



**300 Barangaroo Avenue  
Barangaroo South**

**Version: 1.2**

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## 2. Scope

The development of these emergency response procedures is in accordance with the requirements and recommendations outlined in the Australian Standard AS3745-2010 Planning for emergencies in facilities and in conjunction with the requirements within each state's Work Health and Safety Regulation. The basis of this plan is to ensure human life safety within the facility. Emergency management is a shared responsibility, all occupants and visitors regardless of their ability have an obligation to take responsibility for their own safety.

All tenants must ensure they have nominated persons to facilitate this plan in the event of an emergency situation to cover all operational hours. Nominated persons are to attend regular training sessions to ensure their competency and consistency throughout the facility; all occupants are to participate in emergency exercises to ensure the suitability of this plan. Occupants working within this facility must ensure they are familiar with:

- The evacuation procedures
- The authority of the emergency control organisation
- The location of the external assembly area

This emergency plan outlines response procedures for risks identified within the Emergency Identification & Analysis table. It is recognised that there are some emergency situations that are outside the scope of this emergency response procedure. Responding Emergency Services have an expectation that emergency plans have already been implemented before their arrival, with the emphasis placed on human life safety. The Emergency Plan (EP) and Response Procedures (ERP) set out the assigned responsibilities, actions and processes to be carried out to respond to and manage emergencies for International Tower 3 Barangaroo. The Buildings Emergency Control Organisation will enact these procedures in any situation deemed an emergency through the direction of the Chief Warden or Emergency Services.

An "emergency" is any event, internal or external, that may adversely affect occupants or visitors and which requires an immediate response. This EP and associated Procedures have been authorised by the Emergency Planning Committee. The EP and ERP apply to all building tenants, contractors and visitors occupying or visiting International Tower 3 Barangaroo.

### 2.1. Document Control and Validity

It is the responsibility of the Emergency Planning Committee to ensure document control is maintained for the emergency response procedures documentation for this facility.

Copies of this manual are authorised and issued by the Emergency Planning Committee. Electronic (soft-copy) and print (hard-copy) copies of this manual will be documented and held on record in the *Emergency Plan* and will be administered by the Emergency Planning Committee.

The validity period for this emergency response procedure will be **five years** from the date of issue. The emergency planning committee shall review this plan each year to ensure its suitability. To ensure this manual is effective, it is incumbent upon the user to bring to the attention of the Emergency Planning Committee, any new information of either staff or procedural changes that may need inclusion or amendment in this manual.

## 2.2. Reference

- Australian Standard 3745-2010 Planning for emergencies in facilities
- The Australian Bomb Data Centre - Australian Federal Police (AFP)
- Commonwealth Disability Discrimination Act 1992 (DDA)
- National Construction Code (NCC)
- Queensland Fire Regulation 2008
- Northern Territory Fire Regulation 2011

This emergency response procedure does not contain response procedures for business continuity, business recovery or media policy during an emergency.

## 2.3. Amendment Register

**Creation Date:** 2<sup>nd</sup> January 2021

**Created by:** John McCrory Prensa

**For Property Manager(s):** Jones Lang La Sale

| Date                           | Consultant | Pages | Amended by & Comments               |
|--------------------------------|------------|-------|-------------------------------------|
| 22 <sup>nd</sup> January 2021  | JMc        | All   | Issued                              |
| 1 <sup>st</sup> July 2021      | JMc`       | All   | CBD Sub Plan                        |
| 28 <sup>th</sup> November 2022 | ADV        | All   | Annual Review, Update Contacts List |
|                                |            |       |                                     |
|                                |            |       |                                     |
|                                |            |       |                                     |
|                                |            |       |                                     |

## List of Abbreviations

|        |   |
|--------|---|
| ABDC   | Australian Bomb Data Centre                     |
| AFP    | Australian Federal Police                       |
| BCA    | Building Code of Australia                      |
| BMU    | Building Maintenance Unit                       |
| CBD    | Central Business District                       |
| CCTV   | Closed Circuit Television                       |
| CID    | Critical Incident Debriefing                    |
| DDA    | Disability Discrimination Act                   |
| ECO    | Emergency Control Organisation                  |
| EPC    | Emergency Planning Committee                    |
| ERT    | Emergency Response Team                         |
| SSISEP | Emergency Warning and Intercommunication System |
| EWS    | Emergency Warning System                        |
| FCR    | Fire Control Room                               |
| FEP    | Fire Evacuation Plan                            |
| FIP    | Fire Indicator Panel                            |
| LPG    | Liquid Petroleum Gas                            |
| MECP   | Master Emergency Control Point                  |
| NCC    | National Construction Code                      |
| OWS    | Occupant Warning System                         |
| PA     | Public Address                                  |
| PEEP   | Personal Emergency Evacuation Plan              |
| PMG    | Places of Mass Gathering                        |
| PTSD   | Post-Traumatic Stress Disorder                  |
| RFS    | Rural Fire Service                              |
| SECP   | Secondary Emergency Control Point               |
| SES    | State Emergency Services                        |
| VESDA  | Very Early Smoke Detection Apparatus            |
| WIP    | Warden Intercommunication Point                 |

## 3. Emergency Contacts



| Duty                                  | Title/Name                                      | Phone                                       |
|---------------------------------------|---|---|
| Chief Warden                          | Security Manager                                | Mobile: 0475 100 270<br>Phone: 02 8052 5211 |
| Head of Operations                    | Shane Mulcahy                                   | 0434 076 748                                |
| Property Services Manager             | Simon Kaijage                                   | 0413 833 240                                |
| Contact                               | Name/Location                                   | Phone                                       |
| <b>Local Hospital:</b>                | Sydney Hospital                                 | 02 9382 7111                                |
| <b>Local Police Station:</b>          | Sydney CBD                                      | 02 8220 6399                                |
| <b>Local Fire Station:</b>            | The Rocks                                       | 02 9247 4341                                |
| <b>Local Council:</b>                 | Sydney City                                     | 02 9265 9333                                |
| <b>Poisons Information Hotline:</b>   |   | 13 11 26                                    |
| <b>State Emergency Service (SES):</b> |   | 13 25 00                                    |
| <b>National Security Hotline:</b>     |   | 13 14 44                                    |
| Service Providers                     | Name/Company                                    | Phone                                       |
| <b>Security</b>                       | E Group   | 02 9299 8473                                |
| <b>Gas</b>                            | AGL – Jemena                                    | 131 909                                     |
| <b>Water</b>                          | Sydney Water                                    | 13 20 92                                    |
| <b>Electricity</b>                    | Ausgrid<br>Endeavour                            | 13 13 88<br>13 10 03                        |
| <b>Fire Services</b>                  | BSA   | 02 8763 6200                                |
| <b>Lift Maintenance</b>               | Schindler                                       | 131 874                                     |
| <b>Building Maintenance</b>           | WED Group                                       | 02 9525 1623<br>(AH) 0404 081 464           |
| <b>Air Conditioning</b>               | Air Conditioning Engineering<br>Services (ACES) | 1300 332 237                                |



## 3.1. Building Profile & Infrastructure

**Facility Brief:** The building includes low, mid and high rise office levels above the podium levels with three major plant levels separating the various sections. The mid and high rise portions of the building incorporate voids located to the east and west of the lift lobby which form the architectural features known as vertical villages. The building includes additional office spaces known as pop-out pods that are cantilevered from the general office floor plate and comprise of non-fire rated steel frames and conventional flooring. The pop out pods are located in the southern façade of the building and span seven storeys.

The office levels are served by two main fire-isolated stairs Fire Stair 1 and Fire Stair 2 which are located at the core of the building. Fire-isolated stair Fire Stair 1 discharges onto Exchange Place and fire-isolated stair Fire Stair 2 discharges into Mercantile Walk. Two additional fire-isolated stairs exclusively serve podium levels subject to final podium design development. Fire-isolated stair Fire Stair 4 serves the north-western end of levels 1, 2 and 3 and discharges on Exchange Place. Fire-isolated stair Fire Stair 5 serves the north-eastern end of levels 1 and 2 and discharges on Mercantile Walk.

The base building design of the office levels in the T3 tower caters for a maximum of 286 persons per floor with an exit width of 2.5m justified via the base building alternative solution report. As part of the Lend Lease tenancy fitout, the client floor on level 13 is proposed to cater for a population of 450 persons. The design of the level 13 client floor includes partitioned rooms. Common corridors and open plan areas provide access towards exits. The east and west compartments will have direct access to one of the T3 tower fire stairs and horizontal exits – located to the northern and southern ends of the general floor plate – which will be provided with egress doors to allow egress in both directions.

A fire occurring in a partitioned room may go undiscovered until the smoke detection system operates. Occupants of the partitioned rooms may not receive intrinsic fire cues such as seeing / smelling smoke in the event of a fire occurring in a remote part of the level.

Fire separation is provided between the eastern and western sides of the floor to facilitate horizontal egress, with direct access to one fire stair from either fire compartment. An occupant in the compartment of fire origin is considered to have reached a place of safety upon entering either the fire stair or the adjacent non-fire-affected compartment. Once in the adjacent non-fire-affected compartment, occupants are able to queue and enter the other fire stair.

| Facility Description:   |   |
|---|---|
| Estimated Occupancy: Total population allowed on office levels: Max 286 persons allowed on typical office levels. Additional populations may be justified subject to fire engineering analysis / additional requirements. | Hours of Site: 24-7   |
| Number of tenants:  | Retail tenants: Ground Floor & Level 1                              |
| Levels: 40  | Commercial Kitchens with open flame cooking facilities on site: Yes |
| Car park Levels: 3  | Basement Levels: 3  |

|   |                   |                                |                     |
|---|-------------------|--------------------------------|---------------------|
| Public Car Parking:   | No                | End of Trip Facility:          | Yes                 |
| Car Park Boom Gates:  | Yes               | Car Park Tenants:              | No                  |
| Electric Car Charging:  | No                | Plant Rooms:                   | Levels 17,27,39-40  |
| Dedicated Mail Room:  | Yes               | Loading Dock:                  | Yes                 |
| Lifts:  | 34                | Lift emergency buttons:        | Yes                 |
| Building Maintenance Unit:  | Yes               | Does BMU reach the Ground:     | No Podium L3        |
| Fire Rated Stairs:  | Yes               | Tunnels:                       | No                  |
| Public Address available:   | Yes               | Emergency Power Supply:        | Yes                 |
| Solar Panels Fitted:  | Yes               | Solar Panel Isolation:         | FCR                 |
| Safe Haven Area:  | Yes               | AED in Common Area:            | Yes                 |
| Exit Intercom:  | Yes               | Stairway Evacuation Devices:   | No                  |
| <b>Adjacent sites for special consideration</b>   |                   |                                |                     |
| 1. International Tower 2  |                   |                                |                     |
| 2. Macquarie Bank   |                   |                                |                     |
| 3. Basement   |                   |                                |                     |
| 4. Residential Units  |                   |                                |                     |
| <b>Assembly Area:</b> Stargazer Lawn Barangaroo Point   |                   |                                |                     |
| <b>Nearest Cross Street:</b> Watermans Quay   |                   |                                |                     |
| <b>Assembly Area Risk Assessment:</b><br>The Assembly Area chosen has been assessed taking into consideration: <ul style="list-style-type: none"> <li>• Egress routes</li> <li>• Distance from the facility</li> <li>• Occupancy rate</li> <li>• Further egress</li> <li>• External hazards</li> <li>• Other buildings which may intervene between the Assembly Area and their building</li> </ul> Unless advised all occupants are to proceed directly to this location upon exiting the facility. |                   |                                |                     |
| <b>Fire Alarm installation:</b>   |                   |                                |                     |
| FIP:  | Fire Control Room | Mimic Panel:                   | Security Control B2 |
| SSISEP:   | Fire Control Room | Mimic:                         | Security Control B2 |
| Cascading:  | Yes               | WIP's per floor:               | Two                 |
| Monitored by:   | Romteck           | ASE No.:                       |                     |
| <b>On Fire Alarm activation the following will occur:</b>   |                   |                                |                     |
| Notify Fire Brigade:  | Yes               | Exhaust Fans:                  | Yes                 |
| Shut Down Air Conditioning:   | Yes               | Release magnetic door holds:   | Yes                 |
| Pressure System:  | Yes               | Lifts will go to ground:       | No                  |
| Release Swipe Access to fail safe:  | Yes               | Time delay Alert – Evac Tones: | 3 minutes           |

| Detection & suppression systems:  |   |                                 |             |
|---|---|---------------------------------|-------------|
| Smoke Detectors:  | Yes   | Thermals:                       | Yes         |
| Standalone Detectors:   | No  | Sprinklers:                     | Yes         |
| VESDA:  | Yes   | Emergency Gas Suppression:      |             |
| Beam Detectors:   | No  | Emergency Gas Release (Yellow): |             |
| Manual Call Point (Red):  | Yes   | Wall Dampers:                   | No          |
| Emergency Call Point (White):   | Yes   | Hydrants:                       | Yes         |
| Fire Curtains:  | Yes   | Booster Set:                    | Yes         |
| Fire Doors:   | Yes   | Strobe Lights:                  | No          |
| Sliding Fire Door:  | No  | Smoke Screens:                  | No          |
| Smoke Doors:  | No  |                                 |             |
| Fire Engineered Solution: Yes Refer Defire Barangaroo T3 SY110162 (latest version available through Lendlease Construction) |   |                                 |             |
| Portable Fire Fighting equipment:   |   |                                 |             |
| CO2: Yes  | Foam: Yes                                   | Fire Blankets: Yes              | Water: Yes  |
| DCP: Yes  | Fire Hose Reels: Yes                        | Wet Chemical: Tenant only       |             |
| Special Risks   |   |                                 |             |
| Flammable Liquids:  | Limited                                     | Gas on site:                    | Yes         |
| Location:   | Basement:                                   | Location of shut off valves:    | B2          |
| Hazchem Register:   | Security Control                            | Spill Kit Location:             | Basement    |
| Combustable Liquids:  | Diesel bulk storage<br>3 x 53,000 ltr tanks | Gas Cylinders Onsite:           | Yes         |
| Emergency Control Organisation  |   |                                 |             |
| Chief Warden: Yes   | Dept Chief Warden: Yes                      | Comms Officer: Yes              | Scribe: Yes |
| Floor Warden: Yes   | Wardens: Yes                                | AA Manager: Yes                 |             |
| Foyer Control: Yes  | Car Park Control: Yes                       |                                 |             |
| Caps: Yes   | Helmets: No                                 | Vests: Yes                      |             |
| Security  |   |                                 |             |
| Security Company:   | E Group                                     | Phone:                          |             |
| Is there onsite Security:   | Yes   | Swipe Cards:                    | Yes         |
| Automated Lockdown Ability:   | Yes   | CCTV: Yes                       |             |
| Critical Considerations   |   |                                 |             |
| Underground train station:  | No  | Petrol station:                 | No          |
| Neighbouring Power station:   |   | Major traffic intersection:     | No          |
| Height Access:  | Limited                                     | Flood Zone:                     | No          |
| Flight Path:  | No  | Flood Gates:                    | No          |
| Bushfire Place of Last Resort:  | N/A   |                                 |             |

## Level 13 Fire Compartmentation Detail

Section 5 Defire FER R1.2 SY130485

The fire safety measures required as part of the alternative solution are:

### 5.1 General

1. All new works associated with the Lend Lease tenancy on levels 8-14 and 16-19 will comply with the current DTS provisions of the BCA relating to fire safety unless specifically mentioned. This section does not provide a comprehensive list of fire safety measures. The fire safety measures listed within this section relate only to the alternative solutions associated with the tenancy fitout. The fire safety measures must be read in conjunction with the DTS provisions of the BCA and the latest revisions of the following fire engineering reports:

- a. Barangaroo South – T3 base building alternative solution report no. SY110162 R1.8 dated 27 November 2015.
- b. Barangaroo South – Basement and infrastructure – stage 1A alternative solution report no. SY110163 R1.4 dated 20 May 2015.

Where there is conflict between this report and the reports nominated above, this report takes precedence.

2. This report and the requirements listed in this section must be implemented into the design and identified on the fire safety schedule for the building. They must be maintained and certified in accordance with the Environmental Planning and Assessment Regulations 2000 and relevant Australian standards.
3. The fire safety systems within the base building of T3 tower must be modified where necessary to suit the altered Lend Lease tenancy fitout layout to comply with the relevant standards – eg sprinkler heads, smoke detectors, fire hose reels, fire hydrants, emergency light and exit signage.

### 5.2 Structural fire resistance

4. Level 13 must be subdivided by fire walls which achieve a fire resistance level (FRL) of not less than 120/120/120 designed in accordance with clause C2.7 of the BCA – see Figure 1. The fire walls are to extend to the underside of the floor slab above.
5. Any doors in the fire walls on level 13 must be self-closing or automatic closing fire doors in accordance with clause C3.5 of the BCA and achieving an FRL of -/120/30 that swings in the direction of egress. This includes the doors in the public corridor which are required to swing in both directions.
6. Openings in the fire walls may be protected by vertical fire curtains complying with the following requirements:
  - a. The vertical fire curtains must achieve an FRL of not less than -/120/-.
  - b. The vertical fire curtains must automatically close upon smoke detector or sprinkler activation within levels 13-14 of the building.
  - c. The fire curtains must be tested for 2000 open / close cycles without failure.
  - d. Operating mechanisms and material shall ensure satisfactory operation for the fire curtains during their expected lifetime of not less than 10 years.
  - e. The fire curtains must be deployed in the closed position upon power failure.
  - f. The design of the fire curtains including the side guides must be commensurate with the expected air pressures from the building smoke hazard management system.
  - g. Signs must be installed on each side of the fire curtains located over the opening stating:  
WARNING – AUTOMATIC FIRE CURTAIN  
DO NOT OBSTRUCT

The words “WARNING – AUTOMATIC FIRE CURTAIN” must be in capital letters not less than 50mm high in a colour contrasting with the background and “DO NOT OBSTRUCT” must be in capital letters not less than 20mm high.

- h. A red flashing warning light of adequate intensity must be located on each side of the curtain.
  - i. Signage and a marked up plan must be clearly displayed at the FIP identifying the locations of the vertical fire curtains. The signage must be in capital letters not less than 25mm high, in a colour contrasting with that of the background.
  - j. Physical obstructions must be constantly monitored via an inbuilt sensor system with supplementary alarm tone and voice message integration to alert occupants of potential objects obstructing the fire curtains from full deployment. This must be included in the fire safety management plan.
  - k. Maintenance must be as follows:
    - Manual deployment via smoke detection and switch at control panel to be undertaken 3-monthly – or more frequently if specified by the manufacturer’s specifications – under specification from the supplier/installer.
    - Testing of fail-safe by disconnecting power to control panel must be undertaken 3-monthly – or more frequently if specified by the manufacturer’s specifications.
    - Essential service to be maintained 6-monthly – or more frequently if specified by the manufacturer’s specifications – by trained and competent technicians.
7. Any openings that penetrate walls required to achieve an FRL are to be protected in accordance with clause C3.15 of the BCA. This includes ductwork passing between the fire compartments that must be appropriately protected.
- a. Normal A/C ducts which do not need to operate in fire mode must be protected with motorised fire / smoke dampers where they pass through the fire wall.
  - b. Smoke spill ductwork which are required to run in fire mode must be fire rated between the fire wall and the riser or protected with Fyrewrap – or other equivalently tested product. Fire dampers are unsuitable for smoke spill ductwork.

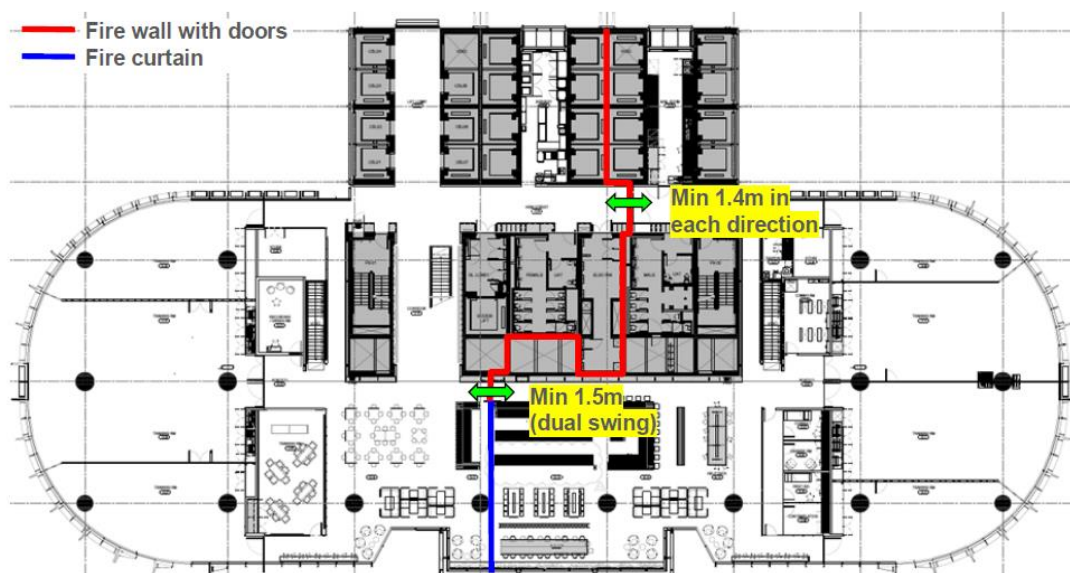


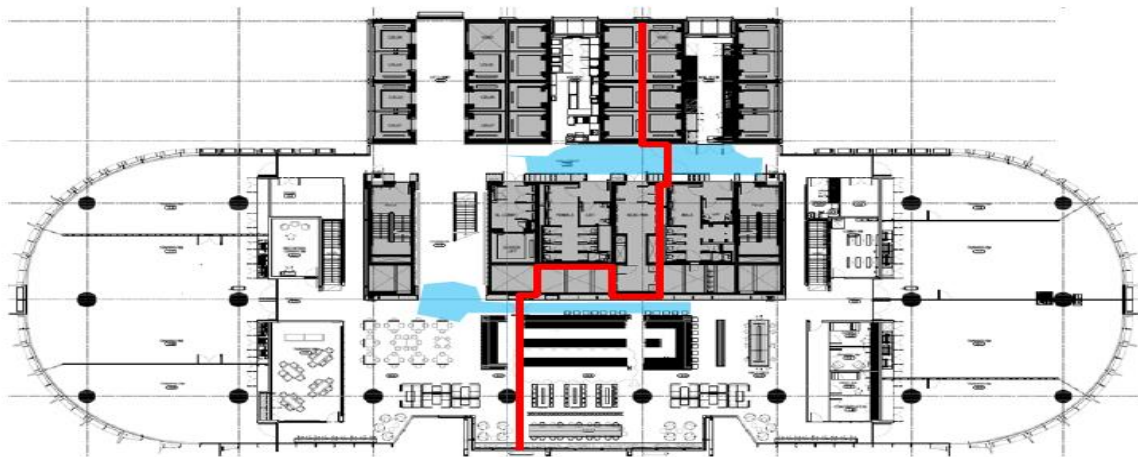
Figure 1 Horizontal separation on level 13 client floor

## 5.3 Access and egress

8. The population on typical office levels within the T3 tower may be up to 286 persons per floor. Any additional population greater than 286 persons must be provided with an additional

unobstructed exit width of 500mm for every 60 persons (or part) in excess of 286 persons with the exception of item 9.

9. Subject to the provision of fire separation as per item 4, the client floor on level 13 may accommodate up to 450 persons, with a further limit of 250 persons within the worst case fire compartment.
10. The queuing space for evacuating occupants allocated for the horizontal exits must remain clear of fixed obstructions and major combustibles such as furniture. These spaces are indicatively identified in Figure 2 and must be included in the emergency and fire safety management plans. Note: Artwork and the like are permitted.
11. The egress fire doors facilitating horizontal egress between the eastern and western portions must have minimum clear widths at the openings as follows:
  - a. North doors – 1400mm per door leaf, each leaf swinging in the direction of egress
  - b. South doors – 1500mm combined for both leaves, each leaf capable of swinging in both directions



**Figure 2** Queuing space on level 13 client floor

## 5.4 Services and equipment

12. The T3 base building must be provided with a combined sprinkler and hydrant system in accordance with the requirements of specification E1.5 of the BCA. The sprinkler system will be a fast response sprinkler system and comply with AS 2118.6-1995 and AS 2118.1-1999 with the exception of the issues addressed via the base building alternative solution report. The design may be modified to suit the Lend Lease tenancy fitout. Flush mounted sprinkler heads are permissible throughout the client floors on levels 13 and 14.
13. The T3 base building must be provided with an addressable smoke detection system in accordance with clause 4 of specification E2.2a of the BCA and AS 1670.1-2004, including additional smoke detection as required complying with AS/NZS 1668.1:1998 with the exception of the issues addressed via the base building alternative solution report. The design may be modified to suit the Lend Lease tenancy fitout.
14. The T3 base building must be provided with a sound system and intercom system for emergency purposes (SSISEP) in accordance with clause E4.9 of the BCA and AS 1670.4-2004 with the exception of the issues addressed via the base building alternative solution report. The system must incorporate pre-recorded verbal evacuation message, audible throughout the building, including external areas where evacuation back into the building is required. The design is to be modified to suit the Lend Lease tenancy fitout.
15. The T3 base building must be provided with a zone smoke control system throughout in accordance with AS/NZS 1668.1:1998 with the exception of the areas addressed via the base



building alternative solution report and item 16. The design may be modified to suit the Lend Lease tenancy fitout.

