

Emergency Response Procedures Manual

440 Collins St

440 Collins St
Melbourne
VIC 3000



Emergency
Procedures Manual

03 March 2023
Version 1.1

DISCLAIMER

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The active and ongoing onus is placed solely on the Building Occupier to advise TrimEVAC of any feature or function contrary or supplementary to AS2220 prior to the implementation of TrimEVAC's Emergency Procedures for the building, or in a timely manner after a material change affects or is expected to affect the operation of the Emergency Warning and Communication System for the facility. If advice of this nature is not received in the required manner and form TrimEVAC will assume that the system is compliant with the relevant standards and gauge its procedures and operational guidelines accordingly. Further, TrimEVAC will not be held responsible for any descriptions of system function or performance that has not been identified and communicated to TrimEVAC.

The operating instructions and guidelines contained within this manual have been designed to complement the manufacturer's instruction manual, specific to the operation of the system installed within your facility. These instructions should not be interpreted as a replacement instructional manual and users should refer at all times to the manufacturer's instructions if any doubt arises.

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TrimEVAC Offices

SYDNEY (Head Office)

Ground Floor, 22 Giffnock Avenue,
Macquarie Park NSW 2113
Ph: (02) 9111 4555

WOLLONGONG

104 Market Street
Wollongong NSW 2500
Ph: (02) 4298 2600

PERTH

Level 1, 503 Murray
PERTH WA 6000
Ph: (08) 9289 8360

MELBOURNE

Level 1, 677 High Street
KEW EAST VIC 3102
Ph: (03) 9890 8084

BRISBANE

Level 1, 381 MacArthur Avenue
Hamilton QLD 4007
Ph: (07) 3514 9222

ADELAIDE

12 Greenhill Road,
Wayville SA 5034
Ph: (08) 8299 9955

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INTRODUCTION

This document is the result of the Emergency Planning Committee's duty to analyse, identify, evaluate and treat emergency related risks or situations that may arise from an internal or external source.

These procedures are to be utilised in conjunction with regular training sessions for all Emergency Control Organisation members so as to maintain competency in the prescribed duties of any ECO position, and to maintain an awareness of emerging trends or amendments to procedures.

It is also the direct responsibility of tenants and departments to organise and establish emergency procedures for the safety of their staff, based on this manual and the particular circumstances of their occupancy. As recommended by AS 3745-2010, BFSR 2008 (Qld) and AS 1851-2012 and in compliance with WHS and/or OH&S legislation, all building occupants are required to participate in emergency planning and evacuation exercises and acknowledge the authority of appointed Wardens (Emergency Control Organisation) in emergency situations.

Instructions given by the Emergency Control Organisation will overrule normal management structure.

This manual remains the property of **Jones Lang LaSalle**

No alteration or amendments or copies are to be made without authorisation of the Emergency Planning Committee and in conjunction with TrimEVAC.

SCOPE

This manual provides information and guidelines for a range of eventualities and includes procedures for the situations listed only in the index of this manual.

Guidelines, procedures and information contained within this manual are based upon WHS and OH&S legislation, in conjunction with AS 3745-2010, BFSR 2008 (Qld) and AS 1851-2012. Emergency Management Australia, *Flood Action Guide* and *Severe Storm Guide*, and AS/NZS ISO 31000 *Risk Management – Principles and Guidelines*.

All terminology used throughout this manual is consistent where possible with Emergency Management Australia, *Australian Emergency Management Terms Thesaurus* and AS 3745-2010, BFSR 2008 (Qld) and AS 1851-2012.

This manual may make reference to, but does not contain procedures for, the comprehensive management of *Business Continuity Planning*, *Business Recovery Processes* or *Media Policy during Emergencies*.

ANNUAL REVIEW

No.	Date	EPC Representative	Signature
1	July 2024	Jason Eby	J. Eby
2	March 2025		
3	March 2026		
4	March 2027		
5	March 2028		

AMENDMENT REGISTER

No.	Date	Pages	By	Comments
		All		Draft EP Manual Issued
1		All	JE	Updated Contacts
2				
3				
4				
5				

MANUAL UPDATES

The Emergency Planning Committee will undertake a regular review of the Emergency Response Procedures to ensure the information contained within is as accurate and up to date as possible.

User Requirement

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.

Document Control

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.

No unauthorised copies of this manual are to be made.

EMERGENCY CONTACT NUMBERS

FIRE BRIGADE	000
POLICE	
AMBULANCE	
Global Mobile Emergency number (GSM)	112
Text Telephone Emergency (TTY)	106
NATIONAL SECURITY HOTLINE	1800 123 400
LEAKING GAS (ALL AREAS)	1800 427 532
POISONS INFORMATION HOTLINE	13 11 26

CHIEF WARDEN	Onsite Security Guard	0412759748
DEPUTY CHIEF WARDEN		
PROPERTY MANAGER	Darren Singh	0424240779
FACILITY MANAGER		

GAS PROVIDER	Origin Gas	1800 808 526
SECURITY	MA Security	1300 020 406
ELECTRICITY	Shell Energy	13 23 76
WATER PROVIDER	Greater Western Water	13 44 99
LIFT MAINTENANCE	Kone	1300 362 022
AIR CONDITIONING	CBRE	03 7505 6600
FIRE MAINTENANCE	AESF	03 9816 8731
FIP MONITORING ASE no ASE - 3000004391	RomTeck	02 96651555

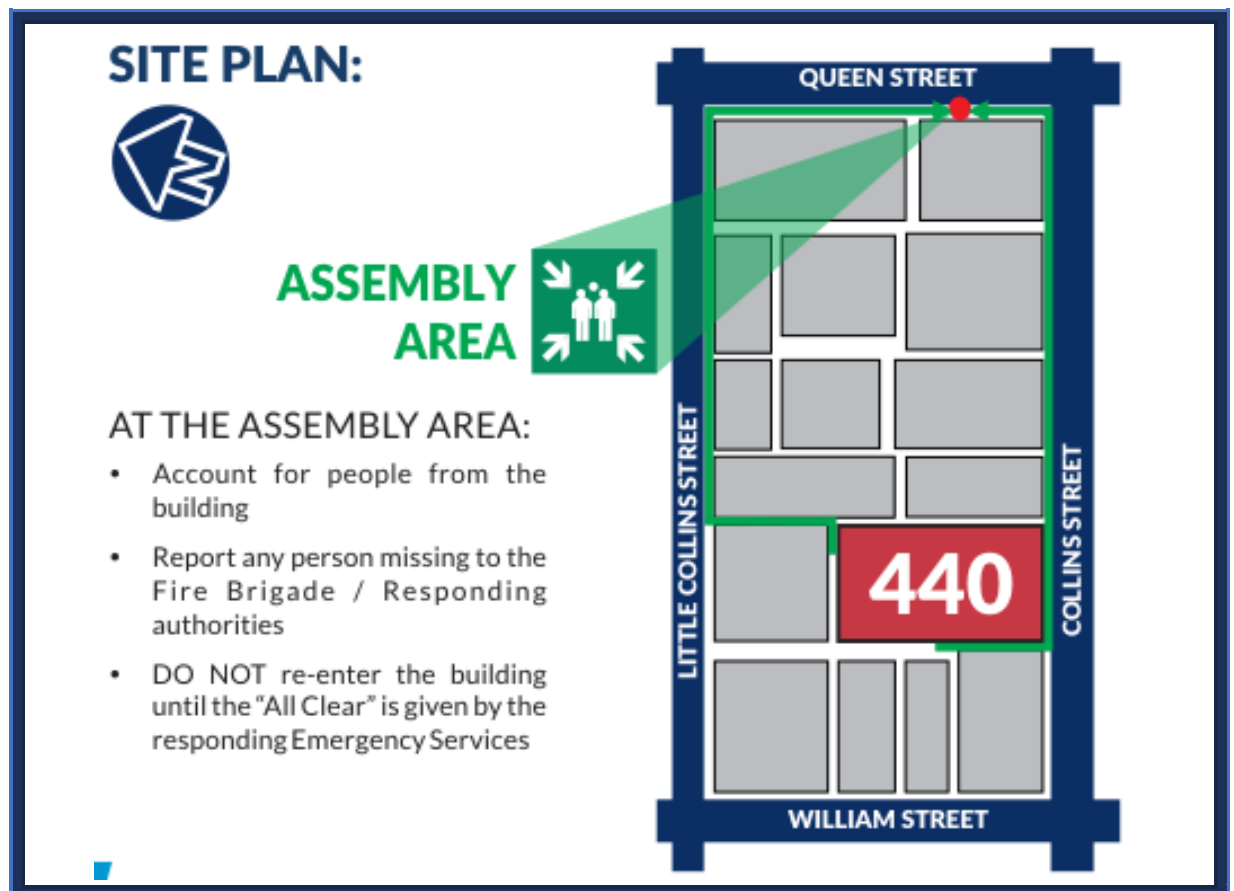
BUILDING PROFILE

BUILDING DETAILS									
Facility Name	440 Collins St								
Address	440 Collins St, Melbourne VIC 3000								
Property Management	Jones Lang LaSalle								
PM Name	Darren Singh								
PM Phone	0424240779	PM Email							
BUILDING DESCRIPTION									
Class of Building	Class 5, Class 6		Type of Building	Type A					
Building Certificate	No		Certificate Date						
No. of Occupants (Staff)	50-200	Hours of operation		6.00 - 1800		No. of lifts		6	
No. of floors	17	Basement levels		3		Basement Car park		Yes	
ALARM / DETECTION SYSTEM									
Fire Indicator Panel (FIP)	Yes	Loc		Ground Floor Foyer					
Sub FIP	Yes	Loc		Ground Floor Foyer					
Mimic FIP	No	Loc							
Alarm Type	EWIS	Loc		Ground Floor Foyer					
Delay between tones				Public Address			Yes		
Smoke Detectors	Yes	Thermal Detectors			No		Gas Suppression		No
Emergency door release	Yes								
Break Glass Alarms	Red	Yes	White		Yes		Yellow		
COMMUNICATION SYSTEMS									
Alarm Components	No								
External Bell		No of WIPS/floor			1		PA Avail.		Yes
Two-Way Radios	No	Emergency Channel					Whistles		No
Loud Hailer	No	Siren / Sounder			No		Internal Bell		
ACCESS / SECURITY SYSTEMS									
Proximity card access	Yes	Visitor procedures			Yes		Concierge		Yes
Duress Alarms	Yes	Duress Location:			EOT				
Release Magnetic doors	Yes	Shut down air con			Yes		Ground lifts		No
Strobes	No								
SUPPRESSION SYSTEMS									
Extinguishers	Dry Chemical	Yes	Carbon Dioxide		Yes		Water		No
	Wet Chemical	Yes	Foam		Yes		Fire blankets		Yes
Installed systems	Sprinklers	Yes					Hose reels		Yes
	Hydrants	Yes							

ECO			
Warden identification	Yes		
Warden Structure	Floor Warden (High Rise), Wardens, First Aiders, Deputy Chief Warden		
Gas stored/used on site	Origin Gas	Shutoff Valve Location	Next to the meter GF outside the building
Flammable liquids	Yes	Location	B2, B3, Plant room
Dangerous Goods Type	Type	No	
	Location		
	SDS		
	Location		
OTHER RISKS / ISSUES			
Fire engineered solution(s)	No		
Occupancy Numbers (At Risk Licensed Facilities)			

ASSEMBLY AREA(S)

Primary Assembly Area:



Whilst an Assembly Area is stipulated above, depending on the nature and extent of the emergency it may be necessary to utilise an alternative Assembly Area. Assembly Area(s) shall, so far as is reasonably practicable, be sufficiently distant from the emergency to allow for the protection of the evacuees.

The Assembly area will:

- Be managed by the Wardens collectively.
- Facilitate communication with evacuees.
- Stage First Aid Officers with First Aid kits in an accessible and prominent area
- Communicate with the Chief Warden via mobile phone, 2-way radio or a runner.

Secondary Assembly Area

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 the 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

EMERGENCY PLANNING COMMITTEE

Role of the emergency planning committee (EPC):

Under Australian Standard 3745-2010 it is now a requirement that an EPC be formed at all facilities. The EPC shall be formed for each facility by the person or persons responsible for the facility or its occupants and visitors. The EPC shall be appropriate for the particular facilities. The composition of the EPC will vary from site to site. Some sites may have large EPC's and others small simple EPC's.

Those responsible for the facility shall ensure that the EPC has adequate resources to enable the development and implementation of the emergency plan.

Responsibilities of the EPC

The EPC, where necessary in collaboration with facility owners, managers, occupiers and employers, shall be responsible for the development, implementation and maintenance of the emergency plan, emergency response procedures and related training. This may be undertaken in conjunction with external organisations.

The duties of the EPC shall include:

- Identify events that could reasonably produce emergency situations
 - The identification of events that could produce emergency situations should be determined by use of an approved risk assessment methodology. This can be done independently by the EPC or in consultation with external consultants specialising in this field
- Develop an emergency plan
- Ensure resources are provided to enable the development and implementation of the emergency plan
- Nominate the validity period of the emergency plan and evacuation diagram (the validity may not exceed 5 years, and will be subject to major changes in the facilities)
- Ensure that the emergency plan is readily identifiable and available to the appropriate persons
- Establish an emergency control organisation (ECO) to operate in accordance with the emergency plan
- If required establish a specialist emergency response team (ERT)
- Authorize the release and implementation of the emergency plan with due regard to:
 - Awareness of emergency response procedures be disseminated to occupants
 - A training schedule shall be developed to ensure that the relevant training is provided to ECO members and facility occupants.
 - Testing of the emergency procedures is conducted
 - Review of the procedures is conducted to determine their effectiveness and impact

- Establish arrangements to ensure continuing operation of the ECO
- Ensure an up-to-date register of ECO members is maintained and readily available
- Establish strategies to ensure visitors are made aware of emergency response procedures
- Ensure that the emergency response procedures remain viable and effective by reviewing and testing the emergency response procedures at least annually
- Ensure the emergency plan is reviewed at the end of the validity period, after an emergency, an exercise, or any changes that affect the emergency plan
- Ensuring a permanent record of events for each emergency is compiled and retained
- Identifying and rectifying deficiencies and opportunities for improvement in the emergency plan and emergency response procedures

Membership

The EPC shall consist of not less than two people who shall be representative of the stakeholders in a facility one of which shall be management.

In most facilities, the EPC would comprise senior management, Chief Warden and specialist facility personnel. Where possible occupants with disabilities should be included in EPC meetings

External contractors, consultants or others engaged by the facility to provide specialist advice should not be members of the EPC but may attend EPC meetings.

TrimEVAC can be utilised as a resource in the development and maintenance of the Emergency Plan. The onus of forming and running the EPC however remains the sole responsibility of the facility owners / managers.

Meeting Frequency

The EPC shall meet at least annually. The EPC may elect to meet on a more frequent basis, dependant on the nature and complexity of the site.

The EPC shall meet after any incident that has resulted in the emergency procedures for the facility being invoked. The EPC shall also be advised of the outcome of any emergency exercises and where applicable will meet to address any issues arising from such emergency exercise.

A sample EPC agenda can be found in the appendix of this document

Minutes

All EPC meetings shall have formal minutes, and these shall be kept securely on site in accordance with relevant legislative requirements.

Indemnity

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

EMERGENCY CONTROL ORGANISATION

The effective management of an emergency within a facility is dependent on ensuring that there are processes and procedures in place to achieve this. Every facility must have an emergency plan and emergency response procedures. These in isolation will not ensure that an emergency will be effectively managed. To achieve this, a team of nominated persons herein after referred to as the emergency control organisation shall be appointed.

The ECO shall be appropriate to the facility and to the emergency response procedures as determined by the EPC.

Position on the ECO

Terminology and naming conventions used in the ECO should be consistent with AS3745:2010. If other naming conventions are to be used, they need to be authorized by the EPC

The ECO shall consist of a Chief Warden as a minimum.

Where an expanded ECO is required to achieve the emergency response plan objectives the following positions have been identified in the standard

- Deputy Chief Warden
- Communications Officer and deputy
- Floor Warden and deputies
- Wardens and deputies

Number of ECO Members

As every site is unique the EPC shall consider the number of members and ECO positions required to manage an emergency effectively. This number is dependent on a variety of factors and AS3745:2010 provides appendix F to assist the EPC in deciding on how to staff the ECO.

AUTHORITY

During emergencies, instructions given by the Emergency Control Organisation (ECO) personnel shall take precedence over the normal management structure. Floor Wardens and their deputies shall have the authority to marshal all staff and any visitor/s. Authority given to the ECO to act during an emergency must be acknowledged by the facility owners, managers, occupiers and employers as part of emergency planning activities. The purpose of these powers is to ensure that during an emergency situation, life safety takes precedence over asset protection, environmental considerations, and production operations and business continuity in accordance with Australian Standard AS 3745- 2010 *Planning for emergencies in facilities*.

Indemnity

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

EMERGENCY CONTROL ORGANISATION TRAINING

The EPC will organise regular training for the Emergency Control Organisation (ECO) and ensure the building occupants participate in an emergency response exercise at least once in any 12-month period.

The training program should be delivered by a competent person as deemed by AS3745 on a minimum 6 monthly basis, typically the training program would entail:

- Evacuation Procedures
- Bomb Threat Procedures
- Fire Awareness
- Use of Fire Extinguishers and Hose Reels
- Any other training as deemed appropriate to reflect emerging trends or site-specific considerations

EMERGENCY RESPONSE TEAM

In some facilities Crisis Control Teams may be used to support the ECO. In these instances, the Crisis Control Team may comprise members of Building Management, Facility Management, Security and other specifically selected staff. Where a Crisis Control Team is formed within a facility the ECO shall ensure that once a situation is identified as real the Crisis Control Team shall be advised that there is a situation.

