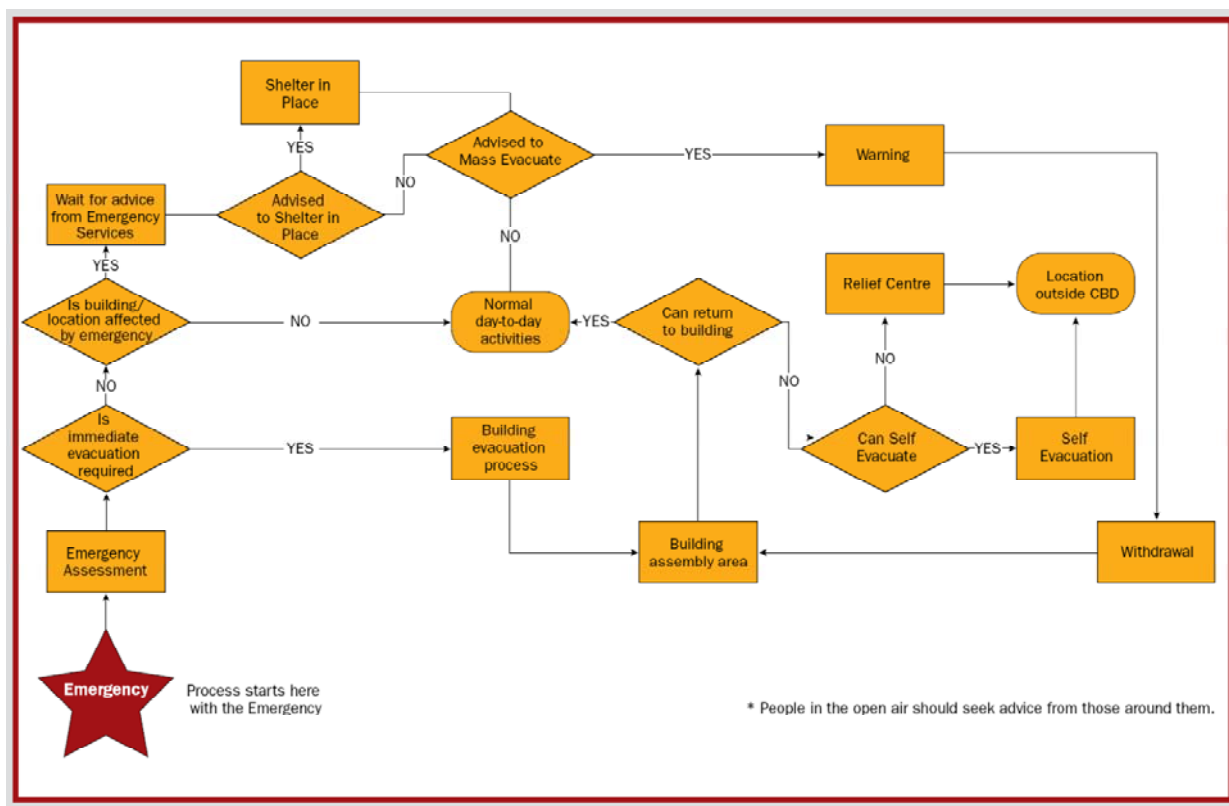
## **Return**

In the short term, the return to work or home is the completion of the evacuation process. In general terms this notification will be made via mainstream media or if Relief Centres are still operating by the Relief Centre Manager or nominated spokesperson.

Long-term recovery and repatriation of the affected area is outside the scope of this plan and managed by existing recovery arrangements.

The following diagram demonstrates how the different safety strategies may be activated.

## CBD Safety Plan process map



## Impact on area outside CBD

The evacuation of the CBD or a substantial part may have a significant flow-on effect for emergency management agencies with responsibilities outside the CBD area. For example, the management of crowds and traffic at major train stations following the transportation and disembarking of larger than normal passenger volumes.

Arrangements for dealing with the impact of a planned mass evacuation on the area outside the CBD is outside the scope of this plan. However, emergency service organisations and municipalities should consider strategies for managing a large influx of people.

## Conclusion

The return to work or home is the completion of the evacuation process. In general terms this notification will be made via mainstream media or if Relief Centres are still operating by the Relief Centre Manager or nominated spokesperson.

The provision of consistent and clear advice is essential. Emergency service organisations' communication units will provide ongoing coordinated information to the media. General advice and specific instructions will be broadcast in the first instance on ABC radio 774 AM. ABC radio is the emergency services broadcaster.

