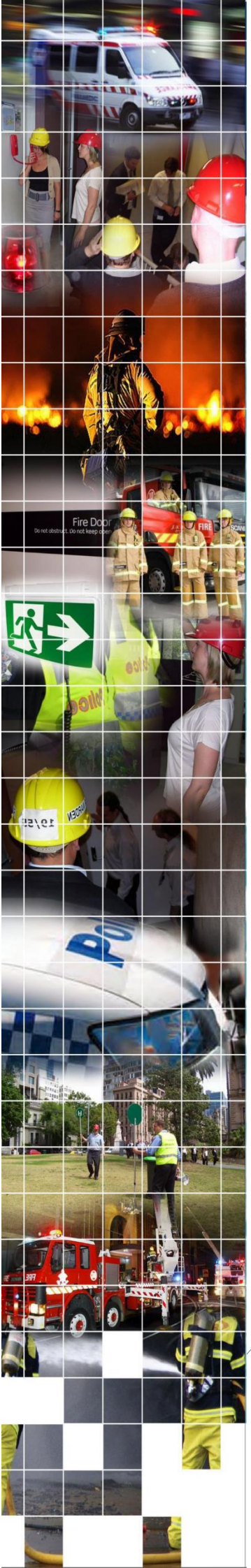


EMERGENCY PROCEDURE MANUAL

460 LONSDALE STREET, MELBOURNE

Uncontrolled when printed

EMERGENCY PLANNING
AUSTRALIA

Issue Date 23.02.20: – Valid Date: 23.02.25 / Version 1.3

Table of Contents

AMENDMENTS

DATE	SECTIONS AMENDED	PAGES AFFECTED	PREPARED BY	APPROVED BY

DISTRIBUTION SHEET

NAME / POSITION	MASTER	WARDEN	DATE	SIGNATURE

SECTION 2 – FORWARD

PURPOSE

These Fire and Emergency Procedures have been designed so that the likely types of emergencies that may occur at 460 Lonsdale Street, Melbourne can be handled safely and effectively.

DEFINITIONS

For the purpose of these procedures, Definitions contained in the Building Code of Australia (BCA) and in the relevant Occupational Health & Safety Legislation and Australian Standards (AS3745-2010) shall apply.

Shall indicates that a statement is mandatory.

May indicates that a statement is an option.

Should indicates a recommendation.

Building, structure or workplace describes building/s or structure/s or workplace/s that is/are occupied by people. It could be an office, warehouse, factory, public building, apartment building, shopping complex or any other place that may be occupied by people.

Emergency could be described as any event, arising either internally or from an external source, which may adversely affect some or all of the occupants within the building/s, structure/s or workplace/s and which requires an immediate response.

Persons with Disabilities describes persons having physical, intellectual, visual or auditory disabilities or impairments which could be either permanent or temporary.

Safe Place could be described as being a safe place within the building/s, structure/s and workplace/s which is/are not under threat from any emergency and from which people are able to disperse after escaping the effect of the emergency to a road or open space.

Emergency Planning Committee (EPC) is a committee responsible for establishing an Emergency Plan, the Emergency Response Procedures and the Emergency Control Organisation (ECO).

The Emergency Control Organisation (ECO) comprises a structured group of personnel, formed by the authority of the EPC, that will initiate an appropriate response to emergency situations.

Emergency Planning Australia (EPA) Authorised and qualified emergency management consultants

AUTHORITY FOR PROCEDURES

These Fire and Emergency Procedures satisfy the requirements specified for an Emergency Plan in accordance with Australian Standard 3745-2010 (Planning for Emergencies in Facilities). These Emergency Procedures have been prepared for the Building/ Property Manager.

GENERAL AUTHORITY

The EPC shall ensure that instructions are given by ECO personnel during an emergency shall overrule the normal management structures. It, therefore, follows that once an emergency is declared, the powers of all Wardens shall override all normal management procedures and they shall have the authority to marshal staff/visitors for the purpose of ensuring that during the emergency, life safety takes precedent over asset protection and production matters.

NOTE: The EPC should ensure that Senior Management is advised of the Authority of the ECO during Emergencies.

FORMATION

These Fire & Emergency Procedures have considered:

- Building/s usage and characteristics of structure/s and workplace
- Appropriateness and adequacy of the physical facilities
- Human resources and communication systems
- General needs for disabled and impaired personnel
- Persons unfamiliar with the Emergency Procedures

And in particular have included consideration for:

- Emergency Planning Committee (EPC)
- Emergency Control Organisation (ECO)
- Visitors
- Evacuation Routes
- Assembly Areas

ROLE OF EMERGENCY PLANNING AUSTRALIA (EPA)

Emergency Planning Australia (EPA) have prepared these Fire and Emergency Procedures in accordance with Australian Standard 3745-2010 (Planning for Emergencies in Facilities), and will conduct training in accordance with the agreement/s made.

INDEMNITY

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

SCOPE

Specific procedures are detailed for fire, medical emergency, bomb threat, hazardous spill/leak, armed hold-up/assault, siege/hostage, civil disorder and evacuation procedures. In addition, guidelines are provided for a range of other types of emergencies.

RISK MATRIX

Rating risk level:

(E) Extreme risk - detailed action/plan required
(H) High risk - needs senior management attention
(M) Moderate risk - specify management responsibility
(L) Low risk - managed by routine procedures

Likelihood:

A Almost certain - expected in most circumstances
B Likely - will probably occur in most circumstances
C Possible - could occur at some time
D Unlikely - not expected to occur
E Rare - exceptional circumstances only

Consequences:

5 Severe - would stop achievement of functional goals / objectives
4 Major - would threaten functional goals / objectives
3 Moderate - necessitating significant adjustment to overall function
2 Minor - would threaten an element of the function
1 Insignificant - lower consequence

Likelihood	Consequences				
	Insignificant	Minor	Moderate	Major	Severe
Almost certain	M	H	H	E	E
Likely	M	M	H	H	E
Possible	L	M	M	H	E
Unlikely	L	M	M	M	H
Rare	L	L	M	M	H

BUILDING DESCRIPTION

FACILITY NAME	**N/A**				
FACILITY ADDRESS	**460 Lonsdale Street, Melbourne**				
PROPERTY MANAGEMENT	**Colliers International**				
BUILDING DESCRIPTION					
Number of levels	**19**	**Basement levels**	**Yes**	**Basement Car Parks**	**No**
Loading Docks	**Yes**	**Mail Rooms**	**Yes**	**Retail**	**Yes**
No. of Lifts	**6**				
BMU on Site	**No**	**BMU Phone No.**	**No**		
BMU Reach Ground?	**No**	**BMURadio Channel**	**No**		
ALARM / DETECTION SYSTEMS					
Location of FIP	**Ground Floor**				
Location of EWIS	**Ground Floor**				
Delay between Tones	**3 Minutes**	**Key**	**003**		
Detectors		**Smoke**	**Yes**	**Thermal**	**Yes**
		Beam	**Yes**	**VESDA**	**No**
Manual Call Points		**Fire Panel (Red)**	**Yes**	**EWIS (White)**	**Yes**
		Door Release	**Yes**		
COMMUNICATION SYSTEMS					
2-Way Radios	**No**	**Emergency Channel**	**No**	**No. WIPs Per Floor**	**1**
PA Available	**Yes**	**Mobile Phone**	**No**	**Call FM**	**No**
ACCESS / SEUCRITY SYSTEMS					
Proximity Card Access	**Yes**	**Visitor Procedures**	**Yes**	**Concierge Manned**	**No**
Duress Alarms	**No**	**CCTV**	**Yes**		
ON ACTIVATION OF FIRE PANEL					
Ground Lifts	**Yes**	**Shut Down Air Con**	**Yes**	**Services Notified**	**Yes**
Pressurise Stairwells	**Yes**	**Start Exhaust Fans**	**Yes**	**Release Door Locks**	**No**
SUPPRESSION SYSTEMS					
Extinguishers		**Dry Chemical**	**Yes**	**Carbon Dioxide**	**Yes**
		Water	**No**	**Wet Chemical**	**No**
		Foam	**No**	**Other**	
Fire Blankets	**Yes**	**Hose Reels**	**Yes**	**Hydrants**	**Yes**
Sprinklers Installed?	**Yes**				
SPECIAL RISKS					
Gas	**No**	**Shut Off Valve**	**Refer to property management**		
Flammable Liquid	**No**	**Location**	**Refer to property management**		
Dangerous Goods	**No**	**Type**	**Refer to property management**		
SDS Available	**No**	**Location**	**FM Office and FIP**		
PEEPS held on file?	**Yes**	**Location**	**EPM**		

INCIDENT REPORTING

To help prevent an emergency from happening again, and to help improve the Fire and Emergency Procedures, all emergencies should be reported to the Building/Property Manager. The Supervisor of the area where the emergency took place should fill in an Incident Report Form and send it to the Building/Property Manager as soon as possible.

Incident Investigation Report

Instructions: Completed forms must be entered into winOHS or forwarded to the Division HSE Manager immediately.

- **Injuries/Illnesses** – Complete White and Yellow questions on this form.
- **Environmental and Property Damage Incidents** (including near misses) – Complete the White and Green questions.
- **Public Liability Incidents** (including injury/illness and property damage for members of the public) – also complete the relevant Orange questions.

Affected Person Name:		Date		winOHS Case ID: (OFFICE USE ONLY)	

Part 1. Incident Details

1. Brief description of what happened

2. Workplace Name		Exact location	

3. Incident Category	**4. Injury/Illness Type** (Incident of Injury/Illness only)
(Select one) ☐ Injury/Illness ☐ Environmental ☐ Property Damage ☐ Near Miss	**(Select one)** ☐ First Aid Injury Only ☐ Medically Treated ☐ Lost Time Injury ☐ Illness (Contagious) ☐ Fatality ☐ Illness (Non-contagious)

5. If the affected person was a worker, were they injured:

(i) Travelling to or from work? **(ii) Travelling to or from an external work-related venue?**	☐Yes ☐ No ☐Yes ☐ No
If 'Yes' to either of the above, please specify the mode of transport: ☐ Motor vehicle ☐ Motor cycle ☐ Public transport (train, bus, ferry, tram)	☐ Bicycle ☐ Walking ☐ Other [Specify: _____] ☐ N/A

6. Risk Ranking (For more guidance on determining the risk ranking, refer to the JLL Risk Matrix.)

☐ Extreme – (potential for multiple fatalities; catastrophic and permanent or long term environmental harm) ☐ High – (potential for a single fatality; significant and permanent or long term environmental harm) ☐ Medium – (potential for a permanent or long term injury or illness; short or medium term environmental harm) ☐ Low – (potential for first aid injury only; minor and/or short term environmental harm)	**Is there a potential risk of further legal actions/ claims?** ☐Yes ☐ No Comments:

7. Who or what was affected?

☐ Employee ☐ Contractor/Service Provider ☐ Young Worker (Employee) ☐ Young Worker (Contractor)	☐ Member of the Public (see PART 1, section 7A) ☐ Hotel Guest (see PART 1, section 7A) ☐ Environment ☐ Heritage	☐ Vehicle (see PART 5 of this form) ☐ Plant ☐ Structure ☐ Other [Specify: _____]

7A. Injured person specific information:

Did the affected person appear to be under the influence of drugs or alcohol? ☐Yes ☐ No Comments:

☐ Using a walking stick ☐ Using a walking frame ☐ Using a wheelchair ☐ Using a motorised wheelchair/ scooter	☐ Wearing spectacles/ visually impaired ☐ Wearing sunglasses ☐ Carrying objects ☐ Other impairments [Specify: _____]	☐ Footwear- high heels ☐ Footwear- thongs ☐ Footwear- walking shoes ☐ Other [Specify:_____]

8. Identify the primary risk source (For Near Miss, Environmental and Property Damage Incidents)

☐ Air Quality ☐ Being Hit By Moving Objects ☐ Biological eg. Sharps, Blood ☐ Contact with Animals eg. Stings ☐ Contact with Electricity ☐ Contact with Hazardous Substances ☐ Contact with Services not Electricity ☐ Environmental eg Soil, Water	☐ Exposure to Hazardous Materials ☐ Fall from Height ☐ Fall, Slip, Trip – Same Level ☐ Fire, Explosion ☐ Guarding to Rotating Parts ☐ Muscular Stress ☐ Heat or Cold eg. Burn, Hyperthermia ☐ Hitting Objects with the Body ☐ Noise	☐ Plant & Equipment ☐ Property Damage ☐ Psychological eg. Stress, Trauma ☐ Threat, Violence ☐ UV Radiation ☐ Motor Vehicle Accident ☐ Weather Events eg. Wind, Rain etc. ☐ Other [Specify:] ☐ N/A

9. Identify the primary agency of Injury/Illness

☐ Biological Agencies ☐ Chemicals ☐ Human Agencies ☐ Indoor Environment ☐ Live Animals ☐ Machinery and Fixed Plant	☐ Mobile Plant ☐ Powered Equipment and Tools ☐ Non-living Animals ☐ Non-Metallic Substances ☐ Non-Physical Agencies ☐ Non-Powered Equipment ☐ Non-Powered hand Tools	☐ Other Materials, Substances or Objects ☐ Road Transport ☐ Other Transport ☐ Outdoor Environment ☐ Other [Specify: _____] ☐ N/A

10. Identify the primary nature of Injury/Illness

(Select one) ☐ Burns ☐ Contusion (Bruising and Crushing) ☐ Damage to Artificial Aids ☐ Dislocations ☐ Effects of Weather, Air Pressure etc ☐ Foreign Body in Eye, Ear, Mouth ☐ Fractures of the Vertebral Column ☐ Fractures (Not Vertebral Column)	☐ Intracranial Injury (eg. Concussion) ☐ Multiple Injuries ☐ Open Wound not Amputation ☐ Poisoning and Effects of Toxins ☐ Sprains and Strains ☐ Superficial Injury ☐ Traumatic Amputation ☐ Cancers and Other Neoplasms ☐ Deafness	☐ Diseases of the Circulatory System ☐ Disorders of Tendons and Ligaments ☐ Eye Disorders (Non-Traumatic) ☐ Hernia ☐ Infectious and Parasitic Diseases ☐ Mental Disorders ☐ Other Nervous System Diseases ☐ Other Musculoskeletal Diseases ☐ Other Skin Diseases ☐ Other Digestive System Diseases

SECTION 3 - ORGANISATION

EMERGENCY PLANNING COMMITTEE (EPC)

The Emergency Planning Committee (EPC) shall be formed from representatives of the buildings occupants and shall include:

- A Chief Warden
- Deputy Chief Warden/s
- Occupant Group Representative/s
- Specialist Knowledge Personnel

All EPC personnel should be trained in Fire & Emergency Procedures. This training should be conducted under the following circumstances:

- At the time personnel become members of the EPC.
- If personnel duties are altered.
- Revision training should be conducted at least annually.

The EPC shall meet regularly (at least annually) to:

- Establish and implement Emergency Plans and Procedures.
- Determine the requisite number of ECO personnel consistent with the nature/ risk/within the building.
- Ensure that the Chief Warden personnel are appointed.
- Ensure that other personnel are appointed to positions within the ECO.
- Arrange ECO personnel training.
- Arrange evacuation exercises.
- Review effectiveness of evacuation exercises.
- Arrange for procedure improvements.
- Determine who will implement the emergency procedures.
- Ensure that, during emergencies, instructions given by ECO personnel shall overrule normal Management instructions.

Consideration should be given to First Attack Fire Fighting, Dealing with Office/ Workplace Fires, First Aid, Environmental Safety and Equipment shut down Procedures.

The EPC shall arrange the replacement of Wardens who are no longer available and shall nominate other suitable personnel to cover for any short term absences.

EMERGENCY CONTROL ORGANISATION

The ECO shall be appropriate to the building and will be responsible for initiating the appropriate response to emergency situations so as to supervise the safe movement of occupants from the building during that emergency. The ECO is to provide sufficient personnel appropriate for the building, which may include the following as decided by the E.P.C.

- A Chief Warden
- Deputy Chief Warden/s
- Communications Officer/s
- Floor Warden/s
- Warden/s
- Escort/s

During hours of reduced staffing when these personnel may not be present, the most senior - trained - staff present will assume these roles.
Section 6 of the Manual contains Primary Roles and Responsibilities where, various Warden Duties and responsibilities are outlined in detail

A register of all ECO personnel within the building shall be kept up to date and available.

Meetings of ECO personnel shall take place at intervals not greater than six months.
These meetings shall be used as venues for skill maintenance sessions so as to improve knowledge and skills and maintain personnel interest.

It is important that people selected to be members of the ECO are physically capable of performing their duties, are mature and possess leadership qualities so as to command authority and be able to give clear directions in their communications with others.

They would need to be capable of remaining calm under pressure, being consistently available to respond to emergencies on the premises and possess a willingness and ability to undergo relevant training.

- Key ECO personnel should have a reliable means of communication at all times.
- The Chief Warden is to ensure compliance with AS 1851.19 2005.

LIAISON WITH ADJACENT BUILDING MANAGERS

It will be appreciated that any emergency occurring in this building could readily, either directly or indirectly, spill over and affect any adjacent building and their personnel and vice versa.The Chief Warden and the Deputy Chief Warden should contact their counterparts in adjacent/neighbouring buildings to establish a liaison and procedure to be followed to keep each other informed as to the nature of the emergency, its progress and how or if it could extend to involve their building or personnel.
They should establish regular contact with those involved to exchange such information and data as:

• Name of person (or deputy in their absence) to contact when an emergency occurs and contact numbers.

MEDIA STATEMENTS

In the event of an emergency, only the Building/Property Manager or persons authorised by him/her should make statements to the media. When a significant emergency occurs, a media statement should be prepared as quickly as possible, and include:

• A description of the nature of the emergency
• The corrective action taken, and its effectiveness
• When the emergency is expected to be over
• The investigative action that is to be taken
• Any assistance that can be given by the media

Only facts should be stated. Statements as to the cause and effects of the emergency should be avoided until a thorough investigation is conducted.

STATUTORY INVESTIGATION

Statutory investigation of some emergencies may be required by the Coroner, Police, Emergency Services, Workcover Authority or other authorities. Full co-operation should be given in these circumstances. During emergency operations, the area should only be disturbed as necessary to control the incident, until investigations are completed. Actions taken during the emergency, and any noteworthy features of the incident should be communicated to the investigator.

COMBATING EMERGENCIES

It is the 460 Lonsdale Street, Melbourne policy that combating emergencies is the responsibility of the Emergency Services. An initial response to fires and other emergencies may be conducted, when safe, by trained persons. Selected employees may be given such training, the procedures for which are given in Sections 8 through 11 of the master manual.

HAND-OVER OF EMERGENCY CONTROL OPERATIONS

Control of emergency operations should be handed over to the Emergency Services when they arrive. This hand-over would normally be carried out by the Chief Warden, who would tell the Emergency Services of:

- Any persons missing, killed or injured
- The type of emergency
- Emergency control actions already taken
- Any unusual on-site hazards
- Any other information that could assist the safe and effective control of the emergency.

TERMINATING THE EMERGENCY

After the Emergency Services organisation have relinquished control of the site, the Chief Warden in consultation with the Emergency Services Commander and workplace management shall decide when to resume normal operations. Staff should re-enter the building and resume normal duties before members of the public are allowed to enter the building.

Debriefing of staff to improve future emergency responses shall be carried out after the incident. Where deaths, injuries or threats to life and limb have occurred, personnel should be counselled by trained persons to mitigate the effects of post-traumatic shock.

REPORT ON EMERGENCY

After any emergency, a report shall be prepared by the manager of the area concerned to:

- Give recommendations to prevent a recurrence of the incident
- Give recommendations to improve the emergency response to any future incidents.

The incident report form included in the Attachments Section of the master manual can be used, supplemented with separate narrative and attachments where required.

EMERGENCY TRAINING

Records

Records of all personnel trained must be kept by the Building/Property Manager.
Emergency & Evacuation Exercises

Emergency exercises will be scheduled at a frequency that ensures that all staff participates in at least one exercise in any 12-month period.

Evaluation

A de-briefing, involving key personnel, will be conducted after each exercise.

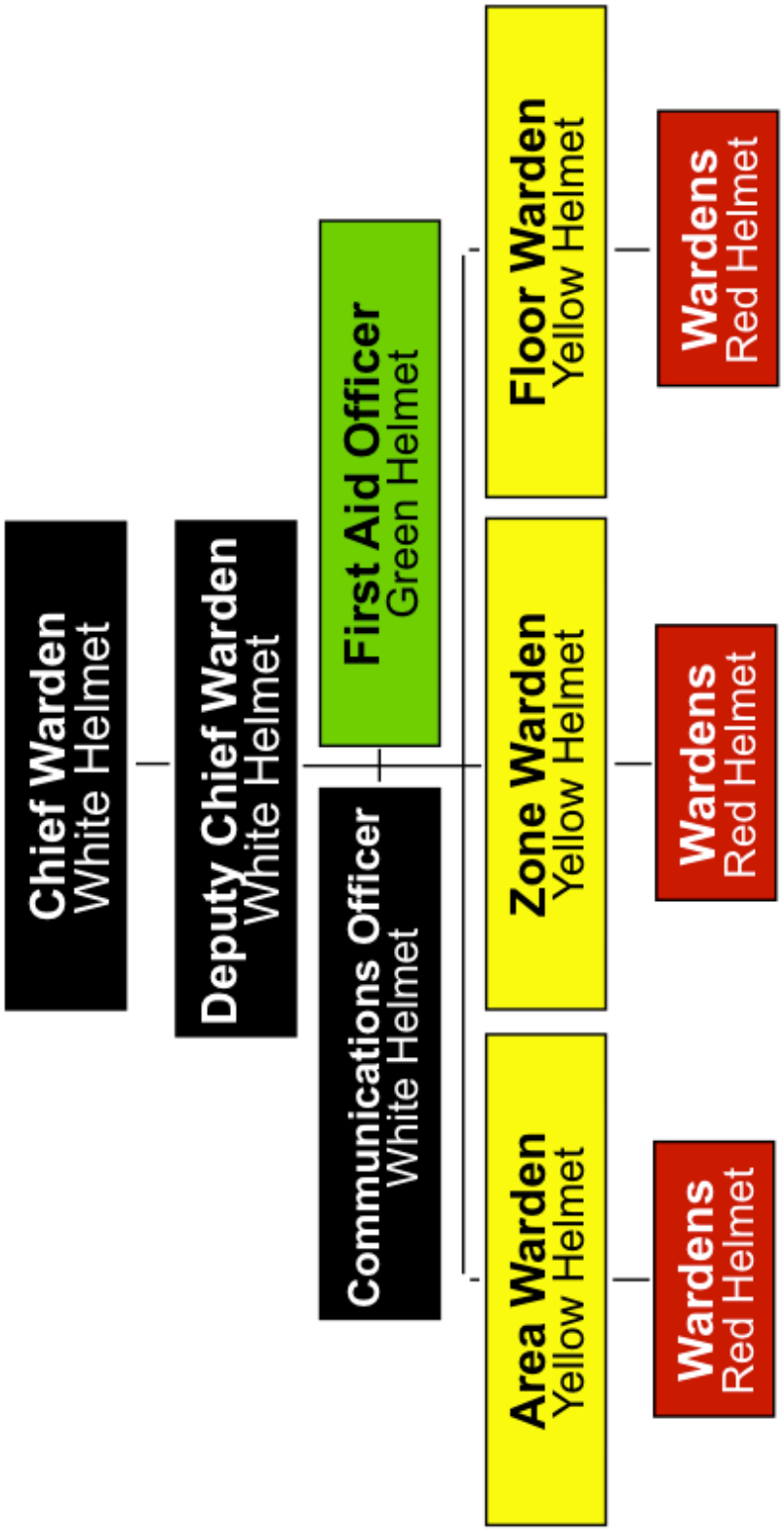
Records

Records of exercises must be kept for a period of 7 years.

FIRE SAFETY CHECK

The Chief Warden/Building Management will ensure that fire safety checks of essential life safety equipment, are conducted in accordance with prescribed management procedures, AS 1851 2005 should be the reference.

EMERGENCY CONTROL ORGANISATION

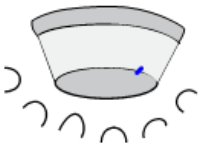


SECTION 4 – EQUIPMENT

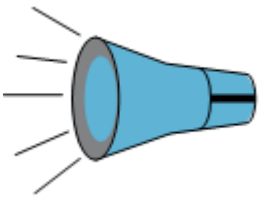
INTRODUCTION

Equipment has been installed around the site for use during an emergency. It shall be maintained, to the relevant Australian Standards and accessible for immediate use, and their locations appropriately signposted. The range of equipment provided is shown below:

WET PIPE SPRINKLER SYSTEM
A wet pipe sprinkler system is installed throughout the building. When activated, it will raise the alarm by activating the E.W.I.S. and provide an automatic alarm to the Service Provider, and the local alarm bell near the sprinkler system control valves will sound. The sprinkler heads affected by the fire (and only those heads) will discharge water so asto contain the fire. Under no circumstances will the Chief Warden or any other person turn the sprinkler system off. The Fire Service will undertake this task when they are satisfied it is safe to do so.



FIRE ALARM SYSTEM
Located throughout the building. The system is designed to detect the presence of fire and raise the alarm by activating the F.I.P and provide an automatic alarm to the Emergency Services.



EMERGENCY WARNING SYSTEM (E.W.I.S.)
The system will operate in a cascade mode, i.e. the operation of a manual call point or a fire alarm on the floor and will cause the alert tone to sound on the alarmed floor for three minutes. If manual control is not taken within that period, the alarmed floor tone will automatically change to the evacuation tone with speech message. The alert tone will be activated for a preset time on the two floors above and one floor below. After that time it will change to the evacuation tone and the alert tone will be activated on the next floor above and one below. This cycle will continue until the total building is evacuated or manual control is taken.

RED MANUAL CALL POINT (R.M.C.P.)
Activation of this alarm is located in Fire Control Room. It will activate the Fire indicator panel and provide an automatic alarm to the Fire Service.

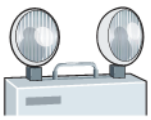
ACCESS CONTROL SYSTEM
An Access Control System is installed in the building and is interfaced with the building Fire Alarm System and on a fire trip will release most doors.

AIR CONDITIONING PLANT
The air conditioning plant is connected to the fire alarm system. The automatic fire mode will help exhaust smoke from the affected floors whilst providing a fresh air supply to the remaining floors of the building.

BREAK GLASS DOOR RELEASE

Located throughout the site. These unlock the doors to allow egress in an emergency. They are clearly labelled and do not activate the fire alarm or fire indicator panels.

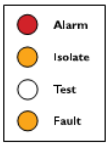
EMERGENCY EXIT SIGNS
Emergency exit signs are installed throughout the building. They are designed to be able to operate with or without mains power supply.



EMERGENCY LIGHTING
Emergency lights are installed throughout the building. These lights have emergency power back up to provide illumination during a power failure.

EXTINGUISHERS
Fire extinguishers are provided for first attack fire fighting, when safe, by employees trained in their use. Procedures for the use of extinguishers are given in Section 8 of the Master Manual.
Note: It can be dangerous to use an incorrect extinguisher on some types of fires.

FIRE BLANKETS
These are made of woven glass fibres. Some may be a 'wet' blanket incorporating a chemical that protects and treats burns, used for burning clothing and general kitchen fires. Check the instructions on the blanket container for details.

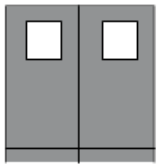


FIRE INDICATOR PANEL (F.I.P.)
The Fire Indicator Panel is located Fire Control Room near carpark lifts. Fire detection devices will activate the F.I.P and automatically notify the Service Provider who will contact the Emergency Services. The F.I.P. is share by the entire complex.

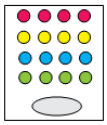
FIRST AID
First aid kits are located throughout the building as required by legislation. Only trained first aiders should give treatment.

HOSE REELS
Hose reels are provided for first attack fire fighting, when safe, by employees trained in their use. Some hose reels are now fitted with flow meters which may automatically call the Fire Service if the hose reel is turned on. Procedures for the use of hose reels are given in Section 8 of the Master Manual.
Note: It can be dangerous to use a hose reel on some types of fires.

HYDRANTS
Fire hydrants are provided for use by the Fire Service only. Fire hydrants are normally lead-sealed by the Water Authority and should not be used for non-emergency purposes.

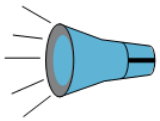


LIFTS
All lifts have key controlled lift immobility. The key switch brings all lifts to ground floor and holds them there. During activation of fire indicator panel, Lifts will ground automatically
Note: In an Emergency Evacuation, lifts should be isolated to prevent their use by anyone other than Emergency Services.

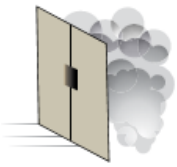


MECP
The Master Emergency Control Point (MECP) is located Fire Control Room.
Note: The MECP is shared by the entire complex.

SAFETY DATA SHEETS (S.D.S.)
Safety Data Sheets (S.D.S.) detailing action which can be safely taken to control a spillage of hazardous material should be available if required.



P.A. SYSTEM
A public address system is incorporated in the building's E.W.I.S. It may be used to advise staff of an emergency. In the case of failure of the E.W.I.S., runners will be used to alert staff of the emergency.



SMOKE DOORS
Located on all levels. These doors help prevent the spread of smoke and fire to other areas of the building. Fire doors must never be held open unless by a magnetic device linked to the detection system so as to automatically close on the detection of smoke.

SPILL EQUIPMENT
Spill absorbent material may be located in various locations. Only trained persons should engage in spill control operations.

SECTION – 5 PROCEDURES

INTRODUCTION

It would be impossible to have procedures for every conceivable type of emergency that could occur on site. However, setting up an Emergency Control Organisation (ECO) to cover the more common types of emergencies will create an infrastructure that can handle most emergencies safely and effectively.There are a number of common principles in handling all emergencies.

They are:

- It must be reported to the Emergency Control Organisation and the outside Emergency Services.
- People who need to take action during the emergency have to be alerted.
- People endangered by the emergency will need to be safeguarded.
- If safe, property threatened by the emergency should be protected.
- If safe, the site will need to be restored to normal operations.

In handling any emergency the following priorities should be strictly adhered to:

1. Protect people
2. Protect property/environment
3. Restore normal operations

This section is designed to outline procedures only. Detailed instructions for members of the ECO are given in Sections 6 to 11 of the Master Manual.

FIRE PROCEDURES

FIRE PROCEDURE

If a fire occurs, the following procedure should be carried out:

PERSON WHO DISCOVERS THE FIRE

- Warns and removes anyone in immediate danger.
- Notifies the Wardens.
- Notifies the Chief Warden / Communications Officer.
- Extinguishes fire, if it is safe to do so, and the person is trained. If not, evacuates area.

COMMUNICATIONS OFFICER

- Calls Fire Service on **'000'** Authorised by Chief Warden
- Alerts Wardens, staff and other tenants using the E.W.I.S. or runners.

FLOOR WARDENS/WARDENS

- Evacuates areas if required or if instructed by the Chief Warden.
- Accounts for personnel.
- Acts as requested by the Chief Warden.

CHIEF WARDEN

- Ensures evacuation route and assembly area are checked for safety.
- Ensures Emergency Services are called.
- Co-ordinates emergency actions.
- Provides liaison with the Fire Service.
- Ensures visitors book is available.
- Ensures all personnel accounted for.
- Reports missing/injured people to Emergency Services.

MEDICAL EMERGENCY PROCEDURES

MEDICAL EMERGENCY PROCEDURE

If a person is seriously injured or ill, the following procedure should be carried out:

PERSON WHO DISCOVERS CASUALTY

- Notifies Warden/s
- Prevents unqualified persons from treating or unnecessarily moving Casualty.
- Alerts the Communications Officer

COMMUNICATIONS OFFICER

- Alerts Duty First Aider/s
- Notifies Chief Warden
- If required, calls Emergency Services **'000'**, and asks for Ambulance.

FLOOR WARDENS/WARDENS

- Provides assistance to First Aider/s.

FIRST AIDER(S)

- Gives First Aid treatment to Casualty as required.
- Requests assistance as required.

CHIEF WARDEN

- Provides assistance to First Aider/s.
- Arranges guidance for Ambulance/ Rescue Services.

BOMB THREAT PROCEDURES

BOMB THREAT PROCEDURE

If a bomb threat is received, the following procedure should be carried out:

PERSON WHO RECEIVES THREAT

- Remain calm and get as much information as possible from the caller.
- If immediately handy, use Emergency Flipcard/Phone Threat Checklist to prompt your questions.
- **DO NOT** hang up your telephone when the call is completed.
- If available record the Call Number Identification (CNI).
- Quietly, to avoid panic, advise your Warden(s).
- Complete a **Phone Threat Report** as quickly as possible after the call.
- If requested, attend a meeting to elaborate on your Phone Threat Report and remain available.

FLOOR WARDEN

- Notifies Chief Warden
- Acts as directed.

CHIEF WARDEN

- Effects action to safeguard personnel
- Notifies Police.
- Consults with Police.
- Organises Search Team if appropriate.

SEARCH TEAM

- Searches for suspicious articles as briefed.
- Immediately notifies the Chief Warden/Police if any suspicious articles are found **(Do NOT touch them)**.

GENERAL PERSONNEL

- Acts as instructed by the Chief Warden.

1. Bomb threats may require a different response to other emergencies. For example, if it is thought a bomb is located in or near the assembly area, evacuation to a different area or no evacuation at all may be ordered. *Section 10 of the Master Manual gives further details.*
2. Mobile phones should be turned off, unless otherwise directed.
3. Radios should not be used in a transmit mode unless directed.

HAZARDOUS SPILL / LEAK PROCEDURES

HAZARDOUS SPILL/LEAK PROCEDURE

If a hazardous material spill, flammable liquid spill or gas leak occurs, the following procedure should be carried out:

PERSON WHO DISCOVERS SPILL/LEAK

- Warns and removes anyone in immediate danger.
- Notifies Communications Officer.
- If safe, protected and trained, contains spill/leak. If not, evacuates area.

COMMUNICATIONS OFFICER

- Notifies Chief Warden
- Alerts Warden and Staff
- If required, calls Emergency Services **'000'**, and asks for Fire Service.

FLOOR WARDENS/WARDENS

- Evacuates areas if required, or if instructed by the Chief Warden.
- Accounts for personnel.
- Acts as requested by Chief Warden.
- Ensures current emitting devices are turned off.

CHIEF WARDEN

- Ensures Emergency Services are called.
- Alerts other tenants on site.
- Co-ordinates emergency actions.
- Provides liaison with Emergency Services and neighbours.

Note: *Assembly areas and the routes to them will be subject to wind direction.*

ARMED HOLD-UP / ASSAULT

ARMED HOLD-UP/ASSAULT

GENERAL

Staff should be on the lookout for any suspicious activity by persons or vehicles near any business.
Note the description and registration number of suspicious vehicles and/or persons.
Inform the Police immediately.

DURING A HOLD-UP

Co-operation is more important than **Intervention**.

- Try to remain calm, control your emotions and avoid any action which may incite violence.
- Obey the intruder/s instructions, do precisely as you are told, and nothing more. **DO NOT** volunteer information.
- Notify the intruder what you are doing, make no sudden movement.
- Observe as much as possible as to the description of the intruder/s, including clothing and other distinguishing features. **DO NOT** stare at the intruder/s.
- **DO NOT** touch anything which may have been handled by the intruder/s.

AFTER A HOLD-UP

As Soon As It Is Safe To Do So:

- Activate any alarm or duress device if applicable.
- Telephone the Emergency Services **'000'**, ask for Police. Tell them **"I have been held-up."**
- Give your name, telephone number, exact location of incident, and description of any person/s and vehicle/s involved.
- State clearly if the person was armed and type of weapon.
- Notify Chief Warden/Wardens.

CHIEF WARDEN/WARDENS

- Close the premises completely and **DO NOT** allow any unauthorised people to enter.
- **DO NOT** allow any person to handle or disturb areas used by the intruders.
- Ask witnesses to remain until interviewed by Police or if they insist on leaving ask for their names, addresses and telephone numbers.

MEDIA/PUBLIC CONTACT/COMMENT

DON'T discuss the occurrence with any person outside your business.
Ensure that staff or witnesses are provided with trauma counselling if necessary.

SIEGE/HOSTAGE PROCEDURE

If a Siege/Hostage situation occurs the following procedure should be followed:

PERSON WHO OBSERVES THE SITUATION

- Avoids direct communication with person/s.
- If safe observes the situation.
- Communicates the details to the Communications Officer.

COMMUNICATIONS OFFICER

- Calls Emergency Services on **'000'**, asks for Police.
- Alerts ECO if safe and appropriate.

CHIEF WARDEN

- Ensures the Police have been notified.
- Ensures the situation is isolated if safe to do so, by keeping the public and others away from the incident.
- Contains the situation by confining the incident to as small an area as possible.
- Follows any internal policy and Police directions.

CIVIL DISORDER PROCEDURE

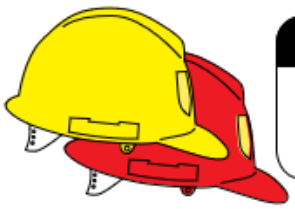
If a civil disorder (threatening mob/person) occurs, the following procedure should be carried out:

PERSON WHO OBSERVES CIVIL DISORDER

- Avoids communication with mob/person.
- Notifies the Communications Officer.

COMMUNICATIONS OFFICER

- Notifies Chief Warden
- Calls Emergency Services on **'000'** and asks for Police.



FLOOR WARDENS/WARDENS

- If safe, secures entrances (while still allowing emergency egress).

CHIEF WARDEN

- Acts in accordance with Police direction and internal company policy.
- Initiates action to restrict entry to the building.
- Alerts other members of the Emergency Control Organisation.
- Initiates action to prevent contact between the demonstrators and the building's occupants
- Notifies nominated managers.
- Checks security of the area.
- Organises withdrawal of staff where necessary.
- Supervises the locking up of offices securing records, files, cash and other valuable property.
- Promotes an air of confidence and calmness.

EVACUATION PROCEDURES

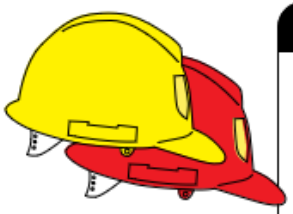
EVACUATION PROCEDURE

CHIEF WARDEN

- Ensures evacuation route and assembly area are checked for safety.
- Orders Evacuation of:
  - Immediate danger area > Adjacent areas > Entire building.
- Ensures:
  - Emergency Services are notified.
  - Re-entry is restricted, if safe to do so.
  - Missing or injured are reported to Emergency Services.
  - Liaison with Emergency Services.
- Undertakes re-entry/restoration actions, when safe to do so.
- Ensures staff re-enter before visitors.

COMMUNICATIONS OFFICER

- Notifies Emergency Services.
- Keeps log of events.
- Acts as required by Chief Warden or Emergency Services.



FLOOR WARDENS/WARDENS

- Evacuates occupants using nearest safe exits.
- Searches all areas if safe.
- Moves occupants clear of building.
- Reports areas clear to Chief Warden.
- Prevents re-entry if safe to do so.
- Accounts for staff.
- Reports missing or injured to Chief Warden/ Emergency Services.
- Acts as required by Chief Warden/Emergency Services.

STAFF – GENERAL

- Act as directed by Wardens.
- Assist in evacuation of visitors and people with disabilities.
- Do not collect belongings unless directed to do so.
- Go to assembly areas.
- Do not re-enter unless authorised to do so.
- Report anyone missing or injured to Warden.

LOCK DOWN PROCEDURE

This procedure will be activated in the case of:

- Active shooter
- Gas leaks, chemical/toxic spills
- Emergency in the area
- Extreme weather event

It will be indicated by a PA announcement calling out "lock down".

The safety of occupants & staff is paramount.

CHIEF WARDEN

- Ensures:
  - Emergency Services are notified.
  - Re-entry is restricted, if safe to do so.
  - Liaison with Emergency Services.
  - Lock down if appropriate & safe.
- Undertakes re-entry/restoration actions, when safe to do so.
- Any missing or injured are reported to Emergency Services.

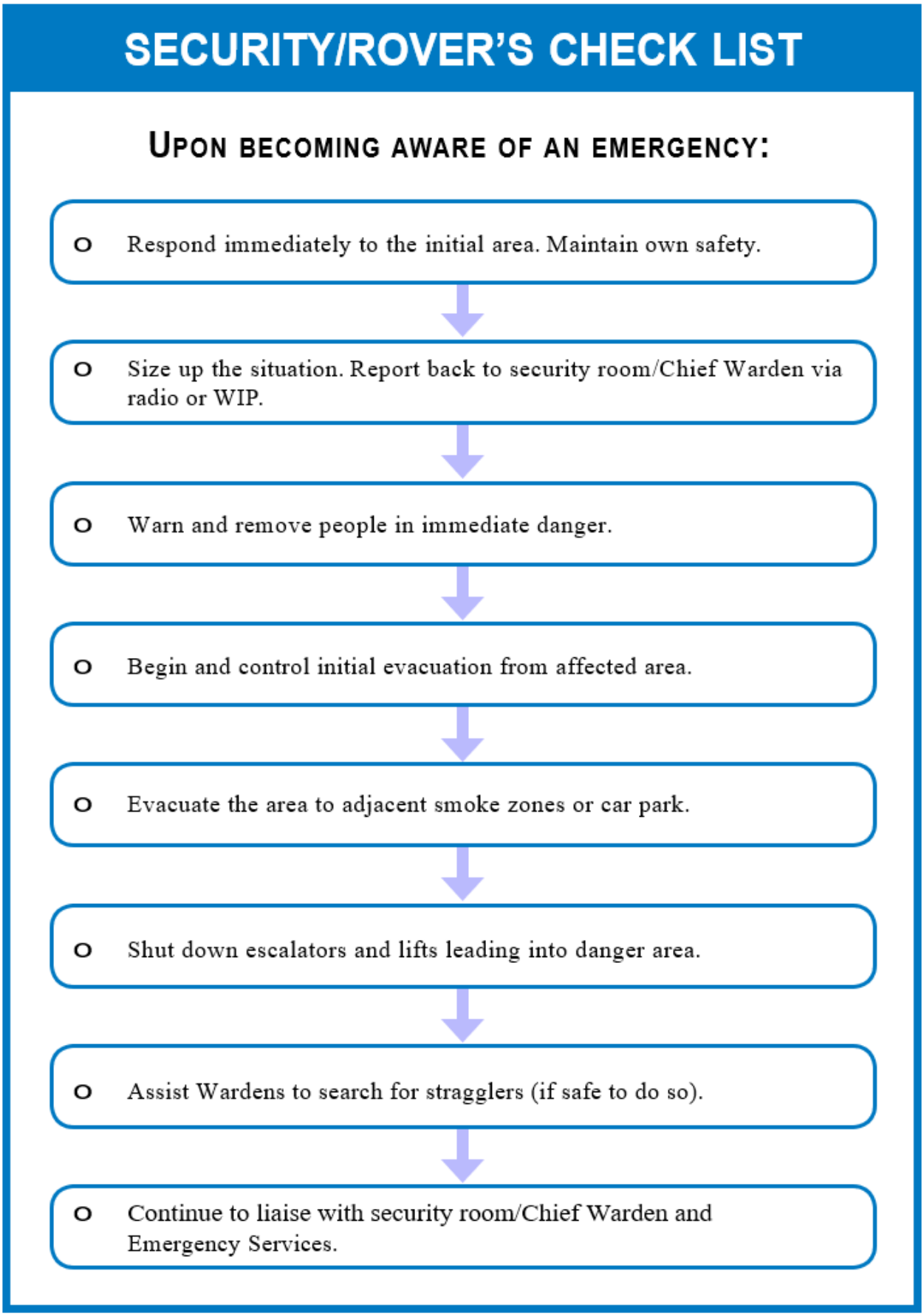
COMMUNICATIONS OFFICER

- Operates PA/telephone as directed or as appropriate.
- Notifies Emergency Services.
- Keeps log of events.
- Acts as required by Chief Warden or Emergency Services.

FLOOR/AREA WARDENS/WARDENS

- Close and lock all doors and windows. Turn off lights.
- If blinds or curtains are fitted in the room they should be shut.
- Occupants should sit on the floor, preferably close to walls and out of sight from windows.
- Do not admit anyone to the room/building during lock down unless you are absolutely certain they are not a threat to you or other persons.
- Reassure occupants that the situation is being dealt with.
- Occupants who are outside should proceed immediately to the nearest premises with the doors to be locked.
- Remain in lock down until the all clear is sounded or you believe it is no longer safe to remain in your present location.

SECURITY / ROVER'S CHECK LIST



PEOPLE WITH DISABILITIES

INTRODUCTION

It is not unusual for there to be employees or visitors with disabilities in a work place. Therefore evacuation procedures need to be designed to cater for them. Many people with disabilities will not need special assistance, or may not want attention drawn to their disability. The Chief Warden should make sure that the need for assistance is discussed with each person with the disability, privately and with sensitivity.

Where assistance is needed, it is usually in two forms:

- By nominating 'escorts' to assist people with disabilities during an evacuation, and
- By providing specialised equipment where required. This could include warning lights to supplement audible alarms, or devices to enable people with physical disabilities to negotiate stairs.

The Chief Warden should keep a readily available up to date list of the names, locations and other information about people with disabilities. All Wardens should have an understanding of the methods of assisting persons with disabilities during an emergency. Escorts should be trained in how to communicate with different disability groups, escorting and assisting methods and how to use specialised assistance equipment where supplied.

PHYSICAL DISABILITIES

People with disabilities may have difficulty in moving quickly along passageways or down stairways, due to breathing difficulties, loss of balance, difficulty in walking or lack of access for wheelchairs. People who are very short or very obese may also have difficulty negotiating stairs in a crowd. Some physical disabilities may not be obvious (eg, heart disease or multiple sclerosis) and such persons may not want to advertise their condition. Their evacuation may need to be conducted discreetly and with sensitivity.

Work areas and escape routes should be kept clear of obstructions. Persons in wheelchairs should be assembled at safe holding areas on the floor. If evacuation via the stairwell is the only option, it should be delayed if possible until the stairwell is relatively uncrowded. Persons in wheelchairs or otherwise unable to use the stairs will be evacuated by the Emergency Services.

DEAFNESS AND HEARING IMPAIRMENTS

People who are deaf or who have a partial hearing impairment may have difficulty in hearing emergency alarm signals and announcements. Visual signals or tactile paging units may be used to alert them, or an escort assigned to communicate emergency messages to them. Wardens and escorts in areas where there are deaf people should agree to communication methods with them. The use of message pads, finger-spelling and sign-language should be considered. Evacuation procedures should follow the same pattern as for non-disabled people.

When speaking with a person who can't hear properly, you should first get their attention. Look at them while you are talking, and do not cover your mouth or smoke or eat while you are speaking. Talk naturally using simple language, if possible in a place with a lack of background noise. Use gestures to supplement your speech, and stand where you can be well seen, away from shadows or glare. Be patient and ensure what you have said has been understood.

Note: That many deaf people cannot lip read, so be prepared to write down what you want to say or use finger-spelling. Use interpreters if available.

BLINDNESS AND VISUAL IMPAIRMENTS

People who are blind or who have a visual impairment may have difficulty in finding exit routes, and fear separation from a guide dog or escort. Escape routes should be kept clear of obstructions and consideration given to installing tactile exit guidance. Guide dogs should have little difficulty in moving in crowds, but visually impaired people may have trouble moving as fast as others who are evacuating.

Generally an escort should be assigned to assist their evacuation. The escort should first ask if they want assistance. If so, they should stand slightly in front and to the side of the blind person. The blind person should hold onto the escort's arm, just above the elbow.

A walking pace slightly slower than usual is generally preferred, but should be adjusted to suit the individual. When approaching a narrow or low space, stairway, door, step or corner, the escort should warn them in clear understandable terms.

For example:

"There are some stairs going down, about three steps away. A handrail is on the right."

A person with little or no sight may like to slide their foot along to feel for the beginning of stairs. Generally they will also want to hold onto hand rails when present. If they want to sit down, they should be guided to the back of the chair, told which way it is facing and their hands guided to the seat back. Different people will have different preferences on how they wish to be guided or assisted. This should be discussed between the escort and the person prior to any actual or practice evacuation.

ELECTRICAL POWER FAILURE

In the event of a power failure, equipment without power should be switched off and not switched on until power supply is reinstated.

The building's exit signs and emergency lighting system should provide illumination to general areas and the fire stairs to allow safe evacuation if necessary.

The Communications Officer should keep occupants informed of the situation and its progress.

Staff requiring any further information should contact the Communications Officer.

LIFT FAILURE

Do NOT force the doors or attempt to leave.

Use the emergency intercom / phone in the lift to call for assistance.

Remain calm and sit on the floor away from the doors.

UTILITIES INTERRUPTION/FAILURE

CHIEF WARDEN

Confirm if interruption is limited to an area within the building or is a mains fault affecting the entire building.

- If localised, contact applicable personnel
- If building wide, contact the relevant authority (electrical or water) and attempt to ascertain likely duration of interruption/failure.
- Consider possible implications (hygiene, catering, fire safety) & determine response.
- If it is a mains fault, inform applicable building senior management as soon as possible.
- Advise occupants/tenants of possible time frame.

WATER LEAK/BURST PIPE

CHIEF WARDEN

Subject to the extent and location of the water leak, it may be necessary to:

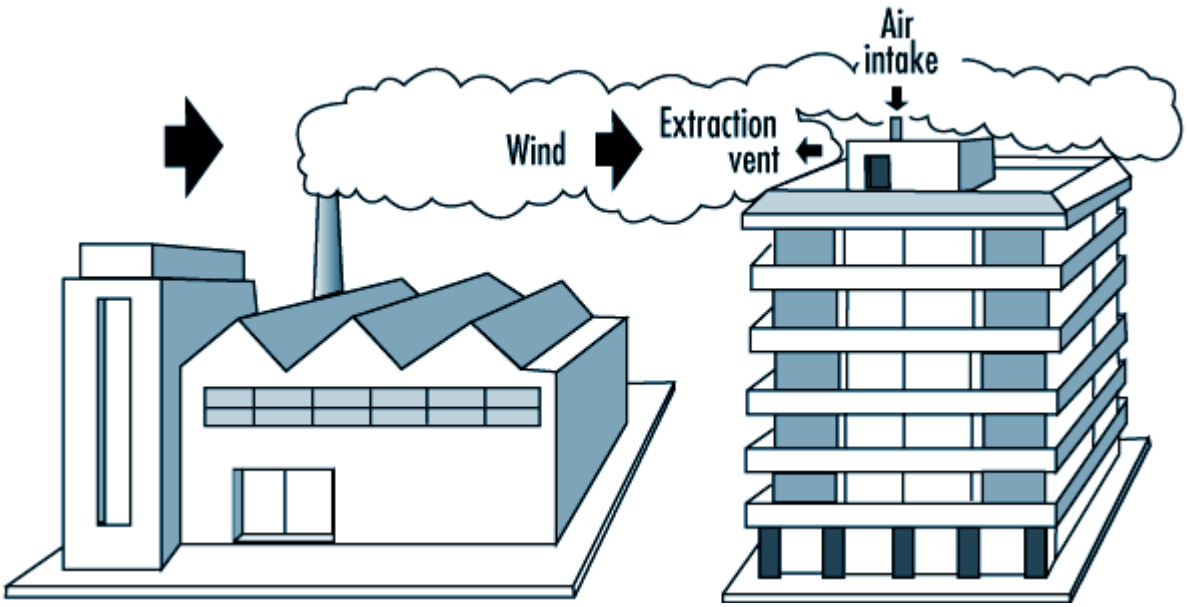
- Move persons away from the affected area.
- Notify the appropriate facilities personnel and Chief Warden of the situation.
- Arrange to shut off electricity to the affected area.
- Request that the tenants on the two floors below are alerted.
- If practicable, isolate source of flooding/water leakage.
- Prevent unauthorised access to the affected area.
- Follow up action may involve the pumping out of the affected area and the removal of undamaged materials.

AIR SUPPLY CONTAMINATION

CHIEF WARDEN/EMERGENCY RESPONSE OFFICER

Providing it is safe to do so :

- Ensure that the suspect air conditioning system is immediately shut down.
- If necessary, evacuate the area/s serviced by the suspect system.
- Notify applicable building management personnel.
- Cordon off the suspect air conditioning plant to prevent unauthorised access.
- Where practicable, ventilate the affected area/s



OTHER EMERGENCIES

Specific procedures are not given for other emergencies, but actions should be based on minimising the risk to all persons on site or in the vicinity. If in any doubt as to the action to follow, notify the Emergency Services (phone '000'). Some guidelines are given below.

EXTERNAL EMERGENCY

A fire, explosion, gas leak or chemical spill from the roadway or adjacent premises may threaten the site. Act so as to minimise risk to personnel and as requested by the public

Emergency Services. In general, people should move well clear and upwind of the incident. Where an explosion outside is possible, persons may be requested to remain under substantial shelter rather than evacuate into the open.

AIRCRAFT OR SERIOUS VEHICLE CRASH

An aircraft or serious vehicle crash should be treated the same as for fire, except the Fire Services, Police and Ambulance should all be immediately called.

STORM DAMAGE

If storm damage occurs, extreme caution should be observed to ensure persons are not injured by flying debris or downed power lines. Where safe, and after the storm has subsided, action may be taken to reduce water damage and secure the premises. During a severe storm, shelter in the more strongly constructed sections of the building. Telephones and other sensitive electrical equipment should not be used. Persons should not stand on

roofs, under trees or in the open where they may be affected by lightning strikes.

EARTHQUAKE

If an earthquake occurs, persons should immediately shelter such that they will have some protection against falling debris: (eg. under substantial tables or desks). If in the open, they should remain clear of buildings, walls and power lines that may collapse, and not create any ignition sources that may set fire to leaking gas.

Damage should be reported to the Police; gas leaks and fires to the Fire Service; and casualties to the Ambulance, Police and Rescue services (phone '000').

(APPARENTLY) DECEASED PERSON

WARDENS

- Remain calm.
- Ensure that First Aid, Chief Warden, applicable senior management, Police and Ambulance are informed.
- Isolate the site where the incident has occurred.
- Segregate any witnesses in private area away from incident scene.
- Segregate any friends/colleagues of the deceased in private area away from incident scene.
- Disperse any spectators.
- Avoid contact with blood and other body fluids by using protective gloves.
- If practicable, cover the body and make sure that it cannot be disturbed.
- Do not interfere with any evidence.
- Comfort witnesses/colleagues.
- Collect accurate information (written & photographic-if feasible) about the incident.
- If staff member involved, request police to advise when next of kin have been informed.
- Inform applicable senior management.
- Complete detailed Incident Report

IMPLEMENTATION OF EMERGENCY PROCEDURES

These Fire and Emergency Procedures shall form part of the normal routine managerial arrangements and the EPC shall have the responsibility to disseminate information to all persons affected by these procedures in order that they are made aware of their existence.

TRAINING

The EPC shall be responsible for:

- Ensuring that a suitable training schedule based on these Emergency Procedures are formalised and provided for the benefit of all members of the ECO team as well as other staff.

- Ensuring that the ECO training program shall cover issues specifically relevant to 460 Lonsdale Street, Melbourne and in particular should include:

1. Details of any alarm systems and methods of how they can be activated.
2. Emergency personnel authority and means of identification.
3. Procedures and methods for emergency evacuation including procedures for circumstances where the evacuation process might need appropriate modification.
4. Assembly area/s and post evacuation behaviour.
5. Must meet every no greater than six months.

- Arranging the appropriate presentation of education and training sessions.
- Conducting periodic training exercises.
- Ensuring that the personnel providing and conducting the requisite training sessions are competent in that they have the necessary training, skills and experience to conduct such training.
- Ensuring that all ECO personnel shall attend relevant training sessions appropriate for the positions to which they have been appointed.
- Ensuring that all other employees shall undertake emergency training relevant to their positions.
- Ensuring that all relevant Emergency Procedure documentation is appropriate 460 Lonsdale Street, Melbourne to which it applies by:

1. Ensuring that the Emergency Response Procedure documentation content clearly states its purpose and scope and is based on practical assessment of possible threats.
2. Ensuring that the documentation defines overall control and coordination arrangements for the emergency response to the threat/s and defines the roles and responsibilities of all persons expected to be involved in the procedures.
3. Ensuring it is appropriate to the size and complexity of 460 Lonsdale Street, Melbourne , giving consideration to the number and types of occupants and that it takes into account the hours of occupancy.
4. Ensuring that the response procedures are easy to use and amend and are flexible enough to allow the ECO to adapt to any changes of circumstances that may occur during the emergency.

It is advisable that the EPC should give consideration to training mechanisms appropriate to the various occupant needs and abilities so as to ensure that the information delivered has been comprehended.

In circumstances where emergency response equipment is provided, appropriate procedures and training in the use of such equipment shall be provided. These Emergency Procedures shall take into account fire engineered or life safety features that could impact on the development of these procedures.