The Crisis Control Team will support the ECO in resolving the situation within the facility and also focus on issues like business continuity.

ECO Structure and Warden Identification



CHIEF WARDEN

Selection Criteria for Chief Warden

The person appointed as Chief Warden should;

- Be capable of performing their duties
- Be capable of leading and taking command
- Display effective decision-making skills
- Demonstrate the capability to remain calm under pressure
- Be available to undertake their appointed duties
- Be capable of effectively communicating with occupants and visitors
- Be familiar with the facility
- Be able to undergo the relevant training



Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Maintain a current register of ECO members
- Replace ECO members when a position becomes available
- Conduct regular exercises
- Ensure the emergency response procedures are kept up to date
- Attend meeting of the EPC, as appropriate
- Attend training and emergency exercises, as required by the EPC
- Ensure personal ECO identification is available

Emergency

- Respond and take control, as appropriated
- Ascertain the nature of the emergency and implement appropriate action
- Ensure that the appropriate Emergency Service has been notified
- Ensure that Floor Wardens are advised of the situation, as appropriate

- If necessary, after evaluation of the situation and using all of the information, as resources available, initiate an action plan in accordance with the emergency response procedures and control entry to the affected area
- Monitor the progress of the evacuation and record any action taken in an incident log
- Brief the Emergency Services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the senior officer's instructions
- Any other actions as considered to be necessary or as directed by Emergency Services

Post-emergency

- When the emergency incident is rendered safe or the emergency service returns control, notify the ECO members to have occupants return to their facility, as appropriate
- Organize a debrief with ECO members and, where appropriate, with any attending Emergency Service
- Compile a report for the EPC and management

CHIEF WARDEN EMERGENCY PROCEDURES (EWIS)

On hearing the ALERT TONE or being notified of an emergency:

- Proceed immediately to the Emergency Warning Intercommunication System (EWIS) panel and Fire Indicator Panel (FIP) located in the GF Foyer and assume control.
- Determine which zone is in alarm by a LCD readout on the Fire Indicator Panel
- Switch the EWIS panel from automatic to manual control to prevent the "Evacuation" tone (Whoop, Whoop) being activated by programmed timer (between Alert and Evac)



❗ Do not leave the EWIS panel unattended.

❗ Switch panel back to AUTOMATIC if you need to leave the panel.

- Establish scope of emergency
- On advice, the Chief Warden will follow "NO EMERGENCY EVIDENT" or "EVACUATION NECESSARY" procedure

Upon the arrival of the Fire Service, all aspects of firefighting and fire safety automatically comes under their control. Any request made by an Officer of the Fire Service must be complied with.

No Emergency Evident – Unwanted Alarm

The assessment of a 'Unwanted Alarm' must be based on investigations of the area/floor in alarm and confirmation that no flame, smoke smell, smoke, or burning material is present.

If satisfied that alarm activation was inaccurate:

- Cancel the Alert Tone
- Make the appropriate PA announcement.
- Remain at the FIP / EWIS for the arrival of the Emergency Services and render assistance if required

Stay at the EWIS panel until the Emergency Services arrive and declare the situation All Clear. Once All Clear and the FIP has been reset turn the EWIS panel back to automatic.

Confirmed Emergency

Shelter in place option – Not leaving the building

Depending on the nature of the problem, it might be appropriate to evacuate staff away from the affected area, but to hold staff within the safety of the building.

- Ensure the Emergency Services have been contacted 000
- Don white identification
- Make appropriate PA announcement
- Contact the Floor Wardens in the affected area via WIP phone and ask for details on the situation.
- Advise the Floor Wardens of the direction to the area/floor within the building in which to shelter.
- Ensure lifts are grounded if the emergency dictates lift use inappropriate
- Task staff to prevent people from entering the building
- Regulate the evacuation so as not to impede the egress from the area involved in the fire/emergency
- Answer WIP calls from Floor Wardens appropriately
- Ascertain if there are occupant/visitor with a disability requiring assistance
- On arrival of the Fire Brigade, advise of the situation, and if any occupant/visitor with a disability requires assistance
- Maintain communications with the other Floor Wardens unaffected by the emergency and evacuation. If necessary, advise them to prepare for others entering their area from the affected area.
- Liaise with Emergency Services upon their arrival and assist as requested
- Assess damage; collate reports for EPC; inform TrimEVAC of incident
- Arrange for incident debrief

Full Building Evacuation – To external assembly area

- Confirm with affected area that evacuation is required or;
- Advise the Floor Wardens via the EWIS PA to muster staff at their staging area and call back when complete
- Ensure lifts are grounded if the emergency dictates lift use inappropriate
- Task staff to prevent people from re-entering the building
- If available, advise Deputy Chief Warden or nominate an appropriate Manager/Supervisor to go directly to the Assembly Area located on the footpath in front of The Bank on Collins (77 Queen Street) and to also stop traffic entering the car park

- Respond to 2nd WIP call and ascertain number and location of occupant/visitors with a disability (OWD) and refusals to leave (RTL)
- Once OWD and RTL numbers have been received, advise Floor Wardens of their preferred exit stairwell/direction and instruct to evacuate
- Place each area/floor into EVACUATE after confirming OWD and RTL numbers/location
 - Repeat for each level
- On arrival of Fire Brigade, advise of situation, and the location of any persons still in the building such as occupant/visitor with a disability, refusals to leave, medical emergencies etc.
- Once the Emergency Services have investigated and dealt with the alarm condition, they will reset the FIP. At this point cancel all alarms and reset the EWIS panel
- Return EWIS key to Auto position and or isolate if building damage is extensive pending Emergency Service advice

CHIEF WARDEN ACTION SHEET

Alert Phase (Beep, Beep, Beep)

1. Determine cause of alarm from FIRE INDICATOR PANEL
2. Proceed to the EWIS panel and Switch from AUTO TO MANUAL
3. Notify the appropriate external emergency response agencies "000"
4. Establish scope and type of Emergency & Announce appropriate code via PA
5. Contact Floor Wardens and determine status & resources available at each Warden Assembly Point
6. If the emergency justifies, instruct Wardens to commence evacuation of the building.

Evacuate Phase (Whoop, Whoop, Whoop)

7. Evacuate the EMERGENCY INCIDENT AREA and the areas immediately adjoining the incident
8. Progressively evacuate the remainder of the building prioritising areas immediately adjacent and above the incident area.
9. Receive clearance reports from the Floor Wardens noting:
 - a. Area/floor cleared / not accessed
 - b. Occupant/visitor with a disability requiring assistance
10. Report to attending Emergency Services
11. Follow instructions of the external response agencies once they arrive
12. Manage media enquiries as per internal protocol
13. Oversee return to building on the ALL CLEAR being given by the Emergency Services

Assembly Area: Footpath in front of The Bank on Collins (77 Queen Street)

FLOOR WARDEN

Selection Criteria for Floor Warden

The Floor Warden responsibilities should be attached to a specific position, to ensure where possible, that the person appointed to the position, in either a permanent or temporary capacity, carries out the necessary functions.



The person appointed as Floor Warden should;

- Be capable of performing their duties
- Have leadership qualities and the ability to command authority
- Display effective decision-making skills
- Demonstrate the capability to remain calm under pressure
- Be available on-site to undertake their appointed duties
- Be capable of effectively communicating with occupants and visitors
- Be capable of deputizing for other positions
- Be able to undergo the relevant training

Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Confirm sufficient Wardens for the area of responsibility
- Coordinate the completion of PEEP documentation
- Report on deficiencies of emergency equipment
- Ensure that Wardens have communicated the emergency response procedures to all occupants within their nominated areas
- Ensure that occupants are aware of the identity of their Wardens
- Coordinate safety practices (e.g. clear egress paths, access to first-attack equipment and disposal of rubbish) by Wardens throughout their area of responsibility
- Attend training and emergency exercises, as required by the EPC
- Ensure personal ECO identification is available

FLOOR WARDEN EMERGENCY PROCEDURES

On discovering or being informed of an emergency:

- Investigate the report. Instruct the Wardens to check their area for any other abnormal situation and, if necessary, move staff away from the immediate area to a safe location adjacent to the nearest safe emergency stairwell or exit.
- Activate a Manual Call Point if there is an emergency requiring evacuation
- If necessary, initiate evacuation; otherwise
- Don the Yellow warden identification
- Notify the Chief Warden
- Initiate any specific procedure dependent upon the type of emergency.



On hearing the ALERT TONE

Immediately the ALERT TONE (Beep, Beep, Beep) is sounded:

- Proceed to the Warden Intercom Phone (WIP)
- Don the Yellow warden identification
- If alarm activation is in/on your area, make contact with the Chief Warden immediately
- Listen to instructions from the Chief Warden
- Ensure Wardens are carrying out their specific duties
- Appoint replacement Warden(s) if necessary
- Advise Chief Warden of the status of the emergency if the alarm is originating from your area.

① LIFTS WILL NOT BE USED IN AN EMERGENCY

① (Unless specifically directed by an Authority such as the Fire Service)

- When staff are assembled awaiting further instructions, lift the WIP handset and contact the Chief Warden a second time.
- Advise the Chief Warden via the Warden Intercom Phone (WIP) if there are any occupant/visitors with a disability requiring assistance or 'refusals to leave'.

If instructed to Evacuate or the EVACUATION TONE (Whoop, Whoop, Whoop) is sounded:

- Control the evacuation of personnel using designated exits; regulate egress so as not to impede evacuation from the area involved in the emergency
- Provide for safety of any occupant/visitor with a disability in accordance with their personal emergency evacuation plan (PEEP)

- If you haven't done so already and if safe to do so, advise the Chief Warden via the Warden Intercom Phone (WIP) if there are any occupant/visitor with a disability requiring assistance or 'refusals to leave'
- Maintain control of evacuating personnel and encourage calmness, admitting people through exits sensibly according to capacity of the exit
- Restrain running and pushing; encourage deliberate progress, with safety first
- Receive reports from Wardens when duties are completed and when persons under your control have evacuated
- The Floor Warden must ensure that all persons are cleared from the area and will be the last person to leave their area, i.e. there will be absolutely no one left on the subject area when they leave
- Report to Chief Warden any persons not accounted for

① The Chief Warden may also be the Senior Officer of the responding Emergency Service

- Ensure occupants/visitors with a disability are left under your control
- If you do not remain with an occupant/visitor with a disability, proceed to the nominated Assembly Area and account for people
- Check in/register your arrival at the Assembly Area with the Assembly Area coordinator
- Do not re-enter the building until the "All Clear" is given by the Chief Warden or the Senior Officer of the responding Emergency Service.

FLOOR WARDEN FLOW SHEET

Alert Phase (Beep, Beep, Beep)

1. Proceed immediately to the WARDEN ASSEMBLY POINT & WAIT AT THE WIP PHONE, for the Chief Warden to contact you.
2. Instruct Wardens to undertake a search of immediate areas to determine if the emergency is near you
3. Follow instructions from the Chief Warden.
4. Report to the Chief Warden the findings of the investigations
5. If immediate danger warrants or instructed by the Chief Warden commence evacuation of the immediate area and if necessary, your area/floor

Evacuate Phase (Whoop, Whoop, Whoop)

6. Evacuate the EMERGENCY INCIDENT AREA and the areas immediately adjoining the incident
7. Progressively evacuate the remainder of the building prioritising the areas immediately adjacent to or above the emergency affected areas
8. Instruct Wardens to clear storerooms, toilets and any other areas likely to be occupied.
9. Check all rooms and structure to ensure that they are evacuated. Close doors of rooms and structures evacuated
10. Report to the Chief Warden the status of the evacuation noting:
 - a. Area/floor cleared / not accessed
 - b. Occupant/visitor with a disability requiring assistance
11. Once clear of the building ensure people DO NOT RE-ENTER THE BUILDING until the Chief Warden has given the ALL CLEAR

Assembly Area: Footpath infront of The Bank on Collins (77 Queen Street)

WARDEN

Selection Criteria for Wardens

The person appointed as a Warden should;

- Be capable of performing their duties
- Have leadership qualities and the ability to command authority
- Display effective decision-making skills
- Be capable of effectively communicating with occupants and visitors
- Be capable of deputizing for other positions
- Be able to undergo the relevant training



Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Ensure that all occupants are aware of the emergency response procedures
- Carry out safety practices (e.g. clear egress paths, access to first-attack equipment and disposal of rubbish) by Wardens throughout their area of responsibility
- Ensure personal ECO identification is available
- Attend training and emergency exercises, as required by the EPC

Emergency

Persons selected as Wardens shall carry out activities as set out in the emergency response procedures and as directed by the Floor Warden. On hearing an alarm or becoming aware of an emergency, the Wardens shall take the following actions;

- Act as Floor Wardens in their absence
- Operate the communication system in place
- Check that any fire doors and smoke doors are properly closed
- Close or open other doors in accordance with emergency response procedures or as instructed by the Floor Warden
- Search the area/floor to ensure all people have evacuated. This function is of greater importance than a later physical count of those evacuated
- Assist occupants with disabilities in accordance with PEEP documentation

- Report the status of required activities to the Floor Warden on their completion.

WARDEN EMERGENCY PROCEDURES

On discovering or being informed of an emergency

- Liaise with the Floor Warden
- Don red warden identification
- Proceed to your area of responsibility and take control
- Investigate the report – search the area if it is safe to do so
- Move staff away from any affected area to a safe location (preferably the nearest emergency exit)
- Initiate any specific procedure dependent upon the type of emergency.



On hearing the **ALERT TONE (Beep, Beep, Beep)** sounded on your area:

- Don red warden identification
- Search your area for a possible cause and report to Floor Warden at WIP (Warden Intercom Phone)
- If instructed to do so by the Floor Warden, obtain assistance and ensure occupant/visitor with a disability are moved to the WIP or are enacting their personal emergency evacuation plan (PEEP)
- If instructed to assemble staff ready for evacuation, conduct search of prescribed area of responsibility and ensure toilets, kitchens, lunchrooms, etc. are cleared.
- Close doors as areas/floors/floors are cleared
- Maintain calm and order at the staging area and report OWD and RTL to Floor Warden upon completion of search.

Decision to Evacuate

If instructed to Evacuate or the **EVACUATION TONE (Whoop, Whoop, Whoop)** is sounded:

- Direct personnel in your area to evacuate and proceed to the Assembly Area located on the footpath in front of The Bank on Collins (77 Queen Street)
- Obtain assistance for any occupant/visitor with a disability in accordance with their personal emergency evacuation plan (PEEP)
- Maintain control of evacuating personnel & encourage calmness.
- Count head numbers as people exit
- Admit persons through exits sensibly according to capacity of the exit
- Restrain running and pushing; encourage deliberate progress, with safety first
- Ensure occupant/visitor with a disability are left under control of the Floor Warden
- Evacuate on advice from the Floor Warden

- Proceed to your Assembly Area and account for people
- Advise your Floor Warden of any person not accounted for

WARDEN ACTION SHEET

Alert Phase (Beep, Beep, Beep)

12. Advise staff on your area/floor to remain calm and that you are going to report to Floor Warden
13. There is no need to evacuate unless the hazard is immediately evident
14. Report to the Floor Warden at the WIP Phone for your area/floor
15. If the Floor Warden is absent assume the role of Floor Warden
16. Be prepared to evacuate on instruction

Evacuate Phase (Whoop, Whoop, Whoop)

17. Evacuate the EMERGENCY INCIDENT AREA and the areas immediately adjoining the incident
18. Progressively evacuate the remainder of the area/floor prioritising the areas immediately adjacent to the emergency affected areas
19. Clear storerooms, toilets and any other areas likely to be occupied.
20. Check all rooms and structure to ensure that they are evacuated. Close doors of rooms and structures evacuated
21. Report to the Floor Warden the status of the evacuation noting:
 - a. Areas cleared / not accessed
 - b. Occupant/visitor with a disability requiring assistance
22. Once clear of the building ensure people DO NOT RE-ENTER THE BUILDING until the Chief Warden has given the ALL CLEAR
23. Ensure persons at the assembly area remain at the assembly area

Assembly Area: Footpath in front of The Bank on Collins (77 Queen Street)

COMMUNICATIONS OFFICER

Selection Criteria for Communications Officer

The person appointed as communications officer should;

- Be capable of performing their duties
- Display effective decision-making skills
- Demonstrate the capability to remain calm under pressure
- Be available on-site to undertake their appointed duties
- Be capable of effectively communicating with occupants and visitors
- Be familiar with the facility
- Be able to undergo the relevant training



Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Ensure personal proficiency in operation of facility communication equipment.
- Maintain records and logbooks and make them available for emergency response.
- Ensure that ECO members are proficient in use of the facility communication equipment.
- Ensure that emergency communication contact details are up to date.
- Attend training and emergency exercises, as required by the EPC.

Emergency

- Ascertain the nature and location of the emergency.
- Confirm that the appropriate Emergency Service has been notified.
- Notify appropriate ECO members.
- Transmit instructions and information.
- Record a log of the events that occurred during the emergency.
- Act as directed by the Chief Warden

Post-emergency

Collate records of events during the emergency for the debrief and ensure they are secured for future reference.

FIRST AID OFFICERS

If possible, there should be qualified persons (with appropriate First Aid qualifications) available in the event of an emergency. The First Aid Officer should be a person who is usually on the premises during working hours and if possible, multiple First Aid Officers is beneficial.



Whenever possible, arrangements should be made between First Aid Officers to ensure that they are not absent from the building at the same time.