16. The Lend Lease tenancy fitout must be provided with complying zone smoke control, achieving the pressure differentials between fire-affected and non-fire-affected fire compartments as per AS/NZS 1668.1:1998. For the purposes of the zone smoke control system to levels 13 and 14, zoning is to be consistent with the proposed fire compartments:

- a. Level 13 east
- b. Level 13 west and level 14

17. The zone smoke control system for levels 13 and 14 must be controlled by the operation of the smoke detection / sprinklers as per Table 7.

| Activation mechanism                   |   | Operation of zone smoke control system  |
|--|---|---|
| Smoke detection                        | Sprinklers                                |   |
| Activates on level 13 east             | Regardless of whether it activates or not | Pressurise all non-fire-affected compartments above, below and adjacent (level 13 west and level 14) to achieve a minimum 20Pa differential to fire affected compartment.<br>Exhaust fire affected compartment (level 13 east). |
| Activates on level 13 west or level 14 | Regardless of whether it activates or not | Pressurise all non-fire-affected compartments above, below and adjacent (level 13 east) to achieve a minimum 20Pa differential to fire affected compartment.<br>Exhaust fire affected compartment (level 13 west and level 14). |
| Does not activate                      | Activates on level 13                     | Pressurise all non-fire-affected compartments above and below to achieve a minimum 20Pa differential to levels 13 and 14.<br>Exhaust both levels 13 and 14.   |
|  | Activates on level 14                     | Pressurise all non-fire-affected compartments above, below and adjacent (level 13 east) to achieve a minimum 20Pa differential to fire affected compartment.<br>Exhaust fire affected compartment (level 13 west and level 14). |

**Table 7 Operation of zone smoke control on levels 13 and 14**

Note: For the purposes of testing, the 20Pa differential between the non-fire-affected compartments and the fire affected compartment shall be measured with all the required exit doors – including the horizontal exits – closed. This is consistent with clause 8.3 of AS/NZS 1668.1:1998.

## a. Fire safety management and training

19. The fire safety management plan for T3 tower must include the fire safety measures documented within section 5 of this report.

## 5.6 Commissioning of fire safety strategy

20. The building work and fire safety measures relating to the alternative solution report for the Lend Lease tenancy fitout must be inspected by an appropriately qualified fire safety engineer prior to occupation to confirm that the holistic performance is consistent with these requirements. Detailed inspections and commissioning tests for the building fire safety systems will need to be undertaken separately by the relevant consultants and/or installers.

Table 8 sets out what will be required as a minimum to confirm that the building is consistent with the recommendations of the alternative solution report.

| Fire safety measures  | Certification from relevant consultant / installer | Visual spot checks by fire safety engineer / interview installer | Holistic witness testing by fire safety engineer |
|---|--|--|--|
| Exits and paths of travel   |  | ✓  |  |
| Emergency lighting and exit signage   | ✓  | ✓  |  |
| Smoke detection system  | ✓  | ✓  | ✓  |
| Sound system and intercommunication system for emergency purposes   | ✓  |  | ✓  |
| Sprinkler system  | ✓  | ✓  | ✓  |
| Fire hydrant system   | ✓  | ✓  |  |
| Fire hose reel system   | ✓  | ✓  |  |
| Portable fire extinguishers   | ✓  | ✓  |  |
| Zone smoke control  | ✓  |  | ✓  |
| Notes: <ul style="list-style-type: none"> <li>• Operation of smoke detectors will need to be simulated using smoke aerosol spray.</li> <li>• Operation of sprinkler system will need to be demonstrated by opening test valve.</li> <li>• Operation of zone smoke control / SSISEP will need to be witnessed following activation of smoke detection / sprinkler system, including holistic check of general air movements for design scenarios.</li> </ul> |  |  |  |

**Table 8 Required certificates and testing**



## 3.2. Master Emergency Control Point

The Master Emergency Control Point (MECP) is located at the Fire Control Room which houses the Fire Indicator panel (FIP) and Emergency Warning Intercom System (SSISEP) which must remain in Automatic mode as a normal state. Noise levels may make effective communication impossible and therefore procedures will reflect that occupants need to evacuate without assessment being made by the Chief Warden. Reports from levels are made directly to the master or secondary emergency control point. Secondary Emergency Control Point (SECP) should be located in an area that is within eye sight of the Master Emergency Control Point.

If evacuation has been directed, information from levels is vital and needs to be recorded accurately. This information may alter priorities of the responding Emergency Services. Whiteboards are available indicating individual levels, potential occupancy and occupants requiring assistance. However if not available a paper version should be used. The table below is an example how information should be recorded during an evacuation.

## 3.3. Fire Indicator Panel (FIP)

This fire indicator panel is monitored by a third party monitoring provider and, upon activation will activate life saving features and automatically notifies the Emergency Services. A signal is sent to the SSISEP panel that will activate the alert tones of the building.

**Note:** Once the fire indicator panel has been activated, under no circumstances should you interfere with its operation. The Chief Warden is required to ensure the responding Emergency Services have been notified.

The detector or detection zone that initiated the alarm activation will be shown on the fire indicator panel and can only be re-set by responding Emergency Services.

## 3.4. Sound System & Intercommunication system for emergency purposes (SSISEP)

The SSISEP panel is a critical piece of equipment that allows the Chief Warden to communicate with the entire building or selected levels. Communication in the event of an emergency situation is vital.

**Note:** During the installation and commissioning of an SSISEP system, the Fire Service Provider may choose settings that differ from the default factory settings. Prensa make every effort to ensure all documentation reflects site specific variables, if however, you find operating instructions in the documentation differ from those of your system, please contact your Prensa consultant. We are committed to providing the highest quality service to our clients, and will happily make the required changes.

Placing the SSISEP panel into the Manual Mode gives the Chief Warden full control of the warning and intercommunication system, however unless there has been a detector activation, other life saving features of the building will not be engaged. This means all swipe card access will remain intact, air conditioning systems will continue as normal, exhaust and pressure fans will not engage. A manual evacuation of the building will require the Chief Warden to activate warning tones manually.

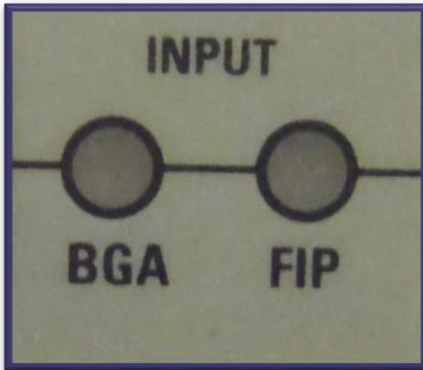
### Auto Mode

Upon receiving a signal from the fire indicator panel (detector, red break glass alarm, sprinkler) the alert tones will be sounded on the affected floor. After the pre-set time delay of generally 3 minutes, the affected floor will sound the evacuation tones and two floors above and one floor below the affected floor will sound the alert tones. After another 3 minutes the alert tones will change to the evacuation tones. This sequence will continue until the total building has been evacuated.

While the system is in the AUTO mode the Alert, Evac or PA buttons cannot be engaged, however the WIP buttons can be interfaced with to allow communication between the SSISEP and levels/areas.

The switch key is a standard 003 key, as are the locks fitted to FIP & SSISEP cabinets.

If a secondary detector is activated within this time frame, the SSISEP will default into the Evacuation Tone immediately. Activation of a sprinkler system will also place the SSISEP directly into the Evacuation Tone.



The Alert Tone requires the Warden Team to commence assessing their immediate working conditions, and if there is no sign of danger the Warden shall attend the Warden Intercommunication Phone (WIP) and await further instruction from the Chief Warden. The Chief Warden shall establish communication via the WIP, and will commence assessment of conditions on the affected level. If communication with the affected level cannot be made or there is no response, the evacuation of the building shall be implemented.

**Input BGA:** This indicator light signifies that a white break glass alarm (BGA) has been activated manually.

**Note:** White break glass alarm activation will sound the warning tones on the affected floor only. Activation will not operate life saving features of the building, fire indicator panel or notify Emergency Services.

**Input FIP:** This indicator light signifies that the Emergency Warning and Intercommunication System has been triggered from the Fire Indicator panel (FIP).

**Note:** Always cross reference the detector or detection zone activated on the fire indicator panel.

## Manual Mode

Placing the SSISEP panel into the manual mode will allow the engagement of the Alert, Evac & PA buttons. If manual mode has been keyed upon activation, the SSISEP panel will hold the activation tones at the time the system was keyed, meaning if the Alert tones are active the system will **not** progress into the evacuation tones.



**Note:** Some SSISEP panels may stall under alarm activations if placed from AUTO into MANUAL and then back into AUTO. If for any reason the Chief Warden needs to leave the SSISEP Panel, the evacuation tones for the building must be selected manually.

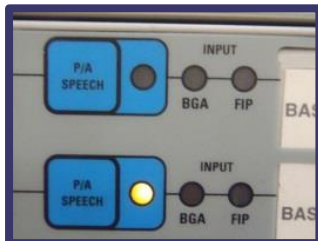
**If the SSISEP panel indicates levels have already progressed into the evacuation mode, the Chief Warden should allow the evacuation to continue until advised by responding Emergency Services to stop the evacuation.**



**ALERT TONE:** Lights indicating ALERT signify the levels or areas that are under the alert tone.



**EVAC TONE:** Lights indicating EVAC signify the levels or areas that are under the Evacuation tone.



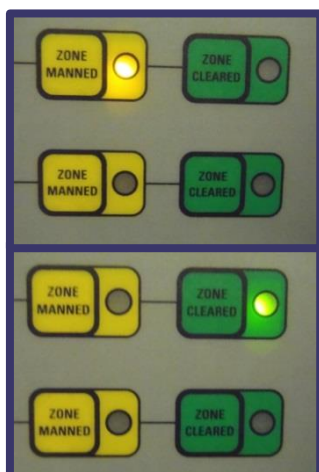
**PA:** Lights indicate levels that have PA on standby.

**Note:** announcements cannot be made until the microphone trigger has been engaged. Engaging the PA will cancel alarm tones on those selected levels.



**WIP:** Flashing light indicates a Warden has engaged the WIP (or Chief Warden has rung) on their level, once the light is solid, the line of communication is established. A number of WIP's can be engaged at the same time (not more than four at a time) however this can lead to confusion regarding information and is not recommended. Priority must be given to the affected level first, lift the handset of the SSISEP panel, select the WIP on the affected level and press the WIP button for that level.

**The Warden Team should not engage the WIP unless they have something to report or the Chief Warden is calling that level.**



**Zone Manned:** This button is engaged by the Chief Warden when communication with the level has been established, as a reminder that occupants are still present of that level. If evacuation has been directed and an occupant that requires assistance or a refusal has been reported this light serves as a quick reference point and indicates occupants are still on that level.

**Zone Cleared:** This button is only engaged if evacuation has been completed and a report of All Clear has been received.

Information regarding the status of each level should be recorded on a whiteboard or evacuation sheet, utilising these buttons acts as a reference only.

## Chief Warden Procedure in using the SSISEP

Placing the SSISEP panel into the Manual Mode gives the Chief Warden full control of the warning and intercommunication system, however unless there has been a detector activation, other life saving features of the building will not be engaged. This means all swipe card access will remain intact, air conditioning systems will continue as normal, exhaust and pressure fans will not engage. A manual evacuation of the building will require the Chief Warden to activate warning tones manually.

Wardens will respond to an Alert Tone as normal i.e. assess their immediate working conditions and if there is no sign of danger report to the Warden Control Point. Any variations to the evacuation process will require the Chief Warden to advise Wardens before the Evacuation Tone is engaged. This may be achieved by use of the Warden Intercom Phone. Once the Warden team has been briefed, a general announcement on the variation is recommended.

These variations may include but not limited to:

- Using just one exit to evacuate
- Asking even numbered levels to evacuate using one exit and odd numbered levels to evacuate using the other exit
- Moving higher levels into lower levels

Wardens should always check egress routes before evacuating. The Chief Warden should take into consideration the time required to evacuate the entire facility; this can normally be estimated after an evacuation exercise.

Using the Evacuation Tones along with PA announcements will greatly aid an evacuation.

1. Switch the SSISEP panel into Manual:
2. Select the level/s PA button

## Announcement 1:

Your attention please, this is the Chief Warden speaking, can all nominated Wardens please attend your Warden Phone. I repeat  
Can all nominated Wardens please attend your Warden Phone.

3. Engage the Alert tone and the WIP

Brief the Wardens on the situation and advise them of any variations and that a general announcement will be made shortly. Ask the Wardens to identify occupants that may require assistance and bring them under their control. Wardens are to report back to you once the level is cleared. Use the Zone Manned to indicate the levels that have responded.

## Announcement 2:

Your attention please, all occupants on level/s..... are required to evacuate, please follow all Warden Directions. I repeat

Occupants on level/s..... are required to evacuate, please follow all Warden Directions.

This is not a drill.

4. Engage the Evacuation Tone
5. Receive reports as levels clear and advise the Wardens on occupant with a disability procedures
6. Use the Zone Cleared button if all occupants have evacuated
7. Report to responding Emergency Services on the status of each level

## 3.5. Mimic Panels:

Buildings fitted with a mimic SSISEP panel must ensure that information received from affected levels is transferred to the MECP as soon as possible. Once the main SSISEP panel has been switched into the manual mode, all control of the mimic panel will be lost. While indicator lights will still be active on the mimic panel, interaction with tones and WIP's cannot be made if the main panel has been switched into manual.

**Fire Indicator Mimic Panel:** This panel will display the detector or detection zone activated and may be used to determine the affected floor or area.

**Secondary Emergency Control Panel (SECP):** This panel provides the same facilities as the Master Emergency Control Panel (SSISEP Panel). However, the MECP controls will override that of the SECP.

**Red BGA:** Activation of this BGA will activate the Emergency Warning and Intercommunication System warning tones of the building and other life saving features including notifying Emergency Services

**White BGA:** Activation of this BGA will activate the Emergency Warning and Intercommunication System warning tones of the building only. It will not notify Emergency Services or activate other life saving features.



## 3.6. Communication Exercise –Skills Retention

It is recommended the following exercise be conducted between training sessions, to ensure Wardens are familiar with the communication system installed within the building. Warden numbers should also be recorded and tabled in EPC meetings to ensure all levels maintain their Warden numbers.

1. Place SSISEP panel into MANUAL.
2. Select a level i.e. level 3.
3. Engage the PA for that level and make the following announcement:

### Announcement:

Your attention please, this is the Chief Warden speaking, I am conducting a Warden audit for (level 3), all nominated Wardens please attend the Warden Phone.

4. Engage the WIP for that level and await the Warden's response.
5. Once answered, ask the Warden for a head count of Wardens who attended.
6. Instruct the Warden to hang up the WIP.
7. Next level – repeat the sequence.
8. At the completion of the exercise, ensure you have returned the SSISEP to the AUTO position.

| Level | Comm's Established | Warden Numbers | Comm's Re-established |
|-------|--------------------|----------------|-----------------------|
|       |                    |                |                       |
|       |                    |                |                       |
|       |                    |                |                       |
|       |                    |                |                       |
|       |                    |                |                       |
|       |                    |                |                       |
|       |                    |                |                       |
|       |                    |                |                       |
|       |                    |                |                       |
|       |                    |                |                       |

This exercise will give Wardens and the Chief Warden and or the Communications Officer practical experience in the use of the SSISEP panel.



## 3.7. Assembly Area selection and management

When selecting and assessing a suitable location for an Assembly Area, consideration must firstly be given to the total number of potential occupants a facility may house. The assembly area shall be located far enough away to ensure occupants are not injured by falling debris from the facility. Ideally for facilities with an occupancy rate of over 500, an area that has amenities should be sought. Shelter from the elements should also be considered, along with first aid triage area and a designated smoking area for larger occupied sites. Dividing occupants into different locations may also be an option; however communication between areas must also be addressed.

Note: unless written permission has been granted, moving occupants onto private property is to be avoided, reciprocal agreements with other facilities should be considered if options are limited; however, it is important not to compromise any entry or exit points of that facility. A secondary assembly area for evacuation under bomb threat conditions should also be considered. Ideally this location should be at least 300m from the facility or have a building between the evacuees and the assembly area. Responding Emergency Services may choose to nominate a location and evacuate a number of facilities in the area to this location depending on information received.

### Primary Assembly Area: Stargazer Lawn Barangaroo Point

The assembly area has been chosen for its capacity and safety.

Unless you are advised that this area is unavailable, all occupants are to attend the external assembly area and await the all clear from the Chief Warden. Depending on the situation, this may take a number of hours. You are not permitted back into the building until the all clear has been given and this will only be announced once the responding Emergency Services are satisfied the building is safe for re-occupation. A staggered re-occupation is recommended, as multiple levels trying to access the building at the same time will hold up lift movements.

#### The Assembly Area will:

- Be managed by the wardens collectively.
- Facilitate communication with evacuees by the wardens collectively.
- Stage First Aid Officers with First Aid Kits in an accessible and prominent area.
- Communicate with the Chief Warden via mobile phone, or a runner.

### Secondary:

The Secondary Assembly Area will be advised by the Chief Warden if and when necessary; or Wardens may use their discretion based upon the circumstances at the time of emergency.

#### Factors that may necessitate relocation include:

- Riots, civil unrest or other community activities such as festivals etc.
- Road closures due to civil works.
- Wind direction or adverse weather.

## 3.8. Egress

Egress from the facility is to be inspected; all EXIT doors leading outside the facility shall always be unobstructed. Ensure EXIT doors leading into car parks cannot be compromised by vehicles. All EXITS from the facility need to be observed to ensure they are functional. EXITS that move through garden beds will add additional trip hazards to egress and may also compromise an EXIT if growth is unattended. Additional directional signage may need to be considered in some areas.

## 3.9. Pathways

Pathways to the assembly area are to be assessed, moving occupants back past the facility should be avoided if possible. Minimise crossing roads, however if necessary, ensure pedestrian crossings are always utilised. Possible pathways to the nominated external assembly area should be accessible for people with walking difficulties. Heavy traffic areas and large pedestrian numbers may also add additional risks to pathways.

## 3.10. Vehicles & Pedestrians

Vehicle and pedestrian access points will need to be controlled and this will be tasked by the Chief Warden. The use of the alarm tones and or PA announcements will help in controlling these areas until the arrival of a Warden or responding Emergency Services.

## 3.11. Lifts

Under fire trip conditions the use of lifts is prohibited, Wardens are instructed to challenge any occupant from using lifts as a means of egress while the building is under alarm. Generally the Wardens will not know the cause of the activation and will treat each alarm activation as a fire emergency. Responding Emergency Services may choose to utilise the lifts to gain access to levels or to extract occupants with a disability from levels that have been directed to evacuate. This will be co-ordinated with the information received from the levels at the MECP. Unless advised by responding Emergency Services, lifts are not to be used as a means of egress and should be grounded upon confirmation of a fire smoke emergency. On alert condition, lifts must not be used until the reason for the activation has been investigated and the reason was accidental.

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

- Ensure that lifts are keyed into manual mode, which will ground each lift.
- Ensure that persons do not enter the lifts whilst an emergency situation is underway.

Lifts are available for use by Emergency Services only or by ECO members at the discretion of the Senior Emergency Service Officer only. There are some emergency situations whereby occupants may move from the building via lifts. These situations will be advised and controlled by the Chief Warden. Unless advised, occupants are not permitted to use the lifts while the building is under alarm condition.

## 3.12. Height Access

Areas where public have access to heights should be reviewed and electronically monitored. These areas may attract self-harm motivations. Additional signage regarding the surveillance of these areas may act as a deterrent and should be considered. Contractors working at height (external) must ensure they have registered with building management and have a method of communication. In the event of an emergency the chief warden may need to advise contractors working at height to self-evacuate.



## 3.13. Height Restrictions

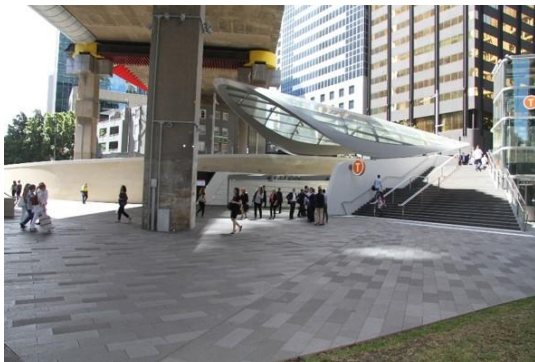
Height restricted areas i.e. car parks may limit access to some emergency service vehicles from attending the area of concern. Any emergency situation within these areas that requires emergency services to attend will require a pre-briefing upon arrival. Consideration should be given regarding a predetermine location however this may also need additional contingency depending on the location and type of emergency. Some suspended areas i.e. ramps may also have weight limitations, these limitations are normally signposted and must be strictly enforced.

## 3.14. Major Emergency

In the event of a major emergency (more than one tower required to evacuate) there is an expectation of police intervention. Strategies may include closing traffic along Hickson Road and directing all building occupants down Hickson Road into Barangaroo Reserve. Ideally occupants should be directed to Towns Place with the reserve to be loaded from this entry point.

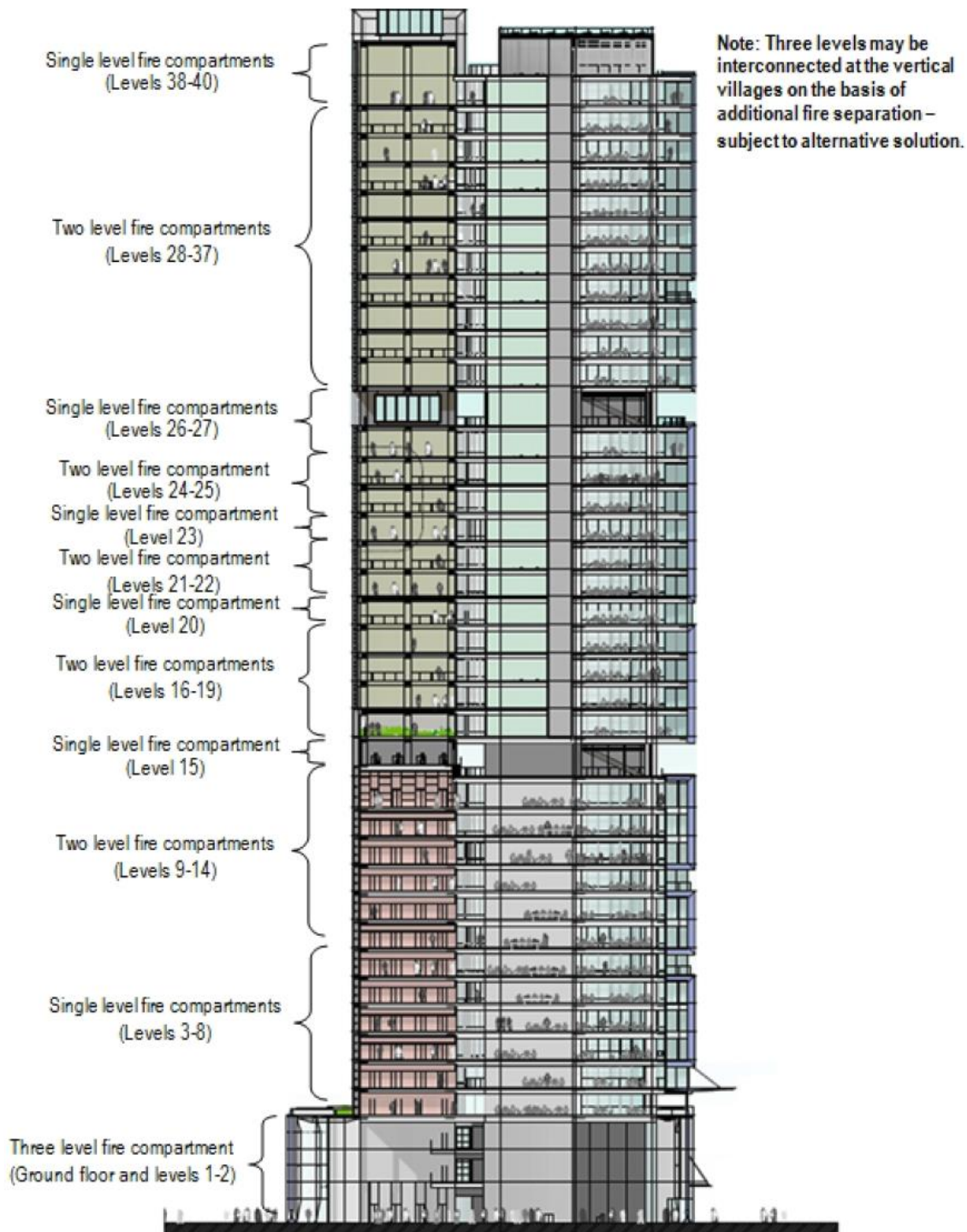
## 3.15. Occupants with a disability or partial evacuation

Urban Park would be an ideal staging location for disabled occupants or if partial evacuation was required.



## 3.16. Evacuation Strategy

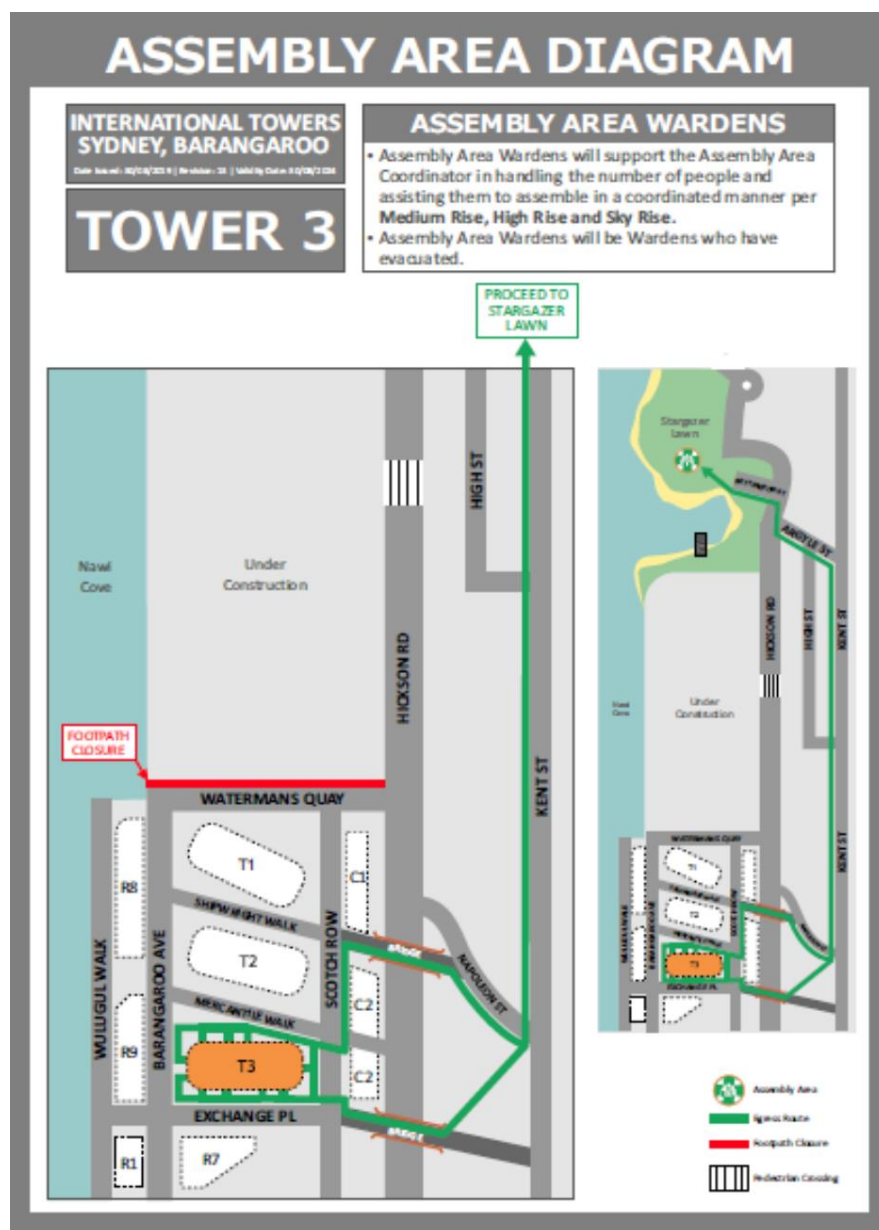
Evacuating large numbers of occupants will come with inherent risks, International Tower 3 has the following fire compartments:



- **Under fire conditions** the SSISEP panel if left in Auto Mode, will self evacuate the Tower cascading upward and downwards by one fire compartment at 3 minute intervals.
- If communication cannot be established with the activated fire compartment the evacuation must proceed. Any report of smoke/fire the SSISEP must remain in the AUTO position.
- Upon communication being established and no immediate sign of danger present reported the SSISEP can be placed into Manual mode allowing for further investigation.

- During core business hours occupancy numbers must be considered and cascading evacuation process implemented.
- Level 13 and 14 alternative solution including fire wall and fire curtain to provide two fire separated compartments resulting in an east and west compartment for the safe horizontal evacuation of occupants from either side into the fire stairs of each compartment.
- **Bomb Threat evacuations** should commence on the ground level and work upward.

## 3.17. Assembly Area Diagram



## 4. Emergency Identification & Analysis

The following risk matrix has been utilised to categorise potential emergency events in this facility.

|  |                | Consequence   |       |          |        |              |
|--|----------------|---------------|-------|----------|--------|--------------|
|  |                | Insignificant | Minor | Moderate | Major  | Catastrophic |
|  | Rare           | Low           | Low   | Low      | Low    | Low          |
|  | Unlikely       | Low           | Low   | Medium   | Medium | Medium       |
|  | Possible       | Low           | Low   | Medium   | Medium | Medium       |
|  | Likely         | Low           | Low   | Medium   | High   | High         |
|  | Almost Certain | Low           | Low   | Medium   | High   | Extreme      |

### Likelihood

The likelihood of an emergency situation occurring is one component in determining the outcome of the emergency rating. The term used for the likelihood window is 5 years aligning with the validity of the EPM.

| Rare           | May only occur in exceptional circumstances                                       |
|----------------|---|
| Unlikely       | Could occur at some time; less than 25% chance of occurring                       |
| Possible       | Might occur at some time; 25-50% chance of occurring                              |
| Likely         | Will probably occur in most circumstances; 50-75% chance of occurring             |
| Almost Certain | Can be expected to occur in most circumstances; more than 75% chance of occurring |

### Consequence

The consequence of an emergency occurring is also taken into account when calculating the emergency.

| Insignificant | Minimal interruption to normal activities, no injuries or damage to property   |
|---------------|--|
| Minor         | Possible injuries treatable by first aid, superficial damage can be dealt with on site                               |
| Moderate      | Injuries requiring ambulance assistance, damage requiring isolation & structural repair                              |
| Major         | Multiple injuries requiring ambulance assistance, major structural damage requiring evacuation of the building       |
| Catastrophic  | Deaths and critical injuries, structural collapse or significant damage rendering the building unsafe for occupation |

## 4.1. Emergency Identification Rating

Each identified hazard has an emergency rating with which an appropriate response can be developed. The Emergency rating is a guide only and other factors can apply in how the emergency is treated on the day of the event.

|                |   |
|----------------|---|
| <b>Low</b>     | Situations where either the outcome poses a minimal influence on the day to day operations or if the outcome could be Catastrophic the likelihood of this occurring is extremely rare, such as an aircraft colliding with the building. |
| <b>Medium</b>  | Situations where it is foreseeable that an emergency may occur and where the result could lead to major injuries or building damage.  |
| <b>High</b>    | Situations where it is quite likely that an emergency will occur and where the outcome would lead to major injuries, death and substantial building damage.   |
| <b>Extreme</b> | Situations of high emergency where both the likelihood of it occurring and the outcome would ensure a high degree of deaths or injuries and overwhelming damage to the building.  |

Emergency Events listed below have been identified that could reasonably produce emergency situations. The EPC must review this list at least annually to assess if a risk has changed or if additional risks have been identified.

| Emergency Event                     | Likelihood     | Consequences | Analysis Level |
|-------------------------------------|----------------|--------------|----------------|
| Active Armed Offender               | Rare           | Catastrophic | Low            |
| Biological                          | Possible       | Moderate     | Medium         |
| Bomb Threat – Hoax – Suspect Object | Possible       | Moderate     | Medium         |
| CBD Emergency Plan                  | Possible       | Major        | Medium         |
| Civil Disorder                      | Unlikely       | Minor        | Low            |
| Chemical – Hazardous materials      | Unlikely       | Moderate     | Low            |
| Electrical/Sub station              | Possible       | Major        | Medium         |
| Explosion                           | Unlikely       | Major        | Medium         |
| Fire                                | Possible       | Major        | Medium         |
| Flood (natural)                     | Unlikely       | Moderate     | Low            |
| Gas Leak                            | Possible       | Moderate     | Medium         |
| Industrial Incident                 | Unlikely       | Moderate     | Medium         |
| Medical Emergency                   | Almost Certain | Moderate     | Medium         |
| Personal Threat                     | Possible       | Moderate     | Medium         |
| Power Outage                        | Unlikely       | Minor        | Low            |
| Radiological                        | Rare           | Major        | Low            |
| Severe Weather                      | Possible       | Minor        | Low            |
| Structural Instability              | Unlikely       | Moderate     | Medium         |
| Toxic Emissions                     | Unlikely       | Moderate     | Medium         |
| Wildlife                            | Rare           | Minor        | Low            |
| Workplace Intrusions                | Possible       | Moderate     | Medium         |



## 4.2. Neighbouring Properties & External factors

Consideration has been given on typical external emergency situations that may arise. An external emergency situation may not always affect the safety of occupants within the facility; first responding emergency services will assess the need for further escalation and may insist that emergency procedures be implemented if they are concerned about the welfare of occupants. This action may alter egress paths and external assembly areas. There are some situations that may fall outside the scope of this assessment as every emergency is different, neighbouring properties are required to consider external factors in their planning.

The following neighbouring properties/ external factors/risks have been identified as a potential emergency risks that may escalate into the work environment.

| External Factor         | Likelihood | Consequences  | Analysis Level |
|-------------------------|------------|---------------|----------------|
| Sub Stations            | Unlikely   | Moderate      | Medium         |
| Stormwater Causeways    | Rare       | Minor         | Low            |
| Construction Activities | Possible   | Major         | Medium         |
| Flight path             | Rare       | Catastrophic  | Low            |
| Major motorway          | Unlikely   | Insignificant | Low            |
| Other Facilities        | Possible   | Moderate      | Medium         |

## 4.3. After Hours or Non Work Day Events

This Emergency Plan (EP) and Response Procedures are based on business hours activities 8:00AM to 5:30PM where a full ECO is typically present. Working outside these hours, Tenants need to follow any instructions from the automatic fire systems installed or contact emergency services on 000 if they identify an emergency situation.

The Evacuation system can be manually activated by pressing white break glass unit if required.

Alarm activations after normal business hours will require all occupants to self-evacuate due to potential limited ECO. Occupants are to:

1. Remove yourself from the building
2. Attend a well-lit position in full view of the building that has just been evacuated.
3. Report in person to attending emergency services and identify yourself by name, tenancy and floor, and give a status report of what you know.
4. Follow instructions given by emergency services members.

## 5. Emergency Planning Committee

The Emergency Planning Committee is responsible for the development, implementation and review of this Plan in conjunction with an external specialist. In an emergency, the Chief Warden or, in their absence, their Deputy is responsible for implementing the Emergency Procedures through the Emergency Control Organisation (ECO)

For International Tower 3 Barangaroo the following will make up a minimum of the EPC

- Chief Warden
- Building Manager
- Other Tennant representatives

Occupants shall ensure that the EPC has adequate resources to enable the development and implementation of these emergency response procedures.

The EPC will be provided with a summary report confirming that all aspects of the Building Safety systems are maintained as required by the relevant standards and legislation. This will be provided by the Building management at each EPC meeting.

The EPC shall meet at 6 monthly intervals or as required, minutes of meetings are to be taken and circulated to all members by the Building Manager. The EP and Response Procedures will be reviewed annually, or as required (i.e post event as part of the debrief) by the EPC and any changes minuted as accepted. The EP will remain valid for a maximum of 5 years.

The building manager will ensure all EPC and ECO members have access to appropriate training for their role within the first 6 months of membership. Training will be conducted by a suitably qualified trainer and meet the requirements of *AS 3745-2010: Planning for emergencies in facilities*.

### 5.1. EPC Responsibilities

**In addition to the above the following are the responsibility of the EPC**

- (a) Ensuring that the emergency response procedures are readily identifiable and available to the appropriate persons.
- (b) Establishing an emergency control organisation (ECO) to operate in accordance with the emergency plan.
- (c) Ensuring a formalized training schedule shall be developed to ensure that relevant training based on the emergency response procedures is provided to ECO members and facility occupants
- (d) Testing the emergency procedures through drills.
- (e) Establishing arrangements to ensure the continuing operation of the ECO e.g., resignation, holidays,
- (f) Ensuring that the register of ECO members is current and readily available.
- (g) Establishing strategies to ensure visitors are made aware of emergency response procedures.
- (h) Ensuring that a permanent record of events for each emergency is compiled and retained.

**Note:** If the EPC becomes aware of features that could jeopardize the safety or evacuation of the occupants and visitors, the EPC should notify the persons responsible for the facility.



## 5.2. Building Management:

The building management will nominate a person who will as part of their membership of the EPC ensure the following:

- (i) Maintain a current register of ECO members.
- (ii) Ensure tenants reasonably maintain meet their ECO obligations.
- (iii) Schedule regular exercises.
- (iv) Ensure the emergency response procedures are kept up-to-date.
- (v) Attend meetings of the EPC.
- (vi) Attend training and emergency exercises, as required by the EPC.
- (vii) Ensure personal ECO identification is available.
- (viii) Ensure SDS's for Chemicals in the building are stored in the correct location or reasonable access is available

## 5.3. 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.

## 5.4. Records

The EPC shall ensure that records of all EPC and ECO activities are maintained, including:

- Minutes of meetings.
- Emergency event logs.
- Debriefing notes.
- Drill exercise / post event reports.
- Training records.

Records will be maintained by the Building Managers

## 5.5. Emergency Planning Committee Minutes

|                                  |  |                |           |
|----------------------------------|--|----------------|-----------|
| Emergency Management Consultant: |  | Date:          | Time:     |
| Property Management Company:     |  |                |           |
| Property Contact:                |  | Phone Number:  |           |
| Property Name:                   |  | Property Code: | Job Code: |
| Address:                         |  |                |           |
| Attendees:                       |  |                |           |
|                                  |  |                |           |
| Apologies:                       |  |                |           |
|                                  |  |                |           |

| Action items from previous meetings |  | Responsible | Date Due |
|-------------------------------------|--|-------------|----------|
| 1.                                  |  |             |          |
| 2.                                  |  |             |          |

| Agenda Items        |   | Yes No N/A | Presenter |
|---------------------|---|------------|-----------|
| Evacuation Diagrams | Evacuation signs/diagrams securely fastened to the surface wall           |            |           |
|                     | Evacuation signs/diagrams are visible and unobstructed.                   |            |           |
|                     | Evacuation signs/diagrams correctly orientated with YAHs.                 |            |           |
|                     | Evacuation signs/diagrams contain the information required by regulation. |            |           |
|                     | Evacuation signs/diagrams have validity date of five years.               |            |           |
|                     | Validity Date:  |            |           |
|                     | Any change to the site or risk to warrant review/update of diagram/sign?  |            |           |

|                |  |            |           |
|----------------|--|------------|-----------|
| Emergency Plan | There is an emergency procedures manual (EPM) /fire evacuation plan (FEP) for the site.                                      |            |           |
|                | Are procedures in place to evacuate occupants with disabilities/Special needs?   |            |           |
|                | If site is used after hours, there is procedure to cover use of building in hours of darkness / weekends                     |            |           |
|                | EPM/FEP is current and reviewed annually?  |            |           |
|                | Review Date:                      Validity Date:   |            |           |
|                | Are diagrams/evacuation signs incorporated into the EPM/FEP?   |            |           |
|                | A copy of the EPM/FEP is kept in the building and can be produced if requested.  |            |           |
| Agenda Items   |  | Yes No N/A | Presenter |
| PEEP           | There is a procedure available to complete a PEEPs for Occupants/Visitors with Disabilities, if requesting one?              |            |           |
|                | Are all PEEP documents current and valid?  |            |           |
|                | Are all expired PEEP documents removed and list updated accordingly?   |            |           |
|                | Are all PEEP documents reviewed annually?  |            |           |
|                | Is the list of Occupants/Visitors with Disabilities available in the Fire Control Room/Chief Warden?                         |            |           |
| ECO Training   | Are there sufficient personnel nominated in all positions within the ECO to allow for projected absences/leave/peak periods? |            |           |
|                | Are all nominated Wardens attending regular training (minimum six monthly)?  |            |           |
|                | Frequency of training scheduled for site adequate for the number of ECO (wardens) and size of the site.                      |            |           |
|                | Confirm training schedule, topics and scenarios.   |            |           |
|                | Do we have current contact details for all ECO members and tenant coordinators?  |            |           |
|                | Do Wardens have access to Warden Identification?   |            |           |

|          |   |  |  |
|----------|---|--|--|
|          | Does Warden Identification Comply to AS 3745_2010   |  |  |
| Exercise | An emergency exercise/practice/drill is scheduled and conducted annually?   |  |  |
|          | All Wardens and occupants have participated in an annual emergency exercise/practice/drill?<br><i>Note: Non-compliant tenants to be sent letter</i> |  |  |
| Records  | Are all emergencies or unwanted alarm activations documented and records kept by the site?  |  |  |
|          | Have there been any emergencies or alarm activations since the last meeting?  |  |  |
| BC Plan  | Is there a Business Continuity Plan in place?   |  |  |
|          | Has it been reviewed since the last EPC Meeting?  |  |  |
|          | Are all members of the EPC aware of the Business Continuity Plan?   |  |  |
| Misc.    | Have new tenants moved in or out since the last EPC meeting?  |  |  |
|          | Is there any current or upcoming site construction or fit out projects?   |  |  |
|          |   |  |  |

| New action items |  | Responsible | Date Due |
|------------------|--|-------------|----------|
| 1.               |  |             |          |
| 2.               |  |             |          |
| 3.               |  |             |          |

| Other Notes/Information |  |
|-------------------------|--|
| 1.                      |  |
| 2.                      |  |

Please ensure all documented minutes or notes are filed within this section.

## 6. Emergency Control Organisation (ECO)

The following positions shall be included in accordance with the requirements of this facility:

The ECO shall consist of:

- Chief Warden.
- Deputy Chief Warden /s.
- Communications Officer & scribe (nominated on event).
- Floor Wardens
- Wardens
- First Aiders

An up-to-date register of all ECO members will be maintained by the Building Manager and will be available upon request from via the EPC or Chief Warden.

### 6.1. Identification

Identification of the ECO will be as follows:

|                          |                      |
|--------------------------|----------------------|
| Chief Warden             | White helmet or cap  |
| Deputy Chief Warden      | White helmet or cap  |
| Floor Wardens & Deputies | Yellow helmet or cap |
| Wardens & Deputies       | Red helmet or cap    |
| First Aid Officers       | Green helmet or cap  |

### 6.2. Equipment

Identification apparel should be prominently marked with the wearer's ECO title, the type of identification used for each ECO designation shall be consistent throughout the facility.

- Coloured helmets with corresponding floor or area labelling
- Hi Vis vests with corresponding floor or area labelling
- Loud Hailer for Assembly Area management
- Floor Identification signs for Assembly Area management
- 2 Way radio to communicate from Chief Warden team to Assembly Area Coordinator

An up-to-date register of all ECO members will be maintained by the Building Manager and will be available upon request from via the EPC.

## 6.3. Authority of ECO

During emergencies, instructions given by the ECO personnel shall take precedence over the normal management structure.

- Authority given to the ECO to act during an Emergency must be acknowledged by the facility owners, managers, occupiers and employers as part of the emergency planning activities.
- The EPC should ensure that the appropriate people, such as senior management, have been advised of the authority of the ECO during emergencies.
- This authority is intended to ensure that, during an emergency situation, life safety takes precedence over asset protection, environmental considerations, production operations and business continuity.
- The **powers of Wardens** shall override all normal non-emergency management procedures and personnel. Wardens have the authority to marshal and direct any occupants;

This Plan has been authorised by the Emergency Planning Committee and endorsed via the annual EPC review meeting.

## 6.4. ECO Numbers

A sufficient number of ECO members need to be appointed to ensure that whenever the facility is occupied, ECO members are available to respond to a facility emergency and to enable the facility to be checked and evacuated quickly and efficiently without compromising any occupants' and visitors' safety. The number of ECO members required for a facility will vary depending upon the facility's structural and occupant/visitor characteristics.

Prensa recommends a ratio of: One ECO member per twenty staff members as a guide.

## 6.5. Selection criteria for ECO members

For selection ECO members the following is to be taken into consideration the availability on site of the individual, the requirement to undertake training and capacity to undertake the duties as described under pressure. The appointment of deputies shall be considered to ensure the effective functioning of the ECO. Persons appointed as deputies shall have the same capabilities and personal attributes as required for the substantive position.

### Chief Warden/Deputy Chief Warden

The person appointed as Chief Warden should —

- (a) display effective decision-making skills;
- (b) be capable of leading and taking command;
- (c) demonstrate the capability to remain calm under pressure;
- (d) be capable of effectively communicating with occupants and visitors;
- (e) be familiar with the facility;

### Communications officer

The person appointed as communications officer should-

- (a) Display effective decision-making skills;
- (b) Demonstrate the capability to remain calm under pressure;

- (c) Be capable of effectively communicating with occupants and visitors;

## **Floor Wardens**

Floor Wardens are appointed consistent with the location of their day-to-day responsibilities. All nominated Wardens should also be familiar with this role.

Persons appointed as Floor Wardens should —

- (a) have leadership qualities and the ability to command authority;
- (b) display effective decision-making skills;
- (c) be capable of effectively communicating with occupants and visitors;
- (d) be capable of deputising for other positions on the ECO; and

## **Wardens**

Persons appointed as Wardens should —

- (a) be capable of communicating with occupants and visitors;
- (b) be capable of deputising for other positions; and

## **6.6. Skills Retention**

ECO members including nominated deputies shall attend a skills retention activity at intervals not greater than 6 months. Skills retention activities shall be determined by the EPC, based on the specific requirements for the facility and its emergency response procedures. Skills retention activities may also include table-top exercises and evacuation/emergency response exercises for the ECO.

Skills retention activities shall -

- a) Be determined by the EPC, based upon the specific requirements for this facility and the emergency response procedure.
- b) Include revision of roles and responsibilities as set out in the emergency response procedures.
- c) Include instruction on the operation of the communications system

## 6.7. Events, Exercises and Review

This Plan shall be challenged with emergency exercises to identify and correct any deficiencies in communication systems; the Emergency Plan, Procedures and their implementation; and ECO response.

Every part of the facility shall participate in an emergency exercise at least once every 6 months including a full evacuation once per year. Exceptions from evacuation drills and conditions of the exemption must be presented to and agreed by the EPC. A debrief will occur with any emergency event or drill evacuation exercise, details recorded and be reviewed by the EPC at their next meeting which should occur quarterly, but no less than 6 monthly.

Emergency exercises shall be prefixed by an announcement that it is an evacuation exercise only. At least one full evacuation will occur every year.

The pre-determined phrase **NOT A DRILL** shall be disseminated to all ECO members for use when an actual emergency incident takes place during an emergency response exercise. The phrase shall signify that the emergency response exercise has terminated and an actual emergency incident is taking place, and that the ECO are to stand by for further instructions.

Post-Event the Chief Warden will:

- When the emergency incident is rendered safe or the Emergency Services returns control, notify the ECO members to have occupants return to their facility as appropriate.
- Organise a debrief with ECO members and where appropriate with any attending Emergency Services
- Collate all records of events and ensure they are recorded

## 6.8. Occupants with Mobility Impairment or Disability

Consultation with occupants with a disability is conducted by the Wardens on the level on which the occupant resides/works. A personal emergency evacuation plan (PEEP) is formulated; this consultation is to include the following:

- Location of the Warden Control Point & Warden identification
- Identify all EXITS available
- Procedures for emergency present on the floor
- Procedures for emergency not present on the floor

A copy of this PEEP is to be retained by the occupant with a disability and a copy is to be kept at the Master Emergency Control Point. All PEEP's should be reviewed annually by the Deputy Chief Warden to ensure they remain effective.

**NOTE: It is strongly advised that any occupant confined to a wheelchair should practice moving into the EXIT during the PEEP planning stage. This is to ensure that the EXIT landing is capable of housing the wheelchair and the EXIT door is not obstructed from its normal function.**

Identified occupants with a disability are required to report to the Warden Control Point upon activation of the Alert Tone. The Floor Warden shall assess the immediate working conditions and take the following action:



## No Emergency Present

- Report the occupants with a disability to the Chief Warden upon communication being established with the floor.
- Ensure they remain under your control.
- Follow any directions given by the Chief Warden.
- Remain with the occupant with a disability by the Warden Control Point until assistance arrives.
- Continue to monitor conditions on the floor and report any change of conditions immediately.

## Emergency Present

- Bring under your control any occupant that requires assistance to evacuate.
- Admit the occupant with a disability into the EXIT once all able-bodied occupants have evacuated.
- Advise the Chief Warden of your location, if communication cannot be established with the Chief Warden, advise Triple 0 (000) directly or task a Warden to report to a member of the Emergency Services upon exiting the building.

**This information is vital to responding Emergency Services.**

## 6.9. Occupant Emergency Awareness

All occupants working at this facility including casual occupants/employees must receive training / induction to enable them to act in accordance with emergency response procedures. Each Tenant has the responsibility to impart to their employees, contractors and visitors what is required in an emergency including the type of emergencies that may occur and reporting of unsafe conditions.

## 7. Emergency Response Procedures

### 7.1. Responses for Specific Events

The following table identifies three typical responses to emergency events which may occur at International Tower 3 Barangaroo and associated processes described in Annex A - Emergency Response Procedures.

These are:

- Evacuation of the Building, floor or series of floors
- Shelter in Place – the building or sections of the building
- Lockdown – of the building or a particular area (i.e. foyer / carpark etc.)

| Responses                         | Description   | Approach  |
|-----------------------------------|---|---|
| <b>Evacuation</b>                 | Evacuation of the building, a floor or series of floors to a pre-determined assembly point - May be automated via break glass or sensor (full) or done manually by the Chief Warden via SSISEP  | Wardens evacuate floors on evacuation tone to fire stairs - PA utilised to inform of the issue and any instructions, Wardens to man the exits and assist as required.   |
| <b>Shelter In Place</b>           | External situation requires occupants to remain within the building rather than evacuate. While building occupants will respond to the Alert tones, utilising the PA function will allow the Chief Warden to disseminate information to the entire building or selected levels. | Consider disseminating information to the ECO first: Ask Wardens to attend the WIP, and then establish communication with the levels advising what actions will need to be taken before making a general announcement to occupants.   |
| <b>Lockdown (partial or full)</b> | A threat directly involving the building or within the building may require the facility to be placed into Lockdown. Occupants are to listen to any announcements, and follow directions by the Warden team.  | Consider removing people from Foyers. Make an announcement over PA to remain on floor and keep away from windows. No persons admitted into or out of the building and occupants could also be required to take additional shelter within an office, meeting room or tenancy |

The following Emergency Events will typically utilise the responses listed in the table below. As each Emergency event may have different causation and differ on the day of the event due to perceived level of threat, environmental conditions and availability of ECO / support staff at the time of the event.

| Event Type                        | Description   | Approach   |
|-----------------------------------|---|--|
| <b>Active Shooter (Low)</b>       | Armed person/s entering the building or shooting from outside into the windows or foyer   | Shelter In Place - NSW Police response   |
| <b>Aggressive Person (Medium)</b> | Person/s entering or within the building displaying aggressive behaviour, this can be either verbal or physical. May begin as a non-hostile interaction and escalate into an aggressive act. Incident response may be initiated due to the activation of a duress alarm                   | Most likely scenario to take place in lobby area, interview room or in at reception.<br>Deploy Wardens to contain / evacuate the immediate area, activate lockdown of area or shelter in place if required. Involvement of NSW Police. |
| <b>Bomb Threat (Medium)</b>       | Threat may come through an agency, advisory or directly through a call or email / suspect mail. All Bomb threats are taken seriously and must involve NSW Police as part of the process   | Depending on threat - Could be evacuation to secondary assembly area or PA to wardens to assemble and brief the situation and conduct a search. Involvement of NSW Police  |
| <b>Civil Disorder (Medium)</b>    | Public demonstration or illegal occupation of buildings. In some circumstances, occupants are unsure of their rights in relation to people creating a disturbance in their building or tenancy. Most likely area affected outside building or foyer / reception area                      | Utilise Shelter in Place or Lockdown depending on situation - Involvement of NSW Police  |
| <b>External Emergency (Low)</b>   | Advised by responding Emergency Services. Options may include Shelter in Place, Lockdown, or Evacuate.  | Based on advice  |
| <b>Fire (Medium)</b>              | Could be automated through sensors or a break glass. Emergency Evacuation to Assembly area  | Evacuation Process   |
| <b>Flood (Internal) (Low)</b>     | Floods caused by domestic systems usually do not endanger people but can cause extensive damage to buildings and equipment. Water from fire sprinkler systems will activate installed alarm systems therefore, a standard response will be utilised to assess or instigate an evacuation. | Evacuation Process   |

|  |  |   |
|--|--|---|
| <b>Gas Leak<br/>(Medium)</b>           | Gas leak would be rare and occur in plant room areas; gas can accumulate in low lying areas inside or outside the building and still present a risk of explosion.  | Evacuation Process (Section 13.2)   |
| <b>Medical Emergency<br/>(Medium)</b>  | First Aid officer must be advised as soon as possible and unless it is obvious that an Ambulance is required. ECO team members are to support the First Aid officer and may be requested to notify emergency services. | First Aid response Building has Level 3 FA / Oxygen & Defibrillators and in close proximity to Hospital. (section 13.5)   |
| <b>Suspicious Package<br/>(Medium)</b> | May be delivered through mail room or to reception directly, if not delivered but call received treat as Bomb Threat.  | If observed partial lockdown of immediate area and evaluate for evacuation. If a call only see bomb threat (Section 13.3) |

## 7.2. Emergency Announcements

### Alarm Activation

Your attention please, this is the Chief Warden speaking. An alarm has been activated on level.....Can all Wardens please report to the Warden Control Point and standby for further announcements.

### Accidental Activation

Your attention please, this is the Chief Warden speaking, the alarm activation has been investigated and reported as no emergency present, therefore there is no need to evacuate, I repeat

The alarm has been investigated and reported as no emergency present, therefore there is no need to evacuate.

### Confirmed Emergency

“May I have your attention please? May I have your attention please? This is an announcement to commence evacuation. Occupants should calmly and quietly proceed to the emergency exits and evacuate the building. Do not use the lifts. After you have left the building, please move away from the building and proceed to the Assembly Area at Stargazer Law. You will be notified when it is safe to re-enter the building. Please do not attempt to remove your vehicle from the car park.”  
(Repeat)

### Practice Evacuation

Your attention please, a practice evacuation exercise is about to commence.

I repeat, a practice evacuation is about to commence, under the work health & safety regulations your participation in this exercise is a mandatory requirement.

### Completion of Exercise

Your attention please, this announcement concludes the exercise for today.

I repeat, this announcement concludes the exercise for today; please treat any existing alarms as real time.

### Non Fire Emergency Announcement

Your attention please, this is the Chief Warden speaking, can all Wardens please report to their Warden Phone and standby. I repeat, can all nominated Wardens please report to the Warden Phone and standby.

### Shelter in Place

Your attention please, this is the Chief Warden speaking, please be advised that the building has been requested to shelter in place.

I repeat

Be advised that the building has been requested to Shelter in Place, all occupants are to remain on your floors until further notice. Any occupant that would require assistance to evacuate is to report to your Warden. Updates on the situation will be made every 15 minutes.

## 7.3. Initial Response

Any occupant or visitor may alert staff or declare an emergency, e.g., advising a warden, and/or 000 or by breaking a break glass alarm.

When an emergency is declared (by alarm, by the Chief Warden or another Warden) the following shall occur:

### Chief Warden

- dons White cap or vest;
- determine the nature of the emergency and the response needed, e.g. lockdown, shelter in place, full or partial evacuation;
- if necessary, declares an emergency to staff in attendance and to all occupants via PA, including the response plan;
- sets up an emergency control point, normally at the Front entrance foyer;
- meets Deputy Chief Wardens, Communications Officer, unless they have other pre-designated points to go to;
- appoints a Communications Officer and an assistant to operate the SSISEP and assist with other communications to and from the Chief Warden ;
- ensures the course of the emergency is logged and permanently recorded;

Note that communication from or to the Chief Warden may be via the Communications Officer or another Warden.

### Communications Officer

- discuss with Chief Warden the immediate response required;
- begin communications with Wardens to standby;
- prepare to contact senior management / major tenants;
- prepare to contact emergency services;

### Floor Warden

- don Yellow vest;
- listen for instruction over the PA;
- manage the initial response, if safe to do so;
- brief Wardens of issue and coordinate response;
- Report in to the Chief Warden via WIP, mobile phone or in person
- prepare to Evacuate if required

### Wardens

- don Red vest;
- listen for instruction over the PA'
- Identify mobility impaired personnel;
- follow Floor Wardens instructions;
- act as Floor Warden if needed;



## First Aid Officers

- don Green vest,
- obtain first aid kit;
- assist Floor Warden;
- act as warden as required

## Occupants

All occupants and visitors must

- follow all announcements and instructions from ECO members during all emergencies and drills, including outside the building at traffic points and at stair exits;
- assist people in immediate danger, if safe to do so;
- comply with any reasonable instruction given by the ECO if safe to do so
- secure computers and other systems and equipment if safe to do so;
- Do Not Use Lifts in a Fire Evacuation
- Follow the directions of any Emergency Services personnel. They have legal power to order evacuation or instruct occupiers.

## Refusals

When a person refuses to comply with the directions given by a Warden, the Warden should:

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

Note: Where possible it is advisable to have a witness to confirm any refusals. Document any such incidents. Do not start an argument - just report it to the Chief Warden.

## Debrief

After each emergency event a debrief must occur which may include but is not limited to; the Chief Warden, Deputy Chief Warden, Communications Officers, Floor Wardens and Wardens, the major tenant representatives and building management.

The debrief will be organised and minuted by the building management and chaired by the Chief Warden or nominated Deputy and will discuss the following:

- Processes that worked well
- Processes that worked but need some improvement
- Processes that did not work and need reconsideration
- Adequacy of Warden numbers and ability to undertake the role

Any requested changes to procedures will be documented and actions raised, any changes to the EP or associated procedures will be made by the EPC and significant changes communicated to the major tenant representatives for dissemination via email and minuted at the EP meeting.

## 7.4. Evacuation Procedure

### Chief Warden:

- If an alarm has been activated, notes the level and cause, cross-referencing with the FIP;
- If the alarm has been raised internally by occupants, gather specific information to assist in managing the emergency;
- Make an emergency announcement, asking for Wardens to report via WIP, mobile phone or in person
- Issue instructions to Wardens;
- if communication cannot be established with the affected area, direct an evacuation;
- If the emergency is confirmed, direct an evacuation in the following stages:
  - **Stage 1** – Occupants in immediate danger
  - **Stage 2** – The areas adjacent, above and below the affected area
  - **Stage 3** – Full site evacuation
- advise emergency services if necessary and ensure their reception and briefing;
- if the emergency is likely to affect areas outside the building, initiates contact with neighbours or ensures remedial action;
- advise occupants or external parties as necessary, e.g. property manager, utility, council;
- keep staff, particularly management of tenants, advised of the progress of the emergency;
- Direct the response to the emergency, until it ends or emergency services assume control;
- Declare the 'all clear' when the emergency is over;
- Debrief with staff, emergency services and others.

### Communications Officer

- discuss with Chief Warden the immediate response required;
- contact Wardens on behalf of Chief Warden if requested;
- prepare to contact senior management / major tenants;
- prepare to contact emergency services;
- confirm with Chief Warden status of communications
- log required actions and events

### Floor wardens:

- determine the nature of the emergency;
- ensure the safety of all occupants in their area, including directing immediate evacuation if necessary;
- co-ordinate Wardens in their area;
- Communicate with the Chief Warden via WIP, mobile phone or in person as required;
- ask for more assistance if needed;
- if evacuation may be required, nominate wardens to
  - check all areas where there may be people, including all toilets and meeting rooms, close but don't lock doors, and if necessary marshal them to a nominated area;
  - ensure evacuation routes are safe;
  - note the details of occupants with a disability;
- if evacuation is directed (by alarm or by the Chief Warden ), or initiated by the Floor Warden:

- direct Wardens to evacuate occupants to the designated assembly area or as directed by the Chief Warden ;
- advise Chief Warden via WIP, mobile phone or in person the location and number of any people remaining and that other occupants have evacuated;
- evacuate with others.
- Assist and direct others to assist where needed, e.g. stair exits, traffic points, assembly area, suspicious package searches.

**Note** if utilising a WIP to communicate, remain at WIP phone for no more than 1 minute if trying to reach Communications Officer / Chief Warden.

## Wardens:

- assist Floor Warden or act as Floor Warden (see above) if necessary;
- conduct the sweep of the floor area, doing toilets and bathrooms last;
- inform the Floor Warden of any issues found;
- instruct individuals on evacuation process and assembly point;
- Assist with any mobility impaired personnel by placing them into an area of safety and reassuring and assuring someone stays with the those if safe to do so.
- if last to leave the floor, report information to the Chief Warden via WIP, mobile phone or in person.

## First Aid Officers:

- wear gloves when treating and cleaning up;
- provide first aid treatment in line with their training and certification;
- arrange prompt and appropriate referral as required;
- keep notes of treatment;
- record on an incident report form, however minor;
- report any deficiencies post event to the Chief Warden

## All occupants and visitors:

- prepare to evacuate as directed by the Warden or hearing the evacuation tone
- report any suspected dangers (smoke, suspicious people, etc.) to a Warden;
- do not use lifts or leave the area, unless directed by wardens or necessary for safety;
- be aware that some emergencies will require a response other than evacuation to the usual assembly area, e.g. movement to another safe area in the area or the building, or to an alternative assembly area;
- assist Wardens as requested and if safe to do so;
- Ensure Wardens are made aware of any disability, health or other issues that may affect their ability to respond to an emergency.
- Contractors onsite are required to have completed an induction that outlines the emergency procedures of the facility. Consideration to contractor's onsite that are external to the facility may include: window washers-BMU operation-gardeners-car parking staff.

## 7.5. Shelter in Place

Shelter-in-Place option can be imposed upon the building by Emergency Services or if it has been deemed that remaining within the building is safer than evacuation. There are a number of different options to a Shelter-in-Place directive they include:

- Moving occupants from one side of the building to the other
- Moving occupants from higher levels to lower levels
- Moving occupants from lower levels to higher levels
- Moving all occupants into the buildings exits
- Continue as normal but do not leave the building

The situation itself and/or Emergency Services will dictate what action is to be taken. Forward planning may also require occupants with a disability to be identified early. All occupants should be prepared to evacuate should the situation worsen or if directed and depending on the situation this may take a number of hours. If the situation is within the building the Emergency Services will be onsite to help resolve the situation. Emergency Services have an expectation that if your building has been directed to Shelter in Place occupants will remain within the safety of the building until conditions have returned to normal, or it is safe to evacuate. Moving from the building if shelter in place has been directed may take occupants from a place of safety to a place of danger. The Chief Warden will keep occupants informed as the situation proceeds.

### Chief Warden

- Notify Staff and Wardens via the PA system of a Shelter-In-Place and conditions.
- Direct the Communications Officer to contact the appropriate Emergency Services.
- Direct Wardens to report in via WIP, mobile phone or in person.
- Instruct Wardens to remain and stop access to lifts / stairs
- Keep communications open to Staff as information arises via PA and also of any conditions i.e. move from windows etc.
- Once the Shelter-In-Place is complete and the threat has passed, announce all clear.
- Hold a debriefing session for all Wardens.

### Communications Officer

- discuss with Chief Warden the immediate response required;
- prepare to contact senior management / major tenants;
- prepare to contact emergency services;
- confirm with Chief Warden status of communications
- log required actions and events

### Floor Wardens

- coordinate Warden response on floor;
- Communicate any issues to Chief Warden via WIP, mobile phone or in person;
- ensure any instructions by Chief Warden are adhered to;
- be prepared to evacuate or move floors if required;

### Wardens

- Follow all reasonable instructions from Chief Warden or Floor warden if safe to do so
- Monitor the situation as required
- Communicate with floor warden / Chief Warden on any emerging issues

### First Aid Officers

- Prepare to respond as instructed

## 7.6. Lockdown

A threat directly involving the building or within the building may require the facility to be placed into Lockdown. Occupants are to listen to any announcements, and follow directions by the Warden team. Lifts will be locked down under this directive. There will be no persons admitted into or out of the building and occupants could also be required to take additional shelter within an office, meeting room or tenancy. Movement must be kept minimal until you are advised that conditions have returned to normal.

In some situations it may be necessary for all tenants to undergo Lockdown. This is a critical reaction requiring all tenants to lock themselves and any customers within their tenancy and await further direction. In order to instigate this directive, Management will utilise the installed PA system and will continually announce "Lockdown, Lockdown, Lockdown."

### Chief Warden

- Notify Staff and Wardens via the PA system of a Lockdown and conditions.
- Direct the Communications Officer to contact the appropriate Emergency Services.
- If available, direct Communications Officer to deploy Security as needed and lock down specific areas under threat
- Prepare to Ground Lifts / activate lockdown protocols
- Instruct Wardens to be ready to report back via WIP, mobile phone or in person and stop access to lifts / stairs
- Keep communications open to Staff as information arises via PA and also of any conditions i.e. move from windows etc.
- Once the Lockdown is complete and safe to do so, announce all clear.
- Hold a debriefing session for all Wardens.

### Communications Officer

- discuss with Chief Warden the immediate response required;
- prepare to contact senior management / major tenants;
- prepare to contact emergency services;
- confirm with Chief Warden status of communications
- log required actions and events

### Floor Wardens

- Coordinate Warden response on floor;
- Communicate any issues to Chief Warden via WIP, mobile phone or in person;
- Ensure any instructions by Chief Warden are adhered to;
- Be prepared to lockdown and use Wardens secure the area
- be prepared to evacuate via designated stairwells or move floors if required;
- Wardens
- Follow all reasonable instructions from Chief Warden or Floor Warden if safe to do so
- Monitor the situation as required
- Communicate with floor Warden / Chief Warden on any emerging issue

## 8. Active Armed Offender

**Description:** Active Armed Offender emergency is an extreme situation, and will often occur without prior warning. Places of mass gathering (PMG) will pose a number of security challenges and have been identified both nationally and internationally as targets for an active shooter. Australian gun laws have helped prevent situations occurring regularly, however illegal trade in automatic weapons and events in other countries has increased the risk of such events re-occurring. A call or multiple calls to Triple 0 regarding an active shooter will escalate quickly through Emergency Services, however first responding units will not normally enter a building while there is active gun fire. A tactical response to this situation is required; normally the first units deployed into a building will not be there to render assistance to the wounded and will be committed in stopping an active shooter, but this can only be achieved with the co-operation and assistance of site management. These types of events are often random and very unpredictable especially in high populated buildings; occupants need to be aware of the options during this situation. The following are **guidelines only** to an occupant response in such an event.

**Active Shooter Characteristics:** most events vary greatly along with motives typically an active shooter will attempt to kill as many people as possible in a relative short period of time, (10-15 minutes). An active shooter does not generally involve a hostage situation; however can potentially transition into one if confronted by law enforcement or may commit suicide, most incidents are generally not resolved through negotiation.

Given the objective of an active shooter is to kill as many people as possible, the primary objective of emergency planning and strategies is to minimise access to potential victims. This can only be achieved planning and training. Implementing a Lockdown plan will only work if all stakeholders are aware of the term and its meaning. Initiating immediate response procedures, moving people from danger, preventing people from entering the scene, and assisting police to locate and possibly contain the offender.

**PREVENTION:** Firearm ownership restrictions in Australia have dramatically reduced the amount of semi-automatic weapons available in the country, however illegal trade of such weapons continues. Security and electronic surveillance may also help deter a would-be attacker.

**PREPAREDNESS:** All stakeholders are to be aware the Lockdown plan and ensure all staff are aware of the directive. There are some tenants that will be unable to Lockdown their tenancy i.e. kiosks, or casual tenants. A strategy regarding their response to Lockdown may include immediate evacuation, or “buddy up” with a nearby tenant who may have the capabilities of securing their tenancy. Training and practise exercises in securing a tenancy should be ongoing with all staff members, it may be found that it is impracticable or far too difficult and time consuming to implement. This then would require additional strategies, however this should be recognised early and not during a situation.

**RESPONSE:** Minimising the offender’s access to victims should be the number one priority these options include:



**Escape/Evacuate:** If you can get out, evacuate, even if others insist on staying, encourage others to go with you but don't let their indecisions slow you down. Leave your belongings behind and get out, moving out of harm's way must be your priority. Once you are out of the line of fire, try to prevent others from walking into the danger zone and call Triple 0. General occupants (visitors) may have no or little understanding of the Lockdown directive and would require direction

**Hide:** If you cannot get out safely, you need to find a place to hide. Act quickly and quietly and try to secure your hiding place as best you can by locking or barricading doors, turn out lights, silence your mobile phone, and try to conceal yourself behind large objects and try and remain quiet and calm.

**Tell:** When it is safe to do so, TELL. Call the police by dialling Triple Zero (000). But never at the risk of your own safety or the safety of others. The more information you can give about your location, surroundings, the attackers and the events that have occurred, the better. You may be asked to stay on the line and provide further information that the operator requests or if the situation changes.

If it is safe to do so, think about obtaining the following information:

- exact location of the incident
- description of the offender/s and whether they are moving in any particular direction
- details of any weapons being used
- number of people in the area and any that have been injured
- the motive or intent of the offender/s (if known or apparent)

As a last resort, take action, if you're on your own or in a group, act with aggression. Improvise weapons such as chairs, fire extinguishers, high heel shoes, or even a cup of hot water, such action should only be used as a last resort.

**RECOVERY:** The recovery phase is a crucial element to an active shooter incident. Police investigation may take to 48hrs or depending on the severity up to one week and will work closely with centre management regarding re-occupation of the Centre and return to normal trade.

Critical Incident Debriefing is a process that prevents or limits the development of post-traumatic stress in people exposed to critical incidents. Anyone exposed to such a situation must ensure they participate in this debriefing process. Sessions are professionally conducted, debriefings help people cope with, and recover from an incident's after-effects. CID enables participants to understand that they are not alone in their reactions to a distressing event, and provides them with an opportunity to discuss their thoughts and feelings in a controlled, safe environment. Optimally, CID occurs within 24 to 72 hours of an incident.

Recovery is accelerated if people recognise the reactions, are taught the reason for their symptoms, and helped to take steps to look after themselves. It is particularly important for them to be able to go over the experience so that they can clarify it and assimilate elements that may have been missed in the heat of the moment. Usually, workers can be assumed to have the skills to resolve things once they are clear about their reactions. However, some of the symptoms encourage them to withdraw from those who may help them and interfere with recognition of what is happening.

## 9. Chemical Leak or Spill

**Definition:** For the purposes of this Emergency Response plan, a spill is defined as a loss of chemical from its container that cannot be safely cleaned up immediately by the personnel handling the chemical with the PPE worn at the time of handling the chemical. This includes fuming chemicals which may be drawn into the air intake.

In the event of a major chemical leak or spill, the following actions are to be undertaken:

- Assess the situation. If there are any safety concerns associated with the attempt to clean-up or contain the spill, immediately leave the affected area. Extensive spills are only to be handled by Emergency Services or a qualified internal Emergency Response Team (where applicable).
- Remove ignition sources, if necessary and if safe to do so.
- Identify the material and potential threat to the environment and workers. Refer to the Material Safety Data Sheet.
- Raise the alarm by calling the Chief Warden. Provide as much information about the hazardous material and nature of the spill as possible. Alternately contact Emergency Services (000) directly.
- Place barricades or cones around the affected area.
- If necessary, initiate an Evacuation Procedure.
- The Chief Warden is to ensure Emergency Services and EPA (where appropriate) are notified and advised of: the name of the material, size and nature of the spill, whether the spill has entered the drainage system, whether there are any persons requiring medical treatment.

## 10. Biological Incidents

**Description:** Biological agents are bacteria, viruses and toxins that can cause disease or death. Biological toxins are naturally occurring substances produced by an animal, plant or microbe. Toxins that can be used as biological weapons include botulinum and ricin which can be lethal, however, are not spread from person to person.

There would be most likely no characteristic or immediate signs of the release as they are usually colourless and odourless. There are no immediate symptoms. Symptoms may take hours or days to appear or even weeks for viruses or bacteria. In Australia, all white-powder incidents to date have been false alarms or hoaxes. The most reliable indicator of an actual biological attack would be an unusual cluster of patients presenting at health care facilities with similar symptoms.

### Biological Indicators

- Unusual number of sick and dying-casualties may occur hours to days for toxins or days to weeks for bacteria or viruses.
- Abandoned spray devices unlikely to have distinct odours.
- Suspicious substances or white powder that cannot be easily accounted for.

### Response

Biological agents can be disseminated in a variety of ways, including placement within letters or packages. Any such incidents must be reported to Triple 0 who may escalate the situation depending on information received. If a letter or package suspected of contamination is received follow these steps.

- Do not handle the package unless absolutely necessary
- Isolate the package or mail
- Shut down air conditioning or ventilation systems if safe to do so
- Do not brush your clothing, remove clothing and place it in a plastic bag as soon as possible
- Ensure all people who have handled the package wash their hands or shower with soap and water. No dot use other disinfectants
- Make a list of all people who had contact with the substance or package and give it to the responding emergency services.

## 11. Bomb Threat

**Description:** Bomb threats are usually committed by individuals or groups seeking to create a state of alarm, panic and confusion. Or could also be a warning of an impending bomb attack. The effects of a bomb threat can be minimised by proper planning and the implementation of guidelines. There is no conclusive solution for bomb threats. All differ in circumstance, location, motive, time of day etc. However, with well-rehearsed guidelines in place, disruption, the effects and possible damage caused by a threat can be kept to a minimum.

A *suspect object* is any object found on the premises and deemed a possible threat by virtue of its characteristics, location and circumstances. Extreme care must be taken when using any equipment that produces radio waves in situations where explosive devices are suspected. Such equipment may include mobile phones and two-way radios, and should not be used until clearance is given by the attending senior police officer.

### Telephone Threat

1. Stay calm.
2. Attract someone's attention to notify the Chief Warden immediately.
3. Do not create panic by telling personnel other than your Warden.
4. The Chief Warden will advise the Police.
5. The Chief Warden will liaise with the tenant involved, to assess the seriousness of the threat.
6. Keep the caller on the telephone as long as possible and record the caller's comments word by word.
7. Do not hang up.
8. Complete a Bomb Threat Checklist.
9. Assessment of appropriate response will be made by the Chief Warden in conjunction with the Crisis Control Team.

### Letter / Note / Email or SMS Threat

1. Handle the letter/note as little as possible, if at all.
2. Make every possible effort to retain evidence such as fingerprints, handwriting or printing, paper and postmarks. Wherever possible, evidence should be placed in an envelope (Preferably plastic).
3. Notify the Police.
4. Police will be interested in talking first hand with the person receiving the threat. This person should remain available until Police arrive.
5. Email messages should be retained for Police investigation. Do not attempt to reply to the message.
6. SMS messages should be retained for Police investigation. Do not attempt to reply to the message.

## The Evaluation

All available information must be collated and threats should be categorised as either specific or non-specific threats. A decision must be made also on how specific or non-specific the threat is. This assists in deciding what further actions may be taken.

### Specific

It is the least common but may be the most credible. The caller provides detail that may describe the device, its placement, the reason for placing the device, its time of activation, etc. The caller may specifically target an individual or Company. The caller may describe inaccessible areas of the building or site in detail. Surrounding or previous circumstances may also contribute to the threat being a specific threat.

### Non-Specific

This is the most common. Little or no specific detail is given before the call is terminated.

In this instance, an individual may make a simple statement to the effect that a device has been placed. Generally very little, if any additional detail is conveyed before the caller terminates the conversation. No specific information is given.

Neither threat should be discredited without investigation. Decisions now have to be made by an assessing team. When a bomb threat is received, the ECO including the Chief Warden should be notified as soon as possible. The ECO should consult with the building's engineering, tenant services manager, security and other relevant building staff.

And a response relative to the threat will be undertaken. Basically there are three alternative courses of action. These are:

1. **Disregard the threat completely.**
2. **Search, find, and then evacuate.**
3. **Immediate Evacuation.**

The significance of the response increases from 1 (disregard the threat completely), through to 3 being Evacuate (Immediate Evacuation). The appropriate response will depend on the level of the perceived risk. Generally speaking options 1 & 2 are for a non-specific bomb threat. And option 3 is for a specific threat. In determining the perceived risk, the following issues should be considered:

### The nature or type of caller

- Was there any site specific knowledge demonstrated by the caller?
- Was it a child's voice or were there people giggling in the background?

If there are factors that suggest the call is less genuine, this will lessen the perceived risk.

### The frequency of the threats being received

If threats are received on a more frequent basis, the level of perceived risk will be reduced. If a number of threats have been received by the same person, then the level of perceived threat will also be reduced.

### Timing of the threat

If the threat is received during school holidays or April Fool's day, the perceived risk will be less. However, if the threat is received during periods of increased building occupancy or a site-specific function, the perceived risk may be elevated.

## Is it possible that the call is a Copy-Cat call?

If there have been media reports recently, this may lead to an increase in frequency of false threats and hence would reduce the perceived risk.

## Will immediate evacuation of the building expose people to greater danger?

If you believe the location of the bomb/threat is in close vicinity of the building, occupants may be safer remaining inside the building.

## What is the size of the building and how many people are involved?

Where there are fewer people it may be more appropriate to consider evacuation even where the perceived risk is low. However, where there are many people involved and there is a lower perceived risk (i.e. telephone call without a suspicious package), a full building evacuation may not be warranted as the costs associated with evacuating a large number of people would be considered excessive in relation to the risk.

## Other Considerations

The level of perceived risk may increase with the discovery of an object that typifies the description of a suspicious object.

## Tenant Notification

Consideration needs to be given to notification of tenants and in what form? The decision to notify tenants will depend on the level of perceived risk, whether there is a specific threat for any particular tenants and the proposed response to the threat. It is the ECO's decision as to what information is disclosed and when.

It is the responsibility of the ECO to consider the risk and determine which of the three options the most appropriate action is. There is no right answer and building management and/or the ECO is not expected to predict what might happen in the future.

## The Search

If the perceived level of threat is assessed by the ECO as credible, the Chief Warden may direct that a search of the premises be warranted. The building should be divided into areas and each area assigned to personnel who are familiar with the area.

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

### Note:

- Law enforcement authorities, i.e., the police, do not normally assist occupants of buildings, structures or workplaces in searching for suspect bombs unless a suspect item has been located by the site occupants or the ECO.
- Law enforcement authorities, i.e., the general police do not normally call the bomb technicians unless they have good reason to believe that the suspect item located is a device capable of exploding.
- Care should be exercised with mobile phones, radio sets, wireless technology transmission and any other equipment producing electromagnetic radiation in situations where improvised explosive devices are suspected. Such equipment should not be used until clearance is given by the attending bomb technicians.

## Search Methodology

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

If Primary Assembly Area is to be used, it must be searched prior to use. In assessing whether an object may be suspicious, the HOT-UP acronym is a simple method of assessment.

**H** Is the item **HIDDEN**?

**O** Is the item **OBVIOUSLY** suspicious?

**T** Is the item **TYPICAL** of items usually found in that area?

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

**P** Has there been a **PERIMETER** breach to the area?

**Note:** It is imperative that personnel involved in the search be instructed that their mission is only to search for and report suspicious objects, not to move, jar or touch the object or anything attached thereto. The removal/disarming of an object must be left up to the professionals within the bomb squad.

Wardens should be responsible for directing the search of their areas, receiving information from search personnel and relaying information to the control centre and/or Chief Warden. Security, maintenance, and cleaning personnel search common areas such as hallways, toilets, stairwells, elevator shafts, storage areas and areas outside the building including the Assembly Area.

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

- The Floor Warden will advise the result of the search to the Chief Warden. If a particular location is named, it may be decided to evacuate that floor, the two floors above and the two floors below.
- Medical personnel to stand by during the search. This provides immediate medical attention in the event of accidental or premature detonation.
- Fire Brigade stand by for fire protection in the event of an explosion taking place, or they may assist with any evacuations.

## Communications during Search Operations

The Chief Warden will make the decision on the use of radio communication whilst the search is in progress, based upon the level of credibility or the nature of the threat. As a general guideline, where a threat has been received, and the likelihood of an actual device being present and the threat has been deemed to be very low, and a decision has been made to not evacuate anybody from the site/area involved, two-way radios



and mobile phones can still be used for communication. A rapid two-way communication system is of utmost importance. Normally communications between search teams and the control centre can be accomplished through the existing telephone system, or building intercommunications system. E.g. WIP Phones

## **If a Suspicious Object is found**

Following a threat if a suspicious item is located and/or an evacuation of the site/area involved is taking place. Then two-way radios and mobile phones must not be used and must be switched off within a 25m radius of the suspicious item.

The location and description of the object as detailed and accurate as possible should be reported to the appropriate Warden. This information is relayed immediately to the Chief Warden, who will notify the Police. When the Police arrive, they should be met and escorted to the scene (to a safe distance).

The danger area should be identified and blocked off with a clear zone of at least 100m. Include the area above and below the object.

Check to see that all doors and windows are open to minimise structural and primary damage from the blast pressure wave and secondary damage from fragmentation.

- Evacuate the building.
- Persons should not assemble in any location that is in line of sight to the possible danger area.
- The Chief Warden will advise on the location of the Assembly Area in accordance with the type and area of threat, in conjunction with other influencing factors such as weather/wind direction etc.

The removal and disarming of a bomb or suspicious object must be left to the police bomb squad.

## **Mail Handling**

Regular mail received undergoes a number of processes before it is delivered, while this process is not infallible, any item that is outside the normal mail received should be treated with care and in consultation with the Chief Warden or Emergency Services.

All staff responsible for handling mail should be trained in the identification and subsequent handling of suspect mail items. Where large quantities of mail are received, or where the organization is considered at high risk, then consideration for the installation of specialized equipment has to be a management priority. Where necessary, further information can be obtained through the Australian Bomb Data Centre (ABDC).

Historical indicators of suspicious mail include:

- Excessive securing material
- Excessive weight
- Protruding wires or tin foil
- Lopsided or unevenly weighted
- Oily stains or discolorations
- Odours that are not common with the regular mail
- Visual distractions
- Excessive postage
- Lacks address of sender
- Common words misspelt
- Audible sounds

## Mail - Staff Responsibilities:

Any suspect items should be reported immediately to the Chief Warden. Always be alert for suspicious-looking packages. If a threat is received through the mail, avoid handling it so that Police can examine the note/package for clues.

Ensure items that arrive via means other than the current procedures are addressed with security; i.e. items that have been left unattended outside the main dock that have not been signed for, will need to be brought to the immediate attention of the Chief Warden and/or the Emergency Services for further investigation.

## Car Park

On receipt of a bomb threat, a search may be undertaken. If a device is found in the car park or a threat indicates a device has been left in the car park, the Chief Warden should:

- Ensure Police are notified and Ambulance if required.
- Ensure vehicle and pedestrian access is restricted to the responding Emergency Service only. If necessary, commence evacuation of the site.
- Until advised by appropriate Emergency Service, no vehicle or persons can re-enter the car park.

## Chief Warden:

- Once notified of the threat, the Chief Warden should contact Emergency Services (000) and upon their advice decide whether to immediately evacuate or not;
- Gather specific information from the occupant receiving the call/threat, such as location, size and type of device, nature of the threat, specific or non-specific etc.;
- If reasonable and safe to do so, make contact with Wardens and instruct them to conduct a search of the facility, focusing on the area specified in the threat and areas of public access (bathrooms, foyers, lobbies);
- If a device is located, or it was deemed unsafe to search, begin a Bomb Threat Evacuation;
- If no device is found, or deemed safe to do so, consider implementing shelter in place procedure

## BOMB THREAT EVACUATION

- Chief Warden to Co-ordinate the evacuation (Evacuation egress paths to be identified to prevent evacuation past the suspect article)
- Proceed to the MECP utilise the SSISEP to disseminate information
- An alternative Evacuation Assembly Area MUST be chosen,
  - the assembly point should be a minimum of 300 metres from the building,
  - should be out of line-of-sight of the building,
  - should have obstacles between the assembly point and the building,

## PERSON RECEIVING THE THREAT

On receiving a call for a bomb treat, try to inform the Chief Warden 0401 727 507 or a senior manager that such a call is being received. The person informed of the bomb threat must then inform the Police as soon as possible. On the call:

- Remain calm and don't hang up.
- Be polite and understanding.
- Do not try to interrupt the caller or make any statement which could leave to him/her disconnecting.
- Try to answer the following important questions;
  - When is the bomb going to explode?
  - Where has the bomb been placed?
  - What does it look like?
  - What will cause the explosion?
- As soon as the caller disconnects, inform the person in charge and be available for interview with the Police.
- Do not touch any suspect item.
- No person is to re-enter the premises until the all clear is given by the Police.
- **Utilise the bomb threat checklist.**

## Floor Warden:

- Respond to any request given by the Chief Warden
- Brief Wardens on your floor
- Report back to the Chief Warden on findings

## Warden:

- Liaise with the Floor Warden
- Act on any instructions given by the Floor Warden
- Report anything that is suspicious

## 11.1. Suspect Package, release of unknown substance from a Package

If a package is opened and a unknown substance is released it should always be treated as suspicious

- Contain the item (e.g. cover item with an upturned rubbish bin)
- Withdraw to closest building compartment (if applicable)
- Immediately inform the Chief Warden 0401 727 507 who is then to contact the Fire Service & Police
- Turn off the air conditioning to reduce risk of circulating the agent throughout the building
- Lockdown building to prevent persons entering or leaving
- Advise occupants of situation and evacuation procedures
- Await further instructions from the Fire Service

### Identification of Suspect Article (Package found, no threat received)

*In the event of the identification of a suspect article:*

- Do not touch or handle the article and move away from the immediate area
- Evacuate the immediate area
- Immediately inform the Chief Warden 0401 727 507 and then call 000
- Chief Warden to Co-ordinate the evacuation (Evacuation Egress paths to be identified to prevent evacuation past the suspect article)
- Do not operate any electrical device (including mobile phones) in the area
- Act upon instructions from the Chief Warden
- Await the arrival of Police.

### Suspect Object found, threat received

Reported suspect objects must be investigated further, firstly establish what has made the item suspect. Report the situation to the Chief Warden, who may escalate the situation to Emergency Services (Police). The following should be considered:

- Location of the item: Public access or secure area
- Is the item not common for that area: School bag, Box, Briefcase
- How long has the item been there: When was the item first observed
- Have any threats been made:
- Is there any CCTV footage available:

Do not disturb, pick up, or move the item, secure the area until Police have arrived.

## 12. Civil Disorder

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

Consideration must be given to personal safety if confronting a situation of this nature. If a resolution cannot be achieved, management or a representative thereof has the authority to refuse entry to a person or persons or revoke their permission to remain on the premises. If a person or persons refuse to leave, police attendance should be requested and a formal demand will be made on the person or persons in the company of the police, if they refuse to leave, the police have a power of arrest under the trespass legislation.

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

### Chief Warden:

- Notify the Police and request assistance
- Restrict entrance to the building
- Restrict confine presence to the ground floor
- Proceed to the MECP utilise the SSISEP to disseminate information
- Liaise with responding Emergency Services
- If available, ensure CCTV is positioned on area of activity for future surveillance and record
- Notify nominated Managers

### Floor Warden:

- Restrict contact between the demonstrations and the building occupants
- Secure any critical records, equipment or valuables
- Act upon instruction given by the Chief Warden

### Warden:

- Remove any objects which could be used as a missile or weapon
- Supervising the locking of offices, securing records, files, cash and other valuable property and at the same time promoting a CONFIRMED EMERGENCY

## 13. Earth Quake

**Description:** No part of Earth's surface is free from earthquakes, but some regions experience them more frequently. They are most common at tectonic plate boundaries where different plates meet. The largest events usually happen where two plates are colliding, or colliding and sliding past one another, particularly around the edge of the Pacific Plate, for example in New Zealand, Vanuatu, the Solomon Islands, Papua New Guinea, Japan and the Americas, and in Indonesia, where the Indo-Australian Plate collides with the Eurasian Plate. The depths of focus in these collision zones can range from 0-700km.

Large shallow earthquakes also happen where two plates are pulling apart with the creation of new oceanic crust along mid-ocean ridges and on the transform faults that intersect them. Shallow intra-plate earthquakes occur in the relatively stable interior of continents away from plate boundaries. They are less common and do not follow easily recognisable patterns. This type of earthquake generally originates at shallow depths.

Although Australia is not on the edge of a plate, the continent experiences earthquakes because the Indo-Australian plate is being pushed north and is colliding with the Eurasian, Philippine and Pacific plates. This causes the build-up of mainly compressive stress in the interior of the Indo-Australian plate which is released during earthquakes.

- Always have your emergency kit and household plan ready to go.

### Watch for possible warning signs

- Erratic animal behaviour - scared, confused pets running about, or birdcalls not usually heard at night.
- Ground water levels - watch for sudden water level changes in wells or artesian bores.

### During the earthquake

- If indoors, stay there (clear of falling debris outside). Keep clear of windows, chimneys and overhead fittings. Shelter under and hold a doorframe, table, bench etc.
- In high-rise buildings, stay clear of windows and outer walls. Get under a desk near a pillar or internal wall.
- Do not use elevators.
- In crowded areas or stores, do not rush for doors. Move clear of overhead fittings and shelves.
- If outside, keep well clear of buildings, overhead structures, walls, bridges, power lines, trees, etc.
- In a city street, shelter from falling debris under strong archways or doorways of buildings. Don't go under awnings or parapets as they may collapse.
- If in a vehicle, stop in an open area until shaking stops. Beware of 'downed' power lines and road damage, including overpasses and bridges. Listen to your car radio for warnings before moving.

### After the earthquake

- Watch for hazards and tend to injuries.
- Turn off electricity, gas and water - do not light matches until you have checked for gas or fuel leaks.
- Check for injuries. Apply first aid. Do not move the seriously injured unless in immediate danger.
- Check for broken water, sewerage or electrical mains.
- Do not use telephone immediately (to avoid congestion) unless there is a serious injury or fire etc.
- Check for cracks/damage, in roof, walls, chimneys etc.
- Evacuate if badly damaged. Be prepared for aftershocks.
- Do not waste food and water as supplies may be interrupted.
- Collect emergency water from heaters, ice cubes, toilet tanks and canned foods.

- Listen to local radio and heed warnings and advice on damage and service disruptions.
- Avoid driving unless for emergency (keep streets free).
- Do not go sightseeing or enter damaged buildings.
- Stay calm and help others if possible.

The roles of Chief Warden and Building Manager are interchangeable if both on site.

## Chief Warden:

- Initiate emergency response measures as provided in other procedures relative to the events that occur subsequent to the earthquake.
- Evaluate the need to evacuate the building; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building.
- Proceed to the MECP, utilise the SSISEP to disseminate information
- Ensure the Fire Brigade has been notified.
- Establish communication with each level via the Warden Intercommunication System (SSISEP) to ascertain damage.
- If there is a sign of danger ensure the Floor Warden has commenced evacuation, leave SSISEP panel in auto mode.
- Receive reports from Floor Wardens regarding occupants with a disability and record the information.
- Advise levels to standby for further announcements.
- If in any doubt or unable to establish communication commence evacuation immediately.
- Receive and record reports as levels report evacuated and cleared.
- Record information on any refusals to evacuate.
- Instruct the Floor Warden to relocate occupants with a disability into exit if there is a sign of danger.
- If there is no sign of danger occupants with a disability must remain with the Floor Warden by the Warden Intercom Phone (WIP).
- Liaise with responding Emergency Services and report the status of levels that have evacuated.
- Report occupants with a disability and their location to the attending Emergency Services.
- Report any refusals.
- Task evacuated Wardens to building access points.
- Once the all clear has been given, report to the assembly area and advise occupants.

## Building Manager

- Initiate emergency response measures as provided in other procedures relative to the events that occur subsequent to the earthquake
- Turn off electricity, gas and water - do not light matches until you have checked for gas or fuel leaks.
- Check for broken water, sewerage or electrical mains.
- Check for cracks/damage, in roof, walls, windows etc.
- Evaluate the need to evacuate the building; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building. Be prepared for aftershocks.
- Utilise the SSISEP to disseminate information
- Ensure that occupants evacuate to a safe place which may not necessarily be the nominated assembly area;
- Ensure any person who advises of or is observed with any sign of injury or distress is placed in the care of appropriate paramedical personnel;



- Report the location of any entrapped or injured persons, fires or fire hazards, gas leaks, exposed electrical wiring or structural damage to the emergency services
- Do Not switch lights or electrical equipment on or use any exposed flame as there may be gas leaks
- Liaise with responding Emergency Services

### **Floor Warden/Warden:**

- Act on instructions given by the Chief Warden
- Standard response procedures

## 14. Fire

### Chief Warden

- Proceed immediately to the Master Emergency Control Point (MECP) located at Ground Floor Foyer.
- Ensure the Fire Brigade has been notified.
- Determine the cause and location of the alarm from the Fire Indicator Panel (FIP).
- Establish communication with the affected level via the Warden Intercommunication System (SSISEP).
- If the Floor Warden indicates no immediate sign of danger, place SSISEP panel in manual mode.
- Instruct the Wardens to investigate the alarm.
- If there is a sign of danger ensure the Floor Warden has commenced evacuation, leave SSISEP panel in auto mode.
- Receive reports from Floor Wardens regarding occupants with a disability and record the information.
- Advise other levels of the activation and to standby for further announcements.
- Once confirmation of fire system activation has been identified and evacuation is not required advise other levels.
- If in any doubt or unable to establish communication commence evacuation immediately

### Evacuation Procedure

- Receive and record reports as levels report evacuated and cleared.
- Record information on any refusals to evacuate.
- Instruct the Floor Warden to relocate occupants with a disability into exit if there is a sign of danger.
- If there is no sign of danger occupants with a disability must remain with the Floor Warden by the Warden Intercom Phone (WIP).
- Liaise with responding Emergency Services and report the status of levels that have evacuated.
- Report occupants with a disability and their location to the attending Emergency Services.
- Report any refusals.
- Task evacuated Wardens to building access points.
- Continue with the evacuation until advised by the attending Emergency Services.
- Once the all clear has been given, report to the assembly area located at Corner of Swanston Street and Collins Street and advise occupants.

## Floor Wardens/Wardens

In the event of fire, or significant smoke, the Floor Warden or Warden is to protect staff and initiate an evacuation.

**Floor Warden / Warden to** (if there is time and it is safe to do so) direct staff to:

- Be aware of your immediate working conditions.
- If there is no sign of danger proceed immediately to the Warden Control Point.
- Wear your Floor Warden identification and liaise with Wardens.
- Bring under your control any occupant with a disability.
- Despatch a Warden to the lift foyer.
- Wait by the WIP for the Chief Warden to communicate. Report occupant with a disability numbers.
- Listen for any announcements.
- Ensure Wardens are monitoring conditions.
- Act on instructions given by the Chief Warden.
- Assign tasks to Wardens based on information from the Chief Warden.
- Remain by the WIP and report any change in conditions.

### Emergency on your floor

- Break the red Emergency Call point alarm next to the WIP
- Allocate someone to report to the Chief Warden via WIP, mobile phone or in person
- Assess where the smoke is coming from;
- Assist any person in immediate danger;
- Alert all persons in the immediate vicinity;
- Commence evacuation of your level. Do Not Use Lifts
- Assign Wardens to direct occupants to the EXITS.
- Ensure all areas have been accounted for including toilets, meeting rooms and offices.
- Ensure occupants are evacuating in an orderly manner and encourage calmness.
- Remain by the WIP until all occupants have evacuated. Floor Warden is the last person to leave their level.
- Ensure Wardens are evacuating with occupants (Warden at the front and Warden at the Rear).
- If you have no occupants with a disability ensure you report the status of your level to the Chief Warden via the WIP or in person to responding emergency service.
- Report to the Chief Warden once your level is clear via the WIP.
- Occupants with a disability must remain in your care. If there is no sign of immediate danger remain on the level, wait for acknowledgment from the Chief Warden or responding Emergency Services via WIP. If there is a sign of danger admit occupants with a disability into EXIT and wait for assistance to arrive. If unable to report this to the Chief Warden instruct a Warden to report your location to a member of the responding Emergency Services or call 000

## 15. Gas Leak

**Description:** Natural gas is lighter than air, and this fact enhances its safety. Unlike other fuels such as diesel, petrol or LPG, which are heavier than air, should a natural gas leak occur, the gas will readily dissipate into the atmosphere. This eliminates the risk of the fuel accumulating or pooling at ground level and causing a greater risk or hazard. Natural gas is colourless and odourless when it is extracted from the earth. An odorant is added for safety before it is piped to consumers as a ready means of leak detection. An average person can easily detect the smell of gas at a concentration as low as 1% by volume in air. That concentration is about 5 times lower than the level that will support combustion. If you can smell gas, do not smoke, induce a spark, light flames, operate light switches, or use a mobile phone in the vicinity. The properties of LPG (Liquid Petroleum Gas) is that it is heavier than air. This gas can accumulate in low lying areas outside the building and still present a risk of explosion. If the leak is within your building, the situation is much more serious, as the gas is contained and once again presents a high risk of explosion. As a safety precaution, an odorant is added to ensure quick detection in case of a gas leak.

### Chief Warden:

- Clear any person in immediate danger if safe to do so.
- Call the Emergency Services on “000”.
- Turn off gas at source if possible and safe to do so.
- Isolate the area. If flammable vapours are released, do not operate any electrical switches. Isolate switchboard. Where fitted, activate emergency shut-off and isolate all possible ignition sources.
- Consider evacuation, either: Partial evacuation of floor, or Full Building evacuation.
- Do not re-enter area until advised to do so by the Chief Warden or the Emergency Services.

### Floor Warden:

- Clear any person in immediate danger if safe to do so.
- Call the Emergency Services on “000”.
- Turn off gas at source if possible and safe to do so
- Advise Chief Warden

### Warden:

- Act on instruction given by the Floor Warden.

## 16. Medical Emergency

**Description:** The possibility of a medical emergency has to be considered during the course of a normal working day. First Aid officer must be advised as soon as possible and unless it is obvious that an Ambulance is required. ECO team members are to support the First Aid officer and may be requested to notify Triple 0.

Crowd control may also be necessary, and occupants should be directed away from the immediate area unless the patient has been moved to a first aid room. If an Ambulance has been arranged ensure an ECO team member has been despatched to greet responding Emergency Services. If possible secure a lift.

**Know who all your first aiders are, and location of any first aid kits.**

### Chief Warden:

- Act upon reports of a medical emergency
- Ensure Triple 0 has been notified if required
- Casualty should only be moved if they are in immediate danger (e.g. Traffic, Fire, Airway Obstruction, Armed Offender, etc.)
- Move the hazard rather than the casualty if safe.
- Bend your knees not your back!
- Greet responding Emergency Services

### Floor Warden:

- Ensure the Chief Warden has been notified if an Ambulance has been called
- Ensure a Warden has been despatched to greet responding Emergency Services
- Assist with directions given by the First Aid officer

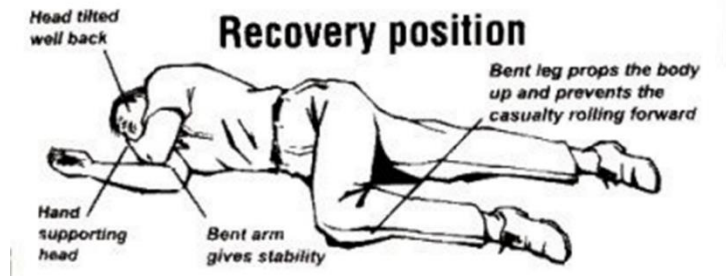
### Warden:








- Act upon instructions given by the Floor Warden

## First Aid

The initial response is to ensure the safety of the injured person and the area – DRSABCD is to be utilised

- Use DRSABCD:
  - Danger
  - Response
  - Send for help
  - Airway
  - Breathing
  - CPR (ie Start CPR, 30 compressions, 2 breaths)
  - Defibrillation
- Check the immediate area for signs of danger and remove or control it (if safe to do so) to avoid further risk to the casualty and yourself.
- Do not move a casualty unless they are exposed to a life-threatening situation.
- Notify Chief Warden 0401 727 507 and if required contact the ambulance service by dialling 000.
- Remain with the casualty and administer first aid (if trained to do so) until assistance arrives.
- Ensure the ambulance are met (by a Warden) and escorted directly to the area
- Follow the instructions of Emergency Services or First Aid personnel.



| MEDICAL   |  |
|---|--|
|  <b>DANGER</b>         | Ensure the area is safe for everyone, including yourself                         |
|  <b>RESPONSE</b>       | Ask them their name and squeeze shoulders to check for a response                |
|  <b>SEND FOR HELP</b>  | Call <b>000</b> (yourself or someone else). Ask for an ambulance                 |
|  <b>AIRWAY</b>         | Open mouth & check for obstructions. Tilt head with chin lift to open airway     |
|  <b>BREATHING</b>      | Check for breathing - look, listen & feel. If not present, begin CPR             |
|  <b>CPR</b>            | 30 chest compressions:2 breaths. Continue until help arrives or patient recovers |
|  <b>DEFIBRILLATION</b> | Apply defibrillation machine. Follow instructions                                |

## 17. Pandemic

**Description:** Communicable diseases such as general influenza, which spread from person to person affect workplaces every year and can have a severe impact on business productivity. A pandemic is defined as a disease outbreak which crosses international borders and poses a threat to global health security. Pandemics often require a coordinated international response. It is of the utmost importance that when dealing with possible pandemic outbreaks, that sensitivity to the patients' dignity and health are given the highest priority. Always refrain from drawing undue attention to suspected cases and take every precaution to ensure that your own health and safety is maintained.

### Chief Warden:

- Maintain constant communications with facility management.
- Liaise with facility management to ensure appropriate PPE and disinfectants are available.
- Provide occupants with regular evacuation procedure instructions.
- Promote good hygiene, physical distancing, health guidelines and laws implemented by the respective state.

### Floor Warden:

- Don your yellow identification apparel.
- Act upon instructions given by the Chief Warden.
- Ensure adequate Wardens are on-site during business hours due to work-from-home arrangements.
- Promote good hygiene, physical distancing, health guidelines and laws implemented by the respective state.

### Warden:

- Act upon instructions given by the Chief Warden or Floor Warden.
- Promote good hygiene, physical distancing, health guidelines and laws implemented by the respective state.
- Facilitate the role of Floor Warden if required.

### Occupant/Visitor:

- Practice good hygiene, physical distancing, follow relevant health guidelines and laws implemented by the respective state.
- Follow directions given by the ECO or health authority.

### Facility Management:

- Ensure the facility follows cleaning guidelines provided by health authorities.
- Minimise touch points by implementing additional controls to prevent spread of infection.

## 18. Personal Threat

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

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

### Chief Warden:

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

### Floor Warden:

- Remain calm.
- Assess any injuries and assist injured or harmed if possible and only if safe to do so.
- Evacuate any person from the immediate danger area and await instruction from the Emergency Services.
- Avoid disturbing any evidence.
- Arrange for appropriate first aid and trauma counselling.

### Warden:

- Escalate a situation that has been reported to you.
- Act upon instruction given by the Floor Warden.



## 19. Power Outage

**Description:** During a power outage occupants should minimise movements until directed by the ECO. Emergency & Exit lighting within your building is tested for 90min, therefore if power has not been re-established; evacuation of the building must be complete before this time expires. The Fire Panel will continue to monitor detectors for approximately 2 hours. Persons trapped in lifts will become the priority of the lift company or Fire Brigade, disabled occupants requiring additional assistance must be brought under the care of the Floor Warden. In the event of a wide spread power outage, priority will be given to persons trapped in lifts

### Chief Warden:

- Proceed directly to the SSISEP Panel.
- Assess lifts for occupants trapped.
- Establish communication with each level recording disable occupant numbers.
- If power has not been restored within 30mins, commence evacuation procedure.

### Floor Warden:

- Proceed directly to the WIP.
- Listen for announcements.
- Bring under your control any disable occupants.
- Task Wardens.

### Warden:

- Proceed directly to the WIP.
- Liaise with the Floor Warden.
- Minimise movement of occupant.

## 20. Radiological Incidents

**Description:** Ionising radiation is an energy emitted from atoms in the form of either electromagnetic waves or particles. It is called ionising as it has sufficient energy to eject electrons from atoms. Atoms emitting ionising radiation are called radioactive atoms, material containing radioactive atoms is called radioactive material.

### Radiation Types

- Alpha – Travels only centimetres, generally will not penetrate skin.
- Beta – More penetrating than Alpha, may cause burns to skins, travels only a few meters.
- Gamma – Very penetrating, will travel tens to hundreds of meters depending on strength.

**Radiological Indicators:** Likely to be radioactive material, such as medical or industrial isotopes, combined with explosive or incendiary material. Effects depending on dose, include vomiting, fatigue, skin burns, bleeding, increased risk of infection and hair loss.

### Response

Radiological materials are undetectable by the human senses. It is unlikely that you will know if you have been exposed unless you see markings on a device indicating radiation. If you suspect you have been exposed to radioactive material:

- Reduce your exposure time to radioactive material to a minimum.
- Keep away from the source the further away from the material the better.
- Cover yourself with a heavy or thick material to shield you from radiation.
- Place a handkerchief over your mouth if you think there are radioactive particles in the air and move upwind.
- Consider removing outer clothing if you think radioactive have lodged in your clothing
- Wash exposed skin and hair areas.
- Seek medical advice, call 000 and advise Fire Brigade that you have been exposed to radioactive material.

### Chief Warden :

- Act upon a report of an accident, proceed directly to the Emergency Control Room if safe to do so and assume control.
- Ensure Emergency Services have been notified;
- Assess the need to evacuate an area.

### Floor Warden :

- Report any incident to the Chief Warden.

### Warden :

- Report any incident to the Floor Warden

## 21. Structural Instability

**Description:** High impact areas should be inspected regularly. Dock Entries that have been impacted by oversized trucks may weaken the structural stability of walls and overhead areas, car park walls should also be inspected regularly as impact from cars will likely go unreported. Cracks in walls and floor areas are to be reported to the Building Manager and investigated. Access to an area of instability is to be isolated until a structural engineer has inspected the area. Unstable elevated car park walls may require pedestrian walkways or roads to be closed until the area can be made safe. Road closures can only be facilitated by local council or police.

Structural instability may not automatically activate installed alarm systems, and often require reports from tenants or bystanders to instigate a response. Professional advice regarding structural damage should always be sought, initially fire brigade officials may instruct emergency management procedures be implemented and either full or partial evacuation ordered.

### Chief Warden:

- Act upon any reports received regarding structural instability
- Escalate reports to the Building Manager and if required to Emergency Services
- If evacuation is required, take into account egress paths from the building

### Floor Warden:

- Report any structural instability incidents to the Chief Warden
- If required, isolate or evacuate the area of concern until assistance arrives

### Warden:

- Report any structural instability incidents to the Chief Warden
- If required, isolate or evacuate the area of concern until assistance arrives

## 22. Transport Accidents

Traffic accidents are not just confined to the roadways, accidents within car parks may impact a place of work. Leaking fuel, persons trapped, may require an immediate response. Height restrictions may limit some Emergency Services vehicles and may not be able to gain entry into some car parks. Traffic into car parks may also need to be restricted, until the situation has been resolved. This type of situation may not activate alarm systems within the building, and will require a person to report such an incident for the ECO to react.

Vehicles colliding with buildings may affect the structure integrity and will require immediate evacuation. These types of accidents may or may not activate installed alarm systems, an alarm activation will require a standard response, non-alarm activations will require the situation to be reported.

### Chief Warden:

- Act upon a report of an accident, proceed directly to the area of concern and assume control. Ensure Emergency Services have been notified; assess the need to evacuate an area. If height restrictions limit Emergency Service vehicles, ensure a Warden has been despatched to greet responding Emergency Services. If necessary limit access into car park but not from the car park.

### Floor Warden:

- Report any accident to the Chief Warden.

### Warden:

- Report any accident to the Floor Warden

## 23. Workplace Intrusion

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

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

If confronted by an armed intruder:

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

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

### **DO NOT GIVE CHASE.**

When the Intruder Departs:

- Secure the area
- Advise Police, give details of incident

## 24. Training Schedule

| Training type/Skills Retention Activity | Facilitated by | Date |
|---|----------------|------|
|   |                |      |
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|   |                |      |

## 25. Appendices and Checklists

## BOMB THREAT CHECKLIST

### REMEMBER TO KEEP CALM AND DON'T HANG UP

Name of person who received the call

Signature

Telephone number that received the call

Date call received

Time call received

### GENERAL QUESTIONS TO ASK CALLER:

What is it?

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

Where did you put it?

What does it look like?

When did you put it there?

How will the bomb explode? OR How will the substance be released?

Did you put it there?

Why did you put it there?

Where are you?

What is your address?

### BOMB THREAT QUESTIONS

What type of bomb is it?

What is in the bomb?

What will make the bomb explode?

### CHEMICAL / BIOLOGICAL THREAT QUESTIONS

What kind of substance is in it?

How much of the substance is there?

### EXACT WORDING OF THREAT

**ASK YOUR SUPERVISOR.  
IF YOUR SUPERVISOR IS UNAVAILABLE, RING POLICE 000**



## BOMB THREAT CHECKLIST

### NOTES FOR AFTER THE CALL

#### CALLER'S VOICE:

Accent (specify):

Manner (calm, emotional, etc.):

Any impediment (specify):

Voice (loud, soft, etc.):

Did you recognise the caller?

If so, who do you think it was?

Speech: (fast, slow, etc.):

Diction (clear, muffled, etc.):

Was the caller familiar with the area?

#### THREAT LANGUAGE:

Well spoken:

Message read by caller:

Incoherent:

Abusive:

Irrational:

Taped:

Other:

#### BACKGROUND NOISES:

Street noises:

Music:

Voices:

Machinery:

House noises:

Local Call/STD/International:

Aircraft:

Other:

#### OTHER:

Sex of caller:

Estimated age:

#### CALL TAKEN:

Duration of call

Number called:

#### ACTION:

Reported call immediately to:  
(Obtain details from Supervisor)

Phone number:

## ECO INCIDENT REPORT FORM

Type of incident:

Date of incident:

Time incident began:

Time incident complete:

### WORKED:

What worked well during the emergency?

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### NEEDS IMPROVING:

What needs to be improved?

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### YOUR DETAILS:

Name:

Contact number:

Level:

ECO position:

## INCIDENT OFFENDER CHECKLIST

Date \_\_\_\_\_ Time \_\_\_\_\_

Location \_\_\_\_\_

Nature of incident \_\_\_\_\_

### GENERAL DESCRIPTION - DETAIL OF OFFENDER

Number of offenders \_\_\_\_\_

Sex: Male ☐ Female ☐ Other ☐ Unknown ☐

Age (approx) \_\_\_\_\_ Height (approx) \_\_\_\_\_ Weight (approx) \_\_\_\_\_

Previously observed: Yes ☐ No ☐ When/Where \_\_\_\_\_

Last sighted \_\_\_\_\_ Direction of travel \_\_\_\_\_

Face: Beard ☐ Moustache ☐ Scars ☐

Voice: Soft ☐ Loud ☐ High pitched ☐  
Deep ☐ Slurred ☐ Stutter ☐

Accent (please specify) \_\_\_\_\_

Hair colour: Blonde ☐ Brunette ☐ Black ☐  
Red ☐ Grey ☐ Other ☐ (specify below)

Hair style: Short ☐ Long ☐ Straight ☐  
Curly ☐ Bald/Balding ☐ Other ☐ (specify below)

Eye colour: Blue ☐ Brown ☐ Black ☐  
Green ☐ Hazel ☐ Grey ☐

Build: Thin ☐ Medium ☐ Solid ☐  
Muscular ☐ Obese ☐

Appearance: Caucasian ☐ Asian ☐ European ☐  
African ☐ Islander ☐ Indigenous ☐

Complexion: Pale ☐ Dark ☐ Medium ☐  
Olive ☐ Ruddy ☐

Other features: Scars ☐ Marks ☐ Tattoos ☐  
Piercings ☐ Jewellery ☐

DESCRIPTION: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## INCIDENT OFFENDER CHECKLIST

### CLOTHING:

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|               |                                   |   |                                    |                                     |
|---------------|-----------------------------------|---|------------------------------------|-------------------------------------|
| Make:         | Toyota <input type="checkbox"/>   | Holden <input type="checkbox"/>           | Ford <input type="checkbox"/>      | Hyundai <input type="checkbox"/>    |
|               | Mazda <input type="checkbox"/>    | Honda <input type="checkbox"/>            | BMW <input type="checkbox"/>       | Other <input type="checkbox"/>      |
| Type:         | Sedan <input type="checkbox"/>    | Station Wagon <input type="checkbox"/>    | Coupe <input type="checkbox"/>     | Motorbike <input type="checkbox"/>  |
|               | Utility <input type="checkbox"/>  | Van/People mover <input type="checkbox"/> | Truck <input type="checkbox"/>     | Other <input type="checkbox"/>      |
| Colour:       | White <input type="checkbox"/>    | Black <input type="checkbox"/>            | Red <input type="checkbox"/>       | Blue <input type="checkbox"/>       |
|               | Green <input type="checkbox"/>    | Silver <input type="checkbox"/>           | Grey <input type="checkbox"/>      | Other <input type="checkbox"/>      |
| Accessories:  | Tow bar <input type="checkbox"/>  | Tinted windows <input type="checkbox"/>   | Roof rack <input type="checkbox"/> | Spotlights <input type="checkbox"/> |
|               | Bull bar <input type="checkbox"/> | CB Aerial <input type="checkbox"/>        | Sun roof <input type="checkbox"/>  | Other <input type="checkbox"/>      |
| Registration: | NSW <input type="checkbox"/>      | VIC <input type="checkbox"/>              | QLD <input type="checkbox"/>       | ACT <input type="checkbox"/>        |
|               | SA <input type="checkbox"/>       | TAS <input type="checkbox"/>              | WA <input type="checkbox"/>        | NT <input type="checkbox"/>         |

Registration No  Model  Year (approx)

### Notes:

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|           |                                   |                                |                                     |                                       |
|-----------|-----------------------------------|--------------------------------|-------------------------------------|---------------------------------------|
| Physical: | Push <input type="checkbox"/>     | Punch <input type="checkbox"/> | Kick <input type="checkbox"/>       | Other <input type="checkbox"/>        |
| Weapon:   | Fire arm <input type="checkbox"/> | Knife <input type="checkbox"/> | Instrument <input type="checkbox"/> | Baseball bat <input type="checkbox"/> |
|           | Syringe <input type="checkbox"/>  | Other <input type="checkbox"/> |                                     |                                       |

## PERSONAL EMERGENCY EVACUATION PLAN

Equipment required for evacuation:  
(Please list)

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Egress Procedure:  
(Give step by step details)

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### DESIGNATED ASSISTANTS

| Name | Phone No. | Mobile No. | Email |
|------|-----------|------------|-------|
|      |           |            |       |
|      |           |            |       |
|      |           |            |       |

Are your designated assistants trained in Emergency Response Procedures?  
(including Evacuation Procedures)

Yes ☐ No ☐

Are your designated assistants trained in the evacuation equipment?:

Yes ☐ No ☐

## PERSONAL EMERGENCY EVACUATION PLAN

Occupants Name

Occupant Contact Number

### LOCATION:

Level/Floor No.

Room/Suite No.

Building Name

Company Name

Address

Workstation Location

### QUESTIONS:

Is an assistance animal involved?

Yes ☐

No ☐

Are you trained in Emergency Response Procedures?  
(including Evacuation Procedures)

Yes ☐

No ☐

Preferred method of receiving updates to the Emergency Response Procedures:  
(Please state, eg. text, email, braille, verbal, etc.)

Preferred method of notification of an emergency:  
(Please state, eg. visual alarm, personal vibration device, SMS, etc.)

Type of assistance required:

(Please list procedures necessary for assistance)

|                                   |              |
|-----------------------------------|--------------|
| Issue Date:                       | Review Date: |
| Occupant Approved:<br>(Signature) | Date:        |
| Chief Warden:<br>(Signature)      | Date:        |



## CALLING 000



**DIAL  
000**  


The quickest way to get the right emergency service to assist you is to call **Triple 0 (000)**. Calls to 000 are free regardless of what phone you are using; landline, mobile, or public telephone.

The first question you will be asked is what emergency service you require, Police, Fire or Ambulance. If you are calling from a mobile or satellite phone the operator will ask your location, if calling from a landline your general location will be automatically given. You will then be connected through to the emergency service you have requested. It is important to remain calm and speak slowly and clearly. You will be prompted by a number of questions regarding the emergency. To the untrained this can be frustrating however the 000 operator will need some vital information regarding the situation.

Depending on the emergency a number of different services may need to attend i.e. serious road accident will require Police (traffic control), Fire Brigade (spilt fuel or persons trapped), and Ambulance (injured person). The operator will arrange this; you will not need to talk to all three. Services will be despatched while the call is in progress. If you have asked for an Ambulance, the person you are speaking with may ask about the persons condition or give you instructions regarding first aid until the Ambulance has arrived.

### IF CALLING FROM...



#### WORK

Ensure someone is despatched to greet the responding services especially in secure buildings, know your nearest cross street, and who your Wardens are.



#### HOME

Know your address and nearest cross street; teach your children the importance of calling 000, their address and nearest cross street. Implement and practice your home safety plan. Nominate the letter box as an assembly area.



#### RURAL AREAS

In remote areas seek your grid reference, this can easily be found on websites such as Google Earth. Take the time to know the distances from landmarks or roads.



#### BEACH

Know the name of the beach and basic reference North, South, East or West. For patrolled beaches, life savers will be your quickest response and can arrange emergency services.



#### BUSH WALKING

Always tell someone where you are going and an expected return time. Ideally have a topographic map or hand held GPS (not all locations will have GPS connectivity) and learn how to read the grid reference.



#### TRAVELLING OVERSEAS

When overseas, call 112 from your mobile which will direct you through to the closest emergency services.



#### TRAVELLING ON MOTORWAYS OR A RURAL ROAD

Identify the direction you are travelling, the last exit or town you passed or any cross streets. Information regarding distances or locations can be found on GPS navigation equipment.

## FIRE SPREAD



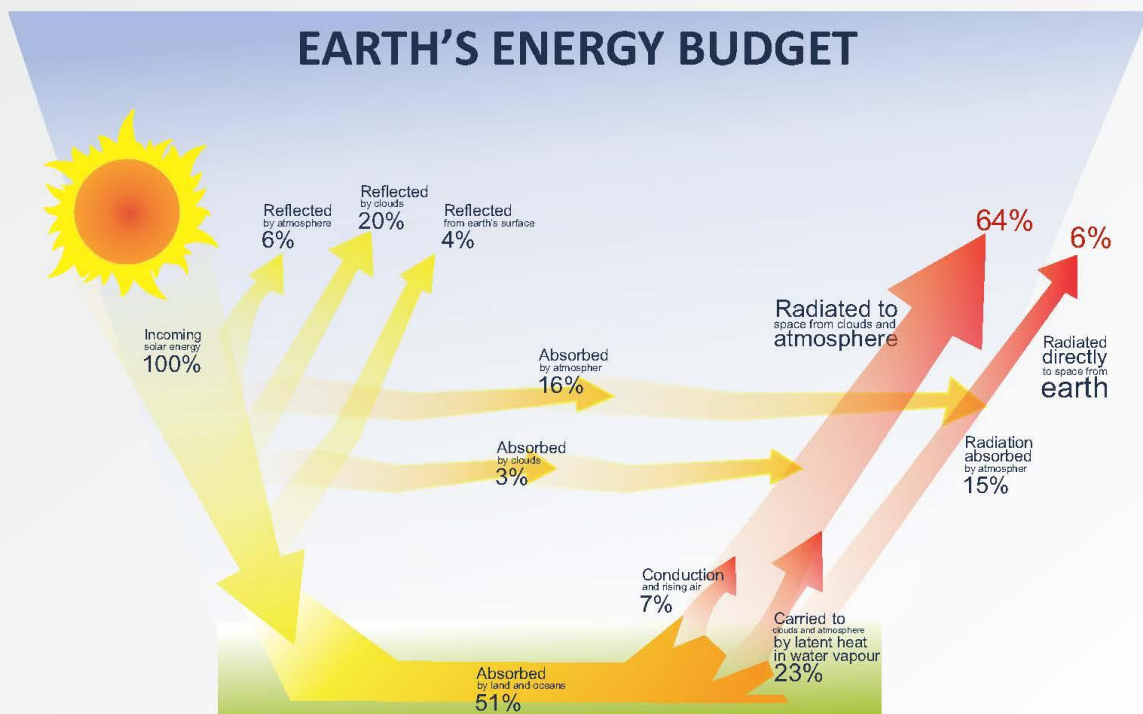
Another form of heat transfer by convection is **direct flame contact**. When a substance is **heated to the point where flammable vapours are given off, these vapours may be ignited**, creating a flame. As other flammable materials come in contact with the burning vapours, or flame, they may be heated to a temperature where they too, will ignite and burn.

### RADIATION

**Emission of heat energy through electromagnetic radiation in the infra-red part of the spectrum**, which is then absorbed by matter to varying degrees: This is why when standing by a fire you only feel the heat on the side that is facing the fire. Heat and light waves are similar in nature, but they differ in length per cycle. Heat waves are longer than light waves and they are sometimes

called infrared rays. Radiated heat will travel through space until it reaches an opaque object. As the object is exposed to heat radiation, it will in return radiate heat from its surface. Radiated heat is one of the major sources of fire spread, and its importance demands immediate attention at points where radiation exposure is severe.

## EARTH'S ENERGY BUDGET





## FIRE SPREAD

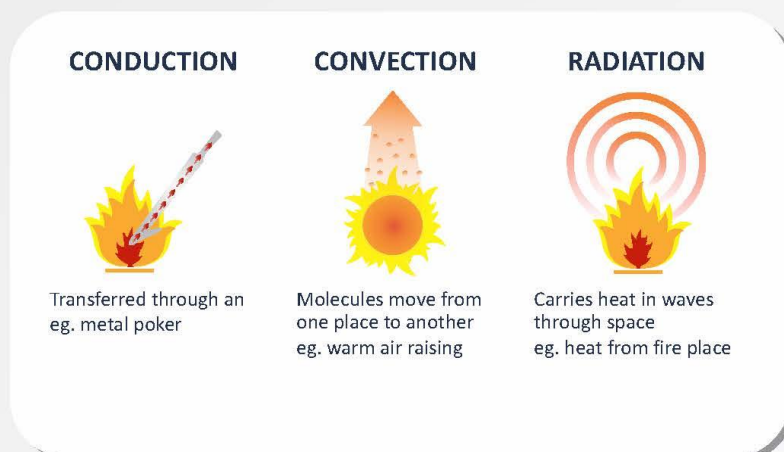


Heat can travel throughout a burning building by one or more of three methods, commonly referred to as **conduction, convection and radiation**.

### CONDUCTION

The spread of heat energy through solids, from **one body to another** by direct contact or by an intervening heat-conducting medium. The amount of heat that will be transferred and its rate of travel depends upon the conductivity of the material through which the heat is passing. Not all materials have the same heat **conductivity**, most metals are good heat conductors. Aluminium, copper and iron are good conductors. **Fibrous materials, such as felt, cloth and paper are poor conductors.**

Liquids and gases are **poor conductors of heat** because of the movement of their molecules. **Air is a relatively poor conductor.** Certain solid materials when shredded into fibres and packed into batts, make good insulation because the material itself is a poor conductor and there are air pockets within the insulation. Double building walls that contain an air space provide additional insulation.



### CONVECTION

**Is the transfer of heat by the movement of air or liquid.** When water is heated in a glass container, the movement within the vessel can be observed through the glass. If some sawdust is added to the water, the movement is more apparent. As the water is heated, it expands and grows lighter, hence, the upward movement. In the same manner, air becomes heated near a steam radiator by conduction. It expands, becomes lighter and moves upward. As the heated air moves upward, cooler air takes its place at the lower levels.

Heated air in a building will expand and rise. For this reason, fire spread by convection is mostly in an upward direction, although air currents can carry heat in any direction. Convected currents are generally the cause of heat movement from floor to floor, from room to room and from area to area. The spread of fire through corridors, up stairwells and elevator shafts, and between walls is mostly caused by the convection of heat currents and has more influence upon the positions for fire attack and ventilation than either radiation or conduction.

## FIRE TRIANGLE



The fire or combustion triangle represents the three elements a fire needs to ignite. When all three elements are present and combined in the right mixture a fire will naturally occur. Fires can be extinguished or prevented by removing any one of the three elements.



### FIRE TETRAHEDRON

Represents the addition of a component “the chemical chain reaction” to the three already present in the fire triangle. Once a fire has started, the resulting exothermic chain reaction sustains the fire and allows it to continue until or unless at least one of the elements of the fire is blocked. Combustion is the chemical reaction that feeds a fire more heat and allows it to continue.

### FIRE CLASS

In Australia fires are categorised into 6 different classes. It is also possible to have more than one class in the same fire.

| CLASS A<br>Solids | CLASS B<br>Flammable Liquid | CLASS C<br>Flammable Gas | CLASS D<br>Combustible Metals | CLASS E<br>Electrical                      | CLASS F<br>Cooking Oils & Fats |
|-------------------|-----------------------------|--------------------------|-------------------------------|--|--------------------------------|
| Paper             | Petrol                      | Natural Gas              | Magnesium                     | Potentially Energised Electrical Equipment | Vegetable Oils                 |
| Timber            | Kerosene                    | LPG                      | Potassium                     |  | Animal Fats                    |
| Plastic           | Grease                      | Timber                   | Titanium                      |  | Olive Oil                      |
| Textiles          | Turps                       | Timber                   | Aluminium                     |  | Sesame Seed Oil                |
| Leather           | Diesel                      | Methane                  | Lithium                       |  |                                |

### EXTINCTION OF THE FIRE

To stop combustion reaction, one of the three elements of the fire triangle must be removed.



**HEAT**

Without sufficient heat a fire cannot start or continue, heat can be removed by the application of a substance which reduces the amount of heat available to the fire reaction.



**OXYGEN**

Without sufficient oxygen a fire cannot begin or continue.



**FUEL**

Without fuel a fire will stop.

Some extinguishing agents will work better than others depending on the class of fire, some may also make the situation worse. Ensure you can identify the class of fire before trying to extinguish it.

## **26. Evacuation Diagrams**



## EVACUATION DIAGRAM

**INTERNATIONAL TOWERS  
SYDNEY, BARANGAROO**  
300 BARANGAROO AVE, BARANGAROO NSW 2000

**TOWER 3**

**LEVEL G**

**ASSEMBLY AREA**  
**STARGAZER LAWN**

**EVACUATION PROCEDURES**

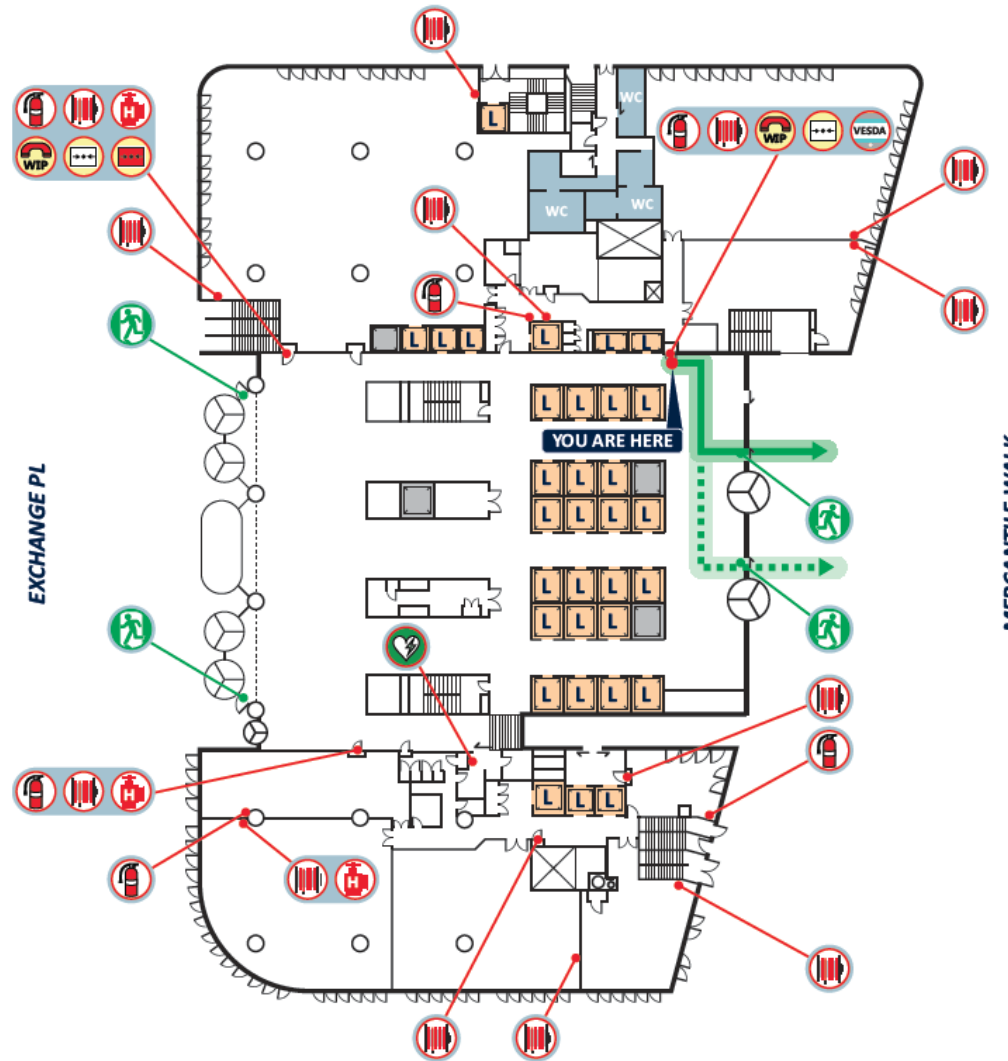
**ON SOUNDING OF THE ALERT TONE:  
"BEEP...BEEP"**

- Be aware of a possible emergency situation occurring. Continually assess the situation & don't put yourself or others at risk.
- Prepare to evacuate, follow work shut-down procedures. Secure your area immediately.
- Wardens report to the Warden Intercom Point (WIP), check for signs of an incident and account for occupants with a disability.
- If smoke/fire/incident is discovered, commence evacuation and report this immediately to a Warden. Prevent others from entering the hazardous zone and alert surrounding people.
- If safe and trained to do so, attempt to extinguish the fire/contain the emergency incident.

**ON SOUNDING OF THE EVACUATION TONE:  
"WHOO P...WHOO P"**

- Evacuate via the nearest safe exit and proceed to the ASSEMBLY AREA (refer to site plan).
- Wardens will conduct a sweep to ensure occupants are clear and report to the Chief Warden.
- When the area has been evacuated, all doors and windows should be closed to contain fire. Do not obstruct access to Exits.
- Wardens evacuate and remain with occupants at the ASSEMBLY AREA. Await further instructions from the responding Emergency Services.

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**LEGEND**

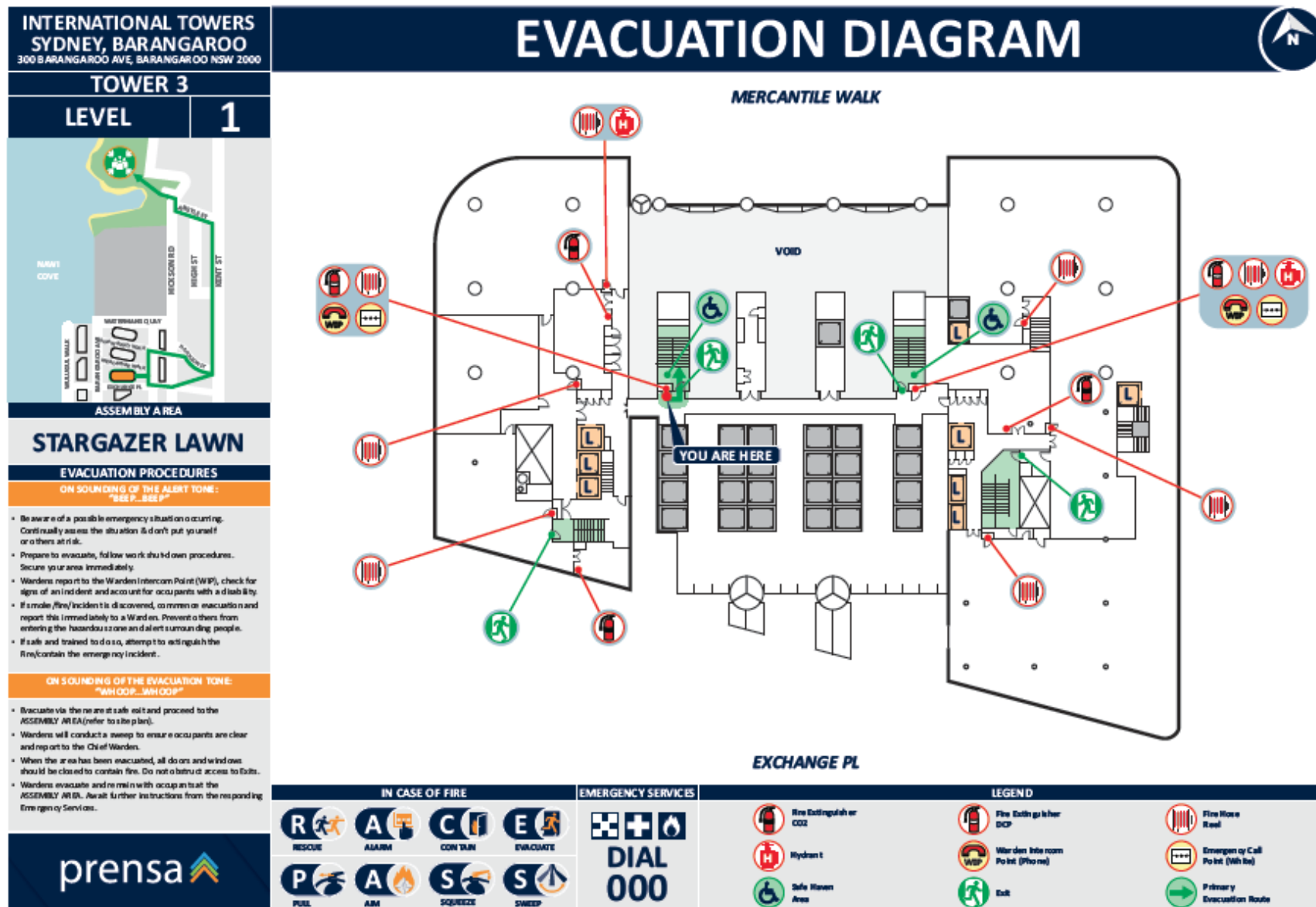
- Fire Extinguisher DCP
- Fire Hose Reel
- Hydrant
- Warden Intercom Point (Phone)
- Emergency Call Point (White)
- Manual Call Point (Red)
- VESDA Very Early Smoke Detection Apparatus
- Defibrillator
- Exit
- Primary Evacuation Route
- Secondary Evacuation Route

**EMERGENCY SERVICES**  
**DIAL 000**

**IN CASE OF FIRE**

|                      |                     |
|----------------------|---------------------|
| <b>R</b><br>RESCUE   | <b>P</b><br>PULL    |
| <b>A</b><br>ALARM    | <b>A</b><br>AIM     |
| <b>C</b><br>CONTAIN  | <b>S</b><br>SQUEEZE |
| <b>E</b><br>EVACUATE | <b>S</b><br>SWEEP   |







## EVACUATION DIAGRAM

**INTERNATIONAL TOWERS  
SYDNEY, BARANGAROO**  
300 BARANGAROO AVE, BARANGAROO NSW 2000

**TOWER 3**

**LEVEL 2**

**ASSEMBLY AREA**

**STARGAZER LAWN**

**EVACUATION PROCEDURES**

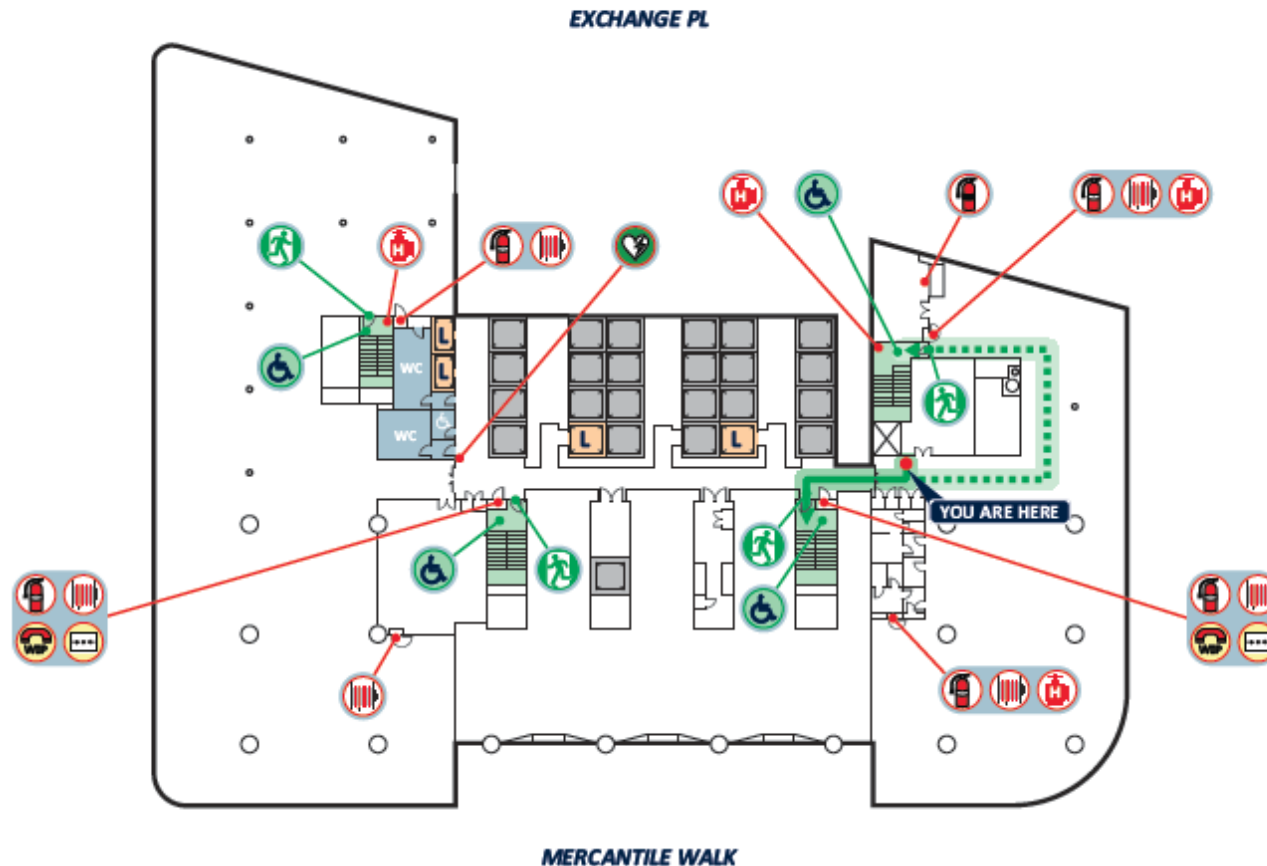
**ON SOUNDING OF THE ALERT TONE:  
"BEE P...BEE P"**

- Be aware of a possible emergency situation occurring. Continuously assess the situation & don't put yourself or others at risk.
- Prepare to evacuate, follow your shutdown procedures. Secure your area immediately.
- Wardens report to the Warden Intercom Point (WIP), check for signs of an incident and account for occupants with a disability.
- If a smoke/fire/incident is discovered, comment on evacuation and report this immediately to a Warden. Prevent others from entering the hazardous zone and alert surrounding people.
- If safe and trained to do so, attempt to extinguish the fire/contain the emergency incident.

**ON SOUNDING OF THE EVACUATION TONE:  
"WHOO...WHOO"**

- Evacuate via the nearest safe exit and proceed to the ASSEMBLY AREA (refer to site plan).
- Wardens will conduct a sweep to ensure occupants are clear and report to the Chief Warden.
- When the area has been evacuated, all doors and windows should be closed to contain fire. Do not obstruct access to exits.
- Wardens evacuate and remain with occupants at the ASSEMBLY AREA. Await further instructions from the responding Emergency Services.

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| IN CASE OF FIRE |       |         |          | EMERGENCY SERVICES |  | LEGEND                        |                              |                            |                 |
|-----------------|-------|---------|----------|--------------------|--|-------------------------------|------------------------------|----------------------------|-----------------|
| RESCUE          | ALARM | CONTAIN | EVACUATE | DIAL 000           |  | Fire Extinguisher             | Fire Extinguisher            | Fire Hose Reel             | Hydrant         |
| FIRST AID       | ALARM | SQUEEZE | SWEEP    |                    |  | Warden Intercom Point (Phone) | Emergency Call Point (Phone) | Defibrillator              | Safe Haven Area |
| EXIT            |       |         |          |                    |  | Exit                          | Primary Evacuation Route     | Secondary Evacuation Route |                 |



## EVACUATION DIAGRAM

**INTERNATIONAL TOWERS  
SYDNEY, BARANGAROO**  
300 BARANGAROO AVE, BARANGAROO NSW 2000

**TOWER 3**

**LEVEL 3**

**ASSEMBLY AREA**

**STARGAZER LAWN**

**EVACUATION PROCEDURES**

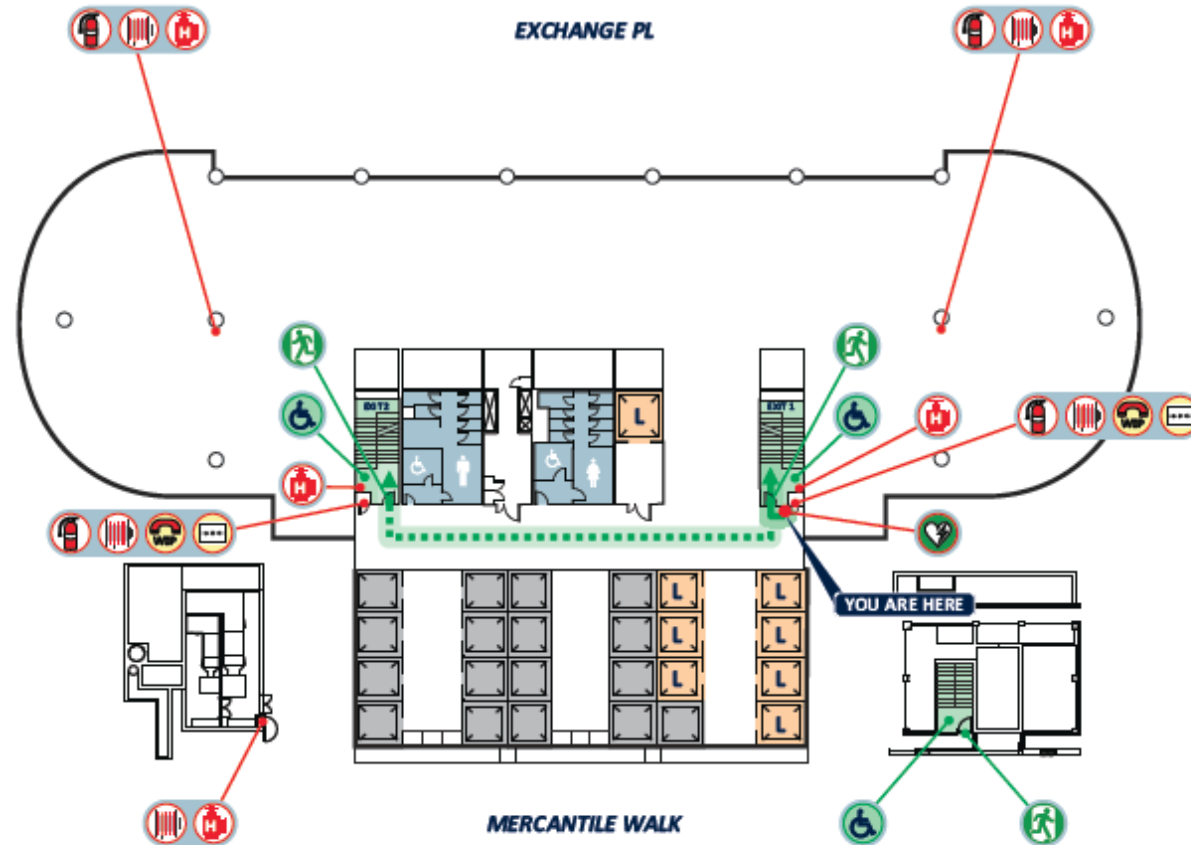
**ON SOUNDING OF THE ALERT TONE:**  
"BEE P...BEE P"

- Be aware of a possible emergency situation occurring. Continually assess the situation & don't put yourself or others at risk.
- Prepare to evacuate, follow work shutdown procedures. Secure your area immediately.
- Wardens report to the Warden Intercom Point (WIP), check for signs of an incident and account for occupants with a disability.
- If smoke/fire/incident is discovered, inform on evacuation and report this immediately to a Warden. Prevent others from entering the hazardous area and alert surrounding people.
- If safe and trained to do so, attempt to extinguish the fire/contain the emergency incident.

**ON SOUNDING OF THE EVACUATION TONE:**  
"WH OOP...WH OOP"

- Evacuate via the nearest safe exit and proceed to the ASSEMBLY AREA (refer to site plan).
- Wardens will conduct a sweep to ensure occupants are clear and report to the Chief Warden.
- When the area has been evacuated, all doors and windows should be closed to contain fire. Do not obstruct access to exits.
- Wardens evacuate and remain with occupants at the ASSEMBLY AREA. Await further instructions from the responding Emergency Services.

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| IN CASE OF FIRE |  |  |  | EMERGENCY SERVICES |  | LEGEND |  |  |  |
|-----------------|--|--|--|--------------------|--|--------|--|--|--|
|                 |  |  |  |                    |  |        |  |  |  |
|                 |  |  |  |                    |  |        |  |  |  |

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**INTERNATIONAL TOWERS  
SYDNEY, BARANGAROO**  
300 BARANGAROO AVE, BARANGAROO NSW 2000

**TOWER 3**

**LEVEL 4**

**ASSEMBLY AREA**

**STARGAZER LAWN**

**EVACUATION PROCEDURES**

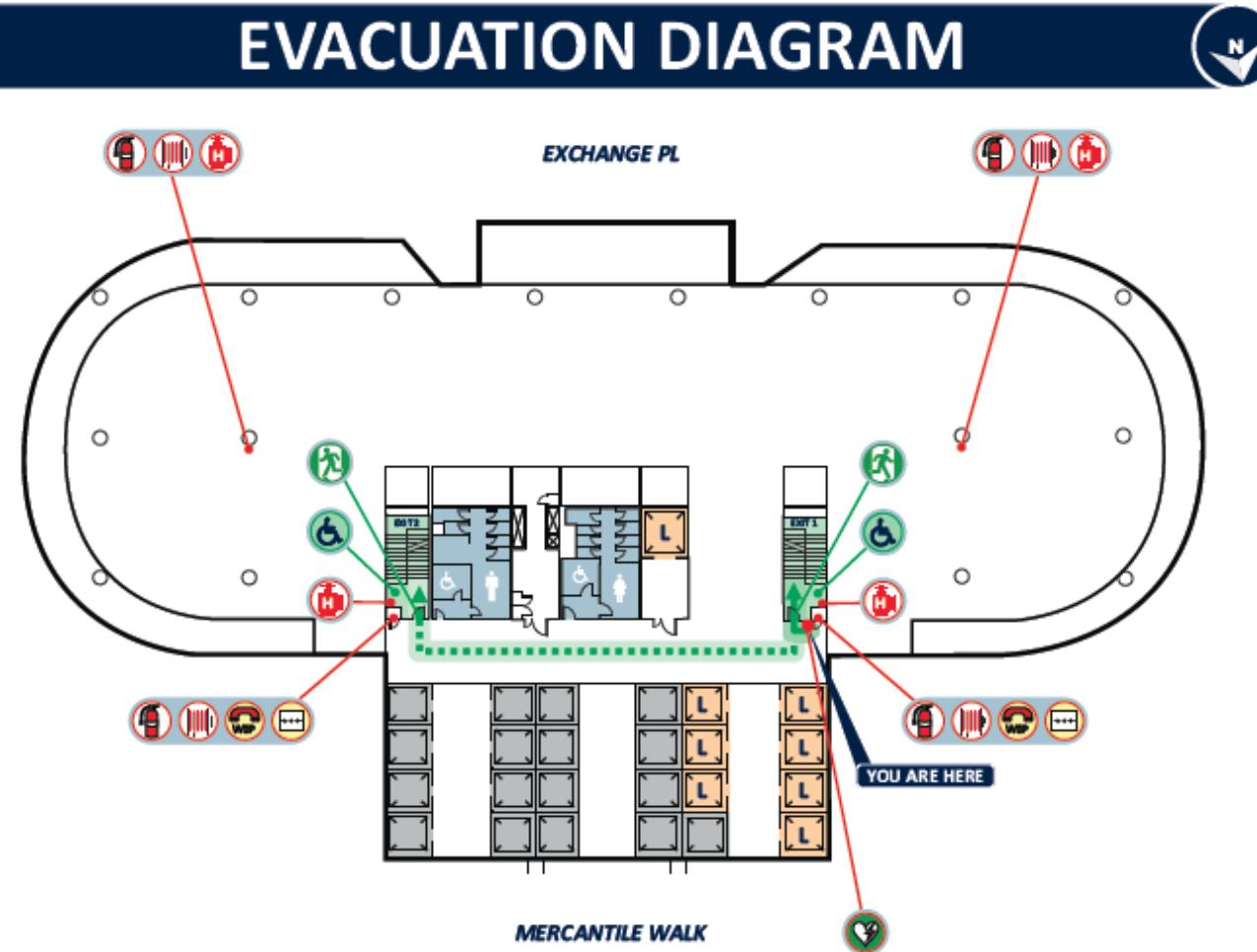
**ON SOUNDING OF THE ALERT TONE:**  
"BEE P...BEE P"

- Be aware of a possible emergency situation occurring. Continually assess the situation & don't put yourself or others at risk.
- Prepare to evacuate, follow work shutdown procedures. Secure your area immediately.
- Wardens report to the Warden Intercom Point (WIP), check for signs of an incident and account for occupants with a disability.
- If a smoke/fire/incident is discovered, inform on evacuation and report this immediately to a Warden. Prevent others from entering the hazardous zone and alert surrounding people.
- If safe and trained to do so, attempt to extinguish the fire/contain the emergency incident.

**ON SOUNDING OF THE EVACUATION TONE:**  
"WHOO...WHOO"

- Evacuate via the nearest safe exit and proceed to the ASSEMBLY AREA (refer to the plan).
- Wardens will conduct a sweep to ensure occupants are clear and report to the C/O Warden.
- When the area has been evacuated, all doors and windows should be closed to contain fire. Do not obstruct access to exits.
- Wardens evacuate and remain with occupants at the ASSEMBLY AREA. Await further instructions from the responding Emergency Services.

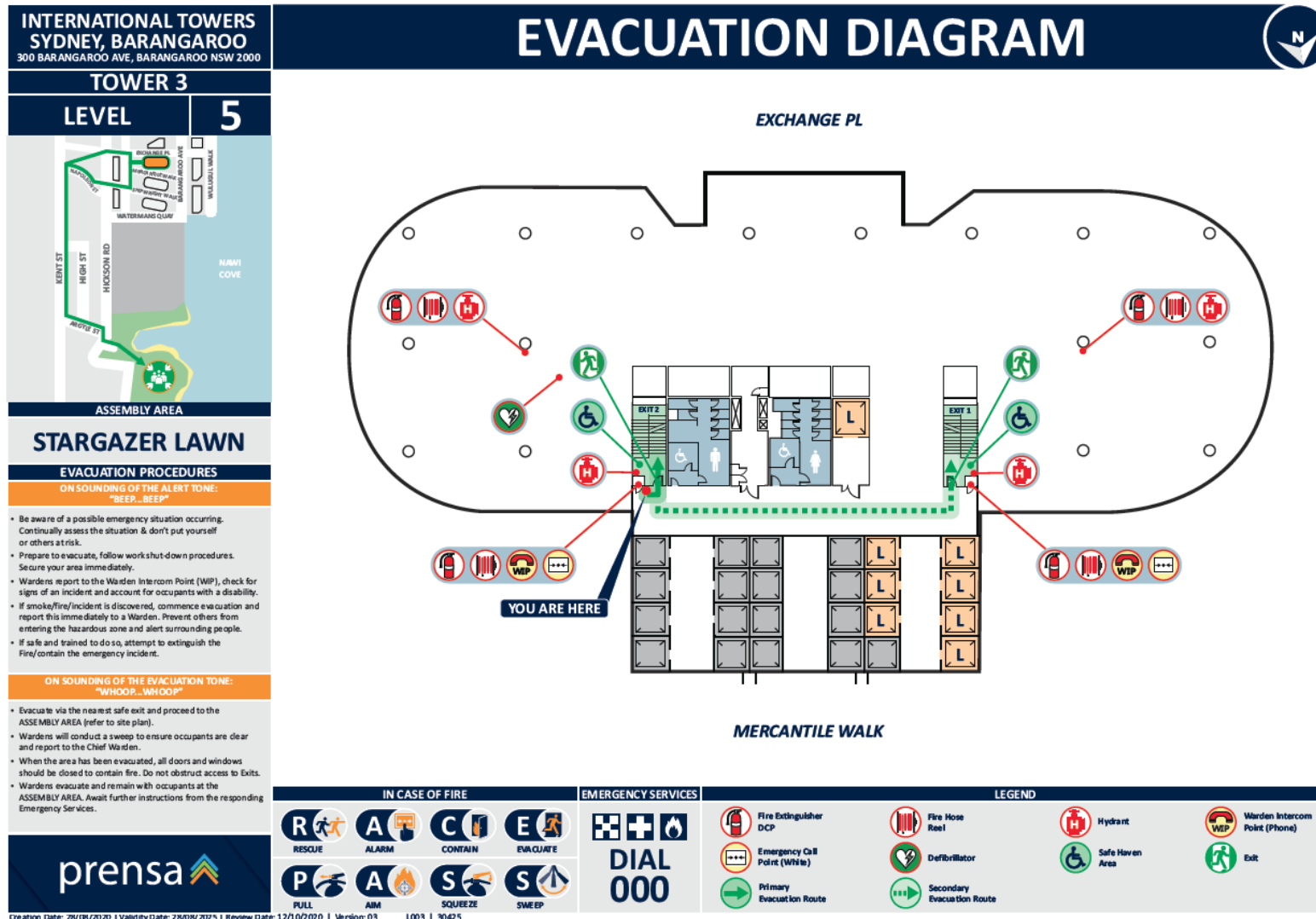
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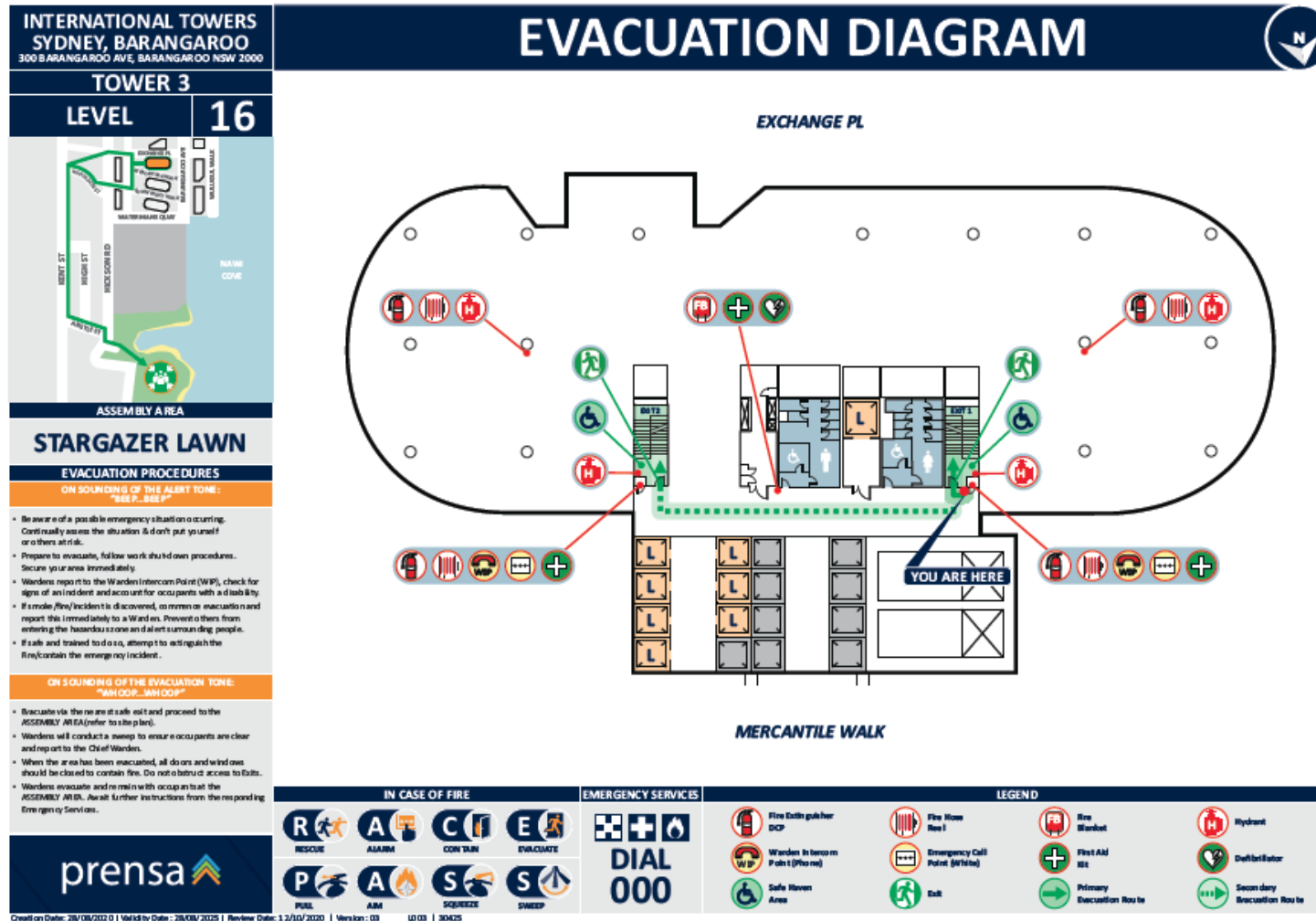
| IN CASE OF FIRE |                 |         |                          | EMERGENCY SERVICES         |                | LEGEND  |                             |                            |  |
|-----------------|-----------------|---------|--------------------------|----------------------------|----------------|---------|-----------------------------|----------------------------|--|
| RESCUE          | ALARM           | CONTAIN | EVACUATE                 | Fire Extinguisher DCP      | Fire Hose Reel | Hydrant | Warden Intercom Point (WIP) | Emergency Call Point (WIP) |  |
| DEFIBRILLATOR   | Safe Haven Area | Exit    | Primary Evacuation Route | Secondary Evacuation Route |                |         |                             |                            |  |
| PUSH            | ARM             | SQUEEZE | SWEEP                    | DIAL 000                   |                |         |                             |                            |  |



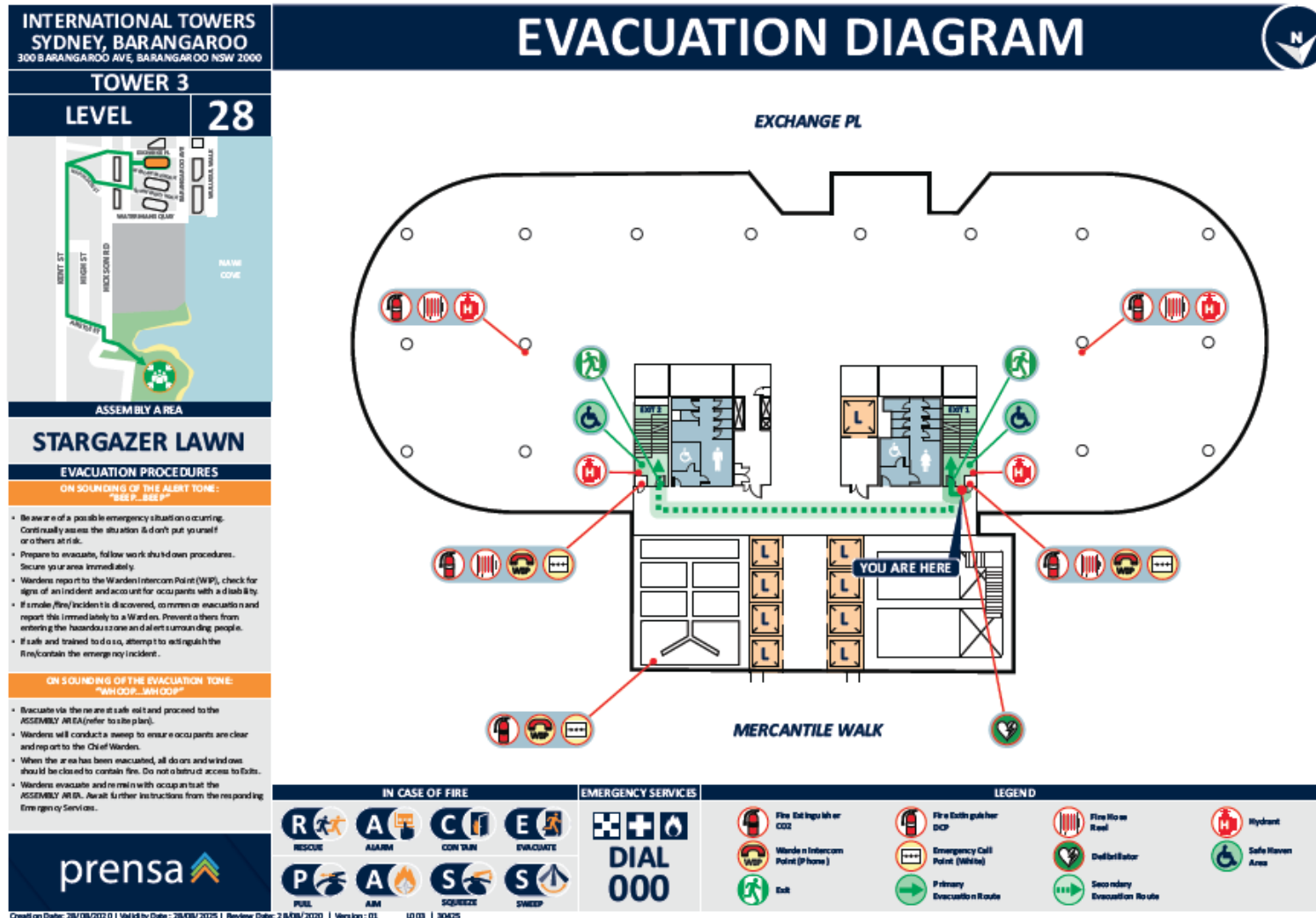
## Levels 5-14



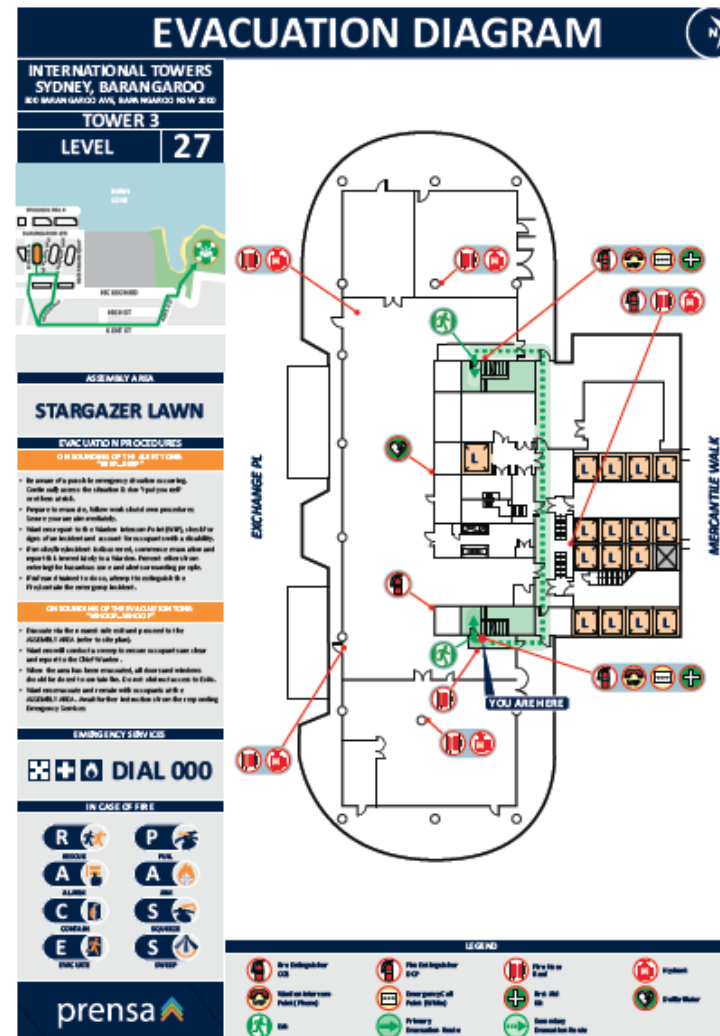
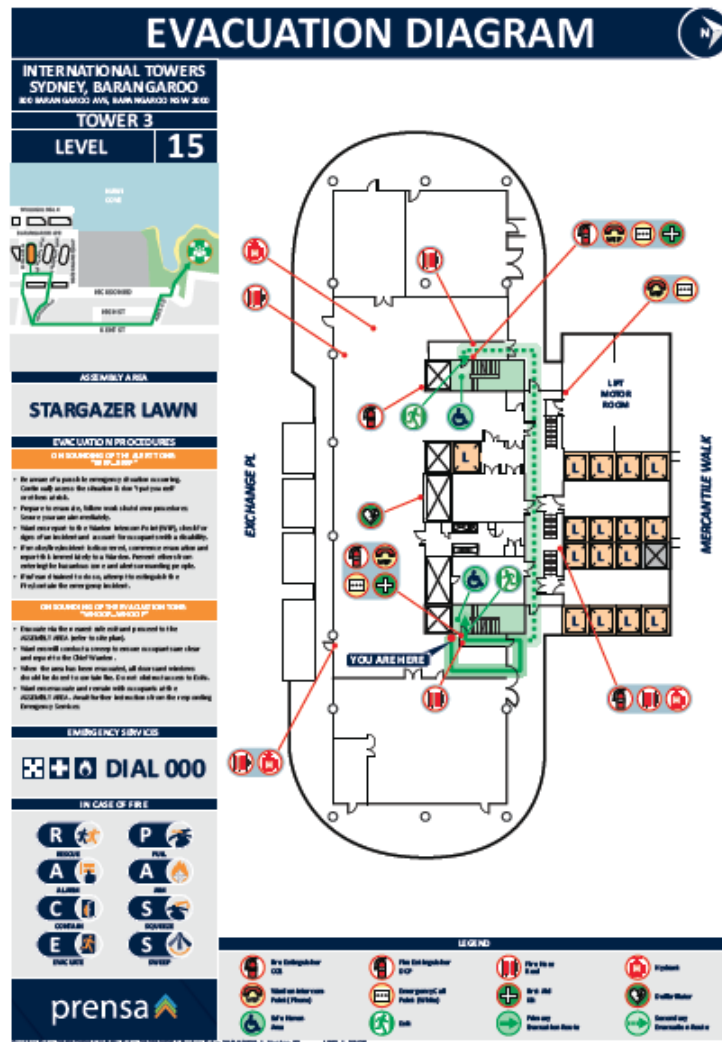
## Levels 16-26



## Levels 28-38



## Plant Rooms



## EVACUATION DIAGRAM



INTERNATIONAL TOWERS  
SYDNEY, BARANGAROO  
300 BARANGAROO AVE, BARANGAROO NSW 2000

TOWER 3

LEVEL 39



ASSEMBLY AREA

STARGAZER LAWN

### EVACUATION PROCEDURES

ON SOUNDING OF THE ALERT TONE:  
"BEEP...BEEP"

- Be aware of a possible emergency if a fault is occurring. Continually assess the situation & don't put yourself or others at risk.
- Prepare to evacuate, follow work shut-down procedures. Secure your area immediately.
- Warden in part to the Warden Intercom Point (WIP), check for signs of an incident and account for occupants with a disability. If smoke/fire/incident is discovered, commence evacuation and report this immediately to a Warden. Prevent others from entering the hazardous area and alert surrounding people.
- If safe and trained to do so, attempt to extinguish the fire/contain the emergency incident.

ON SOUNDING OF THE EVACUATION TONE:  
"WAOOP...WAOOP"

- Evacuate via the nearest safe exit and proceed to the ASSEMBLY AREA (refer to site plan).
- Warden will conduct a sweep to ensure occupants are clear and report to the Chief Wardens.
- When the area has been evacuated, all doors and windows should be closed to contain fire. Do not obstruct access to exits.
- Warden evacuate and remain with occupants at the ASSEMBLY AREA. Await further instructions from the responding Emergency Services.

EMERGENCY SERVICES

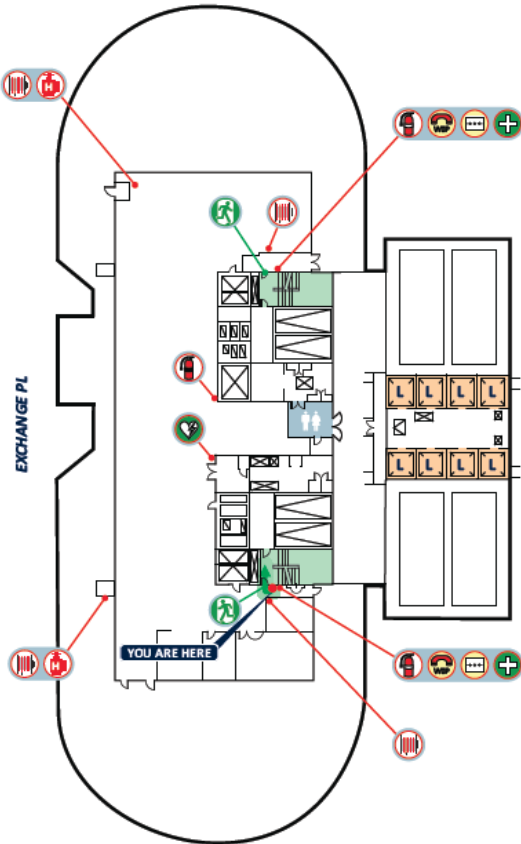
DIAL 000

IN CASE OF FIRE



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## EVACUATION DIAGRAM



INTERNATIONAL TOWERS  
SYDNEY, BARANGAROO  
300 BARANGAROO AVE, BARANGAROO NSW 2000

TOWER 3

LEVEL 40



ASSEMBLY AREA

STARGAZER LAWN

### EVACUATION PROCEDURES

ON SOUNDING OF THE ALERT TONE:  
"BEEP...BEEP"

- Be aware of a possible emergency if a fault is occurring. Continually assess the situation & don't put yourself or others at risk.
- Prepare to evacuate, follow work shut-down procedures. Secure your area immediately.
- Warden in part to the Warden Intercom Point (WIP), check for signs of an incident and account for occupants with a disability. If smoke/fire/incident is discovered, commence evacuation and report this immediately to a Warden. Prevent others from entering the hazardous area and alert surrounding people.
- If safe and trained to do so, attempt to extinguish the fire/contain the emergency incident.

ON SOUNDING OF THE EVACUATION TONE:  
"WAOOP...WAOOP"

- Evacuate via the nearest safe exit and proceed to the ASSEMBLY AREA (refer to site plan).
- Warden will conduct a sweep to ensure occupants are clear and report to the Chief Wardens.
- When the area has been evacuated, all doors and windows should be closed to contain fire. Do not obstruct access to exits.
- Warden evacuate and remain with occupants at the ASSEMBLY AREA. Await further instructions from the responding Emergency Services.

EMERGENCY SERVICES

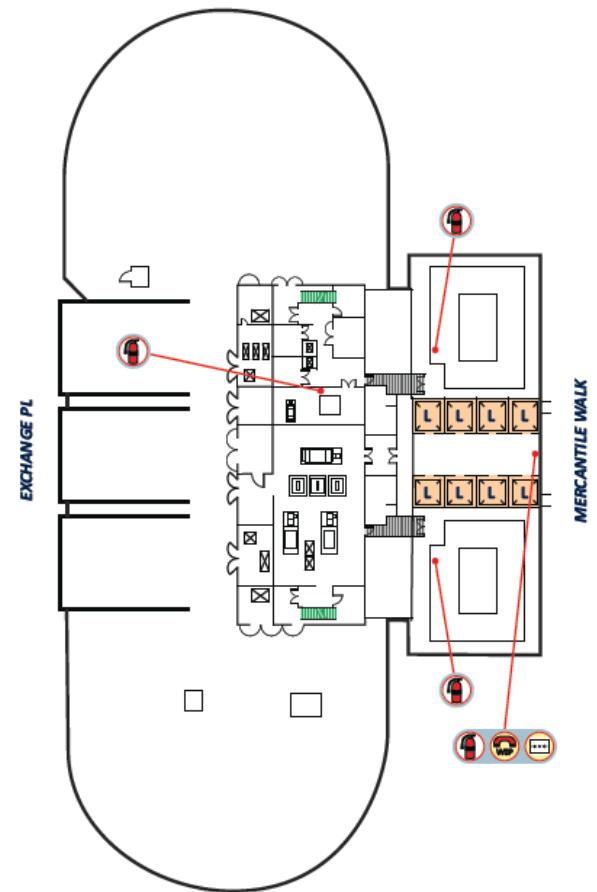
DIAL 000

IN CASE OF FIRE



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Creation Date: 20/10/2020 | Valid to Date: 20/10/2025 | Review Date: 20/10/2020 | Version: 0.2





## 27. Evacuation Record

Date

### Activation Time

### Emergency Services Notified

[illegible]



## 28. Alarm Response Guide

### Chief Warden

#### ON SOUNDING OF THE ALERT TONE “BEEP...BEEP”

- Proceed immediately to the Master Emergency Control Point (MECP) located at Fire Control Room
- Ensure the Fire Brigade has been notified.
- Determine the cause and location of the alarm from the Fire Indicator Panel (FIP).
- Establish communication with the affected level via the Warden Intercommunication System (SSISEP).
- If the Floor Warden indicates no immediate sign of danger, place SSISEP panel in manual mode.
- Instruct the Wardens to investigate the alarm.
- If there is a sign of danger ensure the Floor Warden has commenced evacuation, leave SSISEP panel in auto mode.
- Receive reports from Floor Wardens regarding occupants with a disability and record the information.
- Advise other levels of the activation and to standby for further announcements.
- Once confirmation of fire system activation has been identified and evacuation is not required advise other levels.
- If in any doubt or unable to establish communication commence evacuation immediately.

#### ON SOUNDING OF THE EVACUATION TONE “WHOOOP...WHOOOP”

- Receive and record reports as levels report evacuated and cleared.
- Record information on any refusals to evacuate.
- Instruct the Floor Warden to relocate occupants with a disability into exit if there is a sign of danger.
- If there is no sign of danger occupants with a disability must remain with the Floor Warden by the Warden Intercom Phone (WIP).
- Liaise with responding Emergency Services and report the status of levels that have evacuated.
- Report occupants with a disability and their location to the attending Emergency Services.
- Report any refusals.
- Task evacuated Wardens to building access points.
- Continue with the evacuation until advised by the attending Emergency Services.
- Once the all clear has been given, advise the assembly area manager to advise occupants.

#### AFTER EVACUATION

- Proceed (if safe) to the Assembly Area:  
**Stargazer Lawn Barangaroo Point**



## Floor Warden

### ON SOUNDING OF THE ALERT TONE “BEEP...BEEP”

- Be aware of your immediate working conditions.
- If there is no sign of danger proceed immediately to the Warden Control Point.
- Wear your Floor Warden identification and liaise with Wardens.
- Bring under your control any occupant with a disability.
- Despatch a Warden to the lift foyer.
- Wait by the WIP for the Chief Warden to communicate. Report occupant with a disability numbers.
- Listen for any announcements.
- Ensure Wardens are monitoring conditions.
- Act on instructions given by the Chief Warden.
- Assign tasks to Wardens based on information from the Chief Warden.
- Remain by the WIP and report any change in conditions.

### ON SOUNDING OF THE EVACUATION TONE “WHOO...WHOO”

- Commence evacuation of your level.
- Assign Wardens to direct occupants to the EXITS.
- Ensure all areas have been accounted for including toilets, meeting rooms and offices.
- Ensure occupants are evacuating in an orderly manner and encourage calmness.
- Remain by the WIP until all occupants have evacuated. Floor Warden is the last person to leave their level.
- Ensure Wardens are evacuating with occupants (Warden at the front and Warden at the Rear).
- Report to the Chief Warden once your level is clear via the WIP.
- Occupants with a disability must remain in your care. If there is no sign of danger remain on the level, wait for acknowledgment from the Chief Warden or responding Emergency Services via WIP.
- If there is a sign of danger admit occupants with a disability into EXIT and wait for assistance to arrive. If unable to report this to the Chief Warden instruct a Warden to report your location to a member of the responding Emergency Services or call 000.
- If you have no occupants with a disability ensure you report the status of your level to the Chief Warden via the WIP or in person to responding emergency service.

### AFTER EVACUATION

- Proceed (if safe) to the Assembly Area:  
**Stargazer Lawn Barangaroo Point**

## Warden

### ON SOUNDING OF THE ALERT TONE “BEEP...BEEP”

- Assess your immediate working conditions.
- If there is no sign of danger proceed directly to the Warden Control Point.
- Advise any occupant with a disability to report to this area.
- If there is an immediate sign of danger start evacuation in the area of concern.
- Liaise with the Floor Warden. If the Floor Warden is not present assume this role.
- Wear your Warden identification.
- Ensure a Warden has been despatched to the lift foyer.
- Challenge any occupants from using lifts.
- Continue to monitor conditions on your level and report any change to the Floor Warden.
- Act on all instruction given by the Floor Warden.

### ON SOUNDING OF THE EVACUATION TONE “WHOO...WHOO”

- Commence evacuation of your level immediately.
- Direct occupants towards nominated EXITS.
- Check the EXIT before admitting occupants.
- Check all areas of your level.
- Report any refusals to the Floor Warden.
- Encourage calm when evacuating and do not attempt to gain entry to other levels unless directed.
- Warden at the front and Warden at the Rear (Going down the stairs in single file holding onto the handrail).
- Report any areas not accounted for to the Floor Warden.
- Encourage occupants to move quickly in single file down EXITS.
- Ensure occupants to move clear of the building once evacuated.
- Proceed directly to the external assembly area located
- Keep occupants together at the assembly area. Seek assistance from management.

### AFTER EVACUATION

- Proceed (if safe) to the Assembly Area:  
**Stargazer Lawn Barangaroo Point**

## General Occupants

### ON SOUNDING OF THE ALERT TONE “BEEP...BEEP”

- Be aware of a potential emergency situation.
- Put away cash, valuables or classified information.
- Look towards your Warden for information.
- If there is no immediate sign of danger standby and wait for instruction.
- If you require assistance or if an evacuation was ordered report to your Warden immediately.
- Prepare for evacuation – get your small personal belongings.
- Continue to monitor your immediate working conditions.
- Stay in your immediate work area.
- Do not attempt to use the lifts.

### ON SOUNDING OF THE EVACUATION TONE “WHOO...WHOO”

- Commence evacuation immediately.
- Look towards your Wardens for direction.
- Move to the EXITS.
- Remain calm.
- Once in the EXIT, hold onto the inside rail and evacuate down the stairs in single file.
- Do not attempt to gain entry to other levels.
- Move clear of the building once you have evacuated.
- Proceed directly to the nominated external assembly area located.
- Remain at the assembly area until advised you can return to work.
- Do not return to the building until you are advised.

### AFTER EVACUATION

- Proceed (if safe) to the Assembly Area:  
**Stargazer Lawn Barangaroo Point**