

EMERGENCY PROCEDURES MANUAL

Pearce Community Centre
Collett Place
PEARCE ACT 2607

Prepared in accordance with
Australian Standard AS3745-2010
"Planning for Emergencies in Facilities"



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This document was prepared for:

Pearce Community Centre
Collett Place
PEARCE ACT 2607





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Section One

Introduction

Purpose of the Manual

The procedures in this manual have been developed to provide a guide for the occupants of **Pearce Community Centre** located at **Collett Place, Pearce, ACT**. These procedures should not be considered rigid but rather as flexible guidelines to cover a range of situations and unanticipated emergencies. The procedures are meant to provide a basis for handling various types of building emergencies.

The procedures have been developed to guide staff in the event of a building emergency which can develop from a number of causes including fire, bomb threat, leakage of gas, civil disorder and structural faults.

This manual elaborates on the procedures and duties of members of the EMERGENCY CONTROL ORGANISATION (ECO). If you are not a member of this organisation do not assume that the ECO will all be there in an emergency. In an emergency it may be up to you to have knowledge of the procedures and duties listed in this manual. Regardless of the size and complexity of the building, all ECO members need continued effort and support to ensure that arrangements are effective in an emergency.

The “Critical Period” in any emergency situation is the time prior to the arrival of the Emergency Services. Actions by persons present can have a major bearing on the final outcome.

ⓘ The “Critical Period” is not the time to attempt a hurried reading of the emergency procedures – the time is now! Take some of your time NOW to read it.



Scope of the Manual

This manual has been developed for and on behalf of **Pearce Community Centre** located at **Collett Place, Pearce ACT**. Emergencies covered by this manual are listed in the contents section.

A building emergency situation may arise as a result of any of the following:

- Fire or explosion in the building
- Fire or explosion in an adjacent building
- Bomb threat or discovery of an explosive device
- Civil disobedience
- Building damage caused by natural events such as storms or an earthquake
- Medical emergency
- Armed intrusion/hold-up
- Air-conditioning contamination
- Biological hazard
- Hazardous substances incident

Revision and Updates

AS 3745-2010 requires that the Emergency Planning Committee tests the emergency response procedures at least annually and ensures revisions are logged and all reproductions updated accordingly.

Effected By	Date	Details

Distribution

A copy of this document will be distributed to all EPC personnel. Sufficient information from the emergency response procedures shall be distributed to members of the ECO to enable them to carry out their required duties and sufficient information shall be distributed to facility occupants to explain the actions they are to take with regard to an emergency. A record of distribution shall be kept by the EPC.

Issued to	Date	Comments	Signature



Site Profile

Site Name/Address:	Pearce Community Centre Collett Place PEARCE ACT 2607
Building Type:	Commercial
Number of Buildings on site:	Three
Number of Levels:	Building 1 & 3 – ground level Building 2 – 2 levels
Building Construction:	Brick walls and glass
Number of Lifts:	Nil
Carpark location:	Surrounding the site
Staff Numbers:	40 staff approximately
Nominated Business Hours:	8.00am to 5.00pm (Monday – Friday) (Extended hours when rooms are booked for functions/meetings)
Nominated ECO Hours:	9.00am to 5.00pm (Monday – Friday)



Emergency Telephone Numbers

Facility Manager	Administrator 6290 1853
After Hours Contact	Administrator 0438 536 073
Fire / Police / Ambulance	000 or 112 from a mobile phone
ACT Police Assistance Line	13 14 44
Poisons Information	13 11 26
Sharps Hotline	13 22 81
ActewAGL Electricity	13 10 93
ActewAGL Natural Gas	13 19 09
ActewAGL Water/Sewerage/Stormwater	13 11 93
Nearest Hospital (Woden)	6244 2222
(Calvary)	6201 6111
State Emergency Services (ACT)	13 25 00
Fire Service Provider	SMI Fire Services 1300 659 415

In the event of any emergency, call 000 and the onsite Administrator.



Section Two

Emergency Planning and Control Structure

Emergency Planning Committee (EPC)

Formation

In accordance with AS3745 – 2010 and Emergency Planning Committee (EPC) shall be formed by the person or persons responsible for the facility or its occupants and visitors. Depending on the nature of the particular facility(ies), the EPC may be formed either for an individual facility, or a group of facilities. The EPC shall be appropriate for the particular facility(ies).