Responsibilities prior to an emergency include:

- Ensuring a First Aid kit is fully maintained and accessible at all times
- Maintaining their First Aid qualifications
- Ensuring personal ECO identification is available
- Attending training and emergency exercises, as required by the EPC

Responsibilities during an emergency include:

1. Donning a green identification/cap/tabard or vest, displaying a white cross, in the event of an emergency
2. Raising the Alarm if an emergency situation is encountered
3. Rendering assistance/treatment to any persons prior to, or during, evacuation, if safe to do so
4. Transporting a first aid kit to the Assembly Area during an evacuation
5. Setting up a First Aid Post at the Assembly Area
6. Rendering First Aid treatment to any casualties
7. Ensuring that the Wardens or Chief Warden are aware of any injuries requiring treatment
8. Alerting the Ambulance Service if persons require medical aid or transport to hospital
9. Prioritising of patient assistance/care (Triage)
10. Maintain patient confidentiality regarding treatment or medical condition(s)
11. Emergency Colour Codes
12. The following emergency codes should be used during emergency communications.

EMERGENCY COLOUR CODES

Red	Fire and / or Smoke
Blue	Medical Emergency
Purple	Bomb Threat
Black	Personal Threat
Yellow	Internal Emergency
Brown	External Emergency
Orange	Evacuation

The above coding is in accordance with Australian Standard AS3745-2010 – *Planning for emergencies facilities*

Emergency Warning System Panel Instructions
Fire Smoke
Fire Smoke Procedure

EMERGENCY WARDEN INTERCOMMUNICATION SYSTEM PANEL INSTRUCTIONS

The Emergency Warden Intercommunication System (EWIS) Panel is activated by the Fire Indicator Panel should a Smoke Detector or Sprinkler head or similar device attached to the system, activate. The EWIS generates an Alert Tone on the area where the activation of the fire system was detected. Should the system continue in automatic mode, it will cascade the alarm to other areas/floors within the facility until all areas/floors have been alerted. On hearing the ALERT TONE sounding the Chief Warden and Deputy Chief Warden will report immediately to the FIP and EWIS panel(s).

Fire Indicator Panel (FIP)

The Fire Indicator Panel (FIP) indicates which detector or sprinkler has been activated by an LCD readout indicating a zone that needs to be cross-referenced to facility diagrams that show the active zones. The FIP can only be reset by the attending Emergency Services and should only be used as a reference source. Under no circumstances should an attempt be made to cancel an alarm prior to the arrival of the Fire Service.

The FIP can only be reset by the attending Emergency Services Personnel.

❗ Under NO circumstances should an ALARM be cancelled prior to the arrival of the Emergency Services.

INITIAL RESPONSE TO AN ALARM

Emergency Warning Intercommunication System (EWIS)

The Chief Warden and or the Deputy Chief Warden can manually operate the Emergency Warning and Intercommunication System (EWIS).

- Switch EWIS to manual mode by turning key from Automatic to Manual.
- Select the PA / SPEECH mode for the levels in alarm.
- Press the 'speech' button on the microphone & make an announcement based on the FIP information at hand.
- Ensure the Alert tone on the alarm area is on by pressing the relevant alert button (E.g. Level 12 will have individual buttons for Alert, Evac & PA).
- Call WIP on alarm area and determine status.
- If emergency warrants no further action cancel all active alarms.
- Make announcement based on information from Area / Floor Warden.
- FIP will be reset by the Emergency Services.
- Switch EWIS to automatic mode by turning key from Manual to Automatic.

CONFIRMED EMERGENCY

If an emergency situation is confirmed and it is decided that a Full Building Evacuation is required.

Full Building Evacuation

- Confirm with affected area/floor that evacuation is required
- Press the EVAC button for the affected area/floor
- Press ALERT tone for two area/floors above and one below
- Call each level in alert on WIP and instruct Floor Wardens to muster staff at their staging area and call back when complete
- Ensure lifts are grounded if the emergency dictates lift use inappropriate
- Task staff to prevent people from re-entering the building
- If available, advise Deputy Chief Warden or nominate an appropriate Manager/Supervisor to go directly to the Assembly Area located on the footpath in front of The Bank on Collins (77 Queen Street) and to also stop traffic entering the car park
- Cascade other area/floors to ALERT tone as appropriate
- Respond to each area/floor's 2nd WIP call and ascertain number and location of occupant/visitors with a disability (OWD) and refusals to leave (RTL)
- Once OWD and RTL numbers have been received, advise Floor Wardens of their preferred exit stairwell/direction and instruct to evacuate
- Place each area/floor into EVACUATE after confirming OWD and RTL numbers/location
- Repeat for each call
- On arrival of Fire Brigade, advise of situation, persons still on the area/floors such as occupant/visitor with a disability, refusals to leave, medical emergencies etc.
- At completion press CANCEL ALL
- Return EWIS key to Auto position and/or isolate if building damage is extensive pending Emergency Service advice

EWIS CASCADES TO EVACUATION TONE

Whilst the EWIS panel is in the Auto mode it is designed to escalate an initial alarm to an evacuation tone automatically after the designated time delay has passed.

If the EWIS panel has cascaded to the Evacuation tones the Chief Warden should continue to evacuate the building unless instructed to halt the evacuation by the attending Emergency Services officer.

Should the evacuation be halted part way through the Chief Warden should inform the Wardens and occupants of the situation using the PA and WIP phones. Consideration must be given to informing the occupants who have already evacuated the building that it is safe to return.

❗ If the EVACUATION TONE has activated the Chief Warden should continue to evacuate the building.

FIRE / SMOKE

Should a fire occur in your building it will grow exponentially if it receives sufficient fuel and oxygen and is not brought under control in the initial stages. The spread of fire and more importantly, the creation of smoke, represents severe life risk to the occupants within the building.

Smoke Hazard

Smoke is the mixture of the unburnt component and the gaseous component of the materials being consumed by the flame, representing extreme hazards to the unprotected occupants within the building.

Visibility

Smoke can quickly alter the visibility within a room and can dim the effectiveness of the emergency lighting and the illuminated exit signs thereby changing the perception of the occupants when trying to leave the area. When confronted with a room or corridor filled with smoke do not enter the area if alternative egress paths are available. Should the need to travel through a smoke-filled room or corridor arise, stay low to the ground where there is the optimum amount of breathable air and visibility.

Heat

Structure fires produce extremely high temperatures, which includes the smoke plume where temperatures can exceed 600 degrees Celsius. Generally, occupants within a building do not have protective clothing used by Fire Brigades. Therefore, minimising exposure to the heat in the smoke plume by avoidance (if possible by utilising an alternative exit) or by covering exposed skin with non-synthetic clothing/materials and by staying low to the ground, offers the best means of protection from the extremes of heat whilst egress is sought.

Toxic Gases

Structure fires may consume a variety of materials that produce toxic fumes; the type and amount will be dependent on what is consumed in the fire. The smoke plume contains a wide range of gases and chemical compounds that are hazardous to the health of the occupants and should be avoided. A major hazard in smoke is Carbon Monoxide. A concentration of 1.28% of Carbon Monoxide in the air is enough to render a person immediately unconscious and generally results in death within 1-3 minutes

Other toxic gases likely to be present in smoke are:

- | | |
|--------------------|---------------------|
| ■ Hydrogen Cyanide | ■ Nitrogen Oxide |
| ■ Ammonia | ■ Hydrogen Chloride |
| ■ Isocyanate | ■ Formaldehyde |

FIRE / SMOKE PROCEDURE

When confronted with a smoke-filled room or corridor:

- Close doors and windows to the smoke-filled area, if safe to do so
- Contact the ECO to raise the alarm or activate a Manual Call Point
- Evacuate the area via an alternative, non-smoke-filled egress route
- If trained and safe to do so, extinguish the fire using a fire extinguisher or hose reel.
This is for small uncomplicated fires only.

① Emergency Stairwells offer the best protection against fire and smoke

- When searching for occupants, test closed doors with the back of your hand for heat before opening and look for signs of smoke seeping around the edges
- Ensure all occupants have evacuated
- If safe to do so, contact the Chief Warden via the WIP and give a status report
- Evacuate the building to the Assembly Area ensuring stairwell doors are closed behind you
- Report to the Chief Warden areas cleared, not accessed, persons unaccounted for, occupant/visitor with a disability remaining in the stairwell and refusals

① **NOTE:** Due to the extreme temperatures and toxicity that may be encountered during a structure fire, re-entering a building or attempting to rescue persons in smoke logged areas should be discouraged.

CODE BLUE

Medical Emergency
Syringes (Found)
Deceased Person
Unconscious Person

MEDICAL EMERGENCY

GENERAL

The possibility of a medical emergency 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 the ill or injured.

PROCEDURE

If any person is made aware of a medical emergency, they should:

Dial 000 and advise Ambulance of details of the injured person, give:

Name	<i>Your name</i>
Address	440 Collins St, Melbourne VIC 3000
Level / Unit	
Nearest Cross Street	Collins St
Type of Emergency (if known)	

1. Despatch a trained First Aid Officer to the scene, if available
2. Based on their training, the First Aid Officer should render assistance to the injured and make them comfortable
3. If the injury has resulted from a fall, DO NOT move the person and where possible do not leave them unattended
4. Have a Warden meet responding ambulance?
5. The First Aid Officer will remain with the injured person until despatched from the site by the ambulance or such other time as deemed necessary
6. Advise next of kin with the details of the injury if serious, this may be conducted by the attending Police officers if incident results in major injuries or death
7. After the incident complete an Incident report

SYRINGES (FOUND)

GENERAL

Discarded syringes have the potential to cause a 'stick injury' and can potentially cause infection via harmful or fatal diseases in the victim. All discoveries of discarded syringes must be treated with the utmost of caution

PROCEDURE

Person discovering discarded syringe should:

- Not leave the syringe unattended
- Inform a Warden or member of facility management
- Restrict access to the syringe

Warden should:

- Maintain a log of events including Incident Report
- Request a cleaner with a Sharps Container and protective / surgical gloves to the location

Responding Cleaners should:

- Provide the Chief Warden with any information requested
- Attend the scene
- If available, use tongs or other mechanical means to handle the syringe
- If tongs are unavailable, ensure safety or surgical gloves are used
- Place syringe in sharps container

❶ DO NOT handle in any way that is likely to cause injury, if necessary, handle with needle pointed down and away from the body

Facilities Management should:

- Monitor the occurrence of such incidents
- Liaise with Security, tenants and relevant Emergency Services and other authorities regarding preventative measures and trends in the area

DECEASED PERSON

GENERAL

All care must be taken to minimise the trauma to onlookers or work colleagues should an incident in the workplace result in a death. A deceased person must be treated with dignity and compassion. Persons dealing with such an incident must maintain an awareness of cultural and religious implications if dealing with a deceased person.

PROCEDURE

After an incident, the Chief Warden should:

Where possible have another ECO member assist.

- Inform tenancy management
- Inform facility management
- Notify the Police/Ambulance and request assistance
- Initiate action to:
 - Restrict persons entering the incident scene as necessary
 - Cordon off the area and erect screening if necessary
 - Arrange for any First Aid requirements for bystanders that may be suffering shock
 - Secure any valuable or possessions belonging to the deceased
 - Disperse any spectators
 - Avoid contact with blood and other body fluids. Consider using protective gloves
 - If available, or necessary, ensure CCTV is made available for Police investigations
 - Liaise and assist Police as requested
 - Inform applicable counselling personnel

UNCONSCIOUS PERSONS

Wardens will use “implied consent” for any unconscious person in imminent danger only. Move them to the nearest fire safe area or compartment.

The Warden will nominate a person – preferably a First Aid Officer or another Warden, to stay with the unconscious person in a safe place. This must be reported to the Chief Warden. When using exits, all doors should be closed to provide isolation from the danger area. If you are moving the unconscious person into an emergency stair, allow able-bodied staff to evacuate first.

Do not move the person more than is necessary, as you may be unaware of the extent of their injuries. If the unconscious person is not in imminent danger do not move them but ensure someone remains with that person and the Chief Warden is notified of their location.

Bomb Threat Procedures
Discovery of a Suspicious Package
Suspect Mail Containing hazardous Powder

BOMB THREAT

These guidelines are a composite of procedures and recommendations derived from the experiences of national and international police, security and law enforcement agencies. There is no conclusive solution for bomb threats: all differ in circumstance, location, motive, time of day etc. With logic, realistic and probing threat assessment, and a properly installed and rehearsed procedure, the perceived level of risk can be adjudged, and actions taken in response.

THE ASSESSMENT

All available information must be collated, and threats should be categorised as either specific or non-specific threats. This assists in deciding what further actions must 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, its time of activation, etc.

Non-Specific

Little detail before the call is terminated.

Neither threat should be discounted, and decisions now have to be made by an assessing team. When a bomb threat is received the Chief Warden should be notified as soon as possible. The Chief Warden should consult with the building's engineering, tenant services manager, security and other relevant building staff.

The following four options are available:

- Take no further action but inform Police
- Search without evacuation (if an item is identified as suspect during the search then evacuation should be considered)
- Evacuate and Search
- Evacuate (without search)

The significance of the response increases from 1 (take no action) through to 4 being Evacuate (without search). The appropriate response will depend on the level of the perceived risk.

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 seemingly premeditated by the caller? (i.e. Scripted threat, or recorded voice) This may increase the level of perceived risk. 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

- 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 building vicinity, occupants may be safer remaining in 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 considering the risk

Local

Have there been any problems associated with staff-members? (i.e. Redundancies, staff grievance, or incidents involving members of the general public). The threat may be related to an incident/situation or staff-member; the perceived risk may be increased or decreased depending upon the knowledge about the individual(s) concerned. Has there been any criminal or malicious activity in the surrounding area/suburb? (e.g. Vandalism or gang related violence)

National

Have there been recent announcements by the company, or government, (i.e. Industrial Relations changes or company policy changes etc.) that may instigate animosity towards the company? The perceived risk may be increased if public debate or opinion is of a magnitude to spurn people to take physical action.

International

Are there any international events that may be of influence on the perceived threat? The perceived risk may be increased due to public polarising in opposition to such things as business operations/ industrial accidents/ business mergers or ethical practices etc. that may result in threats being made. (i.e. International opinion and demonstrations against companies for ethical production standards or public outcry about oil companies in relation to oil spills).

Related Incidents

Validity of threat in relation to a sister/related site? (i.e. did Head Office receive a threat and it was unfounded, or other related buildings have/have not validated a threat recently?) The level of risk may

increase if other company sites have received and validated threats. Conversely the perceived risk may decrease if related facilities have received unfounded threats.

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. The Chief Warden or Team managing the incident will determine what information is disclosed and when
- NOTIFY THE POLICE

It is the responsibility of the Chief Warden to consider the risk and determine which of the four options will be the most appropriate. There is no right answer.

BOMB THREAT PROCEDURES

IN THE EVENT OF A TELEPHONE THREAT

- Stay calm
- Attract someone's attention to notify the Chief Warden immediately
- Do not create panic by telling personnel other than your Floor Warden
- The Chief Warden will advise the Police
- The Chief Warden will liaise with the tenant involved, to assess the seriousness of the threat
- Keep the caller on the telephone as long as possible and record the caller's comments word by word. Utilise the Bomb Threat Check List (Refer Appendix)
- Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex and location of the caller
- Assessment of appropriate response will be made by the Chief Warden in conjunction with the all relevant role players

Receptionist Instructions:

- Stay calm
- Keep the caller on the line as long as possible and record the person's comments word by word.
- Question the caller utilising the Bomb Threat Checklist (Refer Appendix)
- Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex and location of the caller.
- Fill out bomb threat checklist immediately in private, away from distractions.

In the Event of a Letter/Note/Email or SMS

- Handle the letter/note as little as possible, if at all
- Police will be interested in talking firsthand with the person receiving the threat. This person should remain available until Police arrive
- Email messages should be retained for Police investigation. Do not attempt to reply to the message
- SMS messages should be retained for Police investigation. Do not attempt to reply to the message.

THE SEARCH

If the perceived level of threat is assessed 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.

Search Methodology

- Outside areas including evacuation assembly areas
- Building entrances and exits, particularly, path people will use to evacuate
- Public areas within buildings
- Other areas of the building, working in a progressive manner, either from the reported location or from the lower levels of the facility upwards
- Areas should be checked methodically ideally by persons working in pairs. When an area is checked and found to be free of suspect items it should be identified as checked. This may be a visible identification or a verbal report back to the Floor Warden or Chief Warden
- 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 ceiling is searched second

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?
If the finder of a suspicious package is still unsure the following questions in conjunction with HOT	
U	Is there evidence or reports of UNAUTHORISED access or activity?
P	PUBLIC access to the area or PERIMETER breach?

① 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.

① The removal/disarming of an object must be left up to the professionals in the explosive ordinance disposal

Wardens should be responsible for directing the search of their areas, receiving information from search personnel and relaying information to the Chief Warden. Security, maintenance, and cleaning personnel search such areas as hallways, toilets, stairwells, lift 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. Medical personnel should be placed on alert during the search. This provides immediate medical attention in the event of accidental or premature detonation.

COMMUNICATIONS DURING A SEARCH

A rapid two-way communication system is of utmost importance. Normally communications between search teams and the Chief Warden can be accomplished through the existing telephone system or building intercommunications system.

① Caution: The use of radios or mobile phones could prove dangerous. The transmission could cause premature detonation of an electric initiator (blasting cap).

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.