Information will also be available from other commercial radio and television stations during special bulletins, emergency service websites and the City of Melbourne website.

## Websites

Additional information can be gathered from the following web sites:

[www.melbourne.vic.gov.au/CBDSafetyPlan](http://www.melbourne.vic.gov.au/CBDSafetyPlan)

[www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au)

[www.oesc.vic.gov.au](http://www.oesc.vic.gov.au)

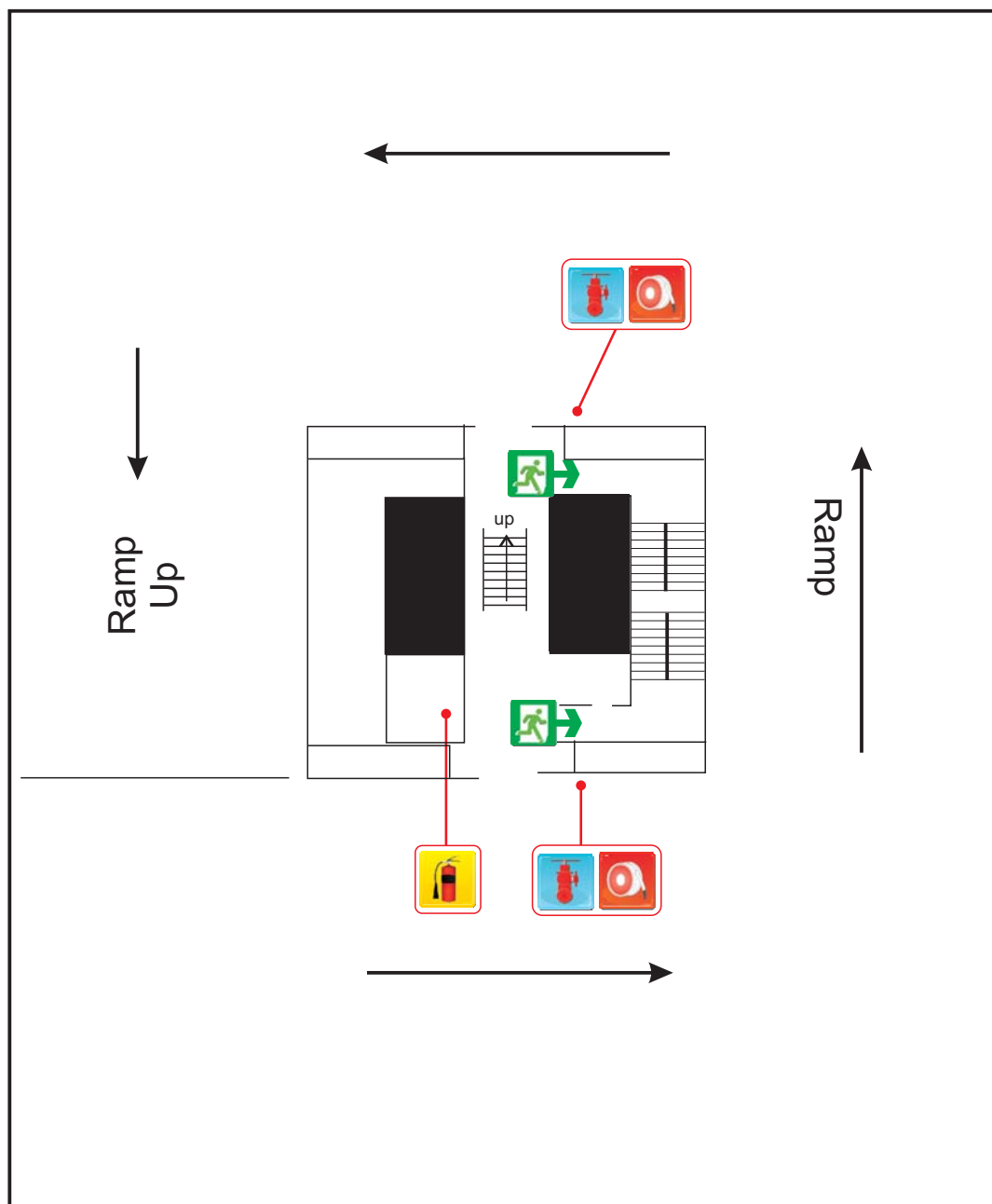
[www.police.vic.gov.au](http://www.police.vic.gov.au)