At least one member of the EPC shall be a competent person. A competent person is “one who has acquired through training, education, qualification, experience, or a combination of these, the knowledge and skill enabling him/her to correctly perform the required task.”

The EPC shall meet at least annually. A record of EPC meetings shall be made and retained in accordance with relevant legislative requirements.

Duties and Responsibilities

The EPC, where necessary in collaboration with the 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 relevant external organizations.

The duties of the EPC shall include the following:

- a) Identifying events that could reasonably produce emergency situations.
- b) Developing an emergency plan in accordance with Section 3 of AS3745 - 2010.
- c) Ensuring that resources are provided to enable the development and implementation of the emergency plan. NOTE: Resources include time, finance, equipment and personnel.
- d) Nominating the validity period for the emergency plan and the evacuation diagram. NOTE: The validity period should not exceed 5 years but may be less than 5 yearly, depending on the requirements of a maintenance cycle, a major change to the facility or an accreditation regime.
- e) Ensuring that the emergency plan is readily identifiable and available to the appropriate persons.

Emergency Planning Committee (EPC) Cont

- f) Establishing an emergency control organization (ECO) to operate in accordance with the emergency plan.
- g) If deemed necessary, establishing a specialist emergency response team (ERT).
- h) Authorizing, or having authorized, the release and implementation of the emergency plan.

The following shall apply to the implementation process:

- (i) **Awareness of the emergency response procedures:** Information about the procedures shall be disseminated to occupants. The information shall be in a suitable format.
 - (ii) **Training:** A formalized training schedule shall be developed to ensure that relevant training is provided to ECO members and facility occupants. The training program shall be based on the emergency response procedures and be in accordance with AS3745 – 2010 Section 6.
 - (iii) **Testing the emergency procedures:** The EPC should ensure that the emergency procedures are tested within the first 12 months.
 - (iv) **Review of procedures:** The effect of the procedures on an organization should be monitored at all stages of the implementation process. Amendments shall be made to rectify any deficiencies or inaccuracies that are identified in the procedures.
- i) Establishing arrangements to ensure the continuing operation of the ECO. For example, resignation, holidays, training of deputies, etc.
 - j) Ensuring that the register of ECO members is current and readily available.
 - k) Establishing strategies to ensure visitors are made aware of emergency response procedures.
 - l) Ensuring that the emergency response procedures remain viable and effective by reviewing, and testing the emergency response procedures at least annually.
 - m) Ensuring that 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.
 - n) Ensuring that a permanent record of events for each emergency is compiled and retained.
 - o) Identifying and rectifying deficiencies and opportunities for improvement in the emergency plan and emergency response procedures.



Emergency Planning Committee (EPC) Cont

Authority and Indemnity

The EPC shall ensure that during emergencies, instructions given by ECO personnel shall overrule normal management structure.