EVACUATION EXERCISES

Evacuation exercises shall be conducted at least annually to ensure that the Fire and Emergency Procedures are satisfactory. Adequate notice, including the proposed exercise date, shall be given prior to the first evacuation exercise taking place. Arrangements for an evacuation exercise and all subsequent exercises should be made when it has been established that the Fire and Emergency Procedures are satisfactory and workable.

Observers with checklists shall attend the evacuation exercise and each evacuation exercise being conducted shall be prefixed by an announcement, which shall indicate that it is an evacuation exercise only. Evacuation exercises without notice are not recommended.

All areas of the building shall participate in at least one exercise in each twelve-month period.

All occupants of floor/s or area/s involved in the evacuation exercise shall take part, unless the EPC grants an exemption prior to the conducting of the exercise. The aim of evacuation exercises is to have all occupants participate in at least one evacuation exercise per year consistent with the nature and risk of 460 Lonsdale Street, Melbourne .

Immediately after an evacuation exercise, Wardens and other key participants shall attend a debriefing session conducted by the Chief Warden.

The observer’s checklists shall be evaluated during the debriefing session and any deficiencies shall be reported to the EPC. Where necessary the EPC shall arrange amendments to the Fire and Emergency Procedures and shall disseminate the information to ECO personnel.

REVIEW OF FIRE AND EMERGENCY PROCEDURES

At periods not exceeding 12 months, the EPC shall ensure that the Fire and Emergency Procedures are reviewed so that they remain viable and effective.

Note: After a five year period there shall be a full detailed review of these emergency procedures.

It is the responsibility of the EPC to ensure that the interest in and knowledge of these procedures are maintained. In order to achieve this objective the EPC shall ensure that:

1. The ECO meets as required at intervals not greater than 6 months.
2. The administrative requirements of the ECO are maintained Training Records,New Warden appointments, Equipment Maintenance etc.
3. The ECO personnel are promptly replaced upon positions becoming vacated.
4. Training sessions are conducted to maintain Warden knowledge and skills.
5. Evacuation Exercises are conducted.
6. The Fire and Emergency Procedures are reviewed after any or after any emergency exercise or after any changes that could affect the Emergency Management Plan.

Every effort has been made by Emergency Planning Australia (EPA) Consultants to ensure that these Fire and Emergency Procedures are adequate and appropriate for the building involved and conform with recognised standards and good practice based on the information supplied to it at their time of compilation.

If requested, Emergency Planning Australia (EPA) Consultants can conduct such reviews on behalf of the EPC and make any necessary amendments.

Emergency Planning Australia (EPA) Consultants shall not be held liable for any adequacy or appropriateness of any changes to part or all of this Emergency Plan and Procedures after the date of their compilation, and for any part amended by other than Emergency Planning Australia (EPA) Consultants.

SECTION 6 - WARDENS

PRIMARY ROLES AND RESPONSIBILITIES

The primary role of members within the ECO structure is to ensure that life safety takes precedent over asset protection. Therefore, each member of the ECO team shall have clearly defined duties and responsibilities.

GENERAL PROCEDURES – ALL WARDENS

As a Warden you play an important part in keeping your work place safe. During an emergency, your role will be to begin and to control any required evacuation, check that people get out and stay out of the danger area, and report if anyone is missing. If safe to do so, you should shut down processes /equipment and close fire doors in your area, as part of your evacuation duties in a Fire Evacuation. Should the evacuation be as a result

of a suspected explosive device then open as many doors and windows as you can as part of your evacuation duties. Wardens should be able to act on their own initiative and commence evacuation if the circumstances warrant this and advise the Chief Warden (if available) and responding Emergency Services of the action taken as soon as possible.

BEFORE THE EMERGENCY

So that you will be prepared for an emergency, before it happens you should:

- Know the people who normally work in your area. Use the checklist on Page 6-7 to write down their names and designated areas. If any persons have a special emergency role, such as being a fire fighter, make a note beside their name, as they may not evacuate the building in the normal way with everyone else.
- Know how to escape from your area. Note the location of exits and stairways. Check if you could get out of windows in an emergency. Know where the assembly area is located.
- Know any hazards in your area which might affect a safe evacuation.
- Report or remove any blockages to exits.
- Know the methods for reporting fires, medical emergencies and other incidents.
- Know what emergency signals/announcements will sound like.
- Know about any persons in your area who may need special help to evacuate, such as people with disabilities. Know if anyone has difficulty understanding emergency instructions in English. Plan ahead to cater for these people.
- Know about any new people in your area. Make sure they know the emergency procedures. Check to see that notices explaining emergency procedures are displayed in your area.
- Take an active part in any emergency training exercises. Look after any emergency control equipment that you are given.
- Notice and report any fire emergency hazards such as blocked exits; damaged, obstructed or poorly located fire extinguishers and hoses; dangerous practices and broken emergency lights etc.
- Be aware of the need to also evacuate contractors and others who may be in your area.

WHEN AN EMERGENCY OCCURS

- Check to see if there is any danger in your area.
- Where supplied, put on your Warden's identifying hat.

IF THERE IS DANGER:

- Make sure the emergency has been reported.
- If safe to do so, secure any valuables and shut down any hazardous equipment.
- Check the way out is safe and clear (eg, clear of smoke and heat in the case of a fire; clear of suspicious devices in the case of a bomb threat; clear of collapse hazard after an earthquake).
- In a loud strong voice, tell people to evacuate. Keep calm but assertive. Tell them which way to go, and where to assemble afterwards.
- If it is safe, quickly search your designated area to make sure everyone is out. Check places such as toilets and store rooms. Then get yourself out to the assembly area. If you are evacuating because of a fire, close any doors behind you as you leave. During an evacuation for a bomb threat, leave doors open and ask people to take personal items with them as they leave.
- When you are at the assembly area, notify the Floor Warden or Chief Warden your area has been cleared, and conduct a roll call of persons who work in your area. Tell your group not to re-enter the danger zone for any reason until the Chief Warden declares that it is safe.

IF THERE IS NO DANGER:

- Stay in your area, but keep checking for any danger.
- Reassure persons in your area.
- Remain on stand-by until the emergency is declared over.
- If you think people in your area may be in danger, you can evacuate them yourself, if you cannot contact the Floor Warden or Chief Warden.

AFTER THE PRIMARY EVACUATION

Once you have evacuated your area and accounted for everyone, the Chief Warden may ask you to assist with other duties.

These may include:

- Moving evacuated people to a more comfortable safe area.
- Helping to set up a cordon, so that unauthorised people do not enter into the danger area.
- Fetching equipment for first aiders etc.
- Directing arriving Emergency Services units to the scene.
- Giving technical advice to the Emergency Services.
- Investigating the emergency.
- Arranging for contingency plans to be actioned. In any case, the Chief Warden should tell you what tasks are required.

THE CHIEF WARDEN'S ROLE

The Chief Warden is the person selected to head the ECO team.

The Chief Warden should have a good knowledge of 460 Lonsdale Street, Melbourne layout. On becoming aware of an emergency, the Chief Warden shall:

- Ascertain the nature of the emergency and take the appropriate action
- Ensure that the appropriate Emergency Service has been notified
- Ensure the appropriate Floor Warden/s have been notified of the situation
- If necessary, initiate the emergency evacuation
- The first available suitable person is to be directed to meet the Fire Service at the entrance.
- When appropriate, go to the Master Emergency Control Point (M.E.C.P.).
- Ensure the progress of the evacuation and any action taken is appropriately recorded.
- Brief the responding Emergency Services personnel upon their arrival with the type /scope / location of the emergency and the status of the evacuation
- Act as instructed thereafter to directions given by the responding Senior Emergency Services Officer

DEPUTIES

Deputies shall be appointed to each Chief Warden, Communication Officer, Floor Warden. This is to ensure continuity of their functions during absences.

THE DEPUTY CHIEF WARDEN'S ROLE

The Deputy Chief Warden shall assume the responsibilities normally carried out by the Chief Warden (if the Chief Warden is unavailable) and otherwise shall assist as required.

THE COMMUNICATIONS OFFICER'S ROLE

The Communication Officer shall be competent in the use of communication equipment in 460 Lonsdale Street, Melbourne and have a clear commanding voice. On becoming aware of an emergency, the Communication Officer shall:

- Go to the M.E.C.P
- Ascertain the nature and location of the emergency
- Confirm that the appropriate Emergency Service has been notified
- Notify appropriate ECO personnel
- Transmit and record instructions and information between the Chief Warden/Floor Warden/s and Occupants
- Maintain a log of events
- Act as directed by the Chief Warden

THE FLOOR WARDEN'S ROLE

On hearing an alarm, or becoming aware of an emergency, the Floor Warden shall:

- Implement the emergency procedure for their Floor or Area
- Ensure that the appropriate Emergency Service has been notified
- Direct Wardens to check the Floor for any abnormal situations
- Commence evacuation if the circumstances on their floor/or within their area warrants it
- Communicate with the Chief Warden by whatever means available and act on instructions
- Advise the Chief Warden as soon as possible of the circumstances and any action taken or changes to their situation ie; people with disabilities.
- Recruit persons as required to assist Wardens during the emergency
- Confirm that the activities of Wardens have been completed and report this to the Chief Warden
- The Floor Warden should then proceed to their allotted assembly area and to ensure all personnel are accounted for. If for any person is missing, do not re-enter the building, but advise the Chief Warden who will notify the Emergency Services.

THE WARDEN'S ROLE

On hearing an alarm, or becoming aware of an emergency, the Warden should:

- Check the immediate area for danger
- Ensure others are advised of the emergency
- Stop any personnel from entering the fire stairway unless there is immediate danger
- Search all areas, if safe to do so, for stragglers, injured persons, etc.
- Ensure a safe route is available for evacuation
- If safe ensure equipment and processors are switched off
- Ensure occupants are prepared for evacuation if required to do so
- Report results to the Floor Warden
- Instruct all personnel wearing dangerous footwear to remove them and have both hands free
- Commence the evacuation when directed to do so or if in danger, and lead personnel to assembly point. Hold the group together until otherwise instructed
- Assist the Floor Warden as required
- Wardens should be capable of deputising for other nominated positions if required to do so

THE ESCORT'S / Carers ROLE

Wardens shall appoint Escorts whose duty will be to assist people with disabilities during an emergency. If practical they shall assist these people to the assembly area. If in danger, people with disabilities may be helped to a safe location, ensuring they do not impede the progress of people moving past them, or jeopardise their own safety until rescue can be effected.

IDENTIFICATION

The following colours shall be used for identification purposes of ECO personnel:

WHITE Chief Warden, Deputy Chief Warden, Communications Officer

YELLOW Floor / Area / Zone Wardens

RED Wardens

GREEN In-house First Aid personnel allocated a role in the ECO

All identification equipment shall be prominently marked with the wearer's title and location as appropriate and shall be consistent throughout 460 Lonsdale Street, Melbourne . Wardens who are also First Aiders shall not be required to carry out First Aid duties during an emergency evacuation.

ADDITIONAL NOTES

Different types of emergencies may need different types of action. The preceding procedures apply mainly to fires. During a bomb threat or chemical spill, evacuation via a different route to a different assembly area, or no evacuation at all, may be needed because of safety considerations. During a medical emergency your role may be to keep onlookers clear of the treatment area. After an earthquake you may be asked to check if exit paths are safe for use before evacuating. During a major emergency, you may be asked to advise neighbours of the situation. In all cases, these instructions should come from the Chief Warden, and your role will remain one of keeping people safe from the emergency, not one of directly controlling it.

WARDENS CHECKLIST

If safe, secure valuables and shut down processes/equipment.

- Check evacuation route is clear and safe.
- Tell people in area to evacuate.
- If safe, check area is clear of people.
- Account for people at assembly area – use list below.
- Do not allow people to re-enter building or area.
- Act as instructed by your Chief Warden.

NAME	SPECIAL ROLE	ACCOUNTED FOR

DESIGNATED AREA		

SECTION 7 – OTHER EMERGENCIES STAFF

FIRST ATTACK FIRE FIGHTERS

A fire team, as such, is provided on-site. only selected personnel who are trained as first attack fire fighters, when safe, suppress small fire in their early stages. The procedures for first attack fire fighting are given in Section 8 of the Master Manual.

FIRST AIDERS

Management should ensure First Aiders are available as in accordance with the Code of Practice for First Aid in the workplace.

Note: It is preferable to have separate Warden and First Aid roles. However, where this is not possible the role of the Warden should take priority.

SECTION 8 – FIRE EXTINGUISHERS

INTRODUCTION

In the early stages of a fire, it may be possible to prevent danger to building occupants, and damage to property by suppressing the fire with an extinguisher or hose reel. This is called first attack fire fighting.

Hose reels and extinguishers are provided in buildings for the occupant's use. However,they should only be used by trained persons, when it is safe, and when their use is likely to be effective. If a fire is too large or too dangerous to attack with this equipment, evacuation is the only safe option. In such cases, doors to the fire area should be closed to confine the fire until the arrival of the Fire Service. This section outlines procedures for safe first attack fire fighting.

GENERAL ADVICE

FIRE PREVENTION

Fire prevention is the best form of fire protection. Common sense, good housekeeping and regular equipment maintenance programmes are the key to the prevention of fire. All staff should be aware of possible fire hazards and should promote good housekeeping practices and general fire safety. Never forget the prevention of fire and the safety of occupants is your responsibility.

1. ELECTRICAL EQUIPMENT

- Ensure electrical appliances and equipment, including televisions, and computer monitors are switched off after use, and if convenient disconnect from the power point.
- Do not cover ventilation holes in equipment, i.e. on television sets/computer monitors, etc as these are to allow excess heat to escape.
- Report electrical motors that are overheating or running with excessive noise.
- Do not use non-switched multi-power outlet boards. If power points are insufficient for the situation, request the installation of additional points.
- Where power points show signs of damage or overheating, turn them off immediately, disconnect leads and place a piece of sticky tape over the outlet switch. Report the fault immediately.
- Do not use double adaptors on any power points.
- Approved power boards with switches may be used where necessary.
- Defective equipment or appliances should be immediately taken out of use. Not only are they a fire danger, but may present a risk to life by electrocution.

2. GOOD HOUSEKEEPING

- Ensure that lint and fluff is not allowed to build up around electric motors.
- See that unnecessary paper, rubber and other combustible materials are removed promptly. Keep rooms, cupboard areas, underneath beds etc, free from articles not immediately needed.
- Ensure all paths of travel are clear of obstructions and all doors are easily accessible and capable of easy operation.

3. FLAMMABLE LIQUIDS

- Keep flammable liquids away from sources of ignition.
- Ensure they are kept in appropriate containers and are properly labelled.
- Only keep sufficient flammable liquids on hand for immediate use. Excessive amounts should be stored in properly constructed cabinets.

4. SMOKING

- Ensure smoking materials and matches are disposed of properly.
- Do not allow smoking in areas designated “Non Smoking” and ensure “No Smoking” signs are well displayed.
- Do not empty ashtrays into waste paper baskets.

5. GENERAL

- The ready availability and efficient operation of fire protection equipment is an integral part of fire prevention.
- Ensure fire extinguishers, blankets, etc, are unobstructed and are not hidden from view.
- Ceiling mounted fire detectors and sprinkler heads must not be blocked by excessively high storage.
- Maintain at least 500mm clearance below sprinkler heads throughout the room or area.

THE MAKE UP OF FIRE

All fires are basically made up of the following three things:

FUEL Any combustible substance including paper, wood, oils, gases etc.

HEAT Any ignition source capable of igniting the fuel. Typical heat sources are; open flame, welding, friction, radiators, smoking etc.

OXYGEN About 21% of the atmosphere is oxygen which, in itself is non flammable but will feed a fire, and is vital to the existence of fire. Together, in the right proportions, these form FIRE. The triangle is displayed on the next page – if any side of the triangle is removed, the fire will go out.

METHODS OF EXTINGUISHMENT

COOLING

The best way to take the HEAT out of anything is to cool it. The best cooling agent is water. Water puts out a fire by turning to steam and converting the heat away into the atmosphere. When the temperature of the burning material falls below that which is required to support combustion, the fire will go out.

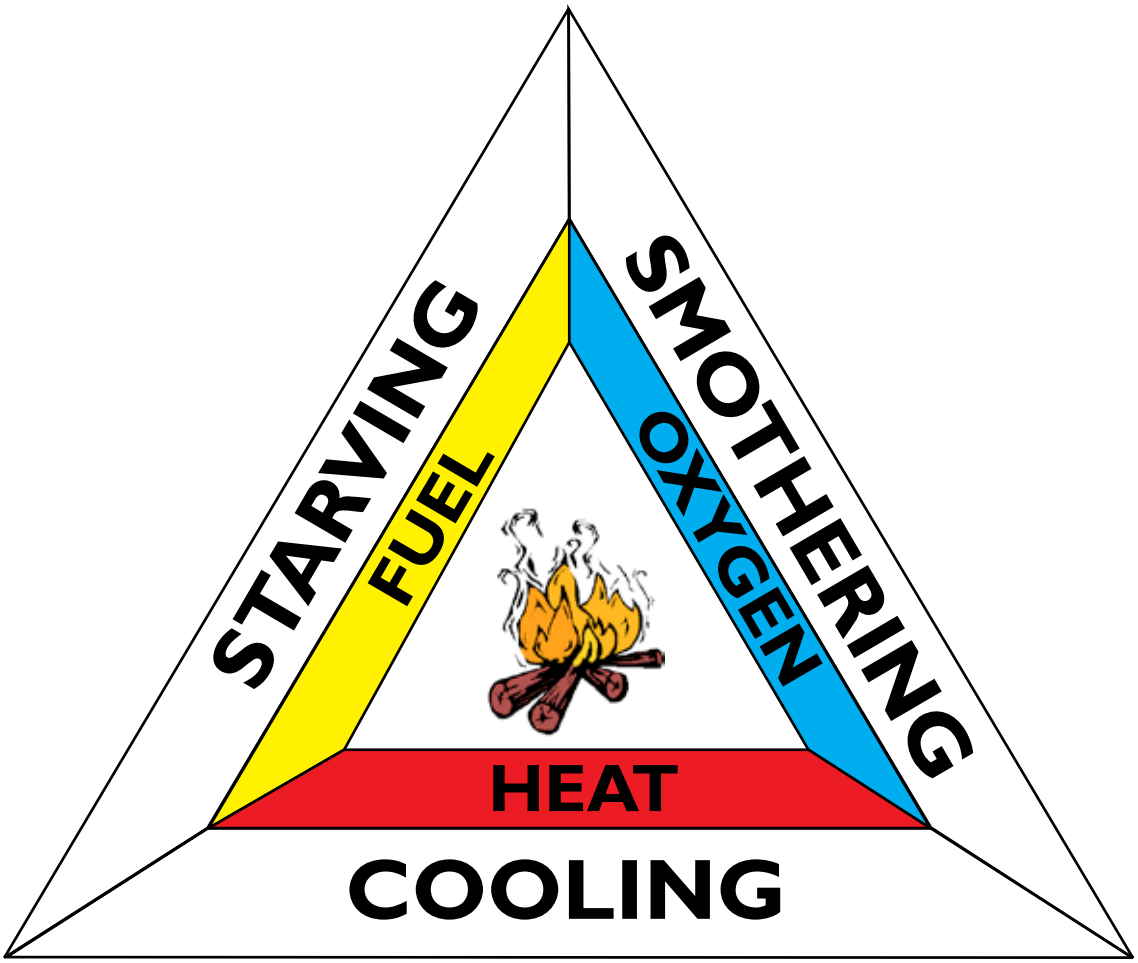
SMOTHERING

We can remove the OXYGEN from a fire by smothering, i.e. using a fire blanket or an extinguisher which will expel the oxygen from the area (such as CO2, vapourising liquid, powder or foam). We can use the frying pan lid to smother a fat fire. Closing doors behind you as you leave also helps prevent the spread of fire.

STARVING

Our FUEL is food. If our food is taken away, we starve. We can starve a fire by turning off the gas supply in a gas fire or removing other combustibles from the area of the fire. Back burning in a bush fire is a typical way of starving a fire.

THE FIRE TRIANGLE & METHODS OF EXTINGUISHMENT



PROCEDURE

First-attack fire fighting involves 6 stages:

WARN AND REMOVE ANYONE IN IMMEDIATE DANGER

- Anyone immediately threatened by the fire should be warned of its presence.

REPORT THE FIRE

- Before attempting any fire fighting, ensure the fire has been reported to the building's Emergency Control Organisation and the Fire Service, Section 5 of the Emergency Plan and Procedures outlines the preferred method of reporting fires in this workplace.

SIZE-UP THE FIRE

- You need now to decide whether or not to attack the fire. In making this decision you should take into account:
- The size of the fire – As a general rule any fire more than about 1m by 1m in area will be too large to be controlled by a single fire extinguisher.
- Any nearby hazards – Fires which involve containers of flammable, sealed or compressed material, or hazardous chemicals, should be left for professional fire fighters to handle.
- The hazards produced by the fire – If smoke or heat from the fire is likely
- to affect you, again the fire should not be attacked, and should be left to
- professional fire fighters with the appropriate protective equipment.

SELECT THE CORRECT EQUIPMENT

- The type of material burning will determine the type of equipment used to extinguish the fire. Fires fall into six classes:

CLASS A – COMMON, SOLID FUEL FIRES

- These fires typically involve paper, wood, plastics, textiles, rubber etc. Fires which involve only these materials are best extinguished with Water.

CLASS B – FLAMMABLE LIQUID FUEL FIRES

- These typically involve such materials as petrol, kerosene and oil. They may be extinguished with Foam, Dry Chemical Powder, Vapourising Liquid and CO2 extinguishers. Foam extinguishers may also be used to smother a spill of flammable liquid and prevent ignition. Special alcohol-resistant foams are available for use on alcohol, acetone and other water-miscible flammable liquids. Hot fat fires are a particularly hazardous situation and special fat-fire extinguishers or fire blankets should be used to suppress them. Water may be dangerous to use on any flammable liquid fires.

CLASS C – FLAMMABLE GAS FUEL FIRES

- Gas fires can only be safely extinguished by turning off the supply of escaping gas. On some occasions the fire may have to be extinguished (eg. by using dry chemical powder) to safely shut off the gas supply valve. However, any escape of unignited gas is extremely dangerous, and could lead to an explosion at any time. Gas cylinders exposed to an intense fire may violently rupture.

CLASS D – COMBUSTIBLE METAL FUEL FIRES

- Fires involving combustible metals, such as magnesium, require special fire fighting agents and equipment. Specialist advice should be sought if this type of fire risk exists on site. The common types of extinguishers may be dangerous to use on this type of fire.

CLASS E – FIRES INVOLVING ELECTRICITY

- Fires involving electricity, although electricity itself does not burn, may be a source of heat for the fire, and it presents the risk of electrocution to fire fighters. The power should be turned off to any equipment in which a fire occurs. Vapourising Liquid and CO2 are the preferred extinguishers for safely attacking a fire involving electrical equipment.
- Dry chemical powder is also electrically non-conductive, but is not preferred as it may damage some equipment. (Note: CO2 may cause cold shock damage to sensitive electronic equipment). Water and foam are electrically conductive and may be dangerous to use on a fire involving electricity. Therefore it is recommended they are NOT used on fires involving electricity.

CLASS F – COOKING OIL AND FATS

- Where there is a potential for a fire involving cooking oils or fats to occur, an extinguisher suitable for this hazard should be provided. Extinguishers specifically produced and tested as having a capability of extinguishing fires involving cooking oils and fats are marked: 'For use on cooking oil and fat fires'.

SAFELY ATTACK THE FIRE

- Always attack the fire from upwind, (and uphill if it involves running Flammable liquid), and have a safe escape route always available to you. (Never let the fire get between you and the way out). Initially use the maximum discharge range of your extinguisher. (Until the fire is knocked down, get no closer than you absolutely have to). Keep low, and clear of smoke and fumes from the fire. Never open a door that is hot or shows signs of fire on the far side. If the fire is not being safely extinguished, evacuate out of the area, and close doors behind you. To operate most modern fire extinguishers; Pull out the safety pin, Aim the nozzle at the base of the fire, Squeeze the handle and Sweep the extinguishing material back and forth across the base of the fire. (PASS). Older extinguishers may have different methods of operation; check the instructions on your extinguisher for further details.

AFTER THE FIRE

- Disturb the fire area as little as possible so that the cause can be more easily determined. Keep clear of smoke and affected areas, even if the fire appears to be out. Do not re-occupy the area until the Fire Service have investigated and declared it safe. Arrange for any extinguishers or other equipment used to be recharged, serviced or restowed.

EMERGENCY PLANNING AUSTRALIA

FIRE EXTINGUISHER CHART

Class & Type of Fire / Type of Extinguisher	Pre-1997	Current	A Wood Paper Plastic	B Flammable & Combustible Liquids	C Flammable Gases	D Combustible Metals*	E Electrically Energised Equipment	F Cooking Oils and Fats	Comments
Water (AW)			✓	✗	✗	✗	✗	✗	Dangerous if used on flammable liquid, energised electrical equipment, and cooking oil/fat fires.
Carbon Dioxide (CO_2)			LIMITED	LIMITED	✗	✗	✓	✗	Not suitable for outdoor use or smouldering deep seated Class A fires.
Powder (ABE/BE)			✓ (ABE) ✗ (BE)	✓	✓	✗	✓	✗ (ABE) ✓ (BE)	Look carefully at the extinguisher to determine if it is a BE or ABE unit as the capability is different.
Foam			✓	✓	✗	✗	✗	LIMITED	Dangerous if used on energised electrical equipment.
Wet Chemical			✓	✗	✗	✗	✗	✓	Dangerous if used on energised electrical equipment.
Vaporising Liquid			✓	LIMITED	LIMITED	✗	✓	✗	Check the characteristics of the specific extinguishing agent. 4-Yearly servicing must be done by ODS & SGG licensed persons.
Fire Blanket			LIMITED	LIMITED	✗	✗	✗	✓	Fire Blankets may be used as a thermal barrier against radiated heat and to control a fire in clothes being worn by a person.

* Use Special Purpose Extinguishers Only Seek expert advice.

SECTION 9 - HAZARDOUS MATERIALS

Hazardous materials exist in almost every work place. They may be as simple as hot water or household bleach, or as obvious as a major LPG or chemical depot. A major incident involving hazardous materials needs to be handled by highly trained experts.

However, everyone in a work place with such materials should know what immediate actions they can safely take in an emergency.

In this section, the procedures for the initial handling of incidents involving hazardous materials will be outlined. Hazardous materials (HAZMAT) in this context will refer to substances classified as 'dangerous goods' under the Australian Code for the Transport of Dangerous Goods by Road and Rail.

INFORMATION ABOUT DANGEROUS GOODS

The suppliers of dangerous goods shall provide Material Safety Data Sheets (M.S.D.S.) for each substance they supply. This will include information about how spills, leaks and fires involving the material can be safely handled.

The containers of dangerous goods should be clearly labelled/placarded (examples of these labels/placards are at the end of this section). They may also have detailed emergency handling instructions affixed to them.

Storage areas containing dangerous goods should have HAZMAT placards and M.S.D.S. displayed on the outer surface of all access doors and on at least one other external surface.

When dangerous goods are transported in bulk, they are required to have dangerous goods placards that include the "Hazchem Code". This is coded information, (usually in the form of a number from 1 to 4, and a letter or two letters), enabling the Police and Fire Service to know what action they can immediately take to control an emergency involving the material, prior to more detailed information being supplied.

If the Hazchem Code ends in the letter 'E', it means evacuation of the area involved should be immediately considered. The Fire Service maintain large reference files, usually on computer, about how to handle various substances during an emergency. Many major chemical producers maintain a 'hot line' service regarding their products.

PROCEDURES FOR INITIAL RESPONSE TO INCIDENTS INVOLVING DANGEROUS

GOODS & OTHER HAZARDOUS MATERIALS

Always suspect that any incident involves a hazardous material until proven otherwise. Know where dangerous goods are stored on site. As you approach any fire look out for it having any unusual appearance, sound, smell or intensity. As you approach any leak, spill, accident or casualty, look out for any placards or anything to indicate dangerous goods are involved. However, it is often difficult to ascertain the impact a hazardous material incident may have on property, people and the environment, whether on or off site.

The amount or size of the spill is not always an indicator of the hazard. For example a spill of half a litre of a highly toxic substance may have a greater impact with a higher danger level than say 20 litres of a low hazard substance.

In all instances, and especially when the spill may impact off site, the Environmental Protection Agency (E.P.A.) should be contacted for specialist advice. Where specialist advice is not sought, the company may incur greater liability.

WHERE A HAZARDOUS MATERIAL SPILL POSES A DANGER TO LIFE, HEALTH, PROPERTY OR THE ENVIRONMENT, THE FIRE SERVICE SHALL BE IMMEDIATELY NOTIFIED ON 000.

The following rules should be observed in the initial response:

1. KEEP WELL CLEAR

- Remain upwind, uphill and well away until it is confirmed the material is safe to approach.

2. IDENTIFY THE SUBSTANCE

- Using local knowledge, technical assistance and by reading placards, identify the material.

3. ACT IN ACCORDANCE WITH SAFE PRACTICES

- If you have the protective equipment, procedures and training needed to safely control the incident, such actions may be carried out. If this is not the case, do not attempt any tasks requiring special protection or skills. Call the Fire Service immediately for any spill, leak or other incident not well within the capabilities of on-site control, or where it threatens persons, property or the environment outsideyour organisation.

NOTES:

In some cases, some action can be taken to control the incident from a safe position. (Eg. By turning off remote valves to stop a leak.) Where significant quantities of dangerous goods are transported, stored or used; specific procedures, equipment and training should be provided so that incidentcan be safely controlled.

4. GET TECHNICAL ADVICE

- Using Material Safety Data Sheets (M.S.D.S.) or technical expertise on-site or from outside, get advice on how the incident can be safely and effectively controlled.

THE HAZCHEM CODE

Where hazardous materials are stored or transported, a code is displayed utilising numbers and letters. This is known as the Hazchem Code and gives responders immediate assistance in deciding how to deal with the product.

For example, on petrol tankers the Hazchem Code displayed will be:

3YE

Utilising the Code chart shown below, we can interpret this to mean:

- The required fire fighting agent is:
- Breathing apparatus and fuel fire kit is required:
- The product can be violently or even explosively reactivate:
- Public Safety Hazard:
  People should be warned to stay indoors but evacuation may need to be considered.

CHEMICAL EMERGENCY GUIDE

WHAT TO DO IN A CHEMICAL EMERGENCY:

1. Remain upwind of the incident scene.
2. Identify the type of incident. Is it a:
   • spillage?
   • fire?
   • explosion?
3. Determine if anybody is injured but be careful not to become a victim yourself.
4. Identify the chemical involved... its name and its UN number.
5. Note the time and the location of the incident.
6. Notify Emergency Services on '000', giving the information
7. detailed under items 2 and 5 above.

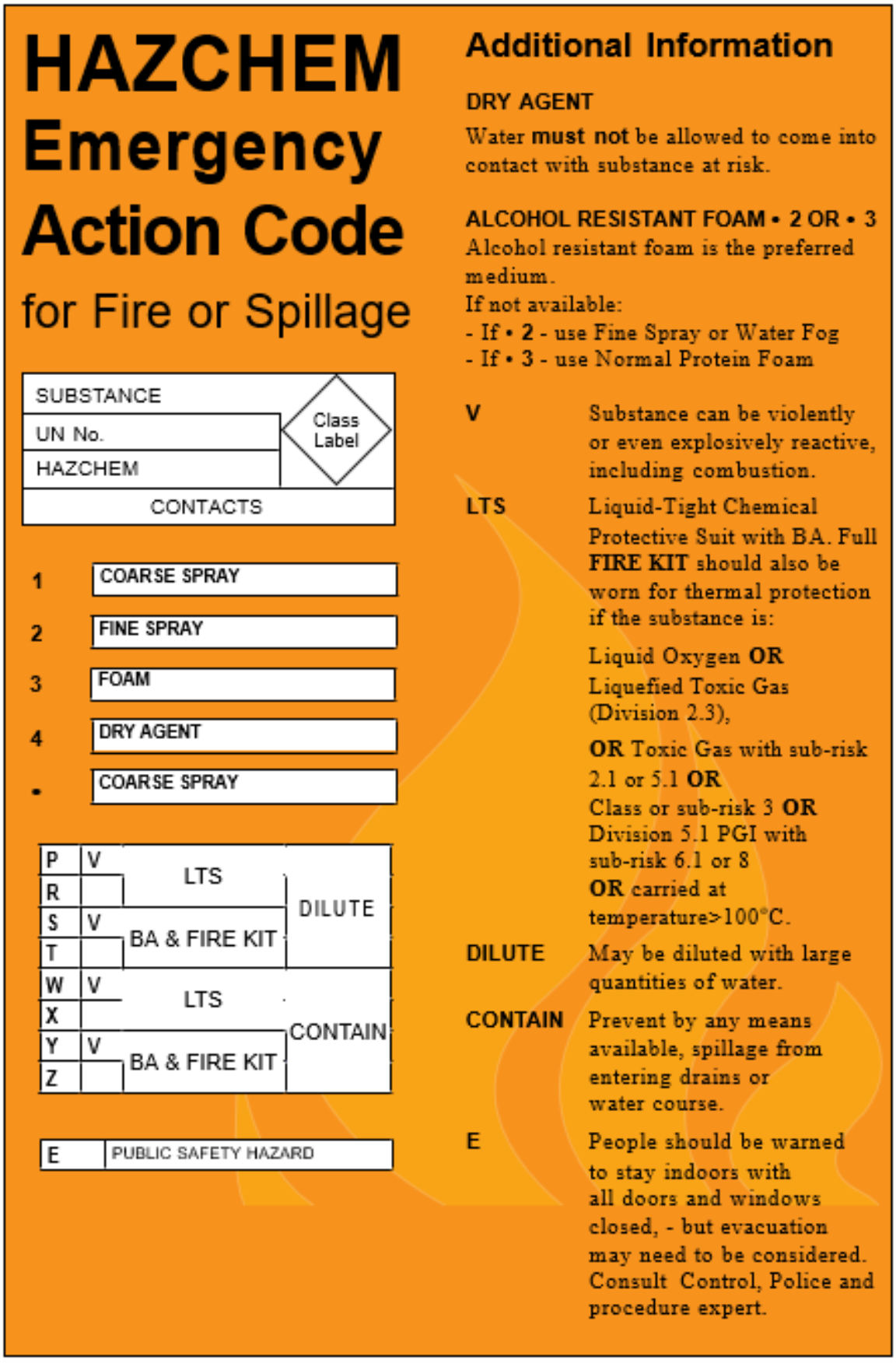
FOAM (3)
Y
V
E

PACKING GROUPS:

Classes 3, 4, 5.1, 6.1, 8 and 9 are assigned Packing Groups (PG) according to the degree of danger they present:

- PG I: great danger
- PG II: medium danger
- PG III: minor danger

HAZCHEM EMERGENCY ACTION



CLASSES & DIVISIONS OF DANGEROUS GOODS

EMERGENCY PLANNING AUSTRALIA

CLASSES AND DIVISIONS OF DANGEROUS GOODS

Dangerous goods are divided into 9 classes. These and their corresponding placards are shown below:

Classes of Dangerous Goods	Sub-Classes of Dangerous Goods	PLACARDS	Comments
CLASS 1: EXPLOSIVES			These have various fire, blast and fragmentation hazards. Examples are gelignite and ammunition.
CLASS 2: GASES	2.1 Flammable 2.2 Non-flammable, non-toxic 2.3 Toxic 2.4 Oxidising Gas		As all of these are stored in cylinders under pressure, they may violently rupture during a fire. Escaping flammable gas will also be a fire and explosion hazard. Escaping poisonous gas will be a toxic hazard.
CLASS 3: FLAMMABLE LIQUIDS			These are principally a fire risk. Examples are petrol and kerosene. They are probably the most common type of dangerous goods.
CLASS 4: FLAMMABLE SOLIDS	4.1 Flammable 4.2 Spontaneously Combustible 4.3 Emits Flammable Gases when wet		These includes: phosphorus and sulphur; oily fabrics and fibres, sodium metal etc.
CLASS 5: OXIDISING SUBSTANCES	5.1 Oxidising Agent 5.2 Organic Peroxide		These substances (4.1) can cause other materials to become more flammable, explosive or spontaneously ignite. In addition to being oxidisers, these (4.2) violently decompose when heated and are usually quite toxic, an example is MEKP the catalyst used in fibre glass work.
CLASS 6: TOXIC & INFECTIOUS SUBSTANCES	6.1 Toxic 6.2 Infectious		These include a wide range of materials, some very dangerous, others not as dangerous.
CLASS 7: RADIOACTIVE SUBSTANCES	Category depends on level of radioactivity		These vary considerably in the degree and nature of hazard, and include such materials as medical isotopes (eg. Cobalt-60) and 'yellowcake' (concentrated uranium ore).
CLASS 8: CORROSIVES			These vary considerably in the degree of hazard, but typically include various acids such as sulphuric acid (battery acid), and caustic materials such as sodium hydroxide (caustic soda).
CLASS 9: MISCELLANEOUS DANGEROUS SUBSTANCES			These include a range of materials such as aerosols stored in bulk and plastic moulding materials.
ADDITIONAL LABELS			These include subsidiary risk labels (appropriate class diamond label but without the class number) which is to be used with elevated temperature substances (UN numbers 3256, 3257 or 3258; mixed load

SECTION 10 – BOMB THREATS

GENERAL

This section is designed to give information on how to respond to bomb threats. Bomb threats, and other similar types of threats, may arise from a number of causes.

They may simply be made for harassment purposes, as a diversion, or as a 'prank'. Alternatively, they may be a part of an extortion attempt (with or without an actual explosive device), part of the operations of a terrorist group, or an individual's malicious attempt to inflict injury or damage.

The threat may be specific or non-specific. In a specific threat the caller is prepared to give detailed information about the bomb; why it has been placed, when it will explode etc. Non-specific threats are more common, and typically consist of the caller simply stating a bomb has been placed and hanging up.

Most threats may turn out to be hoaxes, but this is of little consolation when you are faced with deciding how you will respond to one. All threats should be treated as real, until proven otherwise. It may appear that evacuation of people is the best response, but there are really a number of options open to you, and you have to decide which, in these circumstances, will be the safest. For example, if an explosive device has been set in a car park, or foyer, you would be placing people at greater risk by evacuating them to or through

such an area. However, if the location of the bomb is given, or the bomber is thought to be genuinely motivated, evacuation of the known danger area may be the best response.

A check of the evacuation route and the assembly area should be made prior to the evacuation. Note: The normal fire assembly area may not be appropriate to use in a bomb threat situation, depending on the situation decided by the Emergency Services or Chief Warden.

In most cases it may be best to tell people the reason for the evacuation and ask them to check their area for any suspicious objects and report, but do not touch them as they leave. Should it be safe, a discrete search may be possible while the building is still occupied, or the building may be evacuated as a 'fire drill' and then discretely searched.

The point is, there is no standard response to a bomb threat which will give the best (safest) result in every situation. Each threat has to be individually evaluated. In assessing the threat, you should consider

- How did the threat sound? Was the caller familiar with the premises?
- Were they familiar with the nature and location of the alleged explosive device?
- Was the tone of the call consistent with a genuine threat? Was the call related to a current bomb threat climate? (Company pursuing a controversial policy, significant visitors on site, recent sacking etc.)
- How much time you have. When is the device set to go off?
- What options do you have open to you? Is a specific area under threat, or the whole site?
- What is the safest place for people on the site; where they are, in standard evacuation areas, or in some other area?

The basic rule is to look at the threat and, given the known details, decide what should be done that will minimise the risk to human life.

Basically your options are;

- Evacuate, wait & search before re-entry.
- Search while evacuating, wait, then search again before re-entry.
- Search public areas only. Take no further action unless a suspicious object is found.
- Ignore the threat & take no further action.

The Police must always be advised of any threat, and their advice considered in working out your response. As they are unfamiliar with your site, the job of searching for an explosive device may fall largely to Company personnel. Guidelines on bomb searches are given in this section of the manual.

If an evacuation is implemented ask occupants to take personal effects with them and report any suspicious objects noticed.

If a suspicious device is found, it should not be touched or interfered with in any way. It shall be immediately reported to the Police who will take charge of disposal operations.

If it appears that the threat is a hoax, a decision may be made about re-occupation of the area with consultation between the Chief Warden and attending Police Service. People will need reassurance that there is no further danger, and a reasonable criteria is how comfortable you personally feel about going back in the area. In some circumstances,

re-occupation may be better left to the next day, or shift.

A summary of the Chief Warden's duties during a bomb threat are:

- Decide what action should be immediately taken in response to the threat.
- Take charge of this response.
- Ensure the Police are notified as soon as possible.
- If appropriate, and in consultation with the Police, form a bomb search team and brief them on their duties.
- Arrange for temporary relocation of any evacuated persons.
- In consultation with the Police, advise neighbouring properties of the situation, if required.
- If any suspicious device is located, do not touch it, and hand over disposal operations to the Police.

NOTE:

- You should also familiarise yourself with the Phone Threat call sheet and other instructions in this section.
- In contacting the police, if the threat is non specific or does not pose any immediate threat to a person or place, the local police station should be called.

Where there is a direct threat of violence against a person or place it is Imperative that the police be contacted immediately by calling '000'.

WRITTEN INFORMATION

In the event that written information of a threatening or offensive nature is received by either normal mail or electronically the action taken will depend on the nature of the threat. If the threat is non specific call the local Police Station, if the threat is against a person or place, call 000.

- If a threatening letter is received the hard copy of the advice and the envelope (if applicable) is to be immediately sealed in an envelope.
- In relation to e-mails, do not delete the item or forward it to any other recipient.
-

EXPLANATION OF PHONE/BOMB/EXTORTION THREAT CALL SHEET

Copies of the call sheet should be kept out of sight, but readily available to switchboard operators and other persons likely to receive such calls. The purpose of the call sheet is to enable the call recipient to extract as much information as possible from the caller, so that the safest response to the threat can be worked out. To this end, the layout follows the logical sequence of such a call.

THE INSTRUCTIONS

The instructions are in a brief form at the top of the sheet to remind the recipient what to do, rather than give any detailed explanation.

CALL NUMBER IDENTIFICATION

If your phone has Call Number Identification (CNI) record the number showing on the display. Some call tracing may be possible, even if one of the parties has already hung up, hence the Instruction not to hang up. The police will action this if appropriate.

EXACT WORDING OF THREAT

Here the exact wording of the threat should be recorded. The time and date may be added later.

QUESTIONS TO ASK

If the caller has not already given these details, ask specifically the questions listed. If the call is genuine they will probably give straight answers to them. Extensive hesitation may tend to indicate a hoax. In Point 8 is the question, “Why did you put it there?’ This question gives some scope for delaying tactics and for narrowing down the psychological make-up and identity of the caller. Following this is a request for the caller to give his/her name and address. These are unlikely to be given, even if the callis a sympathetic warning. Leave these questions till last, as they may well cause the caller to hang up.

NOTIFICATION OF CALL

As soon as possible, the senior-most available manager should be advised of the threat. If another person can do this while the call is in progress, well and good. If not, do it immediately the caller has hung up. Ensure the Chief Warden is also notified.

ANALYSIS OF CALL

Complete the checklist. Add any details you believe may assist the Police to investigate the threat. Finally, indicate your name and other details. Do not discuss the details of the threat with any persons except those to which the call sheet has been supplied. If any calls regarding the threat are received, refer them to the senior person on site, note the time, and ask for the caller’s name, title and organisation, but do not give out any information.

BOMB SEARCH GUIDELINES

If it is suspected that a bomb has been placed on site, a search maybe conducted whenever it is considered that it is safe. The search team will consist of responsible peoplewho normally work in the area, and will therefore be familiar with what is, and is not, out of place. As the Police will not have this familiarity, they will need this assistance in the search. As a general rule it is advisable to secure the co-operation of potential searchers in advance of a threat being received.

1. **ORGANISE A SEARCH TEAM/S**

- Select responsible volunteers to carry out the search.
- Determine the exact area to be searched by the team/s.
- Determine a deadline for completing the search, including a safe margin before the threatened detonation time, if given.

2. BRIEF THE SEARCHERS

- Advise the type of explosive device, if known; and any other details given by the caller which may be relevant.
- Tell them to look for out-of-place items in the open, or in hidden, but Accessible spots. Tell them to search in a methodical manner (See attached sheets). Tell them the H.O.T. Principals;

  H - is the item HIDDEN

  O - is the item OBVIOUSLY suspicious

  T - is the item TYPICAL of items usually found in that area

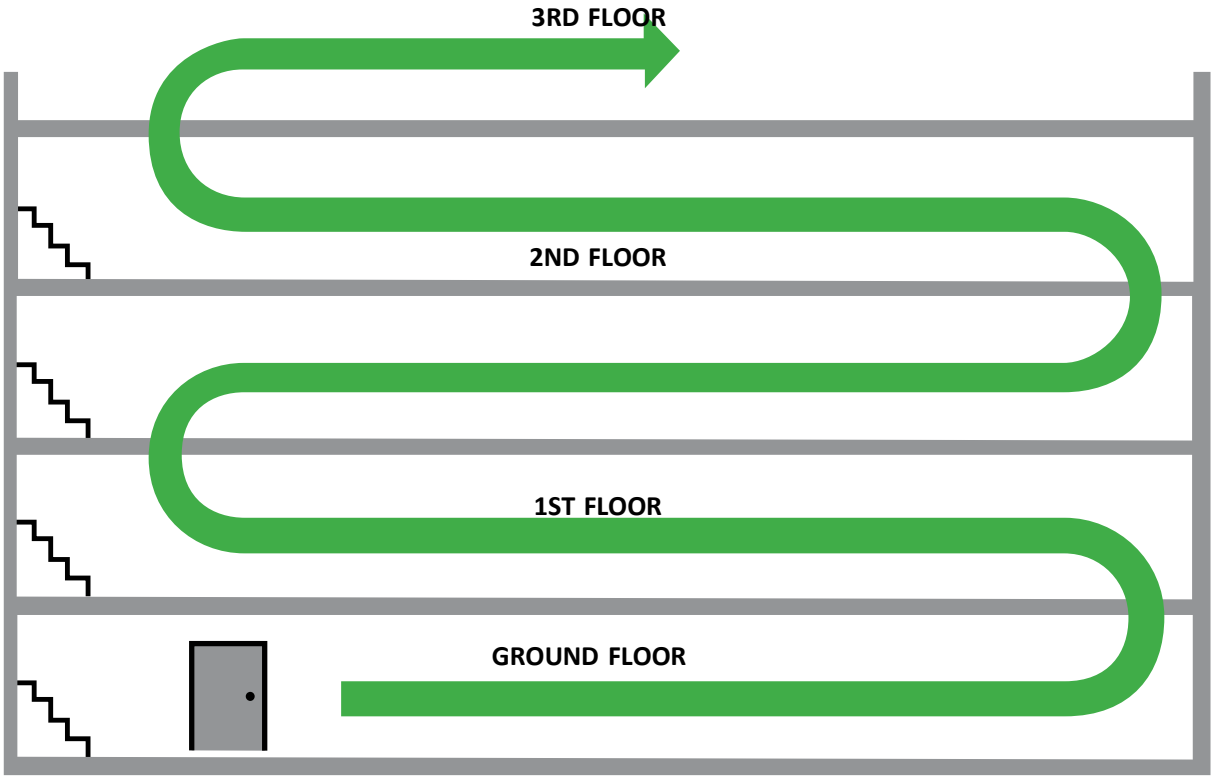
- Tell them not to touch, tilt or tamper with any suspicious device.
- If there is the possibility of a booby-trap device, tell them to avoid any action which might trigger it. These may include opening doors, cupboards or hatches, or operating equipment or light switches in some circumstances.
- Tell them to immediately report any suspicious devices found.

3. CARRY OUT SEARCH

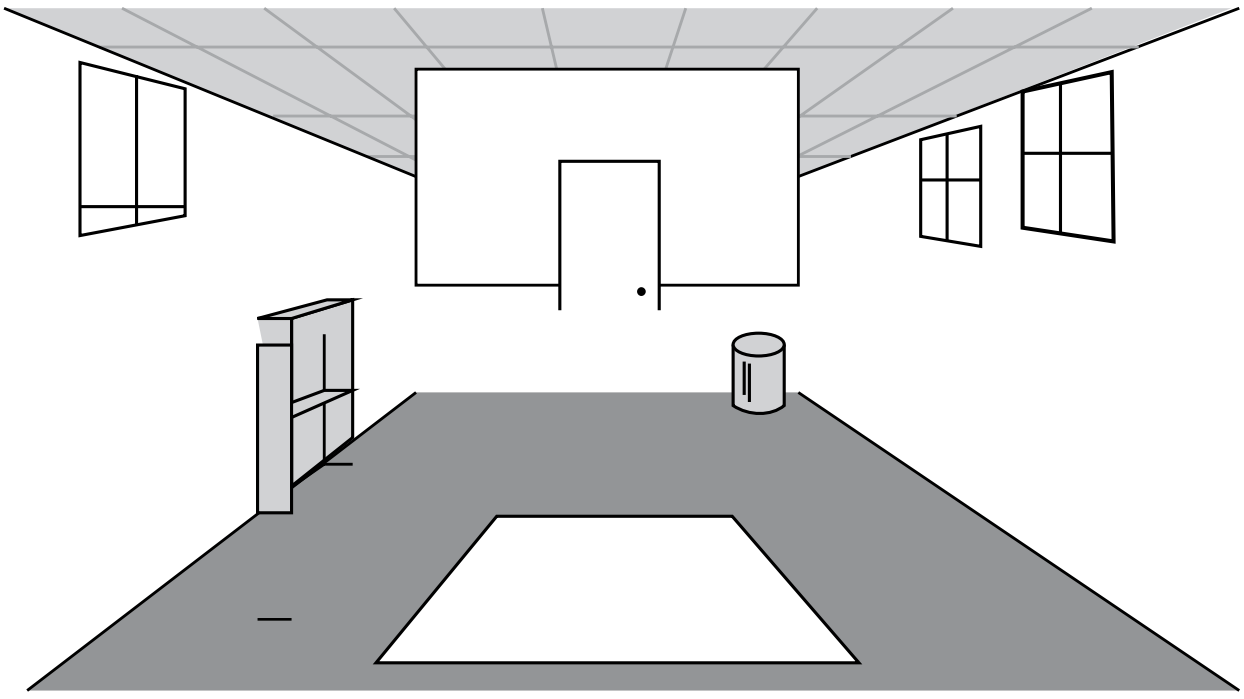
- Conduct the search in accordance with the briefing and in co-operation with the Police. (In some cases the Police may provide specialist assistance, eg. sniffer dogs etc.)
- If a suspicious device is found, withdraw from the area and allow Police/Military Bomb Disposal personnel to handle the situation. If a suspicious device is not found, a decision on re-occupying the building should be made. When people are permitted to re-enter the area, they should be briefed so as to reassure them that no further danger exists, and be accompanied back into the area by management.

NOTE: When people have been evacuated from an area due to a bomb threat, they should be kept well clear of the danger area, and only the minimum number of people required for the purpose should be in the area during the search. Radio transmitters and mobile phones must not be used unless authorised

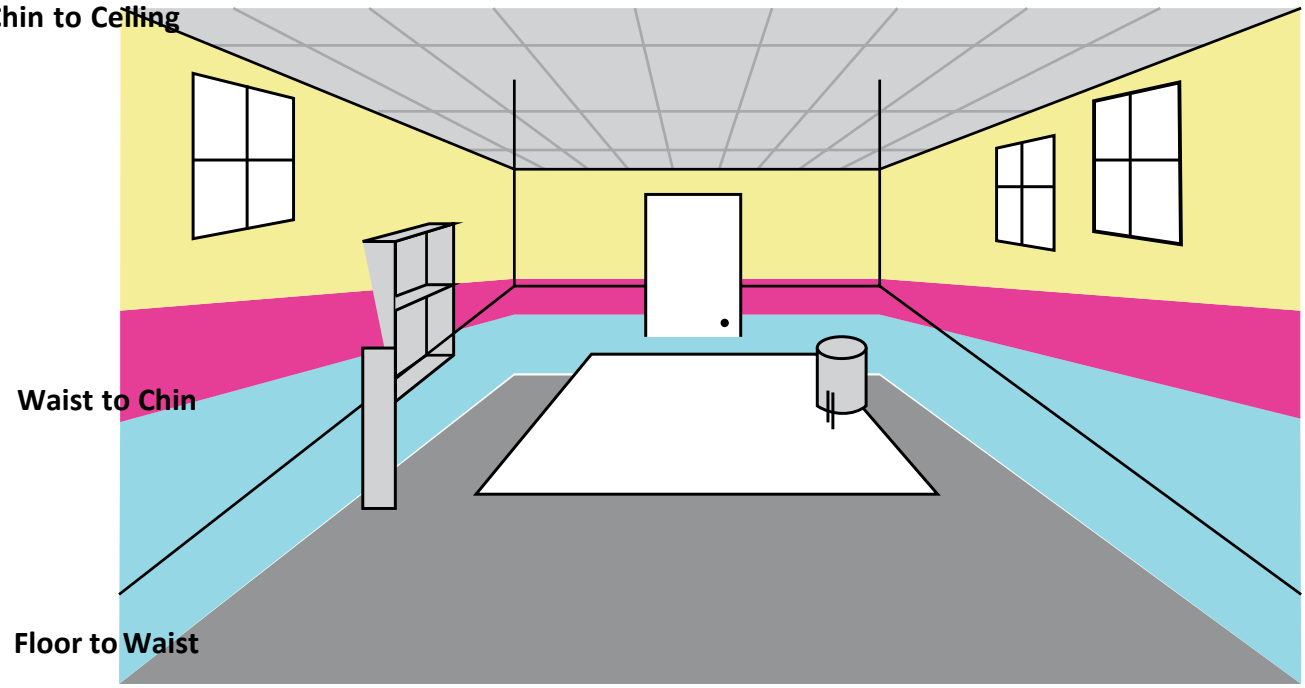
SEARCH PROCEDURE



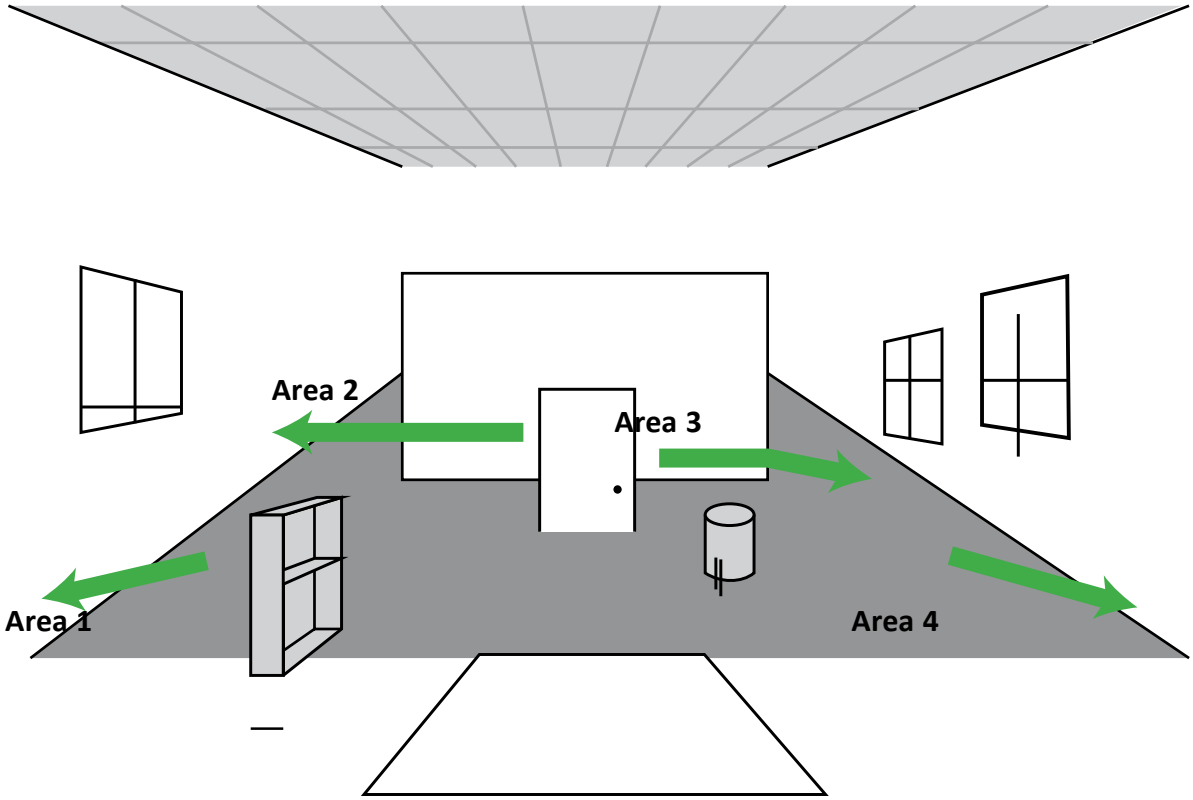
SEARCH FROM THE LOWEST LEVEL UPWARDS



FIRST, AUDIBLY AND VISUALLY CHECK EACH ROOM



NEXT, DIVIDE THE ROOM INTO SEARCH ZONES BY HEIGHT OR AREA



ALLOCATE A SEARCHER TO EACH ZONE AND SEARCH IN MORE DETAIL

SECTION 11 – OTHER EMERGENCIES

CIVIL DISORDER

Civil disorders are becoming more frequent in our society and any building can be involved. The Emergency Planning Committee needs to have procedures to cope with these disturbances.

Examples of the types of disorders that may be encountered are:

- Industrial disputes and their representations;
- Unpopular political decisions;
- Emotional international situations;
- Demonstrations and Marches that get out of control;
- Clashes of opposing groups that spill over into buildings.

These instructions are designed to minimise the danger to personnel and the risk of damage to assets.

PROCEDURE

As soon as the Chief Warden or Deputy Chief Warden is aware of a civil disorder:

- occurring in the building;
- in the vicinity of the building;
- or that such an event is imminent;
- or of unauthorised entry into the building by a disaffected person.

They should take the following action:

- Alert other members of the Emergency Control Organisation;
- Initiate action to:
- Restrict entry to the building
- Prevent contact between the demonstrators and the building's occupants;
- Notify the Police and request assistance;
- Notify nominated managers.

RESTRICT ENTRY TO SITE

The Wardens, upon instruction, should check the security of their area

CONTACT BETWEEN DEMONSTRATORS AND BUILDING OCCUPANTS

Contact may be achieved audibly (shouting, portable P.A. Systems) or visually (placards, signs held against windows, etc.). Managers and Wardens should ensure that all external openings to their floors are closed and visual communication restricted by ensuring all personnel are kept well away from windows and where available, by blinds or curtains being closed.

Managers and Wardens can contribute in a practical way by ensuring:

- withdrawal of staff where necessary;
- supervising the locking up of offices;
- securing records, files, cash and other valuable property;
- promoting an air of confidence and calmness.

ARMED HOLD-UP/ASSAULT

If an armed hold-up occurs, actions should be taken to minimise the risk of injury to persons, and the incident shall be reported to Police as soon as safely possible. You can use warning signs on your windows to indicate that little or no money is kept on your premises. Doors not required for access and windows of your premises should be adequately secured.

Electronic beepers or other devices can be installed to indicate that people are entering or leaving the premises.

Large convex mirrors can be attached to the walls or ceiling whenever there are large displays and counters so that persons hiding behind them can be seen at a glance. These mirrors can also be of great assistance in preventing stealing. If there is an adjoining office to your display and cash register area, one way mirrors should be installed.

Consider also the installation of a security camera which can photograph the offenders committing the armed hold-up or other offences. Ensure that external lighting outside your premises is adequate.

STRUCTURAL FAULT/EARTHQUAKE/EXPLOSIONS

Modern buildings have been designed to withstand the most terrifying forces of nature and the chances of major structural failure are minimal. However, structural damage can occur which could result in serious injuries to personnel if safety procedures are not observed. Forces which could cause structural failure to these buildings would include:

- earthquakes
- explosions
- collisions

And, while these may be rare, they do happen and emergency personnel should be prepared to cope with them. Earthquakes are a shaking or trembling of the earth's crust, caused by underground volcanic forces or the breaking and shifting of rock beneath the surface. In the past there have been over 20 earthquakes that registered 6 or greater on the Richter scale in Australia.

Explosions either in or adjacent to buildings can cause considerable damage and injury to personnel.

Types of explosions that may be experienced include:

- terrorists' bombs
- gas mains or services
- gas cylinders
- stored dangerous goods

Collisions caused when foreign objects collide with the building may directly result in some structural damage and/or spillage from the collision also causing damage.

Some typical collisions would include:

- swinging objects suspended from cranes
- demolition activities adjacent to building
- heavy vehicles and/or tankers out of control
- crashing aircraft

TYPES OF MINOR STRUCTURAL FAULTS

Any of the foregoing forces could cause the building to sway or shake which in turn may result in the following minor structural faults to occur.

Windows are usually one of the first items affected with glass panes distorting to breaking or explosion point and showering glass both inside and outside the building. This would also include interior glass partitions.

Ceilings in modern buildings are usually of the false suspended type which, if distorted, would permit individual panels to be dislodged and fall.

Fixtures such as shelving and bookcases secured to walls may be shaken loose and/or their heavy contents thrown to the floor.

Services may be disrupted with gas, water and waste pipes fractured or broken, or electrical wiring broken.

Any or all of these minor structural faults together with other non-structural hazards can result in major injuries to personnel. However if personnel are trained and prepared for these emergencies such injuries can be reduced to a minimum.

As it is impracticable to give procedures for every type of emergency the following outlines those to be followed for an earthquake. The same principles should be used when dealing with other types of emergencies.

PROCEDURE IN THE EVENT OF AN EARTHQUAKE

The responsibility for the safety of personnel is delegated to the Area Wardens and their assistants on all areas within the site. Prior to any emergency they should work out where safe refuge points would be during an earthquake. In selecting safe refuge points, the following factors should be taken into consideration:

- Take cover under immediately available protection such as a desk, bench, etc
- Keep clear of heavy wall-mounted items such as shelves loaded with heavy files, bookcases, etc
- Ensure, as far as possible that stairways are safe before descending

If personnel are caught outside the building they should:

- Move clear of building
- Keep off roadways, footpaths and from under shop awnings
- Get away from high walls, overhead power lines or dangling electrical wires
- If driving, pull off the road (not under power lines) and stay in their car until they can assess the situation around them.

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. They should also be directed to refrain from smoking in case of gas leaks. Wardens should then inspect their area and report to their Floor Warden:

- Any injuries; their nature, severity and who is giving first aid.
- Any hazards such as fallen or exposed electrical wires, precariously balanced material such as hanging ceilings, beams, etc.
- Any known or suspected gas leaks.
- The condition of the exit path as far as they can see from their floor level or area.

EMERGENCY PROCEDURES – MAIL & PACKAGE HANDLING

SUSPICIOUS ITEM
POSSIBLE RECOGNITION POINTS

Excessive securing material.
Xcessive weight.
Protruding wires or foil.
Lopsided or unevenly weighted.
Oily stains, discolouration, strange odours.
Stiff or rigid envelope.
Is the package expected.
Visual distractions.
Excessive postage.

Proper name / title not used or incorrect.
Powdery substance on the outside.
Address, handwritten or poorly typed.
Restrictive markings *(eg: confidential, personal)*
Common words misspelt.
Either unusual or foreign mail.
Lacks address of sender or stamp.
Postmark does not match return address.

SUSPICIOUS ITEM
– EXPLOSIVE DEVICE –

If you believe it could be an Explosive Device:

- Immediately isolate or evacuate the area
- Try to establish the origin of the package
- Do NOT attempt to open it !
- Notify Chief Warden
- Keep people away
- Act as instructed by Chief Wardens
- Notify Police & act as instructed

SUSPICIOUS ITEM
NOT OPENED
– HAZARDOUS MATERIALS –

If you suspect that you have received a package that may contain Hazardous Material and have not opened it:

- Place item in a plastic bag & seal it
- Place all items in a second plastic bag & seal that bag
- Occupants to stay in immediate work area
- Prevent others from entering & becoming contaminated
- Notify Chief Warden
- Call the Fire Services & advise of the exact situation
- Keep your hands away from your face to avoid contamination
- Act as instructed by the Emergency Services

SUSPICIOUS ITEM
OPENED
– HAZARDOUS MATERIALS –

If you suspect that you have received a package that may contain Hazardous Material and have opened it:

- Don't disturb the item any further, don't pass it around
- If any material has spilt from the item, don't try to clean it up, or brush it from your clothing
- If possible, place an object over the package without disturbing it, such as a large waste bin
- Occupants to stay in immediate work area
- Prevent others from entering & becoming contaminated
- Notify Chief Warden
- Call the Fire Services & advise of the exact situation
- Keep your hands away from your face to avoid contamination
- If possible, without leaving your work area, shut down equipment that ventilates or circulates air around your workplace
- Act as instructed by the Emergency Services

SIEGE/HOSTAGE

GENERAL

Siege/Hostage situations, although occurring infrequently, are increasing in numbers.

- Most of these occur without prior warning or knowledge.
- It is critical that procedures are put in place that will minimise the loss of life or injury.
- Research has shown that it is the first 15 minutes prior to the arrival of the Police or Emergency Services when the ECO as appropriate should take control for that period.
- Any plans or procedures to respond in a positive practical manner to these situations must revolve around the following actions:
- Observation
- Communication
- Isolation
- Containment

OBSERVATION

Alert observation plays an important part in preventing Siege or Hostage situations. Such observation enables you to notice people who are behaving strangely. They might be watching, in an agitated state, pacing up and down, carrying suspicious parcels or objects (that could be wrapped weapons), or dressed out of accord with the weather (e.g. a person wearing an overcoat on a hot summer day.) If your suspicions are aroused, take safe action/s, such as:

- Carry out further surveillance of the suspect or suspects.
- Report your concerns to a higher authority – the Chief Warden or Security.
- Politely challenge the suspect (only if safe).
- For example, ask “Can I assist you with anything?”

COMMUNICATION

If you believe a potential incident is developing, or an actual incident has commenced, immediately notify the Chief Warden.

If a situation you are observing escalates to one of serious violence, call the Police immediately. If you are unable to do so, get someone else to do it.

If you call the Police, DO NOT HANG UP THE PHONE UNTIL TOLD TO DO SO BY THEM unless it is not safe for you to stay on the phone. Supply as much accurate, relevant information as possible, and keep them updated on the situation.

Ensure that key people in the building ECO have been advised. Remember that evacuation in such circumstances might need to use routes different from normal, so as to avoid the danger area. Evacuation assembly areas will also need to be outside the potential danger zone. Hostage and siege situations can be very stressful. However, if you can maintain as calm a manner as possible it can be very helpful in getting people to safety.

ISOLATION

If safe isolate the area, means keeping the public and tenants away from the danger area. Once again the success of this will be helped if you can remain calm and communicate effectively in a clear and concise manner. Try to avoid giving the impression of personal panic by the way you act, your body language, and by the way you speak.

Physical aids which can be used to help keep the public out of the danger areas include barriers, perimeter tape, signs, internal and external shutters and public address systems. Obviously, those should only be put in place when and where it is safe to do so.

The media should be kept clear of the danger area and requested to avoid preventing Emergency Services from operating freely.

The location of the command post for this type of an emergency might need to be different for other types, so as to avoid areas of potential danger.

CONTAINMENT

If safe to do, confine the danger to a specific area. It is not always easy to achieve and has its own set of risks, never place yourself in personal danger.

If it is possible to contain a violent intruder on a particular floor or in a particular area, and that is done, the people still in that area may be in greater danger.

However, if the violent intruder is not able to be contained, it may mean that an even greater number of people on other floors or in other areas on the site will be endangered.

In most instances, the decision to contain the incident will not be yours to make, or may not even be possible to make. The task is almost always to assist in whatever practical way is possible after any such decision has been made.

PLANS

Up-to-date plans of the building should be kept by the ECO, with a second copy of the plans kept off site, provided there is 24-hour access. Such plans should be made available to the Police on arrival.

Note: *This section contains general information only. Always follow your organisation's specific emergency procedures relating to terrorism, (where applicable), especially if it is a high risk site or has received a specific threat. Report any incident to your site Chief Warden.*

INCIDENTS INVOLVING TERRORISM

INTRODUCTION

- Terrorism is the unlawful use of force against persons or property to Intimidate or coerce a government, a civil population, or any segment of them, to further political or social objectives.
- The biological, chemical, radiological, explosive and incendiary weapons that might be used by terrorists are capable of killing and maiming large numbers of people, damaging infrastructure, and of disrupting an entire population's sense of safety and security.
- Terrorist actions are usually, but not always, directed against highly visible or highly symbolic targets, to attract the greatest amount of intended attention.
- Terrorist actions might include a secondary event to inflict greater harm. This might be a second attack during evacuation or rescue operations booby traps, the combined use of several types of weapons, or the risk of a building collapse or release of hazardous substances stored in an area following an attack.
- The following pages will give you a brief overview of the range of typical terrorist incidents, their characteristics, and things you can do to protect yourself against them.
- Note that this is general information only. Always follow your organisation's specific emergency procedures relating to Terrorism, (where applicable), especially if it is a high risk site or has received a specific threat.

BIOLOGICAL INCIDENTS

CHARACTERISTICS

- Biological incidents involve the use of germs or toxins to cause serious disease. They include Bacteria, Rickettsia, Viruses and Toxins.
- Bacteria are single cell organisms. Examples include Anthrax, Cholera, Plague and Tularaemia.
- Rickettsia are single cell organisms that live within host cells. An example is Q fever.
- Viruses are the simplest form of life and rely on other living cells to be able to multiply. Examples are Smallpox, Equine Encephalitis, Ebola and Lassa fever.
- Toxins are dangerous substances produced by living organisms. Examples are Snake Venom, Ricin (derived from the castor bean plant) and Botulism.
- Biological agents can be designed to infect people or animals.
- Biological agents usually infect the body by inhalation and ingestion, but skin absorption and injection are other possible routes.
- Some biological agents might cause different effects depending on their route of entry into the body. For example, inhaled Anthrax is a much more serious disease than Anthrax contracted by skin contact.

SIGNS OF USE

- Biological agents may be colourless and odourless. Their use might not be noticed for days or even weeks until people or animals become sick. Toxins are generally quicker acting, usually showing their effects within hours.
- Indicators may include unusual numbers of people or animals sick or dying, suspicious use of sprays (e.g. from vehicles or aircraft) and abandoned suspicious spray devices.
- Some biological agents (e.g. Anthrax) may be distributed by mail or in parcels – see the section on Suspicious Mail Items.

WHAT YOU SHOULD DO

- Report suspicious use or disposal of spray devices, and any outbreak of suspicious illnesses. Follow your organisation's mail handling procedures and precautions.

IF YOU BELIEVE YOU HAVE BEEN IN CONTACT WITH A BIOLOGICAL AGENT:

- Remain upwind and clear of the immediate hazard, but within the general area.
- Have someone call the Fire Service and advise full details of what has happened.
- Notify the Site Chief Warden.
- Isolate the area if possible. Keep other people away from you and the hazard.
- If possible, shut down air conditioning, fans and ventilation systems.
- DON'T touch your face. Wash your hands and exposed skin if possible to do so without leaving the area.
- DON'T eat, drink or smoke until decontaminated and advised it is OK to do so.
- Wait for help to arrive. Act as instructed by the Fire Service.

CHEMICAL INCIDENTS

CHARACTERISTICS

Chemical incidents involve the use of hazardous chemicals to kill, injure or incapacitate people. Typical chemical agents include:

- Nerve agents, such as sarin (GB), soman (GD), Tabun (GA) and V agent (VX). These look like water or light oil and have no odour. They cause giddiness, anxiety, pin-point pupils, blurred vision, involuntary twitching, runny nose, chest congestion, coughing, difficulty breathing, salivation, abdominal pain, vomiting, and involuntary urination and defecation.
- Blister agents such as mustard (H, HD) and Lewisite (L). They look like heavy oily liquids and have a mustard or garlic like odour. They are corrosive and toxic, penetrate normal clothing, irritate and burn the eyes and skin. Within 2 to 12 hours they will cause skin reddening and blisters (especially on warm, moist parts of the body), painful swollen eyelids, respiratory distress,abdominal pain, and bloody vomit and diarrhoea.
- Blood agents such as hydrogen cyanide (AC) and cyanogen chloride (CK). These interfere with the blood's ability to carry oxygen. They are in common use in some industries, are liquids under pressure, but are gases when released. Symptoms include respiratory distress, vomiting, diarrhoea, vertigo and headaches.
- Choking agents such as chlorine and phosgene gas. These are commonly used in some industries, and stored in gas cylinders. They cause severe eye irritation respiratory distress.
- Irritating agents such as chloropicrin, tear gas (CS), MACE (CN), capsicum/pepper spray, and riot control gas. These irritate the eyes and throat, cause coughing and respiratory distress and may lead to nausea and vomiting.
- Chemical agents may be distributed by sprays, mists, small explosions or by deliberately releasing commercial chemicals while being transported or in storage.They are at their most dangerous when used in confined areas (e.g. indoors.)
- Chemical agents usually enter the body by inhalation, but skin absorption (e.g. of nerve and blister agents) is also possible.

SIGNS OF USE

- The use of chemical agents is usually noticed quickly. While some are odourless, some may have a distinct smell.
- Indicators may include symptoms, incapacitation or death of people, animals and birds in an area. An initial collision, explosion, spraying or mist might be noticed. There may be discarded cylinders, containers or spray equipment in the area.

WHAT YOU SHOULD DO

- Secure any hazardous chemicals that could be used by terrorists. Report any theft or suspicious storage or transport of such hazardous chemicals.
- Report use or disposal of suspicious cylinders, containers or spray devices.
- Assume people and/or animals suddenly being incapacitated might be a terrorist attack.

IF YOU BELIEVE YOU HAVE BEEN IN CONTACT WITH A CHEMICAL AGENT:

- Hold you breath and move away from the hazard. If indoors, get outside. Stay upwind
- Have someone call the Fire Service and advise full details of what has happened.
- Notify the Site Chief Warden
- Isolate the area, if possible. Keep people away from the hazard.
- DON'T eat, drink or smoke until decontaminated and advised it is OK to do so.
- If you think you might have droplets of chemical on your skin or clothing, remove your outer clothing and wash yourself down with cold water.
- Wait for help to arrive. Act as instructed by the Fire Service.

RADIOLOGICAL INCIDENTS

CHARACTERISTICS

- Radiological incidents involve the use of radioactive materials to cause death and injury and to destroy or contaminate an area. They are also called nuclear incidents.
- Radiological incidents include the use of nuclear weapons and the use of conventional explosives or an incendiary device to spread radioactive materials. The latter (called a radiation dispersal device, RDD or "dirty bomb") is by far the more likely event.
- The explosion or ignition of an RDD can cause radiological contamination that might not be immediately obvious, make the area very difficult to decontaminate and cause long term health effects to anyone exposed to it.

RADIOLOGICAL HAZARDS INCLUDE:

- Alpha Particles - These are the heaviest of nuclear particles, travel only a short distance and can be stopped by a sheet of paper. They can enter the body through a cut, by ingestion or inhalation (e.g. of contaminated dust) and cause injury.
- Beta Particles - These are smaller, faster and more penetrating than alpha particles. They normally don't penetrate to vital organs in the body except through a wound, by ingestion or inhalation (e.g. of contaminated dust).
- Gamma Rays - These are electromagnetic rays (like X-Rays). They can travel a long way and penetrate through many materials, including the human body.

SIGNS OF USE

- A nuclear explosion will be obvious. Explosion or ignition of a radiation dispersal device (RDD) may appear to be a conventional explosion or fire.
- A radiological incident might also involve an attack (e.g. using explosives or by crashing a vehicle) on an area where radioactive materials are produced, used, stored or in transit.
- Indicators of acute radiation exposure include skin irritation, nausea, vomiting, high fever, hair loss and skin burns.

WHAT YOU SHOULD DO

- Secure any radioactive materials that could be used by terrorists. Report any theft or suspicious storage or transport of such materials.
- Report suspicious objects, especially in areas where an explosion could damage or contaminate some key structure or facility.
- Follow your organisation's mail/parcel handling procedures & precautions.

IF YOU BELIEVE YOU HAVE BEEN IN CONTACT WITH A RADIOLOGICAL AGENT:

- Hold your breath and get well clear and upwind of the hazard.
- Get substantial physical barriers (e.g. thick walls) between you and the hazard.
- Have someone call the Fire Service and advise full details of what has happened.
- Notify the Site Chief Warden
- Isolate the area, if possible. Keep people away from the hazard.
- DON'T eat, drink or smoke until decontaminated and advised it is OK to do so.
- If you think you might have radioactive particles in your clothing, consider removing your outer clothing and isolate it.
- Wait for help to arrive. Act as instructed by the Fire Service.

EXPLOSIVES INCIDENTS

CHARACTERISTICS

- About 70% of terrorist attacks worldwide involve the use of explosives.
- Few bomb threats involve an actual explosive. It is unusual for a warning to be given of an attack involving actual explosives.
- Explosives might be used by terrorists to cause secondary emergencies, such as the collapse of a building, the release of hazardous substances, or the loss of vital services.

SIGNS OF USE

- An actual explosion will usually be obvious. Explosions can occur by accident, but any explosion might be a terrorist attack.

WHAT YOU SHOULD DO

- Follow your organisation's general security and mail/parcel handling procedures.
- Be familiar with your emergency procedures for fire/explosion and bomb threat.
- Report, but do not touch, any suspicious objects, especially in areas where an explosion could damage some key structure or facility.

INCENDIARY INCIDENTS

CHARACTERISTICS

- An incendiary is a device used intentionally to start a fire. It might use a wick, a mechanical or electrical spark, or chemicals that produce heat when they react together.
- Most have three parts. An outer container, a part that causes the ignition, and a quantity of easily ignitable material.
- An incendiary device might also be used to generate and/or spread a chemical or radiological agent (e.g. hazardous fumes or radioactive smoke).

SIGNS OF USE

- An actual fire will usually be obvious. Fires can occur by accident, but any fire should be considered as deliberately lit, especially if it is unusually intense, or starts in more than one place at the same time.

WHAT YOU SHOULD DO

- Follow your organisation's general security and fire prevention procedures.
- Be familiar with your emergency procedures for fire.
- Report, but do not touch, any suspicious objects. Note that some Incendiary devices might explode or ignite if handled.

FURTHER INFORMATION

Terrorist attacks have many hazards in common with other types of emergencies, such as fire/explosion and hazardous materials leak.

Three key actions that can help protect you are:

TIME

• Minimise the time you are exposed to the hazard.

DISTANCE

• Distance yourself from the hazard (without taking contamination with you).

SHIELDING

• Keep physical barriers between you and the hazard.

Some abbreviations you might see, in connection with terrorist weapons are:

B-NICE

• Stands for “biological, nuclear, incendiary, chemical and explosive”.

CBR

• Stands for “chemical, biological and radiological”.

NBC

• Stands for “nuclear, biological and chemical”.

Note: that persons who are contaminated with chemical, biological or radiological agents need to be decontaminated before being released or transported to hospital. If they are not decontaminated, they may spread the hazard to family, friends, neighbours, passers-by and emergency workers, and render hospital facilities unusable for other casualties.

PANDEMIC PROCEDURE

The site is committed to reducing the impacts of a pandemic. These initiatives include reducing;

- Spread of the pandemic
- Financial loss
- Operational loss
- Disruption to client and stakeholder

In the event of pandemic influenza, Management must play a key role in protecting employees' health and safety as well as limiting the negative impact to the operations and income. Planning for pandemic influenza is critical.

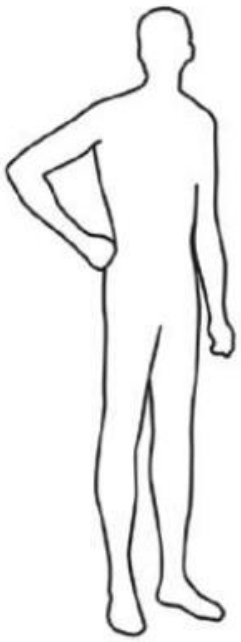
Further information can be found at www.pandemicflu.gov and www.cdc.gov/business

ARMED OFFENDERS CHECKLIST

EMERGENCY PLANNING AUSTRALIA

Description Form

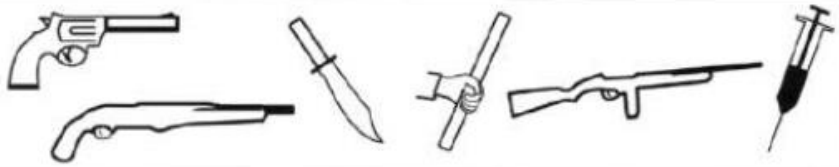
If you're a victim of a robbery, please complete this form by yourself. If you are unsure of an answer, don't guess - leave it blank. If there are other witnesses, record their names at the base of page and ask them to complete these descriptions on a piece of paper.



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

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

WEAPON DETAILS



OTHER:

WITNESS DETAILS
WITNESS 1:
WITNESS 2.
WITNESS 3.

RECEPTIONIST CHECKLIST

EMERGENCY PROCEDURES
RECEPTIONIST CHECKLIST

FIRE

☐ **1. If a person reports a fire ask them for details:**

- Location (which area)?
- Size (small, whole room, etc.)?
- Type (electrical equipment, boxes, etc.)?

☐ **2. Notify the Chief Warden.**

☐ **3. Call the Fire Service:**

- Dial **'000'**.
- Ask for the Fire Service.
- Tell them the details.
- Tell them the address

ADDRESS:

NEAREST CROSSROAD:

☐ **4. Act as directed by Chief Warden or Fire Service.**

☐ **5. If you are in immediate DANGER from the fire, evacuate and call the Fire Service from a safe location. Take others with you as you leave.**

MEDICAL EMERGENCY

☐ **1. If a person reports as being badly injured or ill, ask the caller for details:**

- The location of the casualty.
- How many casualties.
- The type of injuries/illness.

☐ **2. Notify First Aiders, if necessary, they will request you to call the ambulance / doctor:**

- Dial **'000'**.
- Ask for the Ambulance.
- Tell them the type of injury/illness, if known.
- Tell them the address

☐ **3. Notify the Chief Warden.**

OTHER EMERGENCIES

Notify the Chief Warden and act as instructed.

If not in danger, act as directed by Chief Warden or Emergency Services

PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

A Personal Emergency Evacuation Plan (PEEP) is an individualised emergency plan designed for an occupant with a disability who may require assistance during an emergency.

It is essential that building evacuation plans consider all levels of mobility and potential impairments. Consideration should be given to occupants and visitors who for one reason or another may need assistance or are unlikely to be able to act optimally in an emergency.

This could include but is not limited to occupants and visitors who -

- Are accompanied by an assistant;
- Have a guide or companion animal;
- Use alternative forms of information and communication;
- Have an ambulatory disability;
- Use a wheeled mobility appliance, including a wheelchair or scooter;
- Are easily fatigued;
- Easily experience acute anxiety during an emergency;
- Easily experience extreme confusion during an emergency.

A register of at least the number of persons per floor/area that will require assistance should be kept at the Master Emergency Control Point (MECP).

Suitable strategies for an emergency should be discussed with those occupants from the facility who have a disability, with all information incorporated into the Personal Emergency Evacuation Plan (PEEP). Information on the PEEP shall be disseminated to all people responsible for its implementation.

Please refer to the attached PEEP template on the following pages.

PERSONAL EMERGENCY EVACAUTION PLAN (PEEP)

EMERGENCY PLANNING AUSTRALIA

PEEP's are individualised emergency plans designed for mobility impaired occupants or visitors who may require assistance during an emergency. To facilitate reference by Emergency Services, a copy of the PEEP should be kept with the relevant Warden and/ or designated assistant and an additional copy kept in a central location which is readily accessible to the responding Emergency Service. The information on the PEEP shall be disseminated to all people responsible for its implementation.

Occupant Name:

Phone/Ext: Mobile: Email:

Company Name:

Building Address:

Floor Number: Room Number:

Is an Assistance Animal involved? YES NO

Is the occupant 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 of 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)

PEEP X 2

PERSONAL EMERGENCY EVACUATION PLAN

EMERGENCY PLANNING AUSTRALIA

Egress procedure:
(Give step by step details)

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

Are your designated assistants trained in the emergency response procedures? YES ☐ NO ☐
(including the evacuation procedures)

Are your designated assistants trained in the use of the evacuation equipment? YES ☐ NO ☐

Diagram of preferred route for assisted evacuation:
(Please provide diagram)

Insert here a diagram showing:
1) The location of the person who requires assistance
2) The path of travel to a place of safety.

This diagram will ONLY be relevant to an individual and their location within the building and a generic diagram CANNOT be inserted.

Issue Date: .... /.... /..... Review Date: .... /.... /.....

Occupant approved: ..... (signature) Date: .... /.... /.....

Assistant/Warden: ..... (signature) Date: .... /.... /.....

Chief Warden: ..... (signature) Date: .... /.... /.....

BOMB THREAT CHECKLIST

IF YOU RECEIVE A PHONE THREAT:

PHONE THREAT CHECKLIST – REMEMBER TO KEEP CALM

GENERAL QUESTIONS TO ASK

1. What is it ? _____
2. When is the bomb going to explode ?
   OR
   When will the substance be released ?
   _____
3. Where did you put it ? _____
4. What does it look like ? _____
5. When did you put it there ? _____
6. How will the bomb explode ?
   OR
   How will the substance be released ?
   _____
7. Did you put it there ? _____
8. Why did you put it there ? _____

OTHER QUESTIONS TO ASK

1. What is your name ? _____
2. Where are you ? _____
3. What is your address ? _____

EXACT WORDING OF THREAT

_____

_____

_____

_____

_____

_____

BACKGROUND NOISES

❑Street Noises ❑House Noises ❑Aircraft ❑Voices

❑Music ❑Machinery ❑Local Call ❑STD

❑Other _____

WHO RECEIVED THE CALL

Name: _____ (print)

Telephone Number: _____

Date Call Received: / / Time Received: _____ am pm

Signature: _____

BOMB THREAT QUESTIONS

1. What type of bomb is it ? _____
2. What is in the bomb ? _____
3. What will make the bomb explode ? _____

CHEMICAL/BIOLOGICAL THREAT QUESTIONS

1. What kind of substance is in it ? _____
2. How much of the substance is there ? _____
3. How will the substance be released ? _____
4. Is the substance a liquid, powder or gas ? _____

CALLER'S VOICE

Accent *(specify)*: _____

Any Impediment *(specify)*: _____

Voice *(loud, soft, etc)*: _____

Speech *(fast, slow, etc)*: _____

Diction *(clear, muffled)*: _____

Manner *(calm, emotional, etc)*: _____

Did you recognise the Caller ? _____

If so, who do you think it was ? _____

Was the Caller familiar with the area ? _____

Sex of Caller: ❑Female ❑Male Estimated Age: _____

Duration of Call: _____

Number Called: _____

THREAT / LANGUAGE

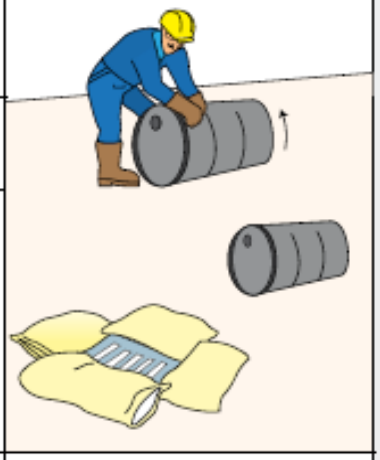
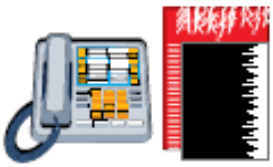
❑Well Spoken ❑Incoherent ❑Irrational ❑Taped

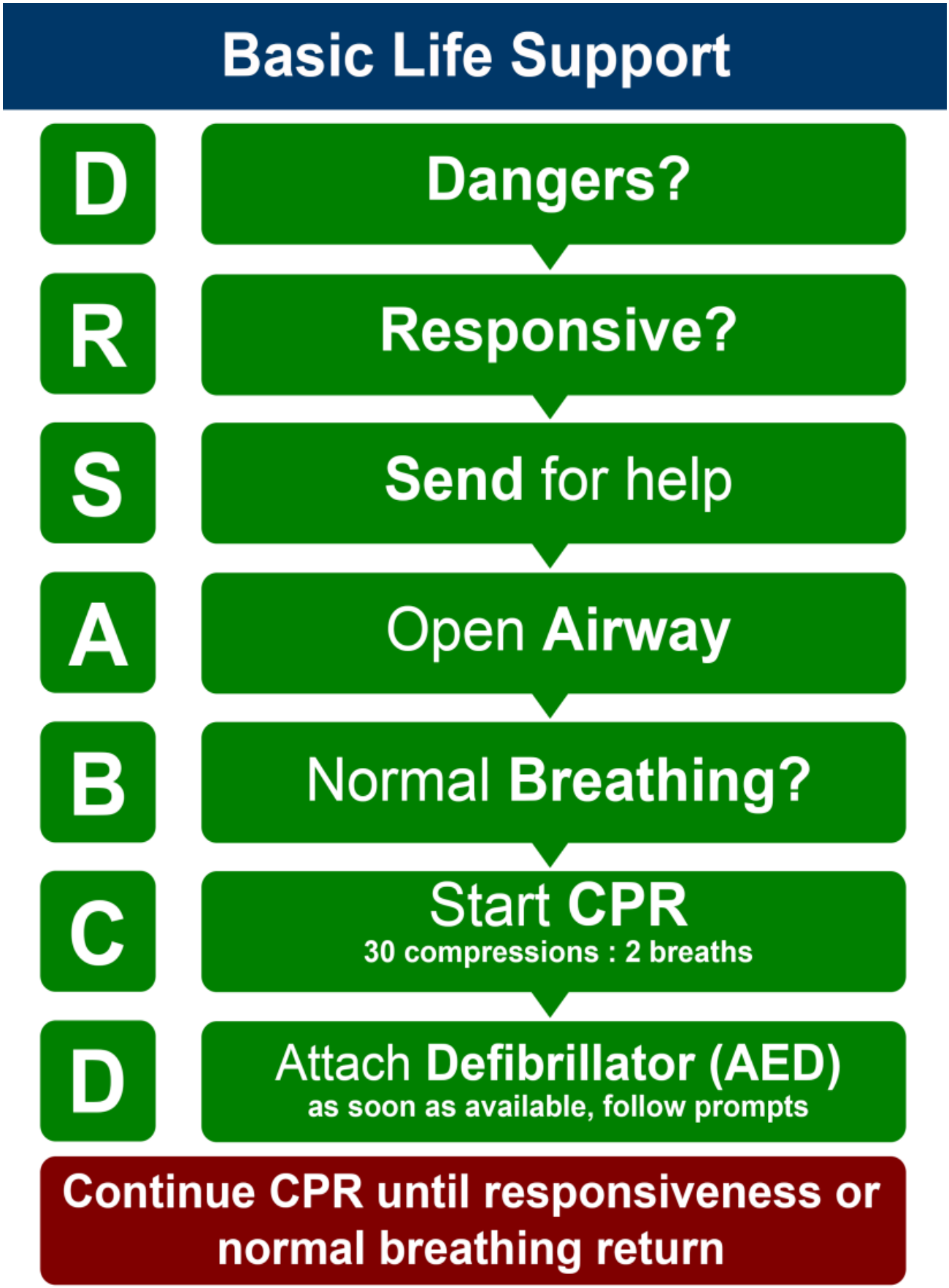
❑Abusive ❑Message read by Caller

❑Other _____

RAPID RESPONSE TO SPILL OR LEAK

RAPID RESPONSE - IN CASE OF A SPILL OR LEAK

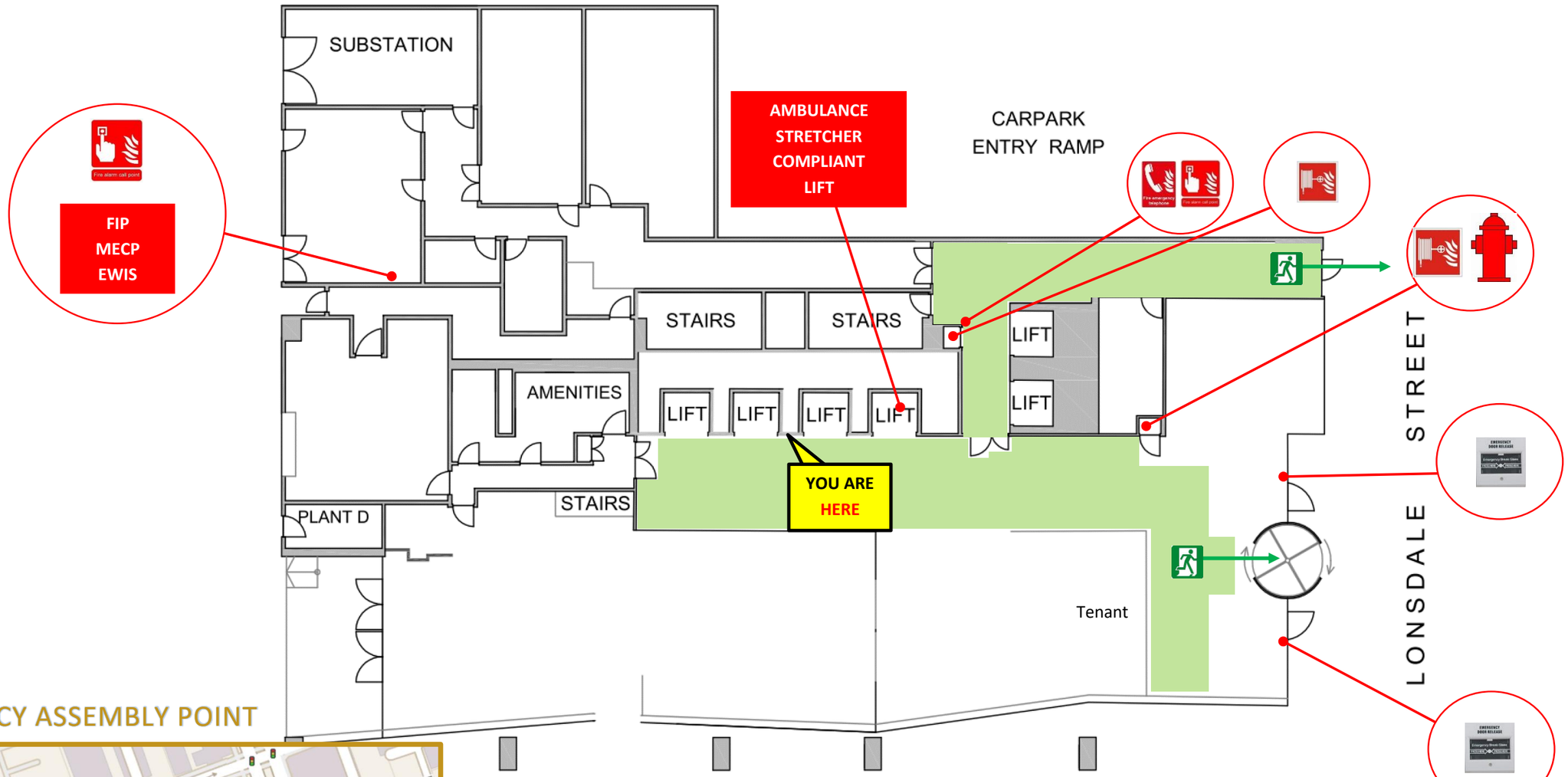
1. BE SAFE	• *What is it?* • *Is there a MSDS for the product?* • *Do you need safety Gear?* • *Are people trained in spill response?*	
2. STOP THE SOURCE	• *Turn off the tap, plug the leak or roll the drum over— only if safe to do so.*	
3. PROTECT STORM WATER	• *Confine the spill with booms or sandbags.* • *Block off access to storm water grates with drain covers or other barriers.* • *Place absorbent granules or other material to suck up the spill.*	
4. NOTIFY	• *Tell a Property manager rep.* • *If it is a major spill with potential to cause material harm to the environment (>$10,000) - Contact HSE Manager immediately.*	
5. CLEAN UP	• *Neutralise hazardous substances - see MSDS.* • *Pump or sweep into a container.* • *Clean up all residues of the spill without allowing wash water or sweepings to get into storm water grates or the soil.*	
6. DISPOSAL RESPONSIBILITY	• *Use a 'prescribed' waste disposal Service Provider to remove contaminated material & Clean up gear.* • *Do not dispose of as 'general waste.*	
7. RESTOCK AND REVIEW	• *Replace all used spill kit material.* • *Assess the cause of the spill and take corrective action to prevent recurrence.* • *Complete an Incident Investigation Report within 24 hours.*	
	Location of Spill Kit (s)	**Emergency phone contact**


Basic Life Support
D
Dangers?
R
Responsive?
S
Send for help
A
Open Airway
B
Normal Breathing?
C
Start CPR
30 compressions : 2 breaths
D
Attach Defibrillator (AED)
as soon as available, follow prompts
Continue CPR until responsiveness or normal breathing return

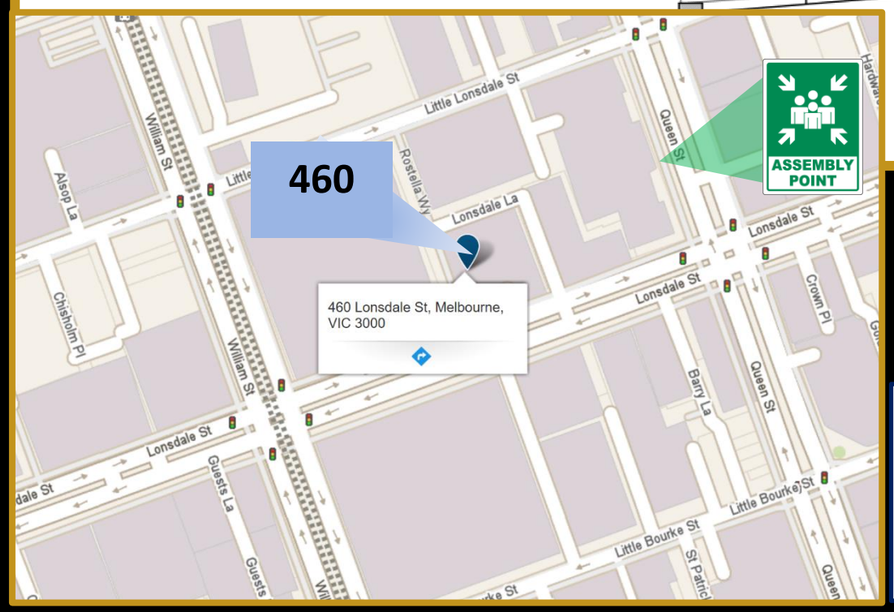
EVACUATION DIAGRAM

460 LONSDALE STREET, MELBOURNE

GROUND



EMERGENCY ASSEMBLY POINT



PRIMARY ASSEMBLY POINT

located on the corner of Lonsdale Street and Queen Street

For All Emergency Services Dial 000

P Police
Fire
Ambulance

LEGEND:

- DRY CHEMICAL (ABE) POWDER EXTINGUISHER
- HYDRANT
- EMERGENCY DOOR RELEASE
- FIP MECP — FIRE INDICATOR PANEL
- MANUAL CALL POINT
- HOSE REEL
- EXIT
- WARDEN INTERCOMMUNICATION PHONE

FIRE AND EMERGENCY OPTIONS

- ASSIST ANY PERSON IN IMMEDIATE DANGER (Only if safe to do so). EVACUATE DANGER AREA — Stay Low
- CLOSE THE DOOR TO CONFINE THE FIRE (Only if safe to do so) — Close Doors and Windows
- ALERT OTHER TENANTS OF POSSIBLE DANGER Dial 000 - Fire Brigade — Dial 000
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- REMAIN AT ASSEMBLY AREA UNTIL THE "ALL CLEAR" IS GIVEN (Account for all staff/ occupants) — Do not re-enter the building

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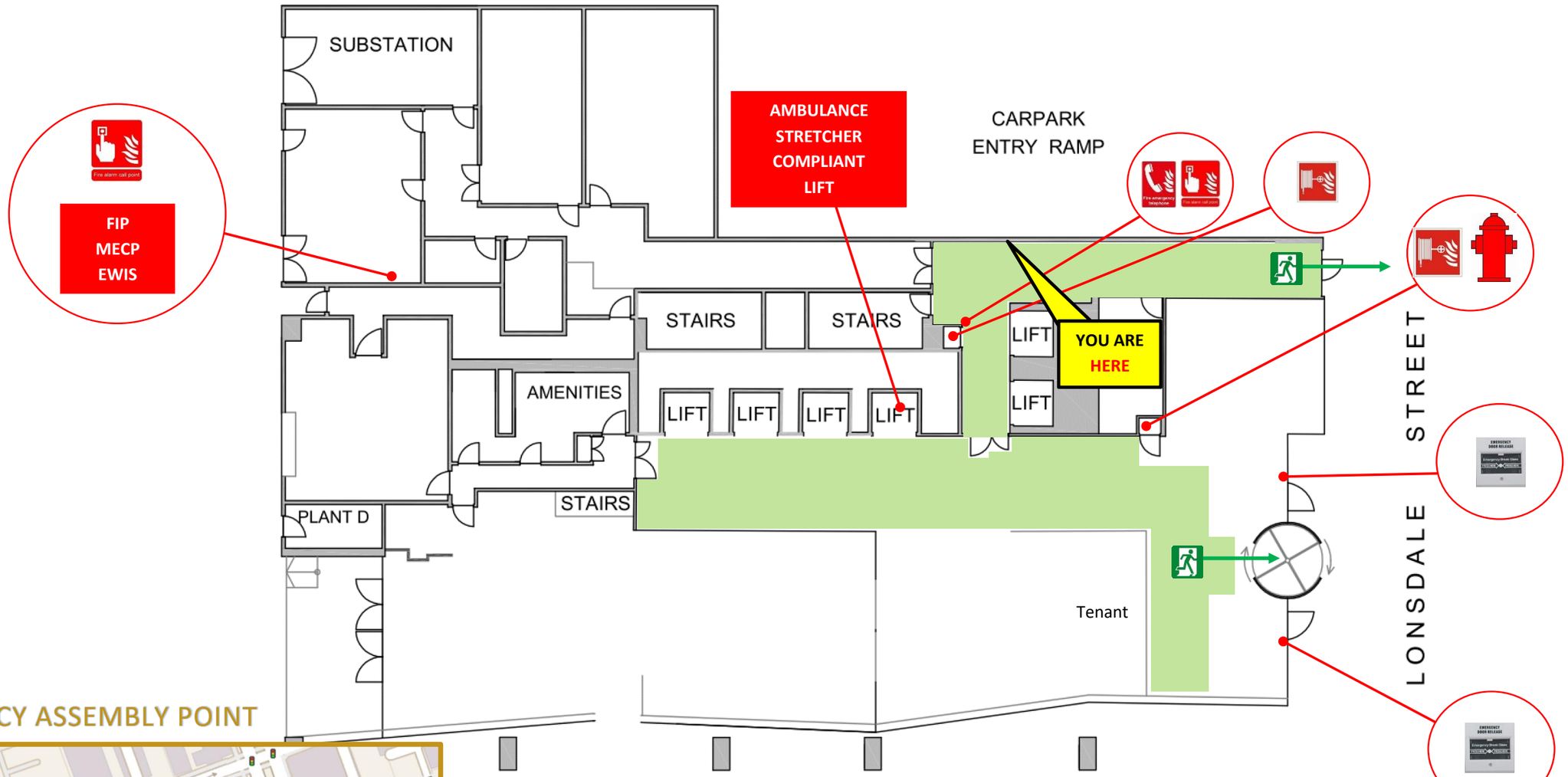
EVACUATION DIAGRAM

460 LONSDALE STREET, MELBOURNE

GROUND



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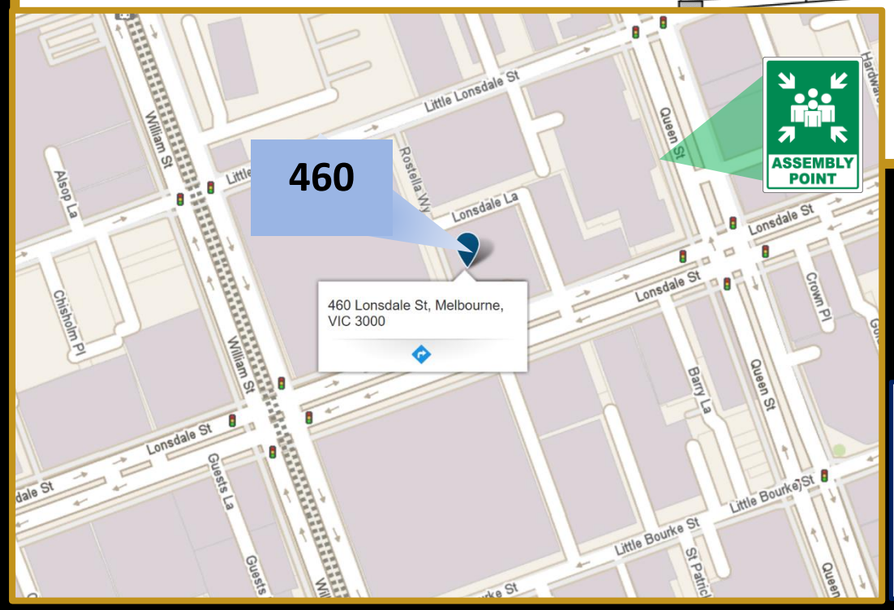

PRIMARY ASSEMBLY POINT

located on the corner of Lonsdale Street and Queen Street

For All Emergency Services Dial **000**

- Police
- Fire
- Ambulance

LEGEND:

- DRY CHEMICAL (ABE) POWDER EXTINGUISHER
- HYDRANT
- EMERGENCY DOOR RELEASE
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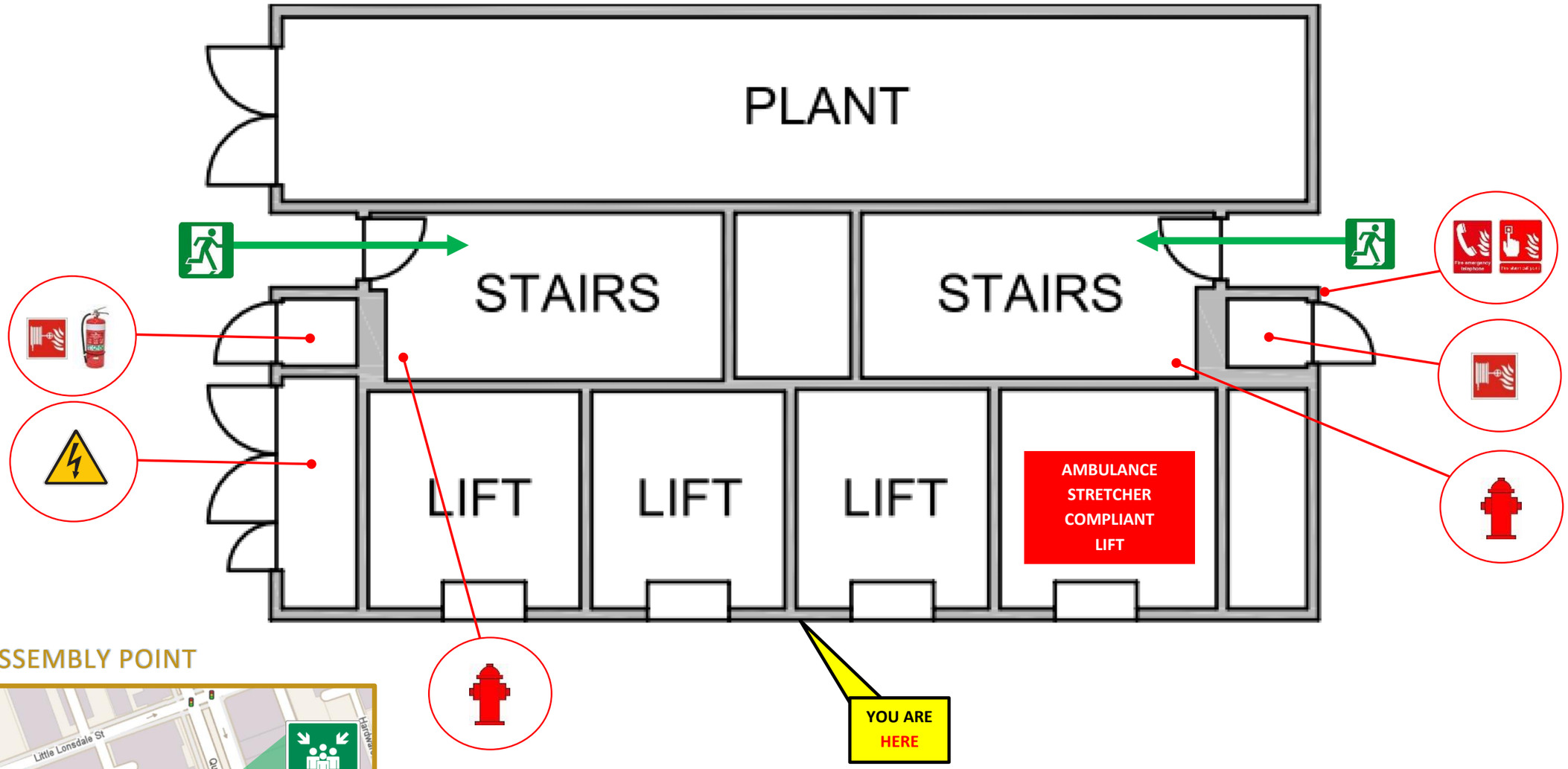
EVACUATION DIAGRAM

460 LONSDALE STREET, MELBOURNE

LEVEL 9



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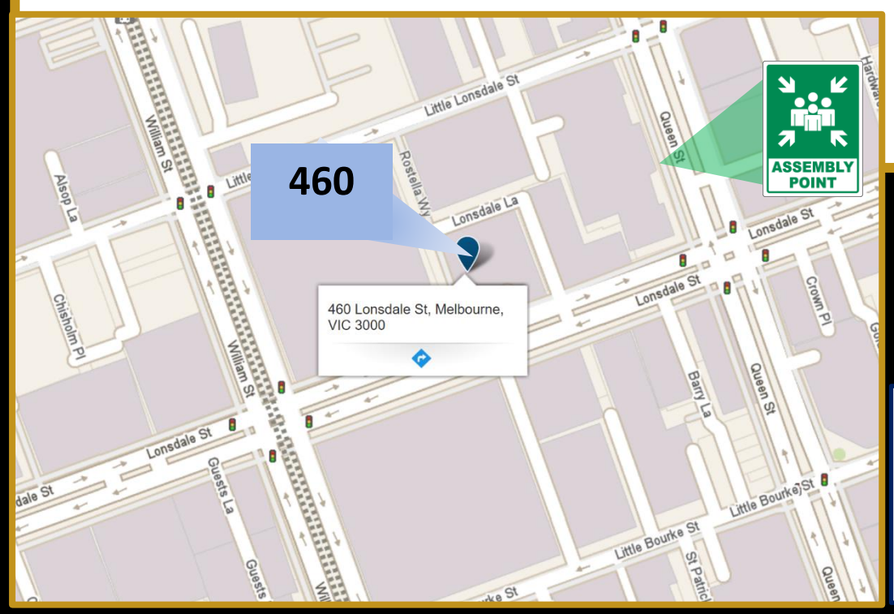


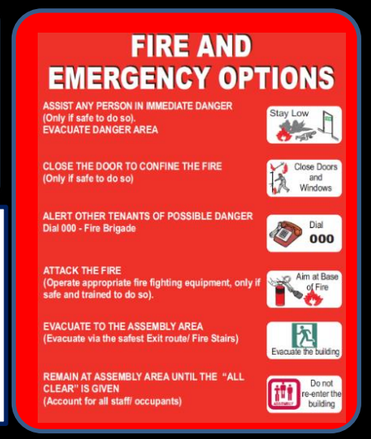
PRIMARY ASSEMBLY POINT

located on the corner of Lonsdale Street and Queen Street

For All Emergency Services Dial 000
Police
Fire
Ambulance

LEGEND:

- DRY CHEMICAL (ABE) POWDER EXTINGUISHER
- HYDRANT
- EMERGENCY DOOR RELEASE
- SWITCHBOARD
- MANUAL CALL POINT
- HOSE REEL
- EXIT
- WARDEN INTERCOMMUNICATION PHONE