[www.mfb.vic.gov.au](http://www.mfb.vic.gov.au)

# LOWER BASEMENT

555 LONSDALE STREET, MELBOURNE

LONSDALE STREET



**first 5 minutes**   
Experience makes all the difference.

Inspection Date: 21 November 2011  
(Valid for a period of 5 year)



CARBON DIOXIDE  
FIRE EXTINGUISHER



FIRE  
HOSE REEL



FIRE  
HYDRANT



EMERGENCY  
EXIT

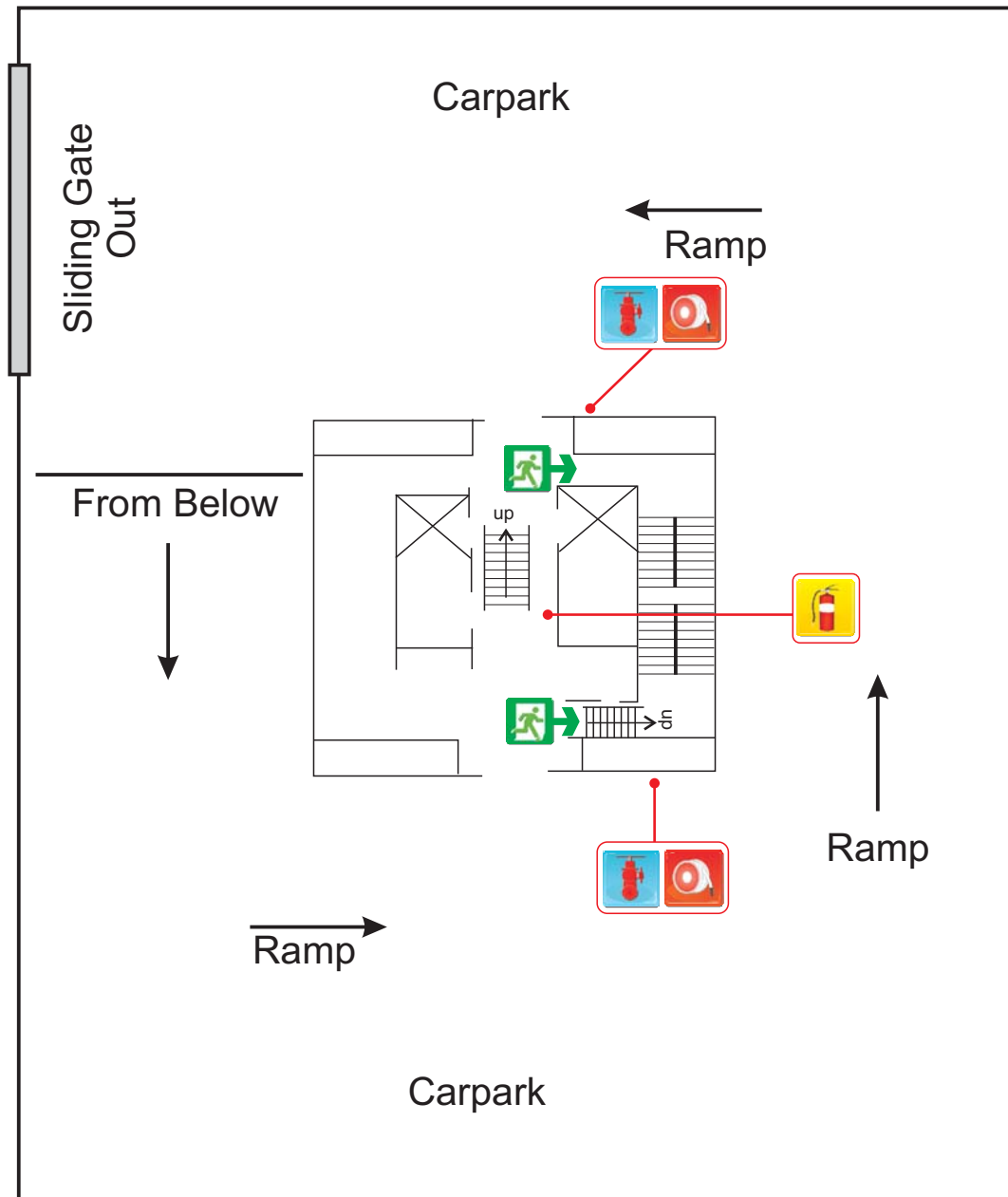


N

# BASEMENT

555 LONSDALE STREET, MELBOURNE

LONSDALE STREET



**first 5 minutes**   
Experience makes all the difference.

Inspection Date: 21 November 2011  
(Valid for a period of 5 year)



DRY CHEMICAL POWDER  
FIRE EXTINGUISHER



FIRE  
HOSE REEL



FIRE  
HYDRANT



EMERGENCY  
EXIT

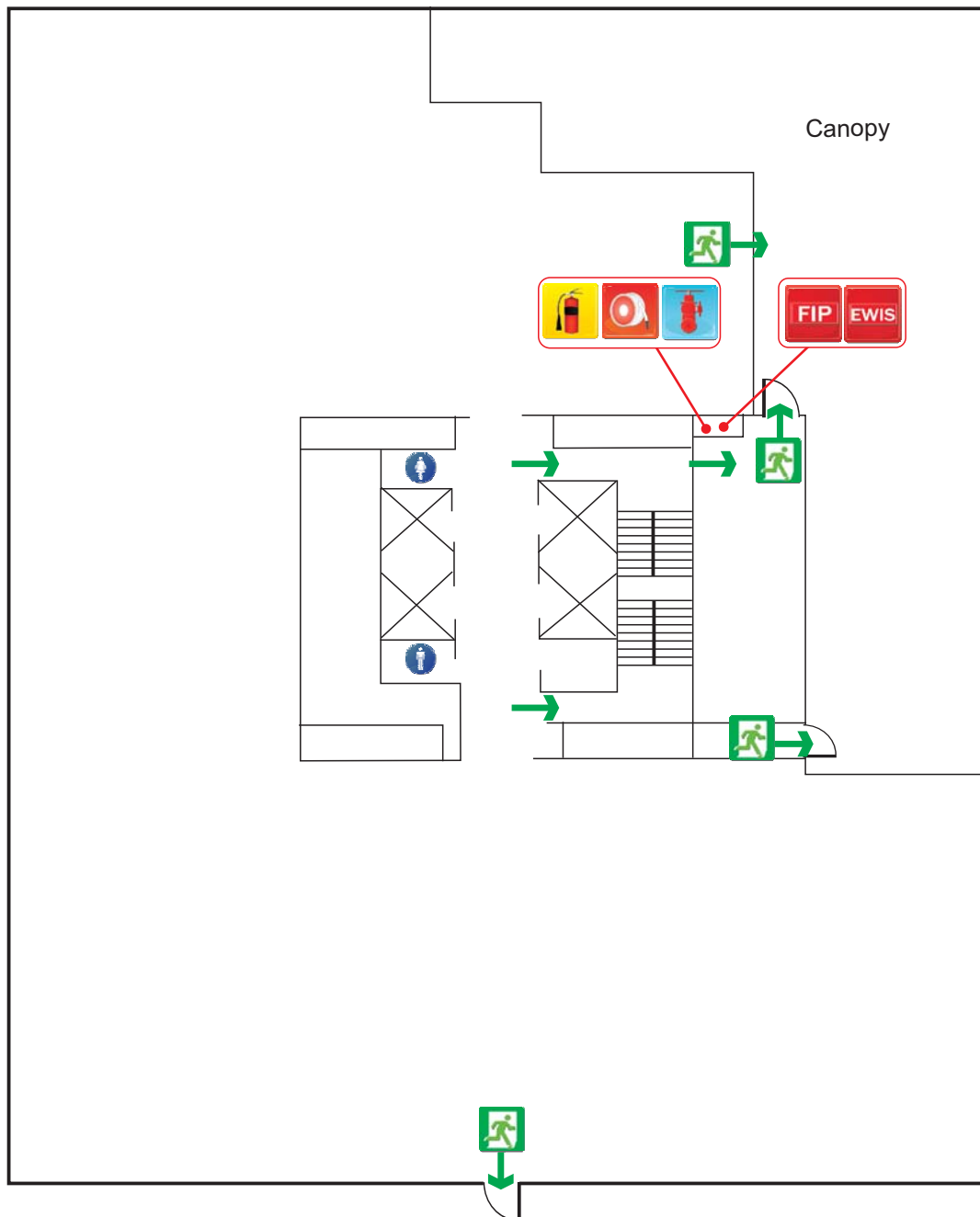


N

# GROUND FLOOR

555 LONSDALE STREET, MELBOURNE

LONSDALE STREET



**first 5 minutes**   
Experience makes all the difference.

Inspection Date: 21 November 2011  
(Valid for a period of 5 years)