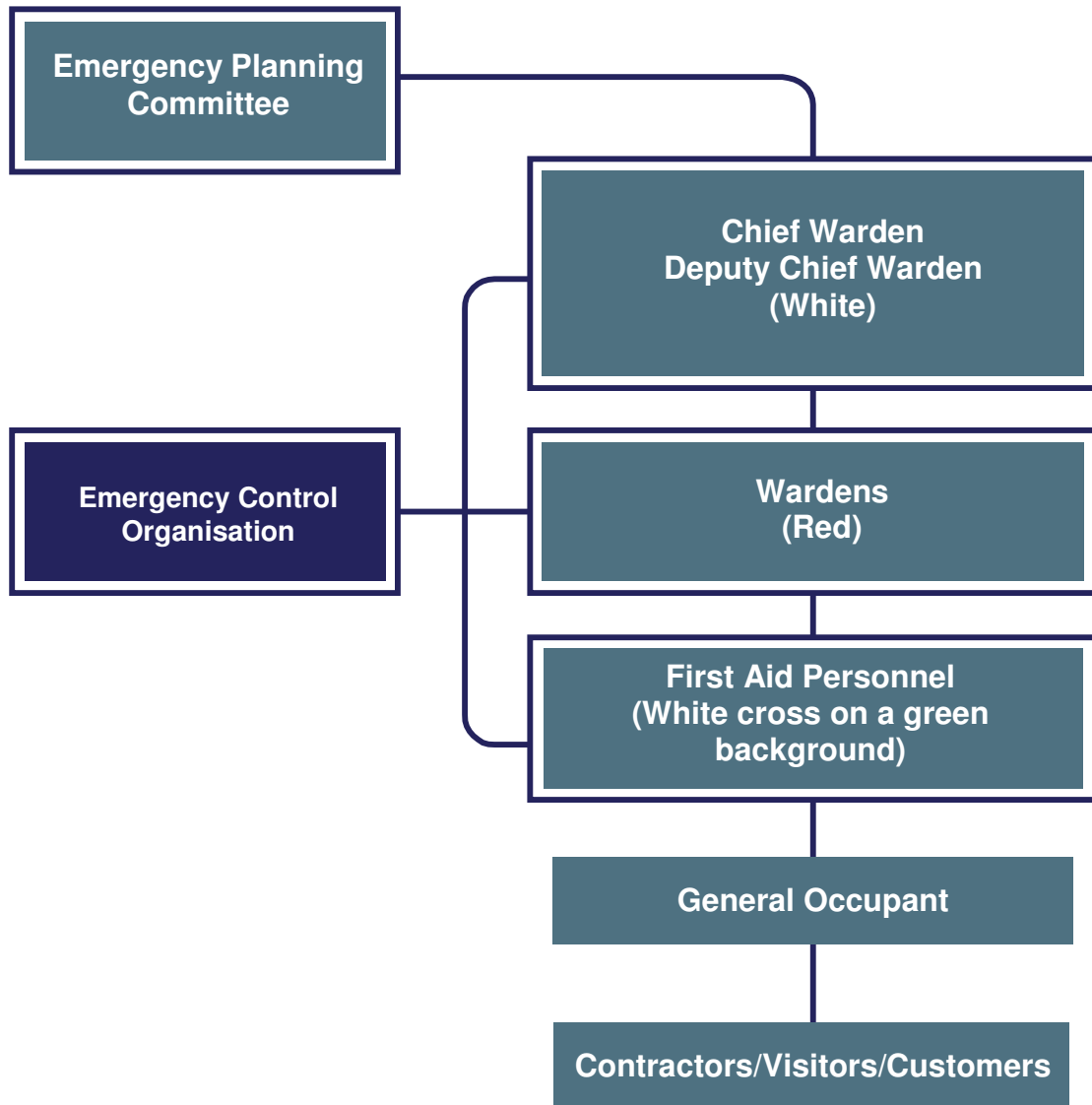
During emergencies, instructions given by the ECO personnel shall take precedence over the normal management structure.

Facility owners, managers, occupiers and employers should obtain professional advice on the level of indemnity provided to EPC members and ECO Members. The EPC and ECO should be advised of the level of indemnity provided. (AS3745 - 2010)

Emergency Control Organisation (ECO)

Structure

The following chart identifies the structure of the Emergency Control Organisation (ECO) in this building and its relation to the Emergency Planning Committee and occupants.





Emergency Control Organisation (Cont)

Identification

ECO members shall be identifiable by the use of coloured apparel that shall be at least one the following - helmets, caps, hats, vests or tabards.

Items of identification shall:

- Be consistent throughout the site.
- Use colours indicated in the ECO Structure Chart.
- Be clearly and prominently marked with the position title and location, as appropriate.

Maintenance of the Emergency Control Organisation (ECO)

For effectiveness and efficiency of the ECO a determined effort is required by all occupants of the building, including managers and employers, to ensure the following is maintained:

- The nomination of suitable persons to carry out the duties of Wardens in the building. If possible, all areas should be represented by trained Wardens to provide for the safety of occupants.
- A Warden Register for the building containing the name, telephone number and location of all ECO personnel within the building. Copies of this register should be maintained by the Chief Warden and Deputy Chief Warden.
- Regular meetings of the ECO should be convened to provide training for Wardens. ECO members, including nominated deputies, shall attend a skills retention activity at intervals not greater than six months.
- ECO personnel are to approach all fellow staff members, giving information and clarifying instructions on the building Emergency Procedures.
- All areas of a facility shall participate in at least one emergency response exercise in each 12 month period. The exercise should be followed by a debriefing with the ECO to identify any deficiencies in the procedures. All occupants are required to participate in evacuation exercises to ensure they are familiar with the procedures and to test the building's Emergency Warning Systems as near as possible to maximum capacity. Participation in these exercises will assist Building Owners and Managers in meeting their obligations under Australian Standards and the ACT Work Safety Regulation 2009.