DISCOVERY OF A SUSPECT PACKAGE

In the event of a suspicious package being discovered

❶ DO NOT use two-way radios/mobile phones in the vicinity of a suspicious package

The Floor Warden will:

- Advise the Chief Warden (code Purple)
- Proceed to evacuate
- Ensure that personal effects (i.e. Bags, briefcases etc) are taken with the evacuees

The Chief Warden will:

- Advise Police and Fire Brigade
- Advise the Floor Wardens concerned to evacuate
- Alert the Ambulance service

❶ DO NOT TOUCH, TILT OR TAMPER WITH THE SUSPECT PACKAGE

CAR PARK & LOADING BAYS

If a suspect package is found in the car park or a threat indicates a device has been left in these areas, the Chief Warden should:

- Ensure the Police are notified
- Direct the Dock Master to allow access only to the Emergency Services to the car park areas
- If necessary, commence evacuation of the building
- Prohibit pedestrian & vehicular access to the car park levels

IF A SUSPICIOUS OBJECT IS LOCATED

- 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 call Police. When Police arrived, they should be met and escorted to the scene (to a safe distance)
- The danger area should be identified and cordoned off. Establish an exclusion zone of at least 100m including areas above and below the object
- Check to see that all doors and windows are open to minimise primary damage from blast and secondary damage from fragmentation

- Evacuate the building
- Persons should not assemble in any location that is in line of sight of 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 unit

EVACUATED TENANCIES

The ECO including the Chief Warden team is not expected to have intimate knowledge of every tenancy within the building. Emergency Services may require site specific information from any or some of the tenancies that have been evacuated. To identify, locate and contact the most appropriate supervisor, manager or Warden from any tenancy at the Assembly Area may waste valuable time. To assist Emergency Services in gaining rapid site specific information it is recommended that upon the evacuation of any tenancy within the building in relation to a bomb threat or suspicious object, that the Tenancy Evacuation Contact Notice (see Appendices) be completed and affixed to the front entrance of that particular tenancy.

It is advisable that the Tenancy Evacuation Contact Notice is not completed prior to an evacuation with standard company contact numbers, but completed at the time of an evacuation so as to provide up to the minute contact details of any manager, supervisor or Warden that was at work, on the premises, at the time of the evacuation.

SUSPECT MAIL CONTAINING HAZARDOUS POWDER

GENERAL

Identification of suspicious packages and letters containing unknown powder substances generally exhibit the same characteristics as a suspicious package identified in the bomb threat procedures.

PROCEDURE

Unopened Package

If you receive a suspicious package and have not opened it.

- Place the item in a plastic bag and seal it
- Place all items in a second plastic bag and seal that also
- Stay in your office or immediate work area. This applies to workers in the same room. Prevent others from entering the area and becoming contaminated
- Keep your hands away from your face
- If available, wash your hands without leaving your work area
- Turn off any air circulating fans
- Contact the Chief Warden and advise
 - Your exact location
 - Number of people in quarantine with you
 - Description of the package
 - Any action taken, e.g. Bagging it

Opened Package

If you receive a suspicious package and HAVE opened it.

- Do not disturb the item any further, do not pass it around
- If any substance has spilt from the package do not try to clean it up, or brush it from your clothing
- If possible, place an object over the package without disturbing it e.g. a waste bin
- Stay in your office or immediate work area. This applies to workers in the same room. Prevent others from entering the area and becoming contaminated
- If there is a strong, overpowering odour, move to an adjoining room, closing all doors and windows and stay in that area until help arrives
- Contact the Chief Warden and advise
 - Your exact location

- Number of people in quarantine with you
- Description of the package
- Any action taken, e.g. Bagging it or covering it
- Keep your hands away from your face
- If available, wash your hands without leaving your work area
- Turn off any air circulating fans
- Wait for help to arrive

① Any package/parcel or object deemed to be suspicious must be reported to the Chief Warden so that a decision or actions can be made to safeguard ALL tenant/ occupants.

Chief Warden will:

- Organise to have air conditioning turned off
- Contact Emergency Services

CODE YELLOW

Building Damage
Carbon Monoxide Contamination
Chemical Flammable & Radiological Substance Emergency
Communication System Failure
Explosion
Flooding / Imminent Flooding - Natural
Flooding Domestic
Gas Leak and/or Air Conditioning Contamination
Power Failure
Severe Storms
Shelter in Place
Building Lockdown Procedures
Water Supply Interruption

BUILDING DAMAGE

GENERAL

Generally, buildings in Australia can withstand a certain amount of damage without placing their occupants at risk. Recent experience, however, has shown that although rare, there is a remote possibility of building failure due to unexpected forces such as earthquake. Other possible causes of failure may be explosion, internal failure and collision.

When Damage Occurs

- Take immediate refuge under desk or benches, door frames, archways etc.
- Do not use lifts
- Stay clear of filing cabinets, shelves and bookcases etc.
- Maintain refuge until structural safety checks are completed

Chief Warden Duties:

- Notify Emergency Services
- Contact and organise Wardens and staff to carry out an injury/building safety checks and to report
- Organise for any main gas supply to be isolated
- When safe to do so, commence evacuation ensuring that:
 - Evacuation routes are safe
 - First aid personnel are available to assist the injured
 - All personnel are accounted for

Floor Warden Duties:

- When safe to do so, make contact with Chief Warden
- Organise assessment of injury and damage of the building
- Report to Chief Warden and be prepared to commence evacuation
- Commence evacuation if/when directed

Warden Duties:

- When safe to do so, make contact with Floor Warden
- Assist with injury and damage assessment
- When safe to do so, organise people to allocated exit route and assist with evacuation if/when ordered to
- Assist people to Assembly Area/s located on the footpath in front of The Bank on Collins (77 Queen Street)

CAR PARK CARBON MONOXIDE CONTAMINATION

GENERAL

Car parks, especially enclosed car parks, should have a method of monitoring carbon monoxide contamination. The contamination by carbon monoxide of underground or elevated car parks can be extremely dangerous. These conditions can be caused by such things as excessive vehicle hold-up or mechanical breakdown of machinery.

PROCEDURE

If carbon monoxide builds to dangerous levels, e.g. 35 parts per million or above, or any other emergency condition occurs, the Chief Warden should:

- Ensure no vehicle access to the car park
- Ensure all exit routes are free to allow vehicle egress
- Ensure that if egress is blocked on the street, Police are notified to provide traffic control assistance
- Ensure that all exhaust fans are functioning at full speed if possible
- Ensure that if the traffic is stopped, management team/car park Wardens circulate the car park asking people to switch off engine
- Do not allow re-entry to car park until levels of contamination are at acceptable levels

CHEMICAL FLAMMABLE & RADIOLOGICAL SUBSTANCE EMERGENCY

GENERAL

Modern society uses a wide range of chemical substances ranging from safe, non-toxic mixtures through to highly toxic and very unstable substances, which could, if leaked, cause disruption and injury. All chemicals on-site should be recorded and Safety Data Sheets (SDS) held for all substances. Supporting this, tenants must ensure that the labelling, handling, storage, transport and use of any chemical is adequate and compliant with industry standards.

If a chemical leak occurs, the Chief Warden should:

- Proceed immediately to scene of leak without placing themselves at risk
- Establish scope of emergency and whether safe containment will be speedily achieved. If in doubt, commence evacuation. In the case of noxious odour, air borne contaminants such as Ammonia or Chlorine, shut down air conditioning and seal area of origin
- Notify Emergency Services (Fire Brigade and ambulance if required)
- Ensure injured are removed to a place of safety and no one is exposed to further risk of injury
- Notify all Floor Wardens of situation
- If necessary, instruct Floor Wardens to implement evacuation

CHEMICAL HAZARD CONSIDERATIONS

- Call Emergency Services
- Have SDS's located for quick reference
- Hold your breath and move away from site as quickly as possible
- Set up communication channel for any person who needs to be isolated
- Ensure all people who may have been exposed receive medical attention
- Shut down building ventilation systems, turn off fans
- Remove outer clothing and immediately wash skin with cold water
- Isolate the scene
- Prevent entry from unauthorised people
- Seek medical assistance immediately if you feel nauseous, dizziness etc
- Do not attempt to clean up the spill or confine the leak until the SDS is at hand. You must be appropriately trained and have the correct Personal Protective Equipment (PPE)
- Where the substance is considered flammable, isolate nearby ignition sources

- Shelter in place or evacuate upwind
- . Commence immediate evacuation if complaints of illness, discomfort, irritation or excessive odour
- Arrange supplier to assist in the decontamination of the site and ensure no residual contamination is evident.

RADIOLOGICAL CONSIDERATIONS

- Raise the alarm to immediate area
- Contact Emergency Services
- Wind direction, remain upwind from the area
- Reduce your exposure time
- Keep away from the source, isolate immediately for at least 50m in all directions
- Cover yourself with heavy or thick material
- Breathe through a towel or handkerchief over your mouth
- Remove outer clothing if you think radioactive particles have lodged in your clothing
- Wash exposed skin and hair
- Seek medical advice

FLAMMABLE GOODS CONSIDERATIONS

- Evacuate area of localised spill
- Ensure no flames or sparks are present within a 10-metre radius
- Have SDS located for quick reference
- Ensure any exposed person receives medical attention
- Isolate the accident scene
- Only attempt clean up if it is a minor spill using correct PPE
- Contact the Fire Brigades Hazmat for minor spills
- Only resume occupation of area when no hazard remains

① Note: Please refer to State Regulatory Bodies for further information on state specific requirements

FLAMMABLE GOODS CONSIDERATIONS

- Evacuate area of localised spill
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① **Note: Please refer to State Regulatory Bodies for further information on state specific requirements**

COMMUNICATION SYSTEM FAILURE

GENERAL

Communication during an emergency is a vital tool in the coordination of the safe and orderly movement of people from an area of danger to an area of safety. The flow of information to and from the Chief Warden is essential in the coordination of the Emergency Control Organisation and its ability to function at its most effective and efficient to safeguard life.

PROCEDURE

In the event of communication failure whereby land telephone line is unavailable communication should be attempted via mobile phone to The Chief Warden or Deputy Chief Warden.

Landline and Mobile Telephone Failure

In the event of both landline and mobile telephone failure communication with the Chief Warden should be made in person

EXPLOSION

In the event of an explosion the Chief Warden should:

Emergency Services	Ensure that Emergency Services are promptly informed
Casualties	Arrange for seriously injured to be treated at the scene by First Aiders. Persons suffering minor injuries should be treated at the Assembly Area. Those that are obviously dead should not be removed.
Fires	Deploy appropriately trained personnel to combat any fires pending the arrival of the Fire Brigade
Evacuation	Ensure persons not engaged in on-scene response efforts be evacuated to the designated Assembly Area (or other location as determined by the Chief Warden.)
Hazards	Designate appropriate staff to isolate/shut down hazardous processes or equipment, which could pose additional hazards to rescue and recovery operations.
Search & Rescue	Emergency Services will normally perform this task - steps should be taken however to attempt to quickly account for all persons in the affected area at the time of the explosion - any persons unaccounted for should be brought to the attention of Emergency Services.
Access Control	Ensure only essential vehicles and personnel are permitted on site
Senior Management	Ensure that appropriate Senior Management are informed as soon as possible
Security Cordon	Establish a 'no-go' zone around the scene. Only authorised persons should be permitted inside this restricted area. This reduces the risk of evidence being destroyed or interfered with or persons being unwittingly exposed to danger or sightseers hampering rescue efforts.
Evidence	As best as possible, preserve the physical and legal integrity of all evidence. Nothing must be touched without the permission of the senior Emergency Services officer present. Witness details should be recorded and if practicable, they should be asked to remain until Police arrive.
Media	Refer media inquiries to an authorised person
Structural Damage	Arrange for the survey of the building's structure for any sign of structural damage and dangerous areas cordoned off.

In the event of an explosion the Floor Warden should:

- Evacuate the affected area immediately
- Isolate the affected area
- Remove any persons in danger, if safe to do so
- Assess any injuries and render first aid
- Direct Wardens to check for any persons trapped within emergency stairs and any barriers to egress
- Alert the Chief Warden
- If required, evacuate all persons on site to the safest evacuation Assembly Area nominated by the Chief Warden
- Leave doors and windows open on the way out
- Isolate gas and electricity (either at affected area if possible, or Chief Warden to arrange via building technical services)
- If trained and if safe to do so, use firefighting equipment on any resulting fire
- Chief Warden will declare an emergency situation and activate the ECO to respond as advised

FLOODING / IMMINENT FLOODING - NATURAL

GENERAL

Public weather services are provided by the Bureau of Meteorology (BOM) meteorological offices in each state of Australia and on average issue 2500 weather warnings per year nationally. These warnings are disseminated by liaison with national media organisations such as the Australian Broadcasting Commission, the Federation of Australian Commercial Television Stations, and the Federation of Australian Radio Broadcasters.

PROCEDURE

In response to a flood warning, the Chief Warden shall ensure the following actions are taken:

- ① If considered necessary, establish contact with the local State Emergency Service and request assistance with flood mitigation activities
- ① Secure all vulnerable areas against water ingress, using flood shields such as metal barriers, sandbags, etc.
- ① Remove/secure all critical records and items of equipment (e.g.: files, computers, etc.)
- ① Open flames and sources of ignition (including pilot lights) shall be extinguished if possible
- ① Secure or remove vehicles from basement levels
- ① Goods in storage shall be secured or moved to higher levels or non-flood areas
- ① As far as practical, compressed gas cylinders shall be secured or moved to higher levels or non-flood areas
- ① If flooding threatens, isolate electrical power to the affected area(s) (even in the event of a power failure)
- ① Phone systems should be switched to alternative contact arrangements (e.g.: after hours numbers)

In response to flooding, the Chief Warden shall ensure the following actions are taken:

- Establish the nature and extent of the cause of the flooding (e.g. Broken water pipe, activated sprinkler head etc.)
- Initiate a PA announcement to affected area/floor
- Contact the Fire Brigade (000) if flooding is substantial or the situation represents a safety hazard
- Order building maintenance to isolate water to the building until the situation is rectified

- Order building maintenance to isolate electrical power to the affected area(s) until the situation is rendered safe
- Initiate an evacuation if the situation warrants and if necessary, dependent upon the extent of the flooding
- Despatch cleaning staff to contain water seepage and minimise damage once the situation is deemed safe

Contact building management and arrange/coordinate recovery processes

FLOODING DOMESTIC

FIRST STAFF AWARE

- Assess situation
- Raise the alarm by immediately contacting Floor Warden / Chief Warden
- Do not enter affected area
- If possible, accessible and safe to do so; shut off the water supply

FLOOR WARDEN

- Determine situation
- Ensure Chief Warden is notified
- Do not enter affected area
- Evacuate any persons in the affected area, if appropriate and safe

CHIEF WARDEN

- Determine situation
- Assess need to evacuate
- Contact Emergency Services, if required/necessary
- Brief members of the Emergency Control Organisation
- Marshal evacuees away from affected area, if appropriate
- If necessary, arrange for PA announcements to advise other occupants of situation
- Give instructions to isolate power if applicable
- Give instructions to isolate water source if possible
- Arrange for bunding, sandbags or other control measures to be deployed as appropriate

- ❗ Do not attempt to touch electrical equipment or leads.
- ❗ Affected area may need to be cordoned off until dry and appropriate for occupation.
- ❗ Consider slip hazards.

GAS LEAK AND/OR AIR CONDITIONING CONTAMINATION

GENERAL

Air conditioning within a building is achieved by heating or cooling some of the recycled air from within the building, supplemented as required by the intake of some fresh air from outside the building. Because much of the air can be recycled, it is evident that any air contamination in one area/floor will readily be circulated to all other area/floors, through the air conditioning system.

In the event of a fire, the operation of either the smoke detectors or sprinkler system will automatically switch the air conditioning system over to the fire mode. In this mode, the system either switches over to exhaust and thereby helps remove the smoke to the outside atmosphere or switches off and a smoke spill system operates.

PROCEDURE

In the event of air conditioning contamination, the Chief Warden will:

- Notify Building Maintenance to turn off air-conditioning systems
- Advise Emergency Services who will conduct analysis of the air quality

In the event of a Gas Leak, the Chief Warden will:

- Notify the Building Engineer if available, if not, organise to shut off the main gas valve if known, and then proceed immediately to the FIP / Alarm System to co-ordinate the emergency
- Establish scope of emergency and whether safe containment will be speedily achieved. If in doubt, commence evacuation
- Shelter in place or evacuate people to safety, upwind
- Ensure mobile phones and radios are not used
- Notify Floor Wardens of situation; and need for possible evacuation
- Ensure Fire Brigade and Gas Company are notified and ambulance if required
- Restrict the presence of open flames, welding or smoking. Ensure communication of instructions to people in vicinity
- Audit the site to identify any air quality issues
- Arrange for contractors to ventilate the site and operate ventilation and air conditioning systems
- Emergency services will confirm when the air quality is clear and possible for habitation
- Ensure all vehicle movements within the vicinity are stopped

LIFT ENTRAPMENT

GENERAL

There are 6 lifts servicing the building. Each lift is equipped with an emergency communication system that will enable trapped occupants to raise the alarm.

PROCEDURE

Should a staff member encounter or become aware that persons are trapped within a lift they should:

- Ascertain their condition (e.g. disturbed, calm, etc)
- Reassure the occupant(s)
- Do not attempt to release persons from the lift car
- Notify Chief Warden or Facilities Management
- If occupant is experiencing severe trauma and/or immediate release from the lift is necessary to forestall the onset of an acute medical condition, the lift contractor, Emergency Services should be immediately summoned to rescue/treat the person
- If person is calm and in good physical health, ensure that lift contractor is notified and await their attendance
- Continue to reassure the occupant

Response Procedures:

- Dispatch a Warden to the lift in question
- If occupant is experiencing severe trauma and/or immediate release from the lift is necessary to forestall the onset of an acute medical condition, the lift contractor, Emergency Services should be immediately summoned to rescue/treat the person
- If person is calm and in good physical health, ensure that lift contractor is notified and await their attendance

POWER FAILURE

GENERAL

The event of a major electrical failure occurring in the building can pose various issues that require attention from the ECO as both staff and visitors will be affected. Depending on the cause of the power failure the situation may last a relatively short time or can become a protracted event.

During the electrical outage the following systems should revert to backup electrical supplies.

- Emergency lighting & Exit lighting
- Fire detection systems and the Fire Indicator Panel
- Emergency Warning Intercommunication System
- Security system
- Emergency Generator (where installed)

Key Contacts:

The sudden loss of electricity in the building can create various issues that need to be dealt with by the following key personnel.

- Chief Warden
- Property Manager
- Lift Maintenance Contractor
- Electricity Provider

Contact names and numbers refer to Emergency Contact phone Numbers located in the contact section, at the front of this manual

Hazards / Issues

In the event of an electrical failure various issues may need to be dealt with such as:

- People trapped in lifts
- People within a darkened area
- Unsecured tenancies
- Power surge on re-commencement of electrical supply

PROCEDURE

Immediately upon experiencing an electrical failure in the building the Chief Warden/Property Manager or any member of the Emergency Control Organisation should take the following action:

- Deploy maintenance staff to assess the situation

- Contact the Electrical Provider to determine the possible duration of the outage.
- In the event immediate reconnection cannot be made notify the Emergency Services.
- Alert other members of the Emergency Control Organisation (ECO).
- Make appropriate announcement over the PA system
- Conduct a search of the building in case people require assistance such as trapped in lift or suffering injuries as a result of the electrical failure.
- Ensure contact is made with any persons trapped in lifts and ascertain their status. Maintain regular contact with entrapped people.

① People trapped in lifts require priority and should be assisted by the Emergency Services and the Lift Maintenance Provider.

- Override automatic entrance doors and exit boom gates and leave in an opened position.
- Deploy maintenance staff to ensure generators are running and switched to appropriate circuits.
- Consider evacuation of the building if outage is likely to be for a long duration.
- Property Manager to make safe plant equipment so as not to suffer potential damage on re-supply of electricity.
- Restrict entrance to the building by placing Wardens at the entrances and entry boom gates to the car parks are down.
- A controlled non-urgent evacuation can be a method of minimising traffic 'grid lock' in the car parks.
- Request Police assistance with additional patrols to minimise the risk of theft, armed hold up and traffic control
- Ensure all checklists and escalation policies are completed.

SEVERE STORMS

GENERAL

Severe storms can be categorised into heavy rain (causing flash flooding), hail, lightning and thunder, tornadoes, extreme wind gusts and land gales. A severe storm develops when the atmosphere is especially unstable and wind flow provides the most efficient input of energy to the cloud mass resulting in any combination of the aforementioned weather conditions.

PROCEDURES

- On notification of impending cyclone or severe storm, ensure all loose items are secured
- Close all windows, curtains, blinds and external doors
- Move computers and valuables away from windows or items that may fall
- Turn off electrical appliances
- Lightning strikes may cause power failure which will affect services such as lighting, lifts, heating or air conditioning, ventilation and building fire systems
- Seek shelter under tables or desks and away from items such as bookcases and other furniture that may fall or slide
- Refrain from using the telephone immediately unless for serious injury
- Restrict the use of vehicles and use only where necessary

WATER SUPPLY INTERRUPTION

GENERAL

Water supply interruption to major buildings can have implications that may represent a hazard to safety and also present health hazards. Water supplies can fail from a variety of causes ranging from burst water mains to scheduled maintenance to water restrictions. Whilst usually unexpected, a few simple precautions can alleviate some of the issues surrounding the lack of water.

PROCEDURE

In the event of a water supply interruption the Chief Warden should:

- Confirm if interruption is limited to a specific area within the building or is a mains fault affecting the entire building.
- If localised, contact applicable facilities personnel
- If building wide, contact water supply authority and attempt to ascertain likely duration
- Consider possible implications (e.g. hygiene, catering, fire safety) and determine appropriate response
- If it is a mains fault, inform applicable senior management as soon as possible
- Make appropriate PA announcements to inform personnel
- If situation is ongoing and occupant's health and hygiene is affected, then evacuation should be considered

In the event of a water supply interruption the Floor Warden should:

- Ascertain expected time until restoration of water supplies
- If applicable, determine plan for mitigating effects and deploy appropriate resources
- Listen to PA announcements or contact Chief Warden for information
- Initiate an evacuation if circumstances warrant

CODE BLACK

Assault
Civil Disorder & Illegal Occupancy
Personal Harm
Terrorism
Workplace Intrusion
Active Shooter

WORKPLACE INTRUSION

GENERAL

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 regard 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)

PROCEDURES

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

❗ DO NOT GIVE CHASE

When the Intruder Departs:

Advise the Police, give details of the incident

Name	<i>Your name</i>
Address	440 Collins St Melbourne VIC 3000
Level / Unit	
Nearest Cross Street	Collins St
Type of Emergency (if known)	

Upon the departure of the offender:

- Try to make a mental note of the description, clothing, speech, scars or other markings
- Contact the Police
- Fill out the incident/offender check list (Refer Appendix)
- Do not discuss details of the incident with others, as police need statements of what *you* saw/did
- If you have a description of car or direction of the intruder's travel, advise Police and Manager

In the event of an injury:

- As soon as Management is aware of an injury, an ambulance should be called. Ambulance Headquarters should be made aware of the nature of the injury. e.g. Gunshot, stabbing etc.
- A suitable place for a member of staff to meet the ambulance should be arranged and the Police should be notified immediately that the situation has resulted in an injury

① Under no circumstances should anyone confront the Aggressor

RESPONDING TO A DURESS ALARM

- Telephone to ascertain nature of alarm
- Dispatch Senior staff, or if available Security, to investigate
- If false alarm, log the alarm and report
- Contact Police on confirmed alarm
- Escalate to appropriate senior managers

SIEGE OR HOSTAGE SITUATION

The chance of you being taken hostage or being held against your will is small. However, there is the chance that it may happen. Generally, the intruder is seeking to use the threat of violence or harm to achieve their goal(s), whether this be robbery or otherwise.

If taken hostage or involved in a siege

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

CHARACTERISTICS OF ACTIVE SHOOTER INCIDENTS

- The typical active shooter will attempt to harm as many people as possible within a short period of time.
- They generally target places where they can achieve the greatest impact—i.e. crowded places.
- An active shooter incident does not generally include a hostage situation, but can potentially transition into one, particularly during the resolution phase.
- Incidents often occur in confined or controlled areas of high target concentration.
- Incidents often involve 'soft targets' such as shopping centres, schools and other Places of Mass Gathering.
- Most incidents evolve rapidly and are often over within 10-15 minutes.
- Many active shooters will continue to attempt to harm victims until confronted by law enforcement personnel or some other type of intervention occurs.
- Most incidents will not be effectively resolved through negotiation or peaceful means.

Primary Objectives:

In most incidents, active shooters need freedom of movement and ready access to victims in order to achieve their objective. Minimising the offender's access to potential victims should be the primary objective. This is most likely to be achieved through the following activities:

- Initiating immediate response activities
- Minimising the duration of the incident
- Restricting the offender's movements
- Moving people from danger
- Preventing people from entering the scene
- Help police to locate and contain the shooter

Strategic Prevention Formula:

TIME + FREEDOM OF MOVEMENT = INCREASED CASUALTIES

Initial Action for Individuals

It is important to be prepared to react when an incident does occur. Preparing your potential options and actions in advance will help you to make better informed decisions in a stressful and chaotic environment. As advised in the Australia-New Zealand Counter Terrorism Guidelines, the advice below may help with pre-planning your response options.

Escape

Your priority action should be to remove yourself and any others in your area from close proximity to the offender, or areas that they have or may be able to access.

Your ability to safely do this and your available options may be determined by the following considerations,

Under immediate gunfire – Take cover initially but attempt to leave the area as soon as possible if safe to do so. Try to confirm that your escape route is safe.

- Leave most of your belongings behind (except for mobile phone).
- Do not congregate in open areas or wait at evacuation points.
- Provide guidance to people that might be unfamiliar with the area.

Nearby gunfire – Leave the area immediately and move quickly away from the area that the gunfire is coming from, if it is safe to do so.

In both situations you should try to maintain cover and concealment

Cover from gunfire

- Brickwork or concrete walls
- Vehicles (engine block area)
- Large trees & fixed objects
- Earth banks/hills/mounds

Concealment from view (in addition to above options)

- Building walls and partitions (internal and external)
- Vehicles
- Fences and other large structures
- Blinds/curtains

Hide

If you don't believe you can safely evacuate, or this may not be the best option, then you may need to consider sheltering in place (providing there is a suitable option available).

- Avoid congregating in open areas, such as corridors and foyers.
- Consider locking/barricading yourself and others in a room or secure area.
- Secure your immediate environment and other vulnerable areas.
- Move away from the door, remain quiet and stay there until told otherwise by appropriate authorities, or you need to move for safety reasons.
- Silence mobile phones and other devices that may identify your presence.
- Try to contact police (000) or others to advise of your location/situation.
- Choose a location which may enable access to a more secure area.

Act

Constantly re-assess the situation and your options based on the best available information.

These situations are very dynamic and often involve a moving threat.

- Consider whether a safe escape route might now be possible if the circumstances have changed.
- Assess better options for sheltering in place either within your current location or at an alternative location.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.

See/Tell

The more information you can pass on to police the better, but NEVER risk your own safety or that of others to gain it.

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

- Exact location of the incident
- Description of the offender and whether moving in any particular direction description of the offender and whether moving in any particular direction
- Details of any firearm/s being used
- Number of people in the area and any that have been injured
- The motive or intent of the offender (if known or apparent)

Provide this information immediately to the police via 000 if this can be achieved safely. You may be asked to remain on the line and provide any other information or updates that the operator requests or if the situation changes. Consider providing information and advice to others that may be in your area that may be unsure of the current location of the threat and what they should do. Whether you are able to safely do this, and the communication methods available to you, will be determined by the circumstances and your own assessment of the situation.

Police Response

In an attack involving firearms a police officer's priority is to protect lives. One of their priority actions to achieve this will be to locate the offender and effectively manage that threat as quickly as possible, which could mean initially moving past people who need help. As more police resources become involved, they will attempt to quickly provide support and guidance to persons affected by the incident. At some stage they will generally conduct a 'clearance' search of the location to ensure that all persons involved or impacted by the incident are located, and to make the scene safe.

Please Remember:

- At first police officers may not be able to distinguish you from the gunman.
- Police officers may be armed and could point guns in your direction.

- Avoid quick movements or shouting and keep your hands in view.
- Police may initially move past you in search of the gunman.
- Be aware that police may enter your location at some stage to secure the building and locate people that have hidden from the threat.
- Promptly follow any instructions given by emergency responders

INITIAL ACTION ADVICE FOR MANAGEMENT

Response priorities: During an active shooter incident the primary response objective and the potential actions for achieving them may include:

Saving and protecting life

- Appoint an incident manager to coordinate activities until police arrive.
- Use the built environment to restrict or deny access.
- Commence CCTV surveillance and track the offender(s).
- Communicate appropriate cover and concealment options to those present.
- Identify and establish a safe medical triage/first aid location.
- Restrict further vehicle access to the site (bollards, gates, road closures, etc).
- Restrict physical access to the site or general vicinity.

Facilitating the evacuation of those at risk

- Notify key staff of the incident through prearranged messages/codes and methods.
- Appoint an evacuation manager and ensure they have situational awareness.
- Provide guidance on safe routes for those that are self-evacuating.
- Assess the suitability and potential safety of normal evacuation routes.
- Evaluate the safety of standing evacuation muster points and change if necessary.
- Identify potential safe places or strong holds for those unable to evacuate.

Containing the incident or threat

- Consider using electronic or mechanical isolation systems to constrain the movement of the offender or restrict access to potential victims
- Identify and establish a perimeter.
- Use the existing built environment to best advantage for safety and containment action.
- Consider restricting escape options for the offender if these may endanger others.

Supporting emergency response and investigation activities

- Identify and communicate safe access routes/form up points for emergency services.
- Consider using CCTV and other remote methods where possible.

- Commence incident and decision-making logs.
- Nominate a suitable emergency services liaison officer to meet/brief the police.
- Ensure access to site plans and CCTV footage (where possible).
- Clearly identify when incident management has transitioned to the police.
- Provide ongoing support to the emergency response action as requested.

It is important to regularly practise these and any additional initial response activities so that key managers and staff clearly understand the priority actions and are able to perform these actions in a high-stress and dynamic environment.

Earthquake

EARTHQUAKE

GENERAL

Earthquakes occur when stresses along existing fault lines, in the Earth's crust, suddenly release. This makes earthquakes unpredictable and dangerous. They can vary in strength, from minor tremors, lasting mere seconds, to strong quakes, lasting minutes.

The magnitude of an earthquake is recorded by a seismograph and strength of the earthquake is reported as a number. This number is now known as the Moment Magnitude Scale and is more accurate than the old Richter scale. There is no upper limit to this scale as there is no upper limit to the amount of energy an earthquake might release. The most severe earthquake in the world recorded so far recorded measured a 9.5 magnitude.

Even though Australia is geologically old, it does experience earthquakes. These earthquakes occur along ancient fault lines and on average, Australia experiences 100 earthquakes a year, magnitude 3.0 or higher. The strongest recorded earthquake, so far, being a 6.6 magnitude. Earthquakes of this magnitude are estimated to occur roughly every 10 years in Australia.

Generally, Earthquakes with a magnitude of 3.5 or less will not cause damage, but anything larger than a magnitude 5.0 can cause building and structural damage and may pose a serious threat to people's safety. During an earthquake, casualties generally result from falling objects or debris, both inside or outside buildings or structures or due to people panicking during the shaking.

PROCEDURE

During an earthquake

If you are inside a building:

DO	<p>STOP, where you are and.</p> <p>Drop: immediately drop down on your hands & knees, low to the ground or floor, covering your head & neck as best as possible. Crawl towards nearby cover.</p> <p>Cover: seek cover, under stable, sturdy desks or tables. Away from glass, windows or unstable furnishings or fittings.</p> <p>If there is no nearby cover, lay down next to an interior wall, or low-lying furniture.</p> <p>Hold: hold onto the cover you are using & be prepared to move with it.</p>	DON'T	<p>Panic and run for the exit or move around. During the earthquake it is easy to find yourself unbalanced and falling over.</p> <p>Stand next to windows, or between unsecured or unstable fixtures or items.</p> <p>Stand in a doorway. Many doorways in facilities may not be load bearing.</p> <p>Try to brace yourself while standing up.</p>
<ul style="list-style-type: none">If you are using a wheelchair or other mobility device: Stop, lock the wheels and protect your head and neck as best as possible			

DO	Stay where you are: While the earthquake is happening, stay where you are and wait until the shaking stops before attempting to evacuate.	DON'T	Try to leave before the end of the earthquake. Most injuries occur when people attempt to leave while the earthquake is still occurring.
DO	If you are in a lift during an earthquake, Drop, Cover & Hold. Wait until the shaking stops and try to get out on the nearest floor	DON'T	Under any circumstances, try to use any lifts that may be in the facility.

After an earthquake

If you are inside a building:

DO	Assess the situation and start to assist people to leave if safe to do so. Be aware of people who may have sustained serious injuries, including yourself & inform a First Aider or Emergency Services.	DON'T	Suddenly start to lift or move debris from injured people or start moving around unnecessarily.
DO	Begin moving all mobile people towards the nearest safe emergency exits. Use the Emergency Stairs for evacuation if they are safe	DON'T	Use the lifts to evacuate from the building
DO	Be aware of possible hazards like fires, live electrical wires and unstable items inside the building	DON'T	Try to drive your car out of the building
DO	Evacuate from the building as soon as it is safe and move to an open area, away from buildings, broken water mains, ruptured gas lines or fallen power lines.	DON'T	Re-enter the building once you have evacuated from it.
DO	If you are trapped, try to tap on a wall or some metal to let rescuers know where you are.	DON'T	Try to yell out too much. There may be dust or other harmful contaminants in the air

When evacuating from a building after an earthquake, do not head to your normal Emergency Assembly Area, unless it is in a clear area with no buildings or structures nearby.

It is important to move to a clear, open area for evacuation purposes after an earthquake!

During an earthquake

If you are outside a building:

DO	As soon as the shaking starts, move away from buildings, structures, trees, power poles and Drop, Cover & Hold. If possible, move to an open area and wait for the earthquake to finish.	DON'T	Run around or try to stand up. During the earthquake it is easy to find yourself unbalanced and falling over.
DO	If you are at the beach, Drop, Cover & Hold. wait until the shaking stops & then move swiftly to higher ground in case of a Tsunami.	DON'T	Try to move towards a building or structure and use it as a refuge. Debris will fall and can injure you.
DO	If you are driving, pull over as soon as safely possible, stop, and apply the handbrake. Stay inside the car with the seatbelt fastened until the shaking stops.	DON'T	Stop your car under any structures, near any trees or powerlines. Or exit your vehicle before the shaking stops.

After an earthquake

If you are outside a building:

DO	Stay away from fallen debris, power lines, broken water mains and gas lines	DON'T	Attempt to enter any buildings for rescue purposes.
DO	Keep roadways clear for emergency services	DON'T	Move to close to downed power lines or stay in the area if you smell gas.
DO	Listen to local radio stations as emergency management officials will be broadcasting the most appropriate information for your community.	DON'T	Use a match or a lighter if you smell gas
DO	Expect aftershocks		
DO	If you were driving, be mindful of damage to the road surface of road infrastructure, like bridges, tunnels, or overpasses.		

MELBOURNE CBD SAFETY PLAN

The Melbourne Central Business District (CBD) Safety Plan has been prepared in partnership with Victoria's emergency management agencies, support agencies and other stakeholders. The Plan has been prepared under the authority of the City of Melbourne Emergency Management Plan (MEMP) and section Six of the Emergency Management Manual Victoria. The Plan forms part of the City of Melbourne MEMP within the Victorian Emergency Management Arrangements and is audited in compliance with those arrangements.

Incident Phases:

Phase One

The first phase involves the initial management of the incident/emergency. The incident will be managed by the nominated Control Agency as per the existing Victorian Emergency Management Arrangements for the type of emergency. This phase will primarily involve Police, Fire and Ambulance.

During this phase people may:

Immediately evacuate

Evacuation is the removal of people from an area of danger. There are two types of evacuation; immediate evacuation and planned or pre-warned evacuation.

'Shelter in Place'

There may be occasions where a risk assessment by building authorities and/or responding agencies will determine that it would be safer for people to stay and 'shelter in place'. It is therefore likely that in many instances 'shelter in place' may be considered a more appropriate response. 'Shelter in place', depending upon the type of structure or facility may also involve, Shutting down building ventilating or air-conditioning systems, closing all windows and doors, moving to a nominated area/floor or area within the building and monitoring Floor Warden radio 774 or commercial news bulletins for further information.

Continue normal day-to-day activities

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

Phase Two

The second phase is generally considered to commence when the parameters of the incident are better understood and a command and control structure is in place, or the incident is isolated and contained.

During this phase, members of the public should remain alert to the changing situation by monitoring Floor Warden radio 774, listening for building announcements, following Emergency Service advice and/or monitoring the City of Melbourne website www.melbourne.vic.gov.au

Phase two may involve mass evacuation. There are five distinct evacuation stages for a planned mass evacuation.

■ Decision to evacuate

Evacuation of areas broader than just the incident scene would generally be carried out when the risks involved in the evacuation are less than the risks of remaining at their current location and is necessary to allow effective management of the response to the incident. Victoria Police are responsible for carrying out the evacuation process.

■ Warning

The provision of consistent and clear advice is a central strategy to facilitate an effective and coordinated mass evacuation. The main source of information will be via the media, primarily Floor Warden radio on 774(AM). The Plan also expects that building managers will utilise their ECO personnel to inform and instruct building occupants. Further warning may be conducted utilising the telephony based National Emergency Warning System (NEWS).

■ Withdrawal/Evacuation

If there is a decision to evacuate there will be needed to follow a process to move people to a place of safety while the status of the transport system is assessed, and arrangements are made to move people out of the CBD. Evacuees may be requested to:

- Move to another part of the city and delay journeys home
- Move to specific locations for transport out of the city
- Move to an Emergency Relief Centre
- Evacuate under their own means, including walking home

The primary CBD Emergency relief Centres for planning purposes are

Emergency Relief Centres

Relief Centre	Location	Melway
Melbourne Cricket Ground	Off Brunton Ave, Melbourne	2G D6+7
Etihad Stadium	Off Wurundjeri Way, Docklands	2E H5
Melbourne Exhibition Centre	2 Clarendon Street, Southbank	2F A10
Melbourne Museum	Nicholson Street, Carlton	2B H10

Facility Emergency planning Committees should identify their closest Emergency relief Centre and provide some advice to staff about a preferred process. The Emergency Services will advise specific routes and open Emergency Relief Centres on the day of the incident.

■ Shelter

Interim welfare facilities will be established at the Emergency Relief Centres. It is the intention of the Plan that most people will be transported from the Emergency Relief Centre(s) before more complex shelter facilities become necessary.

■ Return

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

Responsibilities:

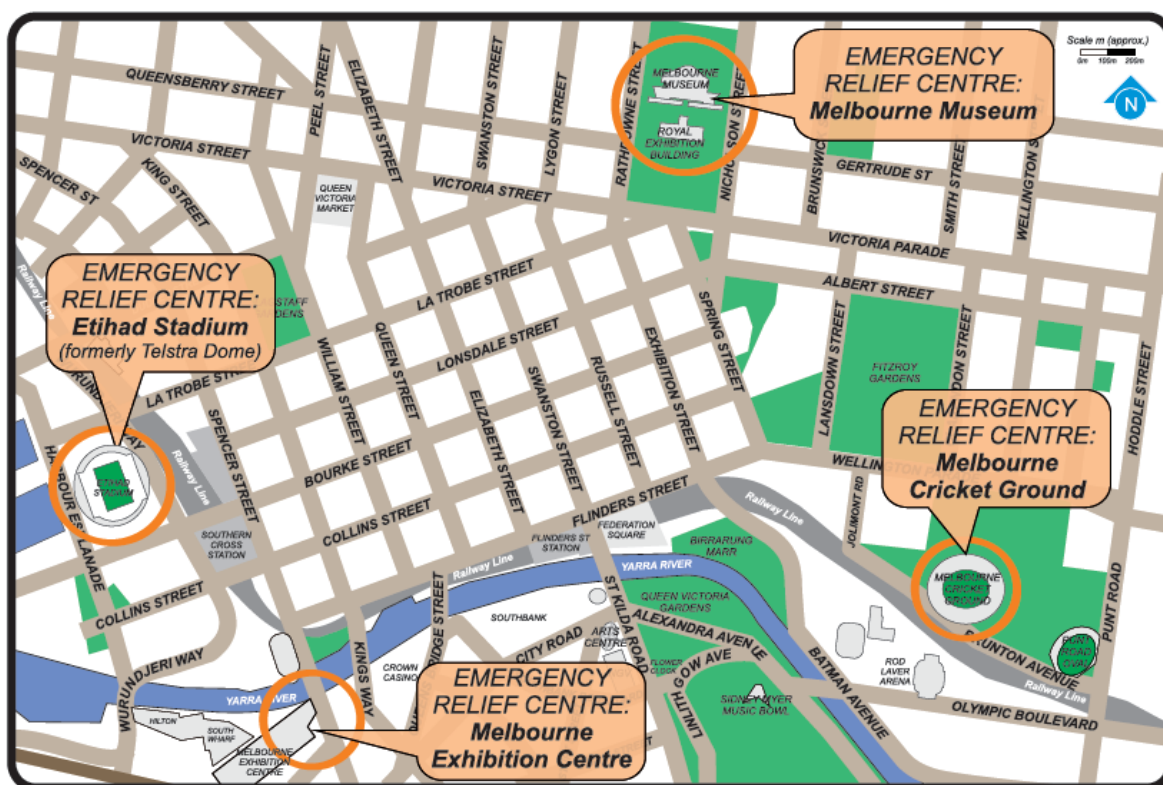
Building Managers/Emergency Planning Committees

Owners, building managers and/or Emergency Planning Committees under the Melbourne CBD Safety Plan are responsible for ensuring that Emergency Plans include how the information regarding an evacuation will be disseminated from the DUTY MANAGER (Chief Warden) to the occupants of the facility and that Emergency plans include details of the most relevant Relief Centre for the building. All ECO members are to be aware of the CBD Emergency Relief Centres, routes (from the building and the building's Assembly Area) and how to liaise with building occupants at the Relief Centre.

ECO Members

ECO personnel have the following responsibilities under the Melbourne CBD Safety Plan.

- Carry out immediate emergency repose arrangements/procedures as is necessary as a result of the incident. Otherwise;
- Monitor public information sources for information regarding the incident and for specific directions from the Emergency Services
- Unless immediate evacuation is required, Emergency Services advice will typically be to initially secure the building and 'shelter in place'
- When advice is given to evacuate, Wardens will evacuate occupants in accordance with DUTY MANAGER (Chief Warden)'s instructions or in accordance with site-specific procedures and move occupants to the nominated Assembly Area and/or to the Relief Centre; or if necessary, to an alternative location outside the CBD



STATE EMERGENCY WEBSITES

STATE	WEBSITE
ACT	www.esa.act.gov.au
NSW	www.emergency.nsw.gov.au
QLD	www.ses.qld.gov.au
VIC	www.emergency.vic.gov.au
TAS	www.ses.tas.gov.au
WA	www.emergency.wa.gov.au
NT	www.pfes.nt.aov.au/Emergency-Service.aspx
SA	www.sa.gov.au/topics/emergencies-and-safety

REFERENCE

Communication
Emergency Procedures
Evacuation Principles

COMMUNICATION

Communication during an emergency is a vital tool in the coordination of the safe and orderly movement of people from an area of danger to an area of safety. Many situations may arise where simply exiting the building via the nearest available exit is not appropriate and may place the evacuees in more danger than if they had remained where they were. Therefore, the flow of information to and from the Chief Warden is essential in the coordination of the Emergency Control Organisation and its ability to function at its most effective and efficient to safeguard life.

Consideration should be given, where applicable, to utilise multiple communication systems in emergency response. Multiple communication systems will ensure continuity of communication in the event of a failure of the primary communication system.

FIRE INDICATOR PANEL

The Fire Indicator Panel (FIP) is connected to all automatic detection systems on site. It is this panel that communicates with the Fire Brigade on activation via the monitoring system.

The FIP will indicate a zone, area or area/floor in which an alarm has been activated and the Chief Warden should use this information in determining suitable emergency responses. However, under no circumstances should the Chief Warden or any other non-Emergency Service personnel operate, or otherwise interfere with, an FIP during an alarm activation.

EMERGENCY WARNING INTERCOMMUNICATION SYSTEM (EWIS)

The Emergency Warning Intercommunication System (EWIS) Panel is activated by the Fire Indicator Panel should a Smoke Detector or Sprinkler head or similar device attached to the system, activate. The EWIS generates an Alert Tone on the area/floor where the FIP detected an activation of the fire system. Should the system continue in automatic mode it will cascade the alarm to other area/floors within the facility until all area/floors have been alerted. The EWIS generates the emergency tones (Alert & Evacuation), allows for Public Address announcements and provides a dedicated communication system via the Warden Intercommunication Phones (WIP). The panel is kept in an automatic mode that activates the alert tone, and if not manually overridden, will evacuate the building in a cascading fashion commencing from the alarm area/floor. Once the EWIS has sounded the evacuation tones, whilst in automatic mode, the Chief Warden should not cancel the alarm and must continue with the evacuation of the building regardless if the nature of the alarm is known.

Where the Chief Warden has responded to the EWIS before evacuation tones are sounded the panel should be turned to Manual to allow for a controlled response to the alarm. Typically, the EWIS panel will have dedicated buttons for each area/floor and function and also the ability to broadcast / alert / evac the complete building.

WARDEN INTERCOMMUNICATION POINT PHONES (WIP)

Warden Intercom Phones (WIP) connected to The Emergency Warning Intercommunication System (EWIS), allow direct communication between the Chief Warden and the Floor Wardens during an emergency. These phones are located on each area/floor. Please take notice of Evacuation diagrams detailing the location of these phones. Floor Wardens should note that lifting the handset of their WIP calls the Chief Warden. Depending on the nature and location of the emergency, your call may not be answered immediately.

The Chief Warden will prioritise answering calls beginning with the area/floor(s) most at risk, to the area/floor(s) least at risk. Therefore, should Wardens experience a delay from Chief Warden answering via the WIP, patience may have to be exercised. However, if your safety is compromised, Wardens should use their judgement and take actions necessary to safeguard themselves and those that they are responsible for, which may entail evacuating their area/floor without consultation with the Chief Warden. Should this occur, all effort should be made to inform the Chief Warden, when possible, of your actions and whereabouts so that persons can be accounted for.

The conducting of a regular test by ECO personnel provides the necessary practice in the effective use of the system and the timely identification of any system faults.

TWO-WAY RADIO

Many workplaces now are utilising two-way radio as the preferred method of communication between mobile staff. During an emergency two-way radio communication can be an effective means of communication providing flexibility and constant contact with Wardens regardless of their location. The Emergency Planning Committee (EPC) should allocate the assignment of a dedicated radio channel and call signs, in the event of an emergency.

The use of codes such as that recommended by the Australian Standard AS3745:2010 is highly recommended and will provide discretion over the radio frequency. Broadcasting an emergency warning or providing detailed descriptions of a situation (e.g. a bomb threat) may cause panic from staff or visitors that may overhear a radio announcement.

Regular training using two-way radios should be encouraged to maintain the ECO's competence.

Care should be exercised with any equipment producing radio waves, in situations where such signals could have adverse effects on essential equipment such as medical equipment, or explosive devices in the same location.

Care should be taken that all battery-powered equipment that is used has fully charged batteries available.

❗ Two-way radios must not be used in close proximity to suspect packages

MOBILE TELEPHONE

Mobile telephones provide a reliable means of communication but are not recommended as the primary method. In the event of an emergency affecting a wide area, interruption may occur to the cellular phone network causing communication failure. Similarly, the use of a mobile phone restricts the ECO to talking to a single source at any one time. However, mobile phones are a valuable part of a multiple communication contingency and an up to date list of phone numbers should be provided to all ECO members.

❶ Mobile phones must not be used in close proximity to suspect packages or flammable gas leaks

TELEPHONES

Telephones provide a reliable means of communication. Depending on the system that a workplace may employ, a multiple call or loudspeaker function may be available. This may provide a convenient and reliable means of contacting Wardens but should not be the sole source of contact. In the event of an emergency affecting a wide area, interruption may occur to the phone network causing communication failure.

An up to date list of phone numbers should be accessible to all ECO members.

PUBLIC ADDRESS SYSTEMS (EWIS)

Public Address Systems (PA) allows the broadcasting of voice messages to specific areas/floors, or the whole of premises. Generally, the PA is a feature of the Alarm System and will be utilised by the Chief Warden for the broadcasting of emergency messages and providing evacuation directions or warnings. The PA feature will only work whilst the Alarm System is operating in the 'manual' mode. Persons making announcements via the PA should be concise with announcements, speak slowly and clearly so as to provide specific and clear instructions to the areas/floors being addressed. It is recommended that pre-arranged verbal announcements be scripted for use by the Chief Warden or suitable replacement. (See appendix)

RUNNERS






In situations where the normal communication methods are compromised or out of action, the use of 'Runners' is an alternative option. Runners physically deliver messages between the Chief Warden and the Wardens.


Consideration should be made for the safety of the Runners in emergency situations and Runners be made aware of the urgency of the situation but should not endanger themselves in the process.

EMERGENCY PROCEDURES

RACE EMERGENCY RESPONSE PROCEDURES

Fire and Emergency Options: In Case of Fire

R	REMOVE PEOPLE FROM IMMEDIATE DANGER AREA Continually assess the situation, do not put yourself or others at risk (Do not obstruct Exits and/ or Exit Routes)	
A	ALERT OTHER PEOPLE IN VICINITY OF THE FIRE/ EMERGENCY Dial 000 and ask for Fire Brigades/Service	
C	CONFINE FIRE/SMOKE Close doors behind you and where practicable, windows also (To contain smoke/fire)	
E	EVACUATE (Extinguish/Contain Fire. If trained and if safe to do so, operate appropriate extinguishers)	 



Sydney (02) 9111 4555	Canberra (02) 6253 1266	Melbourne (03) 9890 8084	Brisbane (07) 3514 9211	Perth (08) 9214 6132	Auckland +64 800 476 227
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AFTER HOURS (EWIS)

In the event of an "Alert" tone (Beep, Beep, Beep) being sounded after normal working hours.

Do not assume it is a "false alarm" even though there is no evidence of fire on your area/floor. After hours, all persons should, for their own safety, evacuate their area/floor when the "Evacuation" tone (Whoop, Whoop, Whoop) is sounded and await instruction from the Emergency Services before re-entering the building.

LIFTS

Grounding of Lifts

There are 6 lifts servicing the building.

In the event of an emergency, the Chief Warden with the assistance of staff 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
- That lifts are available for use by Emergency Services and the ECO

In non-fire emergencies lift use may be beneficial and not pose a safety risk. However, until the circumstances of an emergency can be ascertained, and an informed decision can be made, either by the Chief Warden or Emergency Services, lifts should not be used.

Upon a fire alarm being activated, the lifts should be switched to the Fire Service mode. This will bring the lifts to the ground area/floor and the Emergency Service will hold the lift at the ground area/floor with doors open. Occupants in the lifts at the time of emergency will proceed via the lifts to the Ground area/floor where the lift will be immobilised. Certain lifts may be used to facilitate the removal of occupant/visitors with a disability or to transport the Emergency Services throughout the building. This will be strictly under the control of Emergency Services.

Lifts should not be used for evacuation in the event of a fire unless specifically directed by the Emergency Services.

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

- Lifts may stop due to electrical or mechanical failure
- Smoke can enter lift cars and shafts
- Electrical problems on the area/floor in alarm may actually call the lift to that area/floor and put occupants in extreme danger
- Lift doors with sensors may not close if smoke has broken the photoelectric beam

BUILDING RE-OCCUPATION

The Chief Warden will be advised when the building is safe to enter by the relevant Emergency Services (e.g. Fire Brigade, Police etc.) depending on the extent and type of emergency.

Return to Building

Occupants gathered at the Assembly Area will be advised to return to the building by the Chief Warden or their representative. The Assembly Area will be informed via a loud hailer. The main entrances will be used for the return to the building. Lifts can be used for the return of occupants to work areas. If necessary, they will be operated by lift drivers under the direction of the Chief Warden.

EVACUATION PRINCIPLES

It is the aim of this manual to provide guidelines and procedures to facilitate the orderly movement of persons from an area of danger, in the safest manner possible. In doing so, the Australian Standard AS 3745:2010 *Planning for emergencies in facilities*, has been utilised.

The size and configuration of a facility, together with type of occupancy, will determine the type and time interval between emergency response exercises. These may be conducted either as partial emergency response exercises or a total emergency response exercise covering the entire facility. All areas of the facility shall participate in at least one emergency response exercise in each 12-month period.

All occupants involved in the emergency response exercise shall take part, unless the EPC grants a written exemption prior to conducting the emergency response exercise.

STAIRWELLS, PASSAGEWAYS AND TUNNELS

In the event of a fire, safe egress from the building will be by fire-isolated stairs, passageways or tunnels.

Fire isolated stairwells, passageways and tunnels contain:

- Non-combustible in design and construction
- Emergency lighting
- Directional exit lighting
- A stairwell pressurisation system
- 2-hour fire rated doors
- Safe Haven area/floors that can be entered from the Emergency Stairs

❶ The Emergency Stairwells are fire isolated compartments that require ALL Fire Doors to be closed. DO NOT chock open Fire Doors as this will compromise the integrity of the Emergency Stairwell.

EVACUATION DIAGRAMS

Evacuation diagrams (indicating the position of emergency stairs, exits, emergency equipment, and general instructions for staff) should be prominently displayed. Each diagram should also indicate the primary Assembly Area and egress routes.

OTHER EQUIPMENT

Wardens should ensure that emergency equipment is readily available at all times. Items such as evacuation procedures, identifications, fire extinguishers, exit signs that are not illuminated, or evacuation diagrams, if found missing or faulty, should be reported to the Emergency Planning Committee.

PERSONAL ITEMS

Take personal items with you (only if it safe to do so) such as your identification and your phones, hand bags and laptops as long as they can be held in one hand. The other hand must be free to hold the hand rail in the stairs.

Attempting to traverse a stair or passageway with large personal items may hinder the evacuation process. All effort should be made to inform building occupants that, in the event of an emergency, no attempt should be made to retrieve or carry large items from the emergency area. Wardens should encourage persons not to enter stairwells or passageways with items that may constitute a hazard to the evacuation process. Items such as, but not limited to, shopping trolleys, prams/pushers/strollers, even hot drinks such as tea or coffee, should not be taken with evacuees.

OCCUPANT/VISITOR WITH A DISABILITY

An occupant/visitor with a disability is a person who requires more time or different forms of communication, compared with other occupants, to respond to an emergency or; assistance to respond to an emergency or evacuate from a facility. *

If an occupant with a disability is normally situated within the workplace, the Floor Warden should discuss with occupant with a disability the procedures for assistance in an emergency situation. Once a suitable personal emergency evacuation plan (PEEP)** has been developed and documented it should be entered into the occupant/visitor with a disability register and a copy of the register secured by the Chief Warden and the relevant Floor Warden.

If a disabled person is temporarily on premises, in the event of an emergency, the Floor Warden should be made aware of the occupant/visitor with a disability and procedures for assistance and care should be made until their evacuation can be accomplished. Under no circumstances should the occupant/visitor with a disability be left alone. A Warden should be appointed to accompany the occupant/visitor with a disability at all times during an emergency or the person should be placed in the care of the Floor Warden.

If the emergency is such that you or the safety of the occupant/visitor with a disability is at risk, the person should be moved into the emergency stairs and wait for Emergency Service assistance. If safety is not at risk, then a suitable staging point should be sought near an exit or fire-isolated stairwell and, when the area/floor has evacuated, the Floor Warden will advise the Chief Warden and wait with the occupant/visitor with a disability until retrieved by the Emergency Services.

* The definition above is taken from the Commonwealth *Disability Discrimination Act 1992* (DDA)

** PEEP assessment and documentation form is available in appendix

STAIRWELL EVACUATION DEVICE

Stairwell evacuation devices may be an option that can be considered based upon the number and location of occupant/visitors with a disability. Suitability and storage of stairwell evacuation devices as

well as their ongoing inspection and maintenance should be included in regular facility maintenance routines. Stairwell evacuation devices should only be operated by a competent person.

REFUSALS TO LEAVE

At no times are Wardens to use physical force to remove someone who refuses to evacuate. Wardens should strongly persuade the occupant to evacuate. If they still refuse the Warden should leave the person and report the person's location to the Chief Warden.

The Chief Warden will then advise the attending Emergency Service.

CONTRACTORS/VISITORS

All effort must be made to provide for the safety and welfare of contract staff that may be working on premises. In an evacuation, where practicable, the ECO personnel should check that all persons are cleared from the area/floor. The ECO personnel should report the result of the check to the Chief Warden.

A visitor sign in record or contractor site record should be made available to the ECO for reference in the event of an emergency. All effort should be made during the planning process to provide a method for accessing the roster of visitors and contractors on-site. Wardens should be informed of any visitor or contractor that will be in their area of responsibility so that their whereabouts can be accounted for during an evacuation.

ANNUAL EMERGENCY RESPONSE EXERCISE

Conducting regular emergency-based exercises is essential in the maintenance and improvement of the emergency procedures. An emergency plan is only as good as the people enacting it. Regular practice will ensure that all personnel are familiar with the procedures and what is required of them in the event of an emergency.

All care must be taken to ensure that adequate warning, including the proposed date, shall be given to personnel, as evacuation exercises without notice are NOT recommended.

Prior to the commencement of an exercise an announcement should be made throughout the premises and should be prefixed that this is an emergency response exercise only. Similarly, should the exercise have the capacity to affect other tenants within a shared building or neighbouring facility all effort should be made to give notice of the impending exercise.

The objectives for conducting an exercise should include, but not be limited to, ensuring that:

- Wardens initiate emergency procedures without waiting for instructions
- Wardens respond to alarms within a reasonable timeframe
- A search of ALL areas of the building is completed without delay
- A simulated call to the Emergency Services is included in the exercise

- The emergency control point is staffed immediately
- The evacuation commences within a reasonable timeframe
- The evacuation is completed within a reasonable timeframe
- Wardens communicate that their area/floor of responsibility is clear, and/or,
 - Any persons deemed to be missing
 - The number and location of any persons with disabilities/injuries that require assistance
 - The number and location of any persons refusing to vacate the premise
 - The location of any inaccessible areas that cannot be searched
- If appropriate, vehicle movements within car parking or basement areas be controlled
- The Chief Warden, or their delegates, be at an entry point to meet the responding Emergency Services

No DUFF

Should a real emergency arise whilst the exercise is being conducted the term “**NO DUFF**” will be used to cancel the exercise and issue real directives and actions. All announcements or verbal communications should be prefixed “No Duff” followed by the appropriate announcement or message. This term is only to be used in the event of a **REAL** incident during the exercise.

BRIEFINGS

Prior to an exercise a briefing should be undertaken so as to ensure that all participants are aware of the nature of the exercise and be given the opportunity to ask questions.

As part of the ECO training programme an annual emergency response exercise must be conducted in accordance with AS3745. The aim of the emergency response exercise is to provide the ECO the opportunity to practice the information gathered during the training session. This also gives the occupants the opportunity to participate and be informed of their roles in the event of an emergency within the building and also the location of the Assembly Area.

Emergency response exercises will be announced to the occupants prior to commencement clearly stating that it is an exercise only.

A debriefing session after each exercise (or actual) evacuation is essential to identify any positive or negative facets of the organisation or procedures. Wardens and other key participants shall attend the session. The session should be conducted by the Chief Warden or their delegate. Observer's checklists or notes shall be analysed during debriefing sessions and any comments or suggestions should be reported to the EPC for analysis and possible amendment to the emergency procedures. Debriefing sessions should not be held as a means of accusations but should be used as the opportunity for all

participants to comment free of recriminations for the benefit of improving the planning process and consequently improving safety for all occupants alike.

POST EMERGENCY DEBRIEF

Within 7 days of the conclusion of an emergency whereby the full or partial evacuation has occurred, the EPC should conduct a formal debrief and review of the events and processes affecting the emergency to ensure that the Emergency Plan and organisational preparedness remain appropriate and competent. As part of the debrief procedure the EPC should invite all Wardens to submit their thoughts on what worked well, and what needs to be improved.

The EPC should use this opportunity as an improvement tool, it is important that these meetings are conducted without recrimination to encourage full and frank discussions on the past events.

APPENDICES

Announcements

Bomb Threat Check List

Emergency Planning Committee Minutes

Evacuation Checklist

Evacuation Exercise Observer's Check List

Evacuation Incident Report

Fire Extinguisher Selection Chart

How to Use A Fire Extinguisher

Incident/Offender Check List

Occupant/Visitor with A Disability Register

Personal Emergency Evacuation Plan (Peep)

Risk Matrix

Tenancy Vacated Sign

Glossary

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ANNOUNCEMENTS

INVESTIGATING AN ALARM

Floor in alarm

“May I have your attention please? May I have your attention please? This is the Chief Warden. We have an alarm signal on level _____. The Wardens for this level, please investigate and report back. All staff please standby.” (Repeat once)

Two floors above and one floor below alarm

**“May I have your attention please? May I have your attention please? This is the Chief Warden. We have an alarm signal on level _____. It is being investigated. Floor Wardens please stand by your Warden Intercom Points for further instructions. All staff please standby.”
(Repeat once)**

NO EMERGENCY EVIDENT

“May I have your attention please? May I have your attention please? The alarm situation is under control. Please resume normal activities.” (Repeat once)

CONFIRMED EMERGENCY

Shelter in-place - For occupants to evacuate to a SAFE HAVEN FLOOR

**“May I have your attention please? May I have your attention please? An alarm has been activated on level _____. Occupants on levels _____ should calmly and quietly proceed to the stairs and go down to level _____. Where you can re-enter onto another floor. Do not use the lifts!”
(Repeat once)**

Receiving Floors are defined as the floors receiving relocating personnel

**“May I have your attention please? May I have your attention please? We have had an alarm activation on Level _____. Be prepared to receive persons on your floor from the floors above.”
(Repeat once)**

FULL BUILDING EVACUATION

“May I have your attention please? May I have your attention please? This is an announcement for a complete building evacuation. Occupants of the building should calmly and quietly proceed to the stairs and exit 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 located on the footpath in front of The Bank on Collins (77 Queen Street). 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 once)

PRACTICE EVACUATION

“May I have your attention please? May I have your attention please? A practice evacuation exercise is about to commence, I repeat, a practice evacuation exercise is about to commence. All Wardens report to the WIP phone. All staff stand-by and await further instructions from your Warden.” (Repeat once)

POWER FAILURE

“May I have your attention please? May I have your attention please? The building is currently suffering a power outage and we are investigating the situation. Staff please turn off all lights and electrical appliances to prevent a power surge when power is restored.” (Repeat once)

OUTSIDE ODOUR INVADES THE BUILDING

“May I have your attention please; may I have your attention please. We are investigating a report of an odour that is coming into the building from the outside. Please remain in the building unless you are told to relocate by Management. We are proceeding to evaluate the problem and will keep you informed. Please shelter within the building for your continued safety.” (Repeat once)

ODOUR DETECTED INSIDE THE BUILDING

**“May I have your attention please; may I have your attention please. We are investigating a report of an odour in the building. Please remain in the building unless you are told to relocate by Management. We are proceeding to evaluate the problem and will keep you informed.”
(Repeat once)**

BOMB THREAT CHECKLIST

BOMB THREAT CHECKLIST



Alert your supervisor. If your supervisor is unavailable, call **000**
Remember - Keep calm and don't hang up!

Date:

Time:

Caller Phone No.

Exact wording of threat:

Important questions to ask:

Why are you doing this?

Where did you put it?

When is the bomb going to explode?

What does it look like?

General questions to ask:

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

Did you put it there?

Why did you put it there?

Bomb threat questions:

What type of bomb is it?

What is in the bomb?

What will make the bomb explode?

Chemical/biological threat questions:

What kind of substance is in it?

How much of the substance is there?

How will the substance be released?

Is the substance a liquid, powder or gas?

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BOMB THREAT CHECKLIST

Other questions to ask:

What is your name?

Where are you?

What is your address?

Notes for after the call

Accent (specify):

Any impediment (specify):

Voice (loud, soft, etc):

Speech (fast, slow, etc):

Dictation (clear, muffled):

Manner (calm, emotional, etc):

Did you recognize the caller?

If so, wo do you think it was?

Was the caller familiar with the area?

Threat Language

Well Spoken:

Incoherent:

Irrational:

Taped:

Message read by caller:

Abusive:

Other:

Background Noises

Street noises:

House noises:

Aircraft:

Voices:

Music:

Machinery:

Local call noise:

STD:

Other

Sex of the caller:

Estimated age:

Call Taken

Duration of call:

Number Called:

Action Taken (obtain details from supervisor)

Report call immediately to:

Phone number:

Who received the call

Name:

Telephone

Date call received:

Time received:

Signature:

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EMERGENCY PLANNING COMMITTEE MINUTES

440 Collins St Melbourne VIC 3000

Date of EPC Meeting

Record of attendance

Attendance records are to be kept on a separate signed sheet

Agenda Points

Item	Requirement	Actions Required to comply	By Who
1	Are all roles within the emergency control organisation adequately filled?		
2	Is the emergency plan / procedure within its five (5) year validity period?		
3	Have there been any changes to the facility or facility risk profile that warrant a review of the emergency plan / procedure?		
4	Has the emergency plan / procedure been distributed to the persons that require access to it (Chief Warden, Facility Management, etc)?		
5	Are the evacuation diagrams within the five (5) year validity period?		
6	Are the evacuation diagrams displayed appropriately and securely affixed to their locations?		
7	Is the current training schedule adequate to ensure all members of the ECO attend training at least every six months?		
8	Are members of the ECO attending training frequently (at least every six months)?		
9	Are there processes in place to ensure visitors / contractors are informed of the emergency procedures?		
10	Are all emergencies / false alarms documented and records kept?		
11	Are all PEEP Documents still valid? Remove expired PEEPS documents and amend list.		
12	Is a list of Occupants / Visitors with Disabilities available at the Master Emergency Control Point (Fire Control Room)		
13			
14			
15			

① Note: The maximum period of validity for the emergency plan / procedures and evacuation diagrams is 5 years. This may be reduced by the EPC as required

EVACUATION CHECKLIST

Property Name: 440 Collins St

Address: 440 Collins St Melbourne VIC 3000

Scenario:

Level	Alert Tone (t)	WIP Response	Evac Tone (t)	WIP Report	Final Report	Status

❗ ENSURE THE EWIS PANEL IS RETURNED TO AUTO ON COMPLETION OF THE EXERCISE OR ONCE THE EMERGENCY SERVICES HAS ADVISED THAT THE FIP HAS BEEN RESET.

EVACUATION EXERCISE OBSERVERS CHECKLIST

EVACUATION EXERCISE OBSERVERS CHECKLIST

Are announcements heard prior to the exercise?	Yes	No		
Was the announcement clear and audible?	Yes	No		
Is the ALERT TONE audible?	Yes	No	Time:	
Area Warden respond to the WIP?	Yes	No	Time:	
Are wardens wearing their identifications?	Yes	No		
Was task communicated to other Wardens?	Yes	No		
Which stairwell has been nominated?	Yes	No		
Are Wardens handling the situation?	Yes	No		
Is the evacuation running smoothly?	Yes	No		
Has the area/floor been checked?	Yes	No		
Occupants assembled?	Yes	No	Time:	
Are ALL persons accounts for?	Yes	No	Numbers:	
Are there Occupant/visitor with a disability?	Yes	No	Numbers:	
Are there any refusals to leave?	Yes	No	Numbers:	
Warden WIP call to Chief Warden	Yes	No	Time:	
Evacuation tone sounded?	Yes	No	Time:	
All CLEAR given to Chief Warden?	Yes	No	Time:	
General Comments:				



Please be candid in your comments as your feedback is valuable in continually improving the Emergency Procedures and the Warden Team.

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EVACUATION INCIDENT REPORT

To be completed by the Chief Warden

440 Collins St Melbourne VIC 3000

Date of evacuation

Time of evacuation

area/floors involved

Cause of evacuation (e.g. fire, bomb threat, false alarm, malicious, drill)

Did the Fire Brigade attend

Yes/No

SYSTEM OPERATIONS CHECKLIST

Evacuation tones sounded at alarmed area/floors?

Yes/No

Public address system was audible?

Yes/No

WIP phone handset was operative?

Yes/No

Lights on (EWIS) panel operated?

Yes/No

Sprinklers operate simultaneously?

Yes/No

Local alarm bell sounded?

Yes/No

Air Con system shut down?

Yes/No

Emergency stairwells pressurised?

Yes/No

REPORTS & COMMENTS

FROM EACH AREA/FLOOR:

IN THE EMERGENCY STAIRWELLS

AT THE ASSEMBLY AREAS

ARE THERE ANY CASUALTIES?





DURATION OF EVACUATION:

COMMENTS & NOTES

FIRE EXTINGUISHER SELECTION CHART

Fire Extinguisher Chart: Types of Extinguisher

UPDATED: V2.3 JAN 2018

Location Indicator	Electrically Conductive				Electrically Non-Conductive			
	Water	Foam	Wet Chemical	Carbon Dioxide	Dry Chemical Powder AB(E)	Dry Chemical Powder B(E)	Vaporizing Liquid	Fire Blanket
								
 Class A	✓	✓	✓	Limited*	✓	✗	✓	Clothing Fire (Human Torch)
 Class B	✗	✓	✗	Limited*	✓	✓	Limited*	✗
 Class C	✗	✗	✗	✗	✓	✓	Limited*	✗
 Class E	✗	✗	✗	✓	✓	✓	✓	✗
 Class F	✗	Limited*	✓	✗	✗	✓	✗	✓
As per NZS 4503:2005 Note: This chart does not reflect Class D or Solvent Fires.	Wood, Paper, Textiles & Plastics, etc	Flammable Liquids (e.g. petrol, diesel, paint thinners) *Limited on Class F Fires (shallow fat fires)	Cooking Oils & Fats (e.g. olive oil, sunflower oil, canola oil)	Live / Energised Electrical Equipment (e.g. TV, computer, powerboard)	Wood, Paper, Plastics, Flammable Liquids, Gases, Live / Energised Electrical Equipment (e.g. TV, computer, powerboard)	Flammable Liquids & Gases, Shallow Cooking Oils & Fat Fires, Live / Energised Electrical Equipment (e.g. TV, computer, powerboard)	Wood, Paper, Plastics, Flammable Liquids, Gases, Live / Energised Electrical Equipment *Limited on Class B & C fires	
	Note: Dangerous if used on flammable liquid energised electrical equipment and cooking oil / fat fires.	Note: Dangerous if used on energised electrical equipment.	Note: Dangerous if used on energised electrical equipment.	Note: Generally not suitable for outdoor use. Suitable for small fires only.	Note: Special powders are available specifically for various types of metal fires.	Note: Special powders are available specifically for various types of metal fires.	Note: Check the characteristics of the specific extinguisher.	