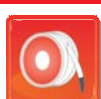
FIRE  
INDICATOR PANEL



EMERGENCY WARNING  
INTERCOM SYSTEM



CARBON DIOXIDE  
FIRE EXTINGUISHER



FIRE  
HOSE REEL



FIRE  
HYDRANT



EMERGENCY  
EXIT

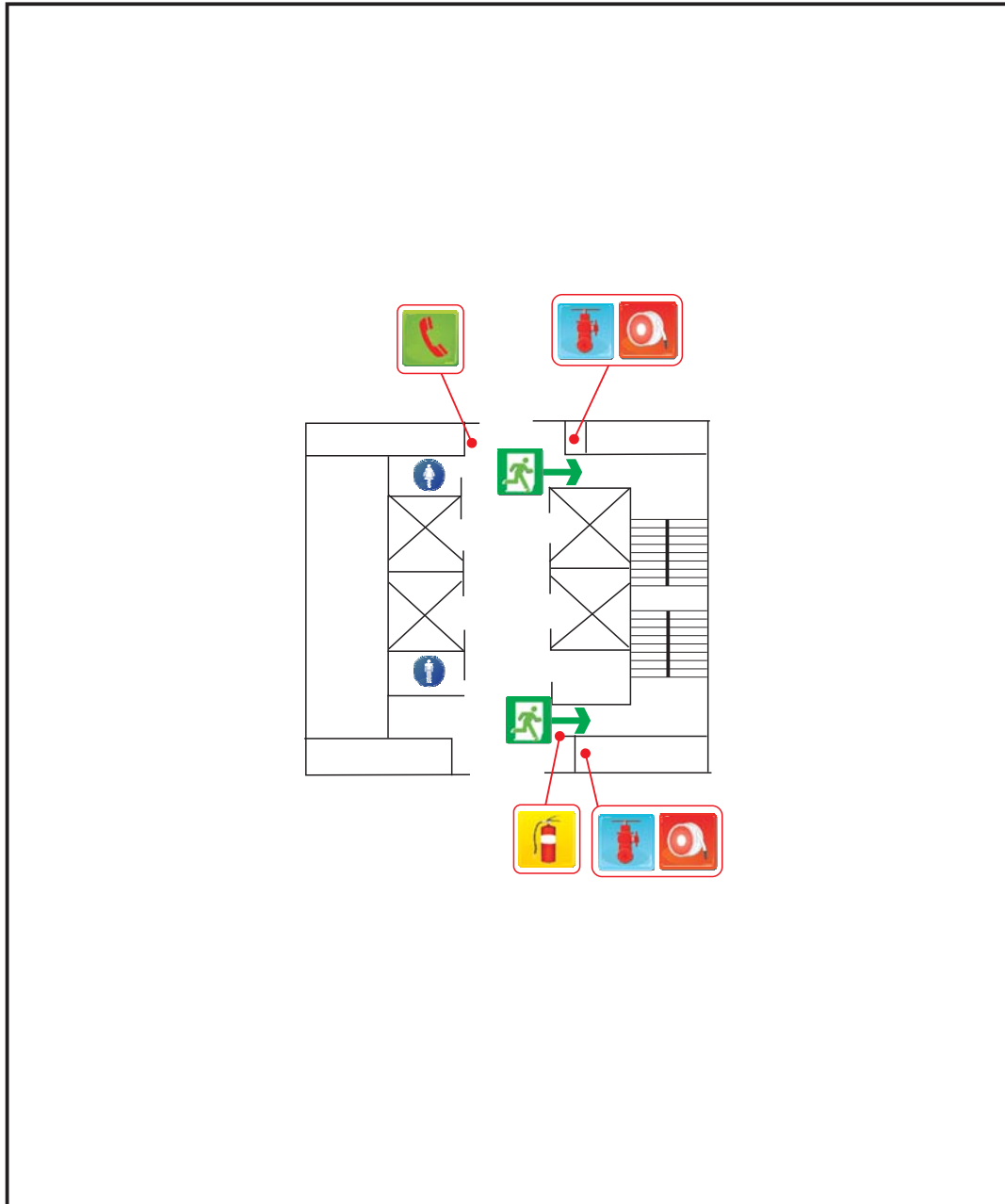


N

# TYPICAL LEVELS 1-12

555 LONSDALE STREET, MELBOURNE

LONSDALE STREET



**first 5 minutes**   
Experience makes all the difference.

Inspection Date: 21 November 2011  
(Valid for a period of 5 year)



WARDEN INTERCOM  
PHONE



DRY CHEMICAL POWDER  
FIRE EXTINGUISHER



FIRE  
HOSE REEL



FIRE  
HYDRANT



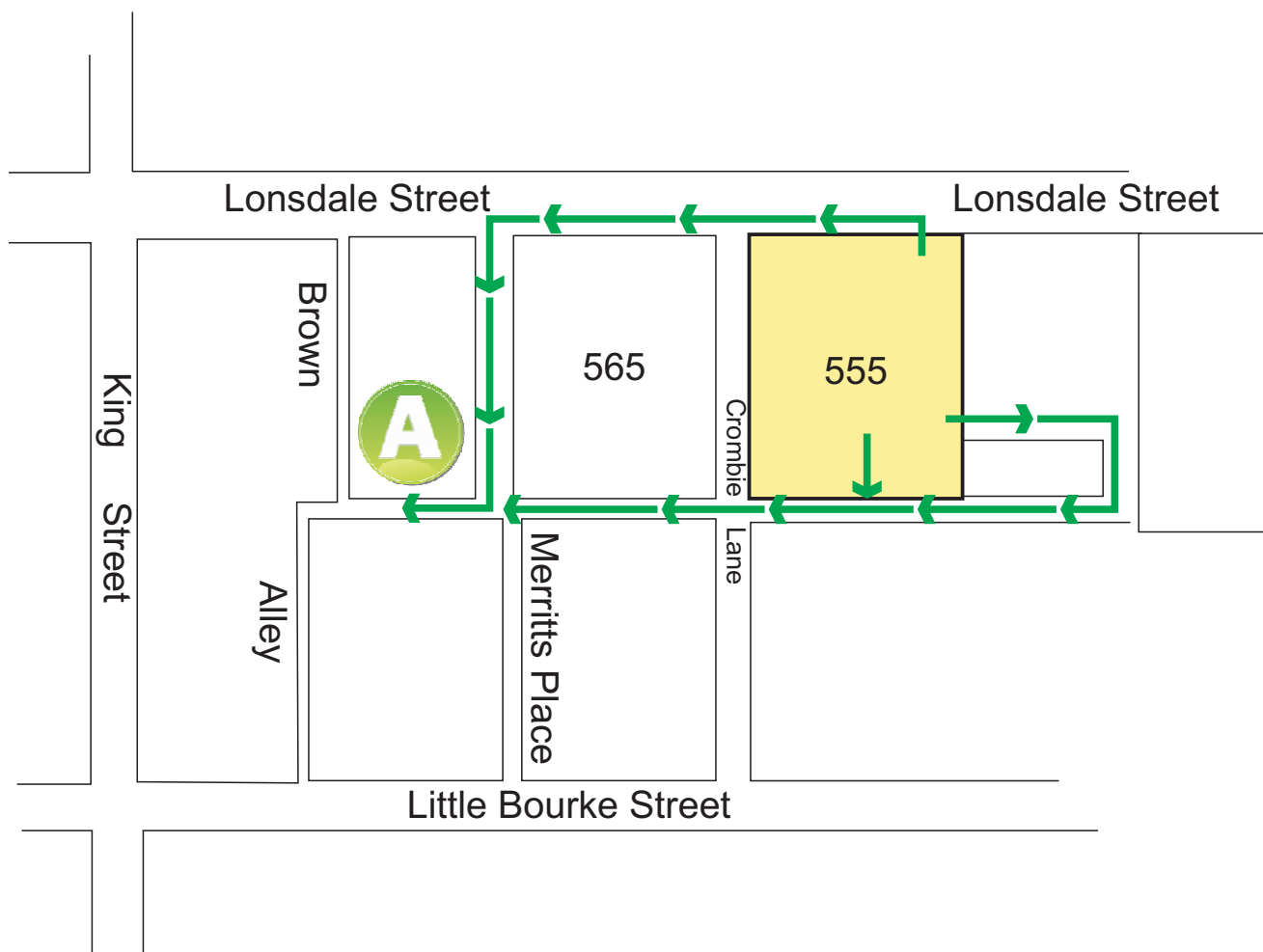
EMERGENCY  
EXIT



N

# ASSEMBLY AREA

555 LONSDALE STREET, MELBOURNE



**first 5 minutes**   
Experience makes all the difference.

Inspection Date: 21 November 2011  
(Valid for a period of 5 year)