Emergency Control Organisation (Cont)

The Emergency Planning Committee has appointed an ECO who are responsible for ensuring the evacuation of occupants during an emergency situation. The role of the ECO is to maintain a controlled and orderly evacuation of the building if required. ECO members are not expected to put their lives at risk, nor are they expected to fight fires. Only those personnel who have been trained in first attack fire fighting skills may attempt to extinguish a fire, and only if safe to do so.

Emergency Control Organisation Selection Criteria

Chief Warden and Deputy Chief Warden

In accordance with AS 3745 – 2010, the Chief Warden shall:

- 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; and
- Be able to undergo relevant training



ECO Selection Criteria (Cont)

Wardens

Persons selected as Wardens 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 on the ECO; and
- Be able to undergo relevant training

The primary role of members of the ECO is to give top priority to the safety of the occupants and visitors of the facility during an emergency. Life safety shall take precedence over asset protection during an emergency. AS3745 – 2010.

Responsibilities of ECO (Pre-Emergency)

Chief Warden and Deputy Chief Warden

The Chief Warden and Deputy Chief Warden are appointed by and responsible to the Emergency Planning Committee.

The actions to be undertaken by the Chief Warden prior to an emergency event shall include, but not be limited to:

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

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

The Chief Warden and Deputy Chief Warden should not be simultaneously absent from the building during nominated ECO hours.



Responsibilities of ECO (Pre-Emergency) (Cont)

Wardens

Wardens under the control of the Chief Warden, will be responsible for implementing all operations necessary to safeguard life and property in their designated area. This also involves directing staff and visitors in the event of an emergency.

Warden's responsibilities include:

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

General Occupants (other staff)

All occupants are required to be familiar with their workplace emergency procedures, equipment and facilities by participating in emergency training and evacuation exercises.

General Occupant responsibilities include:

- Being familiar with who their Wardens are and their location,
- Reporting incidents and emergencies to the Wardens,
- Being familiar with the Assembly Area,
- Participating in training and exercises as required.

Section Three

Procedures in the Event of a Fire

Discovery of a Fire

- i** *Do not wait for a fire or any form of emergency to occur. Get to know the location of alarms and firefighting equipment in your area.*

In the event of detecting **any** outbreak of fire / smoke you should:

- Attend to the human life in danger if safe to do so.
- Alert other staff nearby and request assistance. Telephone or send a runner to advise the Chief Warden and the onsite Administrator.
- Initiate the building alarms by activating a Red break glass alarm (BGA) located on the Fire Indicator Panel. (Note: activating a white break glass alarm will not send a signal to Fire Brigade).
- Telephone the Fire Brigade, by **dialling 000** or **112** from a mobile phone if safe to do so, and advise of the address of the building and status of the emergency.
- Where the fire involves an electrical appliance or machine switch off at the power point and remove the cord if safe to do so.
- If safe to do so and if you have been trained, attempt to extinguish the fire by the use of a fire-fighting appliance.
- If you cannot extinguish the fire, evacuate the area closing, but not locking, any door behind you, so as to slow the progress of the fire and contain the smoke.
- Commence evacuation of the immediate area directing occupants to leave via the nearest safe exit and proceed to the Assembly Area. Refer to Evacuation Plans F – page 67.
- Occupants/visitors with a disability should be assisted from the building or assembled in a refuge, attended to by a member of the ECO and their location reported to the Chief Warden.

If other persons are present you should obtain their assistance to carry out these actions simultaneously. The primary duty of any occupant is **not to combat the fire** but to ensure as far as practicable and to the best of their ability, the safety of themselves and others. General occupants with current skills in the use of extinguishers or other equipment may attempt to extinguish the fire but only if safe to do so.