Type Of Fire, Class & Suitability



Caution: Switch off power or isolate fuel source if safe to do so, before attempting to extinguish a fire.

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HOW TO OPERATE A FIRE EXTINGUISHER

? How to operate a Fire Extinguisher

This is to extinguish small uncomplicated fires
How to operate...



Instructions:

1. Ensure that you use the correct extinguisher.
2. Always keep an Emergency Exit behind you (away from the fire).
3. Stay low to avoid heat and smoke (when entering a hazardous environment).
4. Direct contents across the base of the flames/ fire.
5. Move the nozzle/ applicator in a side-to-side sweeping motion.
6. If the fire gets to the point where you are no longer able to control it, retreat and close the door (do not lock).

Remember **P. A. S. S.**

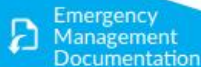
PULL THE PIN AND TEST

AIM NOZZLE/ APPLICATOR AT BASE OF FIRE/ FLAMES

SQUEEZE THE (TRIGGER) OPERATING HANDLE

SWEEP THE CONTENTS FROM SIDE TO SIDE

Fire Extinguishers should only be used if safe to do so,
and only on small uncomplicated fires



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VER 2.2 - Sept 2016

INCIDENT/OFFENDER CHECKLIST

Suspect's Vehicle Description

MAKE	Ford Mazda	Holden Honda	Toyota Other:
TYPE	Sedan Utility	S/Wagon Van	Coupe Other:
COLOUR	White Silver Yellow	Red Blue Other:	Green Black

Registration Number:

Approx. Year:

Other Vehicle Features:

Type of Threat

VERBAL	Wording of Threat:		
PHYSICAL	Push Other:	Punch	Kick
WEAPON	Firearm Other:	Knife	Instrument

Witness/Victim Details

Signature:

Name (Print):

Telephone Number:

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OCCUPANT/VISITOR WITH A DISABILITY REGISTER

OCCUPANT/VISITOR WITH A DISABILITY REGISTER

Permanent staff **deemed occupant/visitor** with a disability should be included in this register to ensure appropriate evacuation procedures have been developed and implemented in case of an emergency evacuation of the building.

Level	Name	Company	Contact Number	Has PEEP been developed?



PEEP – Personal Emergency Evacuation Plan should be developed for each occupant/visitor with a disability.

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PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

PERSONAL EMERGENCY EVACUATION PLAN

Level/Floor No.

Occupants Name

Building Name

Company Name

Address

Room/Suite No.

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
Emergency response procedures
(Please state, e.g. text, email, Braille, verbal)

Preferred method of notification of emergency
(Please state, e.g. visual alarm personal vibrating
device, SMS, etc.)

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

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PERSONAL EMERGENCY EVACUATION PLAN

Equipment required for evacuation: *Please list:*

Egress Procedure: *(Give step by step details):*

Designated assistants and contact details:

Name	Phone No.	Mobile No.	Email

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

Yes

No

Are your designated assistants trained in the evacuation equipment?

Yes

No

Issue date:

Review Date:

Occupant Approved:
Signature

Date:

Chief Warden:
Name

Signature

Date:

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RISK MATRIX

Using a Risk Matrix is one means of evaluating the facility. Risk Matrices vary between organisations and requirements. The matrix shown hereunder is only an example.

Cross-referencing the Likelihood with the Consequence the matrix will provide a Risk Level for the specific risk.

	CONSEQUENCE				
LIKELIHOOD	Insignificant	Minor	Moderate	Major	Catastrophic
Rare	Low	Low	Low	Low	Low
Unlikely	Low	Low	Low	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 risk rating. For example, an emergency that has catastrophic consequences but is Rare, results in a LOW Risk rating.

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 risk. For example, insignificant or minor consequences resulting from an 'Almost certain' likelihood results in a LOW Risk assessment for 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

RISK RATING

By the application of the risk matrix each identified hazard will be given a risk rating with which an appropriate response can be developed. It should be noted that the risk rating is a guide only and other factors can apply in how the risk is treated.

LOW	Situations that 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.
MEDIUM	Situations where it is foreseeable that a risk may occur and where the result could lead to major injuries or building damage
HIGH	Situations where it is quite likely that a risk will occur and where the outcome would lead to major injuries, death and substantial building damage
EXTREME	Situations of high risk 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.

ASSESSING THE RISKS

The process of identifying and assessing potential risks to a building, may involve multiple factors, each of which if dealt with in isolation may not be significant but when viewed as a group, may pose a higher level of risk.

The EPC should ensure an understanding of the relevance of all the factors likely to influence the identification and assessment of potential risks to their facility and where necessary, should seek advice from others more qualified to make these assessments.

Common Risk Profiles

Buildings of similar construction and use exhibit similar risk profiles. As such, a typical risk profile can be developed that could apply to similar buildings subject to local variances.

RISK PROFILE

Risks for 440 Collins St Melbourne VIC 3000 can be listed on the table below.

RISK	CODE	LIKELIHOOD	CONSEQUENCE	RISK RATING
Minor Internal Fire	RED	Possible	Minor	Low
Major Internal Fire	RED	Rare	Major	Low
Bomb Threat	PURPLE	Possible	Moderate	Medium
Suspicious Package	PURPLE	Possible	Moderate	Medium
Chemical Spillage	YELLOW	Rare	Minor	Low
Electrical Outage	YELLOW	Unlikely	Moderate	Low
Lift Entrapment	YELLOW	Possible	Minor	Low
Gas Leak	YELLOW	Unlikely	Moderate	Low
Storm Damage	BROWN	Unlikely	Moderate	Low
Flood	BROWN	Unlikely	Moderate	Low
Civil Disturbance	BLACK	Possible	Minor	Low
Hostage Situation	BLACK	Unlikely	Major	Medium
Workplace Intrusion	BLACK	Possible	Moderate	Medium
Aircraft Accident	BROWN	Rare	Major	Low
Earthquake	BROWN	Rare	Major	Low
External Fire	BROWN	Unlikely	Moderate	Low
Vehicle Accident	BROWN	Possible	Minor	Low
Bushfire Threat	BROWN	Rare	Major	Low

TENANCY VACATED SIGN



**THIS PREMISES HAS BEEN
EVACUATED**

Company Name:
FOR FURTHER INFORMATION CONTACT
Contact Name:
Phone:
Alternative
Contact Name:
Phone:

GLOSSARY

Alert Tone	A sound broadcast throughout premises to indicate the detection of an abnormal situation. Usually described as a “Beep, Beep, Beep” sound and may also include automated verbal announcements
Area Warden	A person who, during an emergency, assumes control over a particular floor, area or zone. Usually identified by the wearing of a yellow coloured helmet, hat, cap, tabard or vest. (This role can interchange with Floor Warden)
Assembly Area(s)	The designated place or places where people assemble during the course of an evacuation
AS3745:2010	Australian Standard “ <i>Planning for emergencies in facilities</i> ”
BCA	Building Codes of Australia
Bomb Threat	A threat, written or verbal, delivered by electronic, oral or other medium, threatening to place or use an improvised explosive, chemical, biological or radiological device at a time or date or place, or against any specific person. It is not necessary for any other action to be taken by the offender.
Break Glass Alarm	(BGA) An alarm activated by breaking a thin sheet of glass covering an alarm button. Usually housed in a red or white coloured surround. BGA's are generally located adjacent the fire isolated exits from a building. Also referred to as a Manual Call Point (MCP)
Call Sign	The name assigned to a radio user for communication purposes
Carbon Dioxide Extinguisher (CO ₂)	Identified by a black stripe on red body, this unit is suitable for all types of fires. This unit will discharge copious amounts of carbon dioxide and can become very cold when used. Safe to use on electrically charged equipment
Chief Warden	The person selected to take control of the Emergency Control Organisation. Usually identified by the wearing of a white coloured helmet/hat/cap/vest or tabard
Crisis Control Team	An assembly of nominated persons responsible for the strategic direction of an organisation in relation to company policies and communication with all relevant stakeholders.
Crisis Control Point	An assembly point or room, where effective communication and management of the flow-on effects of an incident or emergency can be managed.
Debriefing	The process of sharing the good and bad points of the response to an incident as a means to improve any future planning and responses.
Dry Chemical Powder Extinguisher (DCP)	Identified by a white stripe on red body, this unit is suitable for all types of fires. This unit will discharge copious amounts of white powder that suppresses the fire. Safe to use on electrically charged equipment
Egress	A path or opening for going out, an exit

Emergency	Any event, which arises internally or from an external source which may adversely affect the occupants or visitors in a facility, and which requires an immediate response
Emergency Door Release	A White or Green break glass panel that will open electronically locked doors on nominated paths of egress. These devices will not activate the buildings installed occupant warning system
Emergency Lighting	A battery powered lighting system that will automatically illuminate in the event of a mains power failure.
Emergency Plan	The written documentation of the arrangements for a facility, generally made during the planning process. It consists of the preparedness, prevention and response activities and includes the agreed emergency roles, responsibilities, strategies, systems and arrangements.
Emergency Preparedness	The arrangements made to ensure that, should an emergency occur, all those resources and services that are needed to cope with the effects can be efficiently mobilized and deployed
Emergency Prevention	The measures taken to eliminate the incidence of emergencies. These include the regulatory and physical measures to ensure that emergencies are prevented.
Emergency Planning Committee	(EPC) An organisation consisting of members responsible for the development, implementation and maintenance of the emergency plan, emergency response procedures, appointing members to the Emergency Control Organisation and related training, in accordance with Australian Standard AS 3745:2010 <i>Planning for emergencies in facilities</i> .
Emergency Response Exercise	A site-specific exercise implemented to determine the effectiveness of the emergency response procedures
Emergency Response Procedures	A documented scheme of assigned responsibilities, actions and procedures within a designated section of the emergency plan, to respond to and manage emergencies.
Emergency Response Team (ERT)	Specialist personnel, appointed to attend specific incidents, to contain, control or eliminate the emergency using emergency response equipment
Emergency Warning Intercommunication System (EWIS)	(EWIS) In the event of alarm activation the EWIS will automatically sound the Alert and Evacuation tones for the premises. Can also be utilised in manual mode. Public address announcements can be made via the EWIS. The EWIS also is the central point for the Warden Intercommunication Phones (WIP) and allows communication between Floor Wardens and the Chief Warden.
Emergency Warning System (EWS)	(EWS) In the event of alarm activation the EWS will automatically sound the Alert and Evacuation tones for the premises. Can also be utilised in manual mode. Public address announcements can be made via the EWS.
Evacuation	The orderly movement of people from a place of danger

Evacuation Diagram	Emergency and evacuation information about the facility, comprising a pictorial representation of a floor or area and other relevant emergency response information
Evacuation Exercise	An emergency response exercise in which the exercise simulates an emergency that requires an evacuation
Evacuation Tone	A sound broadcast throughout a premise to indicate that leaving the area or premises and proceeding to an assembly area is warranted. Usually described as a "Whoop, Whoop, Whoop" sound and may also include automated verbal announcements
Explosion	Sudden release of large amounts of energy in a destructive manner.
Facility	A building, structure or workplace that is, or may be, occupied by people (occupants)
Fire Alarm System	A range of devices that may emit audible and/or visual indication that an emergency situation has been detected and may instigate other actions.
Fire Blanket	A non-combustible sheet used to smother small fires and can be used to douse persons on fire.
Fire Control Room	(FCR) An area or room containing a fire indicator panel (FIP) and other such devices utilised for the identification and warning of an emergency situation such as an EWIS.
Fire Detection System	A range of devices that monitor an area for indications of smoke, heat or flame and may instigate a fire alarm system.
Fire Indicator Panel (FIP)	(FIP) A control panel that indicates in which region a fire detection device has activated an alarm and is also responsible for alerting a monitoring company. May also activate a local alarm.
Fire Rating	The minimum fire resistance of a material or method of construction as determined by the method specified in AS 1530.4
First Aid	Immediate and temporary care given on site to the victims of an accident or sudden illness in order to avert complications.
Foam Extinguisher	Identified by a blue stripe on red body, this unit is suitable for flammable liquid fires. Do not use on electrically charged equipment.
Floor Warden	A person who, during an emergency, assumes control over a particular floor, area or zone. Usually identified by the wearing of a yellow coloured helmet, hat, cap, tabard or vest.
Friable / Friability	Used as a descriptor for asbestos, that when dry (a) may be crumbled, pulverised or reduced to powder by hand pressure, or (b) as a result of a work process becomes such that it may be crumbled, pulverised or reduced to powder by hand pressure
Global System for Mobile	112 is part of the GSM Standard, all telephone handset is able to dial 112 even when the phone is locked, in some countries even without a sim card.

Communication (GSM)	
Hose Reel	Fire hose reels are designed to reach every part of a floor area. Hose reels are operated by turning the control valve anti-clockwise, unreeling the hose, opening the nozzle and directing water at the base of the fire.
Hydrants	Fire hydrants are large capacity water connection points provided for Fire Brigade use only.
Improvised Explosive Device (IED)	(IED) A device fabricated in an ad hoc manner which contains explosive components designed to, or capable of, causing unlawful injury or damage.
Incident	An event, accidentally or deliberately caused, which requires a response from one or more of the statutory emergency response agencies.
Isolated Stairwells	A stairwell encompassed by fire rated doors and construction, so as to provide safe egress in the result of an emergency
Lifts	During fire emergencies lifts should not be used as a means of egress. Lifts will be grounded as part of the evacuation procedures.
Manual Call Point	(MCP) An alarm activated by breaking a thin sheet of glass covering an alarm button. Usually housed in a red or white coloured surround. Also referred to as a Break Glass Alarm (BGA)
Safety Data Sheet (SDS)	(SDS) A document that describes the properties and uses of a substance, that is, identity, chemical, and physical properties, health hazard information, precautions for use and safe handling information.
Occupant	A person attending a facility on a permanent or temporary basis, such as an employee, contractor, student or resident, but not a visitor
Occupant Warning Equipment	Systems and devices that operate to alert people within a facility to an emergency
Personal Emergency Evacuation Plan (PEEP)	An individualized emergency plan designed for an occupant with a disability who may need assistance during an emergency
Public Address System (PA)	A portable or permanent device for the amplification and announcement of voice messages to an area of a premises or select group of people.
Refuge	An area on a floor or area that is specifically designed to protect people from heat, smoke and toxic gasses and which provides direct access to an exit
Runner	Person used to deliver messages between the Chief Warden and Wardens.
Safe Haven Floor	A level within the building where it is safe to re-enter from the isolated stairwells. Only the Chief Warden or Emergency Services can instruct persons to exit on 'Safe Haven Floors'.
Staging Area	An area in a facility where occupants and visitors are intended to gather in preparation for an evacuation

Sprinklers	A system designed to activate once a determined temperature is attained at the sprinkler head and suppresses a fire with water sprays. Upon activation the sprinkler system will signal the FIP that the area is in alarm.
Smoke Detector	A device designed to detect particles, which are the result of combustion. On activation the detector will signal the FIP to instigate the alarm tones & alert the Emergency Services.
Suspect Item	An item that is considered to be suspicious by response personnel requiring further investigation or specialist inspection.
Terrorism	The calculated use of violence or the threat of violence to attain goals that are political, religious or ideological in nature.
Thermal Detector	A device designed to detect a rapid rise in temperature within an area. On activation the detector will signal the FIP to instigate the alarm tones & alert the Emergency Services.
Text Telephone (TTY)	A TTY is a special device that lets people who are deaf, hard of hearing or speech impaired use the telephone to communicate by allowing them to type messages back and forth to one another instead of talking and listening
Two-Way Radio	A device used to communicate between personnel via the use of radio frequency transmissions
Very Early Smoke Detection Apparatus (VESDA)	(VESDA) An extremely sensitive smoke sampling unit that draws air from the monitored area via a nozzle.
Warden	A person or persons who, during an emergency, assists as requested the Area or Floor Warden in the safe evacuation of their floor or area of responsibility. Usually identified by the wearing of a red coloured helmet, hat, cap, tabard or vest.
Warden Intercommunication Point (WIP)	(WIP) The location on a floor or evacuation zone, that includes a handset provided through which instructions can be received from the intercommunication panel via the emergency intercom system
Water Extinguisher	Identified by an all red body, this unit is suitable for solid material fires such as paper, wood, plastic etc. Do not use on electrically charged equipment
Wet Chemical Extinguisher	Identified by a beige stripe on red body, this unit is designed for fat & oil fires. Do not use on electrically charged equipment.
Workplace	Any place where work is, or is to be, performed by a person engaged for work for gain or reward, or on a voluntary basis including a person conducting a business or undertaking as defined by the Commonwealth, State and Territory occupational health and safety statutes for the definition of 'workplace'