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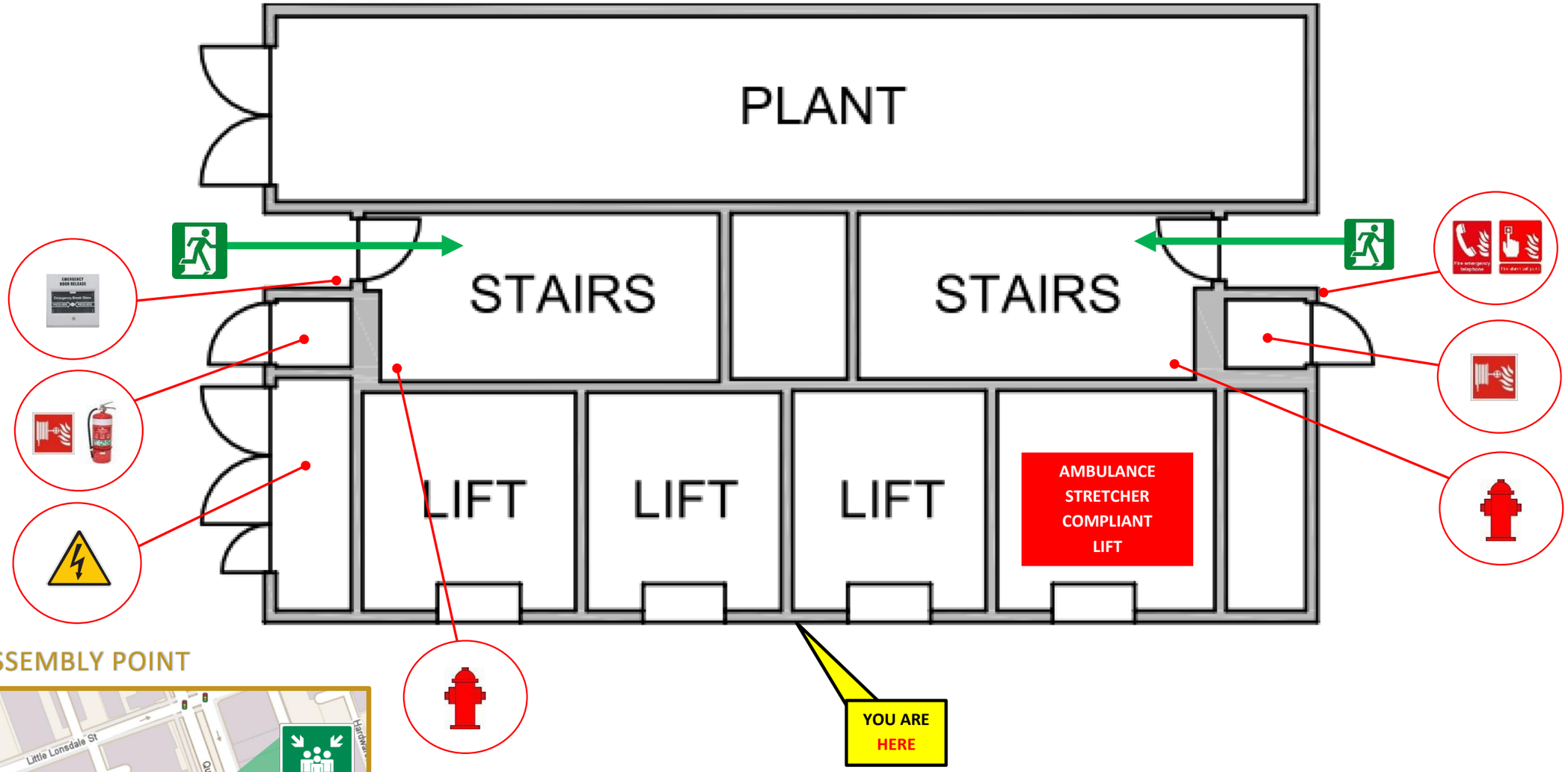
EVACUATION DIAGRAM

460 LONSDALE STREET, MELBOURNE

LEVEL 18



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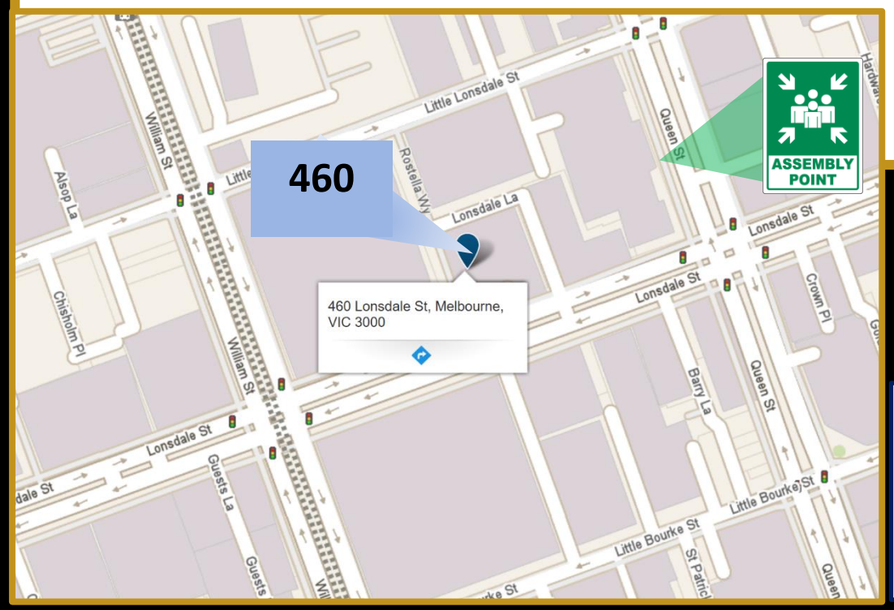


PRIMARY ASSEMBLY POINT

located on the corner of Lonsdale Street and Queen Street

For All Emergency Services Dial 000

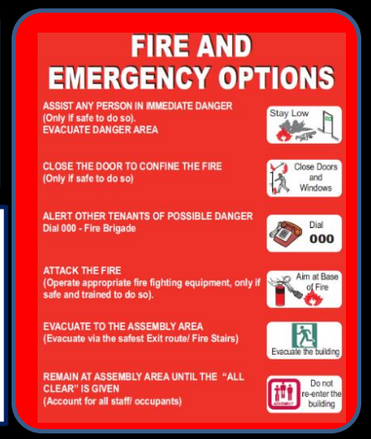
P Police

Fire

Ambulance

LEGEND:

- DRY CHEMICAL (ABE) POWDER EXTINGUISHER
- HYDRANT
- EMERGENCY DOOR RELEASE
- SWITCHBOARD
- MANUAL CALL POINT
- HOSE REEL
- EXIT
- WARDEN INTERCOMMUNICATION PHONE



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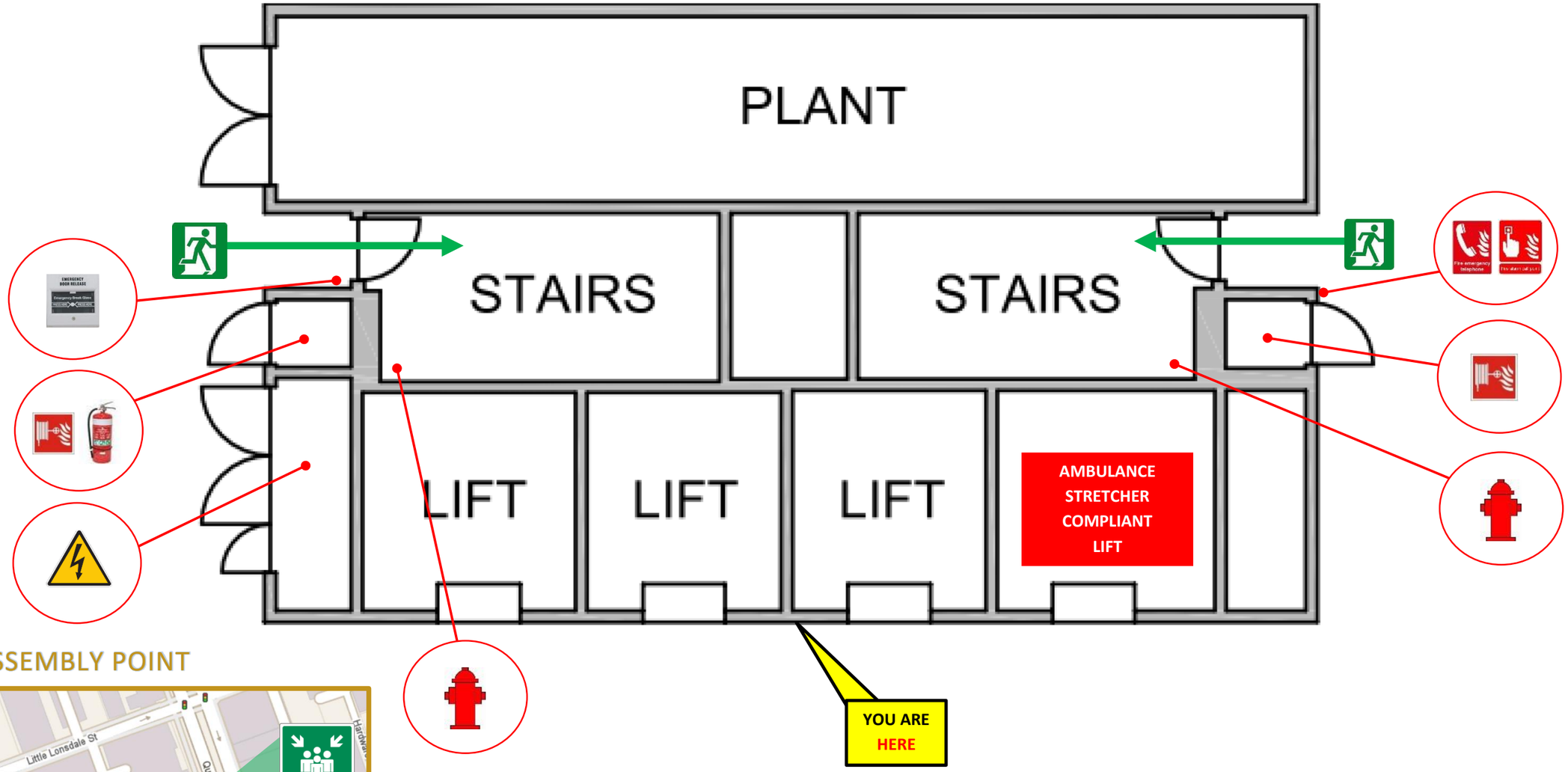
460 LONSDALE STREET, MELBOURNE

LEVEL 17



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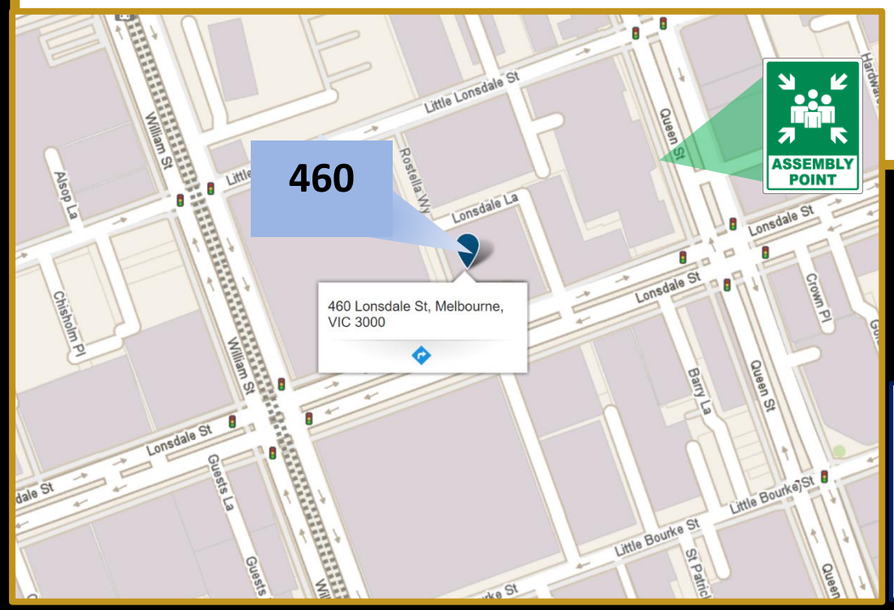

PRIMARY ASSEMBLY POINT

located on the corner of Lonsdale Street and Queen Street

For All Emergency Services Dial 000

P Police

Fire

Ambulance

LEGEND:

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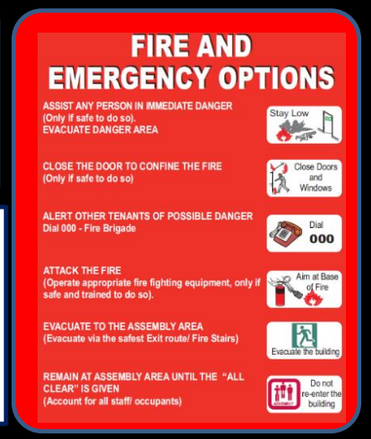

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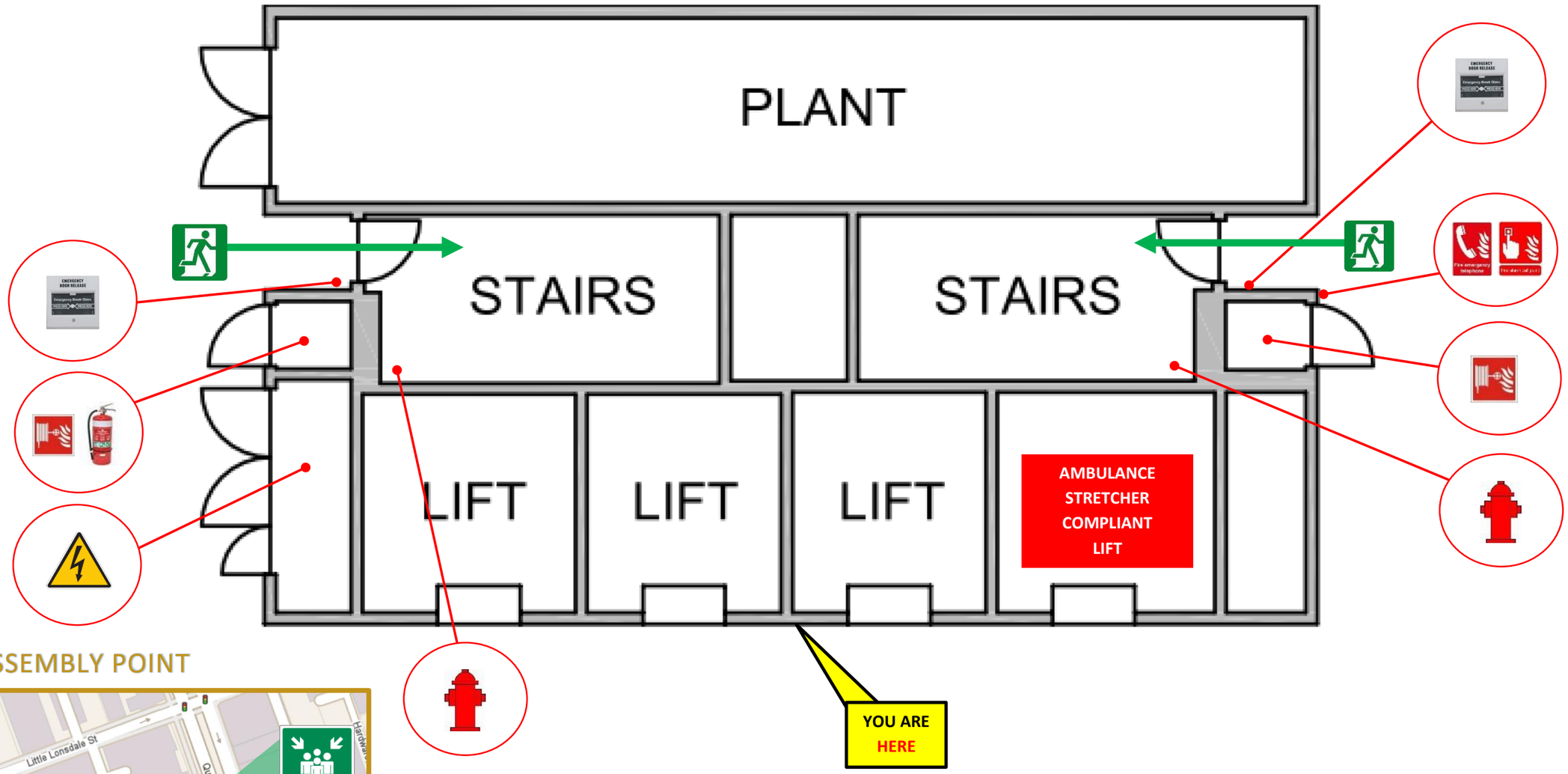
LEVEL 16



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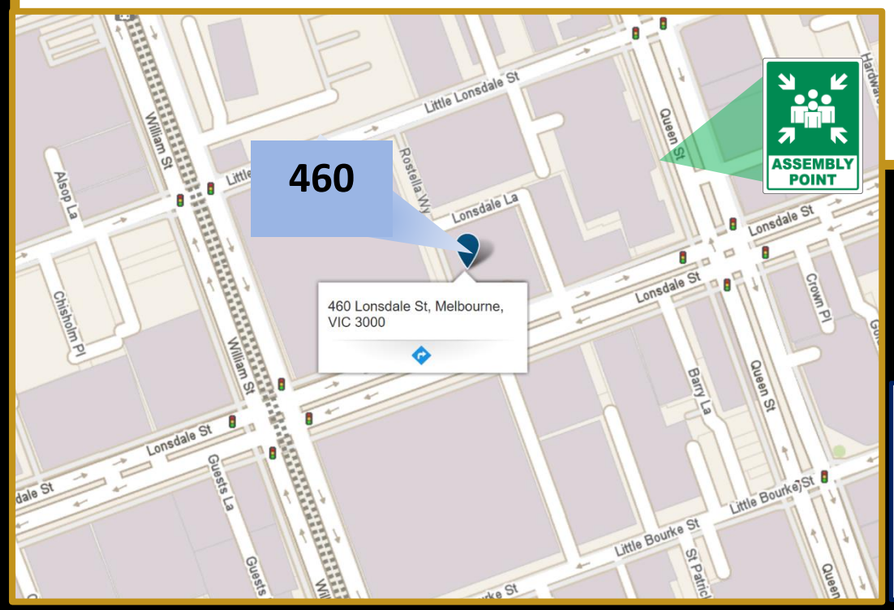

PRIMARY ASSEMBLY POINT

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For All Emergency Services Dial 000

P Police

Fire

Ambulance

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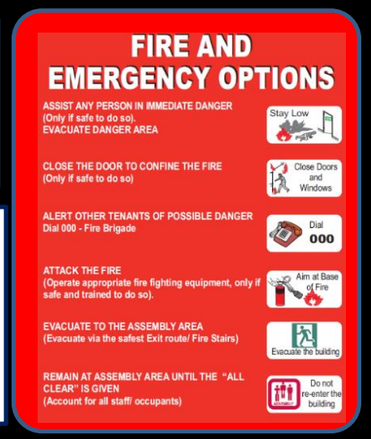

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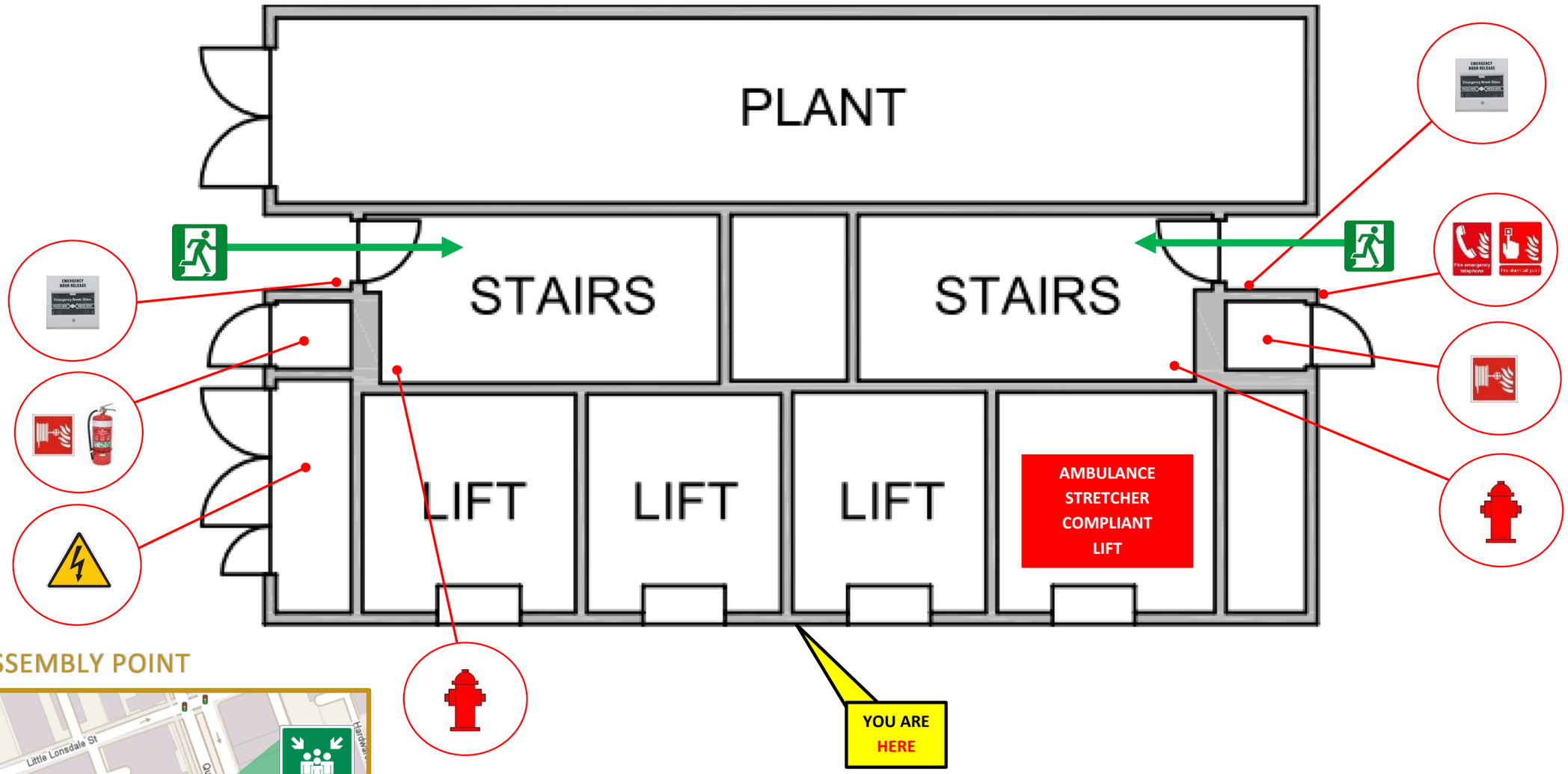
EVACUATION DIAGRAM

460 LONSDALE STREET, MELBOURNE

LEVEL 15



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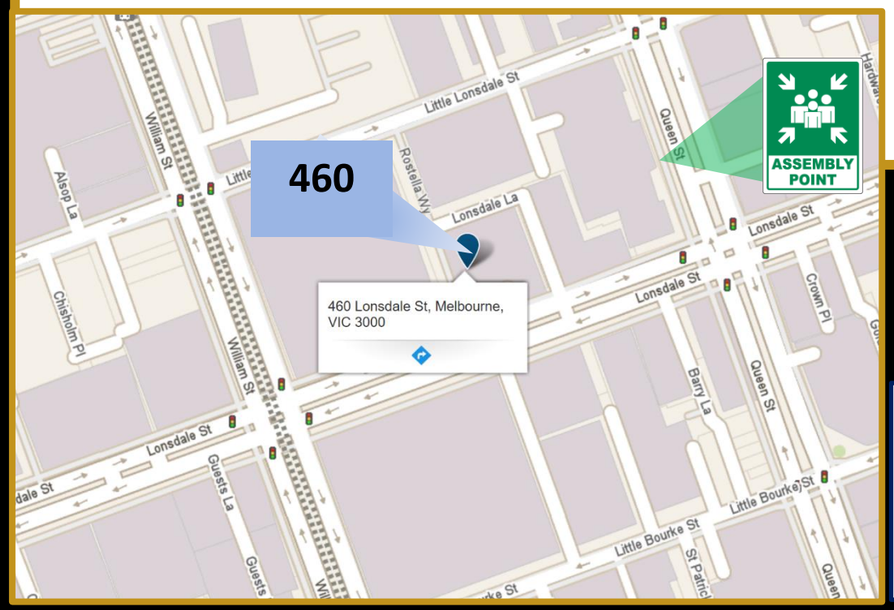

PRIMARY ASSEMBLY POINT

located on the corner of Lonsdale Street and Queen Street

For All Emergency Services Dial 000
Police
Fire
Ambulance

LEGEND:

- DRY CHEMICAL (ABE) POWDER EXTINGUISHER
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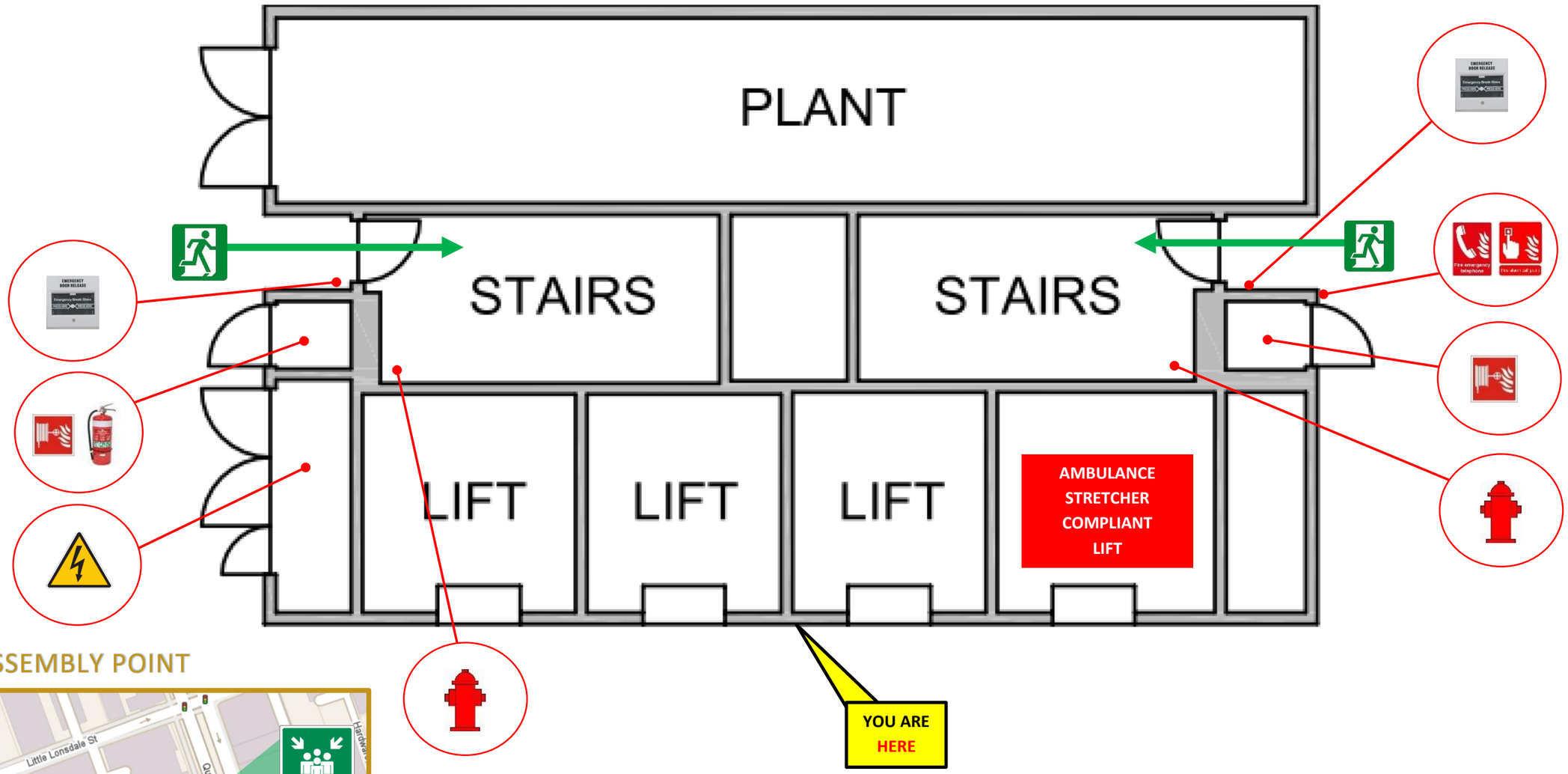
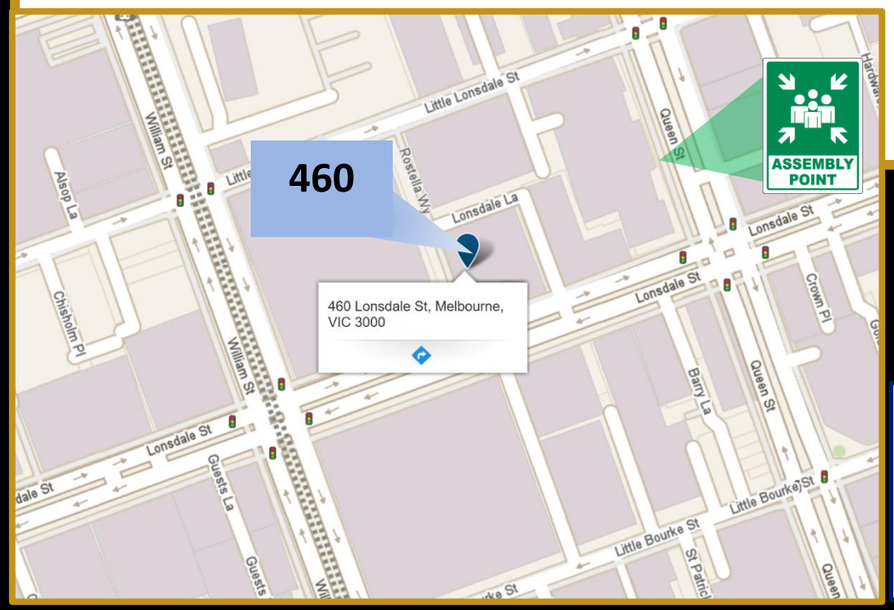
EVACUATION DIAGRAM

460 LONSDALE STREET, MELBOURNE

LEVEL 14



EMERGENCY ASSEMBLY POINT



PRIMARY ASSEMBLY POINT

located on the corner of Lonsdale Street and Queen Street

For All Emergency Services Dial 000

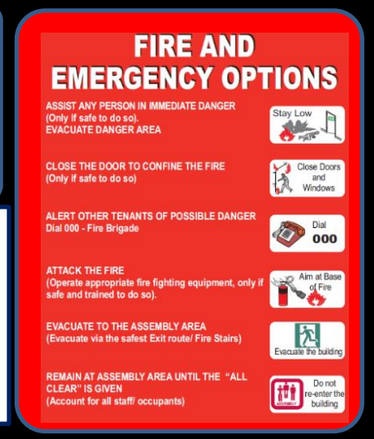
P Police

Fire

Ambulance

LEGEND:

- DRY CHEMICAL (ABE) POWDER EXTINGUISHER
- HYDRANT
- EMERGENCY DOOR RELEASE
- SWITCHBOARD
- MANUAL CALL POINT
- HOSE REEL
- EXIT
- WARDEN INTERCOMMUNICATION PHONE



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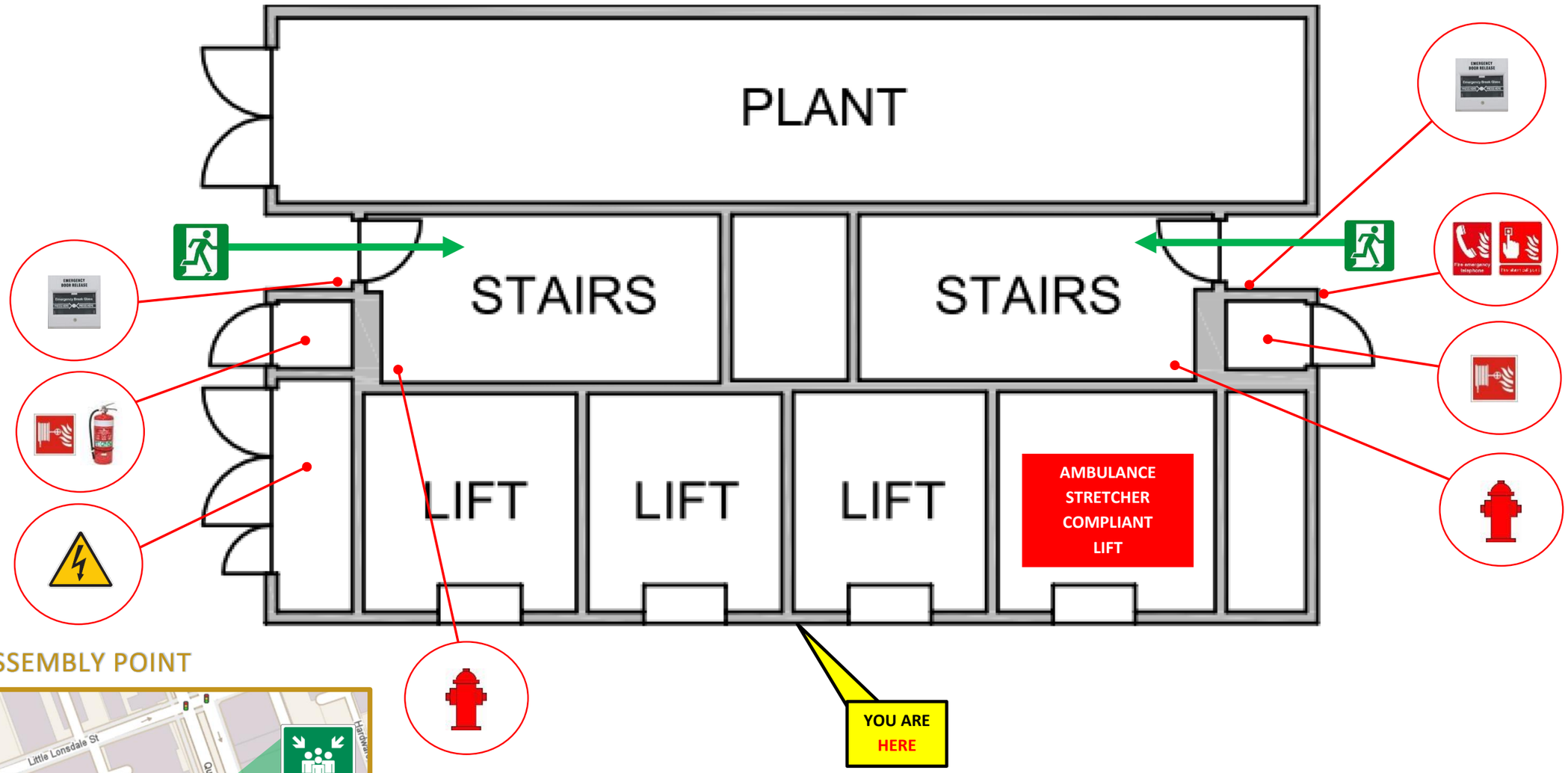
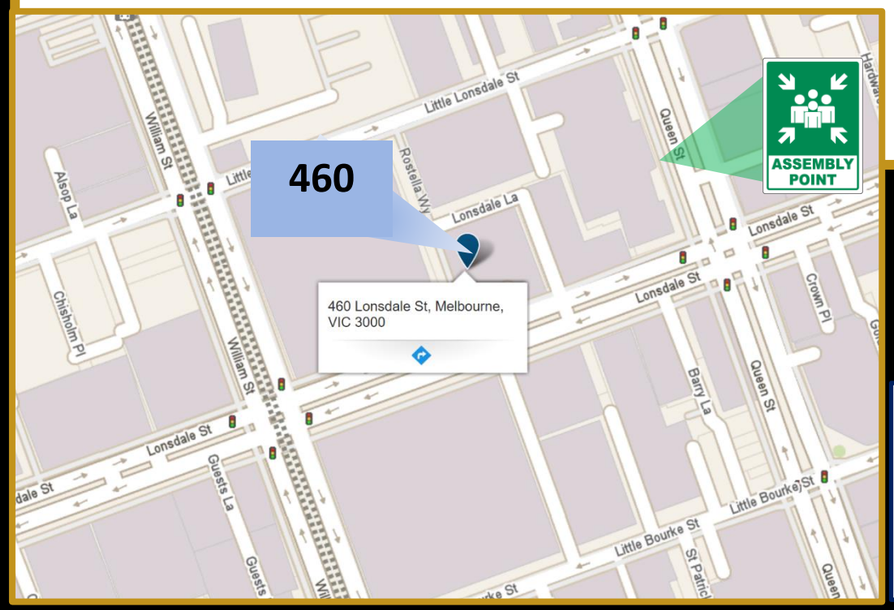
EVACUATION DIAGRAM

460 LONSDALE STREET, MELBOURNE

LEVEL 13



EMERGENCY ASSEMBLY POINT



PRIMARY ASSEMBLY POINT

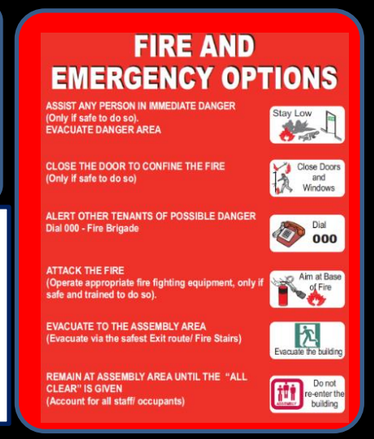
located on the corner of Lonsdale Street and Queen Street

For All Emergency Services Dial 000

- Police
- Fire
- Ambulance

LEGEND:

- DRY CHEMICAL (ABE) POWDER EXTINGUISHER
- HYDRANT
- EMERGENCY DOOR RELEASE
- SWITCHBOARD
- MANUAL CALL POINT
- HOSE REEL
- EXIT
- WARDEN INTERCOMMUNICATION PHONE



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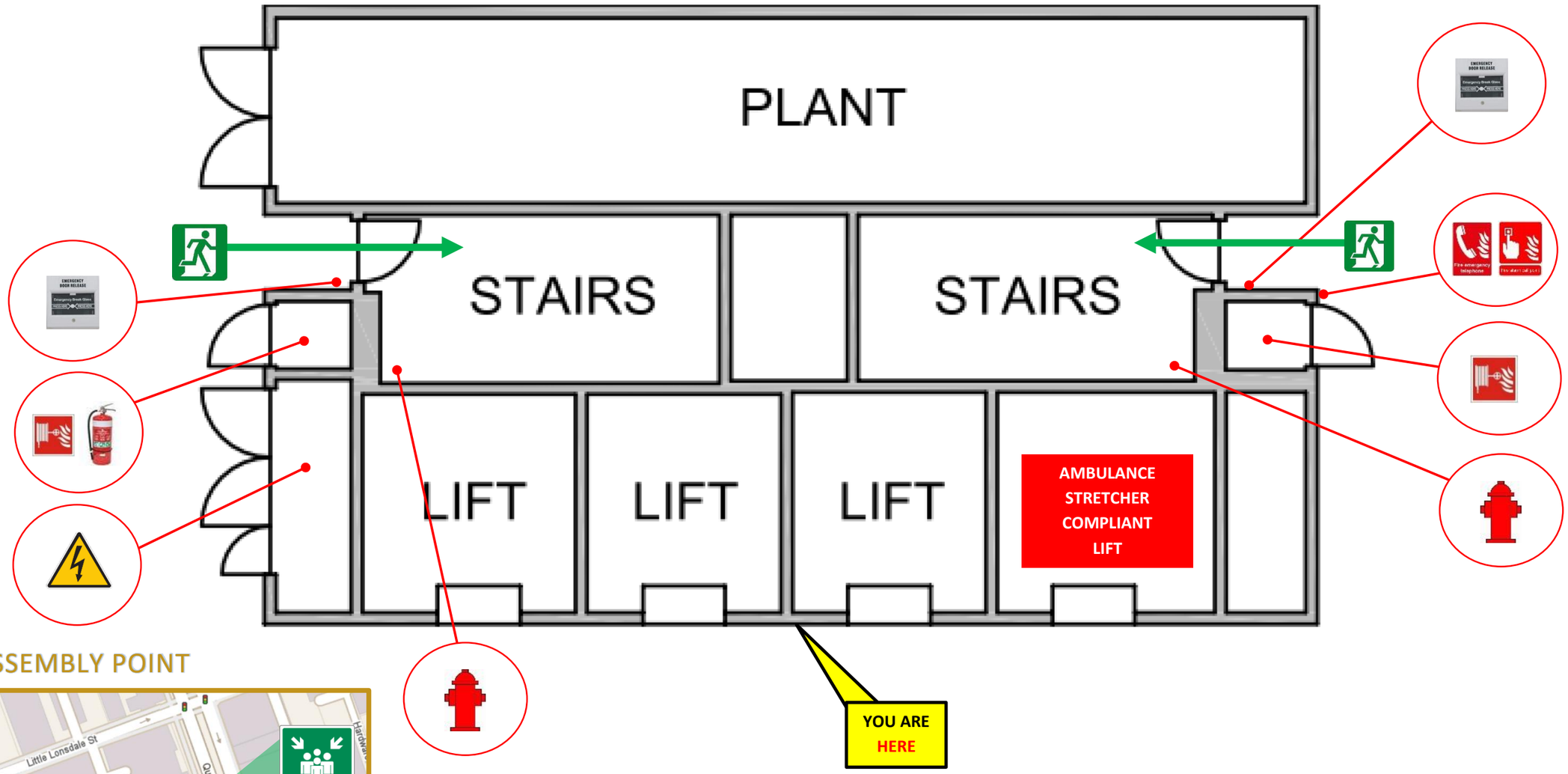
EVACUATION DIAGRAM

460 LONSDALE STREET, MELBOURNE

LEVEL 12



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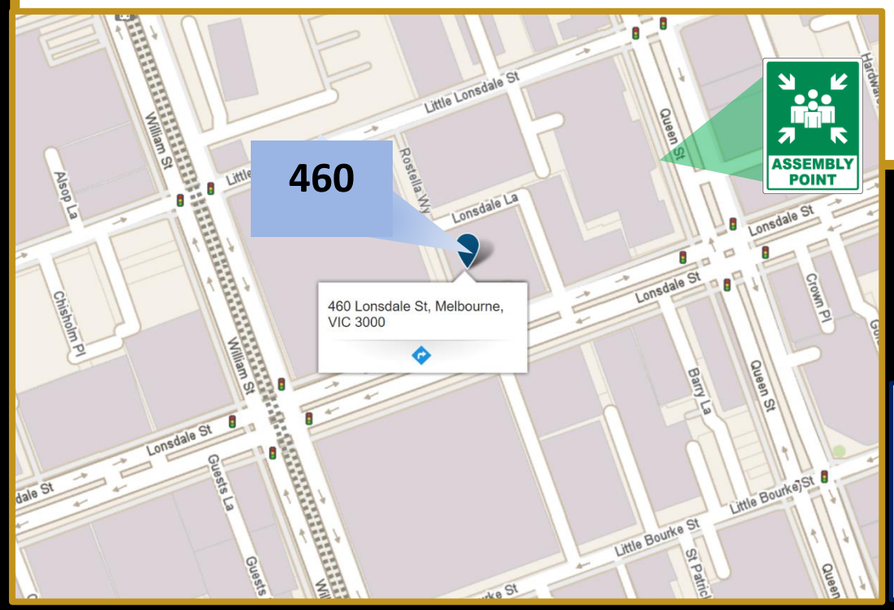


PRIMARY ASSEMBLY POINT

located on the corner of Lonsdale Street and Queen Street

For All Emergency Services Dial 000

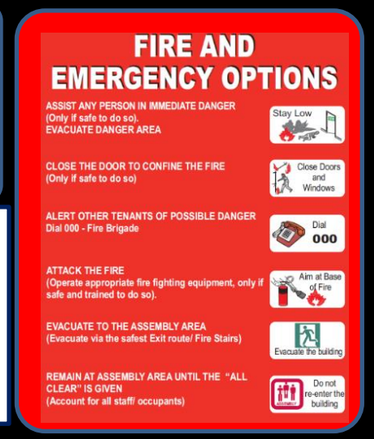
P Police

Fire

Ambulance

LEGEND:

- DRY CHEMICAL (ABE) POWDER EXTINGUISHER
- HYDRANT
- EMERGENCY DOOR RELEASE
- SWITCHBOARD
- MANUAL CALL POINT
- HOSE REEL
- EXIT
- WARDEN INTERCOMMUNICATION PHONE



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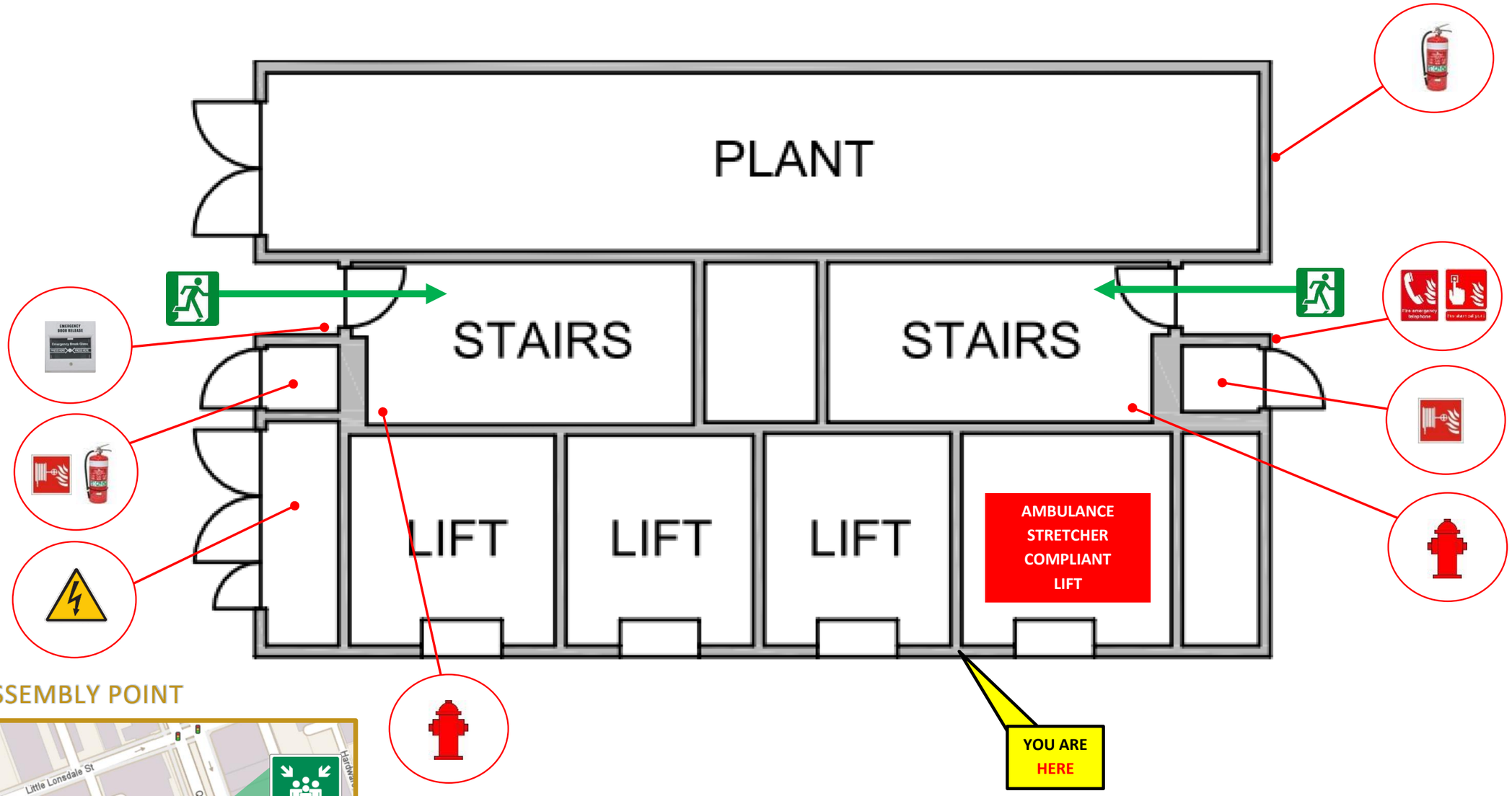
EVACUATION DIAGRAM

460 LONSDALE STREET, MELBOURNE

LEVEL 11



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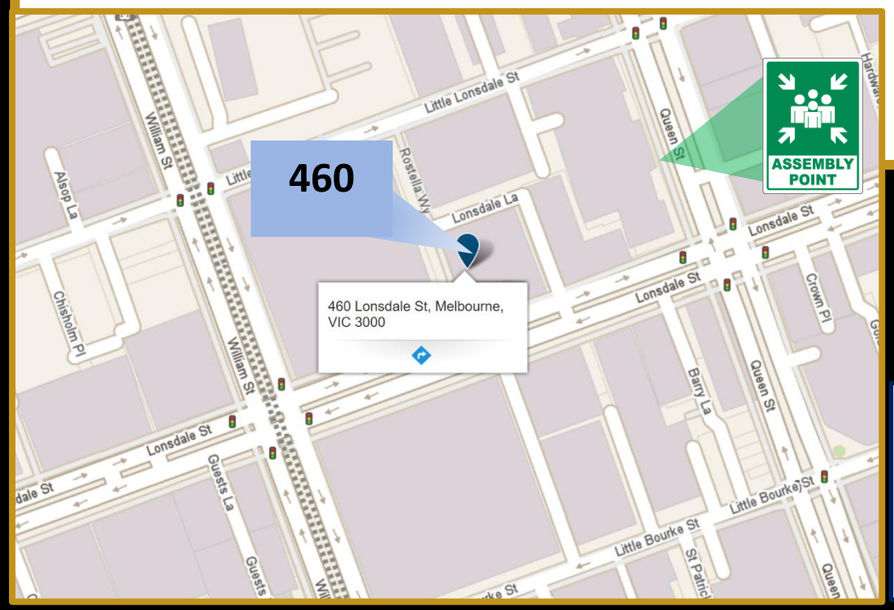


PRIMARY ASSEMBLY POINT

located on the corner of Lonsdale Street and Queen Street

For All Emergency Services Dial 000

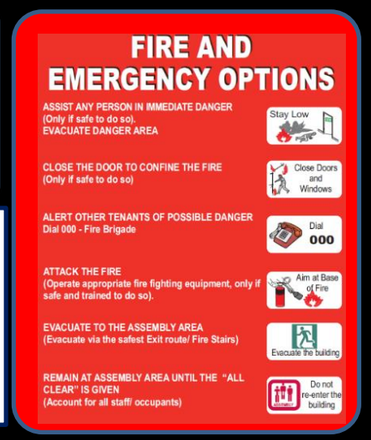
P Police

Fire

Ambulance

LEGEND:

- DRY CHEMICAL (ABE) POWDER EXTINGUISHER
- HYDRANT
- EMERGENCY DOOR RELEASE
- SWITCHBOARD
- MANUAL CALL POINT
- HOSE REEL
- EXIT
- WARDEN INTERCOMMUNICATION PHONE



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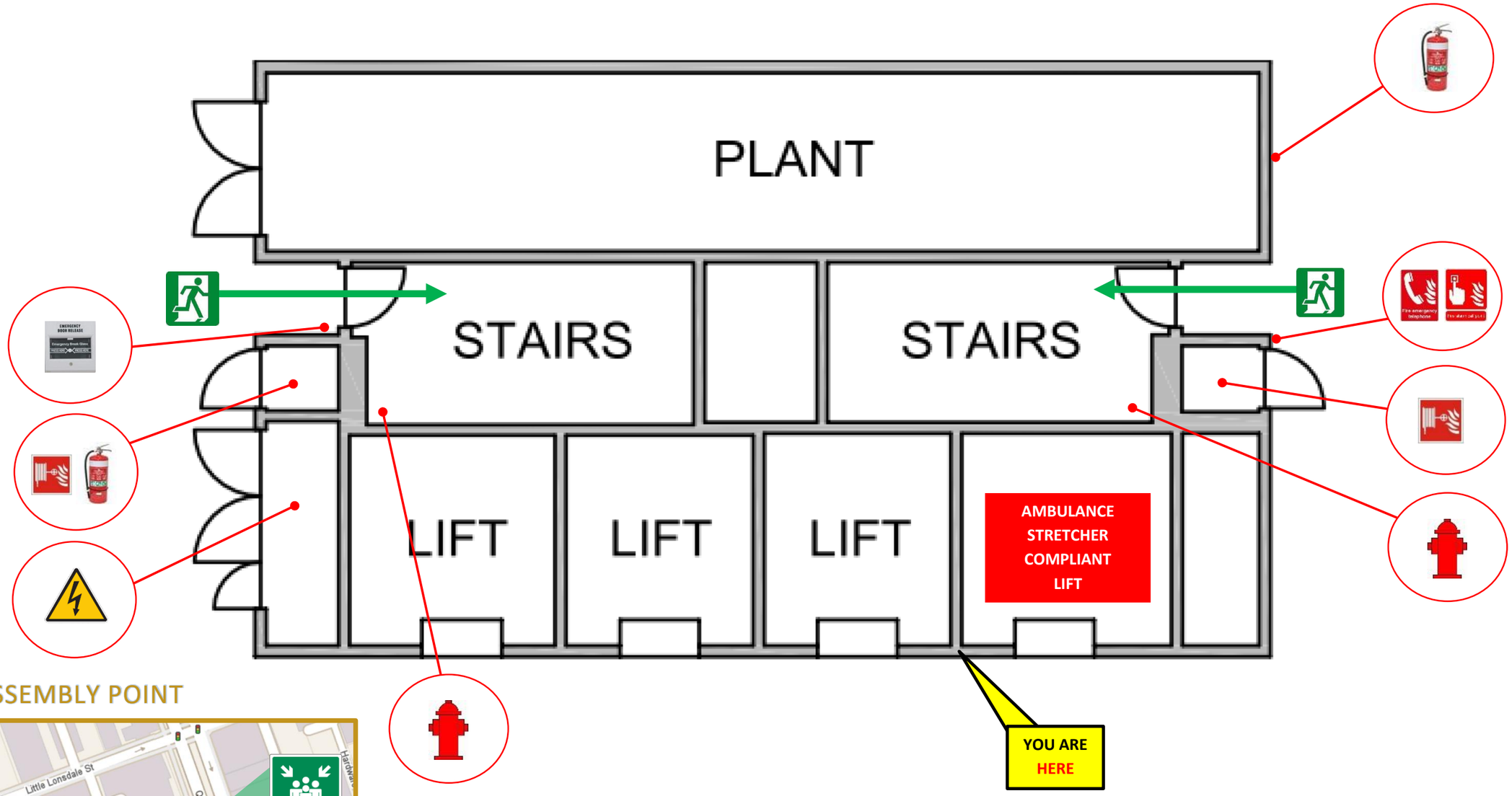
EVACUATION DIAGRAM

460 LONSDALE STREET, MELBOURNE

LEVEL 10



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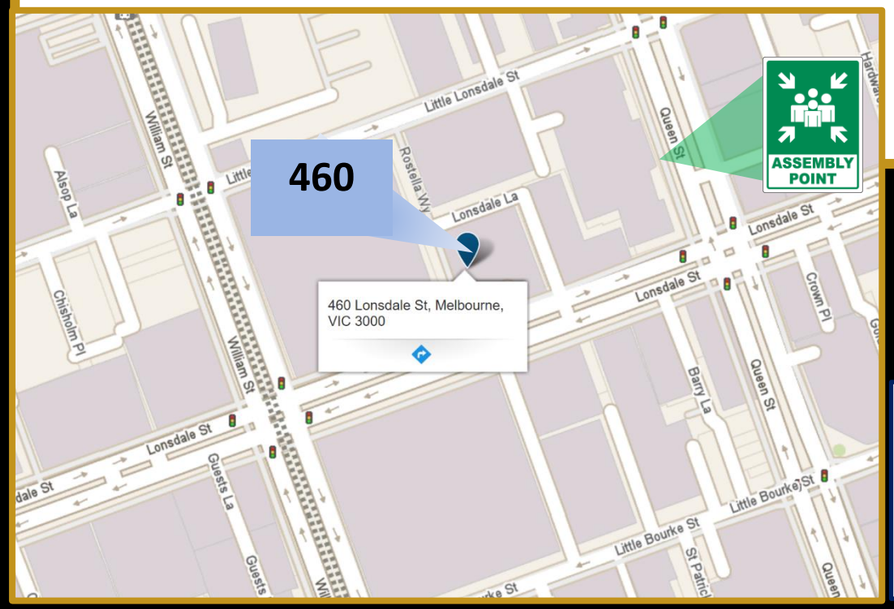


PRIMARY ASSEMBLY POINT

located on the corner of Lonsdale Street and Queen Street

For All Emergency Services Dial 000

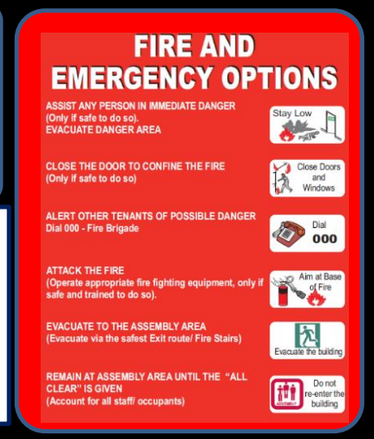
P Police

Fire

Ambulance

LEGEND:

- DRY CHEMICAL (ABE) POWDER EXTINGUISHER
- HYDRANT
- EMERGENCY DOOR RELEASE
- SWITCHBOARD
- MANUAL CALL POINT
- HOSE REEL
- EXIT
- WARDEN INTERCOMMUNICATION PHONE



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