E.C.O Procedures on Activation of Alarm

Chief Warden

Procedures on Activation of the Fire Alarm:

- Collect white hat, mobile phone, necessary keys and Evacuation Checklist – Appendix A page 62. Proceed immediately, via a safe route, to the Fire Indicator Panel located near Room One in Building One.
- Ensure Fire Brigade have received the alarm by dialling **000** or **112** from a mobile phone.
- Wait at the Fire Indicator Panel to receive evacuation information from Wardens and await the arrival of Fire Brigade. (If it is unsafe to remain at the Fire Indicator Panel, proceed to a safe distance from the front of the building and advise Wardens before leaving the Fire Indicator Panel).
- Despatch a Warden to the carpark entrance to prevent entry of vehicles to the site.
- Despatch a Warden to the assembly area to marshal staff and evacuees.
- Ensure the Receptionist or a nominated person collects the visitors / contractors sign in book and takes this to the assembly area to account for these persons.
- As Wardens report their evacuation information, maintain the Evacuation Checklist (refer to Appendix A – page 62).
- Establish and maintain contact with the Assembly Area Marshall and monitor the evacuee accounting status.
- On arrival of the Emergency Services provide them with a status report and hand over responsibility for operations.
- On receipt of the “All Clear” from the senior Emergency Service Officer on scene, advise the Assembly Area Marshall of re-entry or dispersal decisions.
- Conduct a debrief, then stand down the ECO.
- Prepare a full report of the emergency and recommended procedural changes as a result of any shortcomings identified during the emergency.

E.C.O Procedures on Activation of Alarm (Cont)

Deputy Chief Warden

Procedures on Activation of the Fire Alarm:

- Collect mobile phone and white hat. Proceed immediately via a safe route to the Emergency Control Point (Fire Indicator Panel located near Room 1 in Building 1).
- Put on white hat for ease of identification.
- *In the absence of the Chief Warden, assume the role of that position and follow the procedures for **Chief Warden**.*
- Provide assistance to the Chief Warden as required.
- Act as a runner and convey messages as directed by the Chief Warden.

ⓘ *The Deputy Chief Wardens should not have onerous control duties assigned to them in case they need to take command.*



E.C.O Procedures on Activation of the Alarm (Cont)

Wardens

Procedures on Activation of the Fire Alarm:

- Put on red hat.
- Instigate immediate evacuation of the building directing occupants in your area to evacuate via the nearest, safe exit only. (Note: be aware of alternative egress routes in case primary routes become untenable).
- Ensure all toilets, storerooms, staff rooms, etc are checked for occupants (if safe to do so). If it is unsafe to search an area, advise the Chief Warden when the evacuation is complete.
- When the area is clear, Wardens will evacuate via the designated exits. The Warden will report to the Chief Warden in person at the Fire Indicator Panel the condition of the area and the location of any remaining occupants including persons with disabilities, refusals to leave or areas unable to be searched.
- Follow any further directions from the Chief Warden then report to the assembly area to assist. The assembly area is located as follows:

At the end of the main carpark in front of Building Two.

- At the Assembly Area, congregate occupants together. Ask occupants if they know of anyone who is missing.
- Notify the Chief Warden of anyone missing. Ensure evacuees/onlookers do not re-enter the site until allowed by the Chief Warden.

E.C.O Procedures on Activation of the Alarm (Cont)

First Aid Staff

First Aid Staff are responsible for assisting in their trained capacity for the duration of an emergency either in the building or at nominated triage points at the assembly area.

Procedures on Activation of the Fire Alarm:

- Collect portable first aid kit. Put on green hat with white cross for ease of identification.
- Report to the Warden in your area and provide first aid assistance as required. Evacuate the building when directed to do so by the Warden.
- Accompany evacuees to the assembly area and provide first aid as necessary.
- Set up triage points as appropriate.
- Advise Chief Warden of any injuries.
- Call for an ambulance if required by **dialling 000** or **112** from a mobile phone.

Unconscious Persons

- If the unconscious person is not in immediate danger, call for first aid assistance and ensure a responsible person remains with them until assistance arrives.
- If the person is in imminent danger, Wardens may use implied consent to move the person to a safe area. Avoid moving the person more than is necessary as the extent of their injury is unknown.



E.C.O Procedures on Activation of the Alarm (Cont)

Occupants and Visitors with a Disability

Being involved in a fire or emergency situation is a traumatic experience for anybody – for those with a disability this trauma is greatly magnified. The following procedures are designed to reduce trauma suffered by such persons in an emergency.

Definition

As per the Commonwealth Disability Discrimination Act (DDA) 1992 an occupant/visitor with a disability is a person who requires:

- a) More time or different forms of communication, compared with other occupants, to respond to an emergency; or
- b) Assistance to respond to an emergency or evacuate from a facility

This also includes an associate of a person with a disability as defined in the DDA, or a companion animal.

This definition would include but not be limited to occupants and visitors who:

- a) Are accompanied by an assistant;
- b) Have a guide or companion animal;
- c) Use alternative forms of information and communication;
- d) Have an ambulatory disability;
- e) Use a wheeled mobility appliance, including wheelchair or scooter;
- f) Are easily fatigued;
- g) Easily experience acute anxiety in an emergency; or
- h) Easily experience extreme confusion in an emergency.

Personal Emergency Evacuation Plan (PEEP)

A current list of the names, workplaces and other necessary information about employees with a disability should be kept at the Fire Indicator Panel. (Appendix E – page 66). Suitable strategies should be discussed with those employees regarding emergency evacuation and a personal emergency evacuation plan (PEEP) developed for each of those persons. The Wardens should be aware of the personal emergency evacuation plan of persons in their area.

Hearing Impaired Persons

Wardens are to be mindful of hearing impaired persons who may not hear the alarms or hear your instruction to evacuate. If this appears the case, check to ensure that person is aware of the need to evacuate.

E.C.O Procedures on Activation of the Alarm (Cont)

Helpers

All persons recognized as an occupant/visitor with a disability will be assigned a “Helper” by the Warden. This helper may be someone who works in close proximity to their charge and preferably someone with a good knowledge of their impairment and special needs.

Direct Evacuation (Ground Floor)

If direct evacuation from the building is possible, such as being located on a ground floor level, occupants/visitors with a disability should be assisted to, but not obstructing, the nearest safe exit. When all occupants have been evacuated, assist the occupant/visitor with a disability directly to the Assembly Area.

Fire Safe Area (Other Floors)

If evacuation directly from the building is not possible, such as being located on an upper floor level, the occupant/visitor with a disability should be assisted to, but not obstructing the nearest safe fire rated stairs. When all occupants have been evacuated, assist the occupant/visitor with a disability onto the fire stair landing and ensure the Chief Warden has been notified. The door should be closed to provide isolation from the danger area. A Warden or responsible person shall wait with the occupant/visitor with a disability until assisted by the Emergency Services.

NOTE: The Chief Warden is to be notified of the location and status of any person who requires assistance to leave the building. The Fire Brigade will be notified upon their arrival of their location.

Post Evacuation

An occupant/visitor with a disability showing any signs of aggravation of their condition is to be taken immediately to the nearest first aid point for treatment.

Those not requiring treatment are to be taken, by their helper, to the Assembly Area. If any person cannot be taken to the assembly area full details are to be passed to the Chief Warden or a Warden in order that they may be accounted for.



E.C.O Procedures on Activation of the Alarm (Cont)

Refusals to Evacuate

At no time are Wardens, occupants or persons other than Emergency Services Personnel to use physical force to remove someone who refuses to evacuate. Touching, poking or slapping a person who seems to be in a state of extreme fear or shock may cause a violent reaction.

Procedure

Wardens who encounter a person refusing to leave shall:

- Verbally persuade the occupant to evacuate
- Notify the Chief Warden of the person who has refused to leave
- No personnel shall re-enter the building or cleared area to retrieve people who refuse to leave.

General Occupants (Staff) Procedures on Activation of the Alarm

Procedures on Activation of the Fire Alarm:

- Pair up with another occupant in order to account for each other.
- Escort any visitors in your charge and proceed to the nearest, safe fire exit and evacuate the building. Proceed directly to the assembly area. Do not attempt to move vehicles parked in the carpark. Collect personal belongings if nearby, but do not take large items with you.
- Advise the Warden at the assembly area of any staff member or visitor present prior to the evacuation who is now missing.
- Remain at the assembly area and do not attempt to re-enter the building until the Chief Warden gives permission to do so.
- The assembly area is located as follows:

At the end of the main carpark in front of Building Two.



Evacuation After Hours

Note: The person responsible for any onsite activity held outside of the normal business hours must be made aware of the following emergency evacuation procedures.

If an emergency is discovered (e.g. fire/smoke) or the fire alarm sounds outside of normal business hours (9.00am – 5.00pm) the following procedures apply:

- Evacuate all occupants from the building immediately even if there is no evidence of fire.
- Ensure that all occupied areas have been searched and evacuated (if safe to do so).
- Ensure Fire Brigade are aware of the emergency or have received the alarm by dialling **000** or **112** from a mobile phone.
- Go directly to the assembly area and await the arrival of Fire Brigade. **DO NOT MOVE CARS.**
- Do not allow anyone to re-enter the site unless the Fire Brigade have declared it safe to do so.

- **PLEASE NOTE:** Exit doors in the corridors of Building One and Building Three have automatic sliding doors that normally open upon a fire alarm signal. If an evacuation of these buildings is required prior to any fire alarm signal activation or if the doors are locked, located near each door are White Break Glass Alarms (BGAs) which should be broken in the center of the unit. This will allow the doors to be opened manually with limited force by persons in the area being evacuated.

- Ensure that a report regarding the emergency is provided to the onsite Administrator within 24 hours.



Section Four

Training

Training and Exercises

Emergency Control Organisation

A formalized training schedule shall be developed to ensure that relevant training is conducted for at least one member of the EPC, for the ECO and facility occupants. The EPC shall ensure that:

- The ECO shall attend a skills retention activity at intervals not greater than six months;
- Training includes the operation and procedures for use of communication equipment and alarm-initiating devices if installed;
- Demonstrations include the various types of portable firefighting equipment;
- Emergency response exercises are conducted.

The ACT Work Safety Regulation 2009 requires that “an appropriate number of people are properly trained to oversee any evacuation and use any on-site fire appliances.”

Occupants

All occupants working at a facility shall receive training to enable them to act in accordance with the emergency response procedures. In workplaces, occupant training shall be conducted at intervals not greater than 12 months. Occupants must be advised of the relevant procedures and are shown the location of evacuation routes, safe places and firefighting equipment.

New employees and casual staff should receive training at the commencement of their duties in a workplace or their occupancy of a structure.

Fire Equipment Training

AS 3745 – 2010

6.3.3 Where first-attack firefighting by specific occupants is included in the emergency procedures, these occupants shall be trained to enable them to competently execute their duties.

6.5.3 These occupants shall attend a skills retention activity at intervals not greater than two years.

Training and Exercises (Cont)

Emergency Response Exercises

AS3745-2010 requires that all areas of a facility shall participate in at least one emergency response exercise in each 12 month period to determine the effectiveness of the emergency response procedures. All occupants shall take part in an evacuation exercise, and notice shall be provided prior to the exercise commencement.

The following should apply for all emergency response exercises:

- Emergency response exercises should be consistent with the identified emergencies in the emergency plan.
- Simple objectives and outcomes for emergency response exercises should be identified.
- Each emergency response exercise should be prefixed by an announcement that it is an exercise only.
- Observers should be appointed for all emergency response exercises. The observers shall use a checklist to record the details of the emergency response exercise.
- The observer shall conduct a debriefing session with the ECO and other key participants after the exercise to identify any deficiencies in the procedures or equipment. A report shall be forwarded to the EPC on conclusion of the exercise. The EPC shall arrange the amendment of procedures where necessary and disseminate the information to ECO personnel.

The ACT Work Safety Regulation 2009 requires that “arrangements are made for shutting down and evacuating the workplace in an emergency, including appropriate practice evacuations.”

Emergency During an Emergency Response Exercise

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



Section Five

Building Profile and Alarms

Fire Systems Overview

The building occupied by **Pearce Community Centre** is protected by a fire detection system consisting of thermal detectors and manual break glass alarms. These are connected to a Fire Indicator Panel (FIP) and occupant warning system from which the alarms are generated. If any of the fire detection equipment is activated the fire alarm siren will sound throughout the site and the Fire Brigade will be notified.

Alarm Activation

An alarm may be activated on the Fire Indicator Panel by the operation of any of the following:

- Thermal and Smoke detector activation;
- Red manual break glass alarm activation (Fire Indicator Panel only);

When activated these alarms may be heard as:

- Siren throughout the site.

The Fire Brigade should respond automatically to any alarm on the Fire Indicator Panel.

Always contact the Fire Brigade on 000 or 112 from a mobile phone to ensure they have received the alarm signal.

Fire Systems Overview

Fire Indicator Panel:	<p>The Fire Indicator Panel is located near Room 1 in Building One. The Fire Indicator Panel displays the location of the alarm activation, controls alarm systems and enables isolation of zones.</p> <p>A bell is located external to the Fire Indicator Panel which will activate on alarm activation, to notify Fire Brigade of the location of the Fire Indicator Panel.</p>
Alarm:	On activation of the fire system, a siren will sound throughout the site.
Communication:	During an emergency, communication among the ECO will be via verbal communication (in person), mobile phone, internal phone or runners. It must be noted that the internal phone system is not a failsafe means of communication during a fire emergency. Mobile phones or two-way radios cannot be used during a bomb threat situation.
Monitoring:	The fire system for this site is monitored. On activation of the alarm system, the Fire Indicator Panel will send a signal to notify Fire Brigade.

Detection Systems

Thermal Detectors:	Thermal Detectors are located throughout the buildings and are linked to the Fire Indicator Panel. These detectors are designed to detect an increase in heat consistent with the presence of a fire. When activated a thermal detector will initiate an alarm at the Fire Indicator Panel which then sends a signal to activate the Fire alarm siren throughout the site.
Smoke Detectors:	Smoke Detectors are located in some areas of building one and are linked to the Fire Indicator Panel. These detectors are designed to detect particles that are the result of combustion. When activated a smoke detector will initiate an alarm at the Fire Indicator Panel which then sends a signal to activate the Fire alarm siren throughout the site.
Break Glass Alarms (BGAs):	<p>A Red (BGAs) is located at the Fire Indicator Panel. When the glass in the center of the unit is broken, a fire alarm siren will be activated and a signal will be sent to the Fire Brigade.</p> <p>White (BGAs) are located near each sliding exit door in Building One and Three. These are Emergency Door Release units and will not activate the fire alarm siren or send a signal to the Fire Brigade. When broken in the center of the (BGA) provides egress from the building allowing the doors to be opened manually with limited force by persons in the immediate area.</p>

Fire Systems Overview (Cont)

Suppression Systems

Fire Hose Reels:	<p>Fire Hose Reels are designed to reach every area on the floor and are located throughout the building.</p> <p>Fire Hose Reels are operated by turning the control valve anti-clockwise, un-reeling the hose, opening the nozzle and directing water at the base of the fire.</p>
Extinguishers:	<ul style="list-style-type: none"> • Carbon Dioxide • Dry Chemical Powder • Water • Fire Blankets

Life Safety Systems

Emergency Exits:	Emergency exits are located from each building and lead to open space.
Emergency Lighting:	<p>Illuminated Emergency Exit lighting is installed at every designated emergency exit. These lights are on at all times.</p> <p>Spitfire lights are installed throughout the building and will automatically illuminate in the event of a mains power failure. Note: all emergency lighting has a limited battery endurance.</p>
Restricted Access:	Access is restricted to the building after hours. Swipe cards are required to gain entrance and green push buttons provide egress. On activation of the fire system, the security system de-activates to provide free to go egress.
<p>Assembly Area:</p> <p>At the end of the main carpark in front of Building Two.</p>	

Section Six

Fire Prevention

General Fire Prevention

Prevention of fire is as important as the development of an efficient means of fighting it, and to this end all occupants should be acutely aware of the need to avoid dangerous practices which can cause danger to life and property.

Occupants should take note and bring to the attention of the Chief Warden and/or respective Wardens, any poor safety practices such as:

- Unnecessary accumulation of rubbish (empty boxes, overflowing bins etc)
- Unsafe storage of flammable liquids. If it is necessary for you to have flammable liquids stored on site, ensure they are kept in leak proof container, have only sufficient amounts on hand for use during the day and return to an approved flammable liquids cabinet or store properly at the end of the each day.
- Placement of furniture, decoration or equipment which obstruct clear passage to firefighting equipment, exits and fire stairs.
- Fire doors should be kept shut except during use, not wedged or similarly fixed in an open position. The installation of door hold open devices (fire services approved) can overcome any offences in this area.
- Accidental discharge of faulty extinguishers should be reported immediately to the Chief Warden or Building Manager.

The keeping of flammable liquids in general areas is not permitted except under special circumstances, in which case only minimal quantities are to be held in approved containers.

All occupants need to be encouraged to observe the greatest care in the use of electrical appliances and other possible causes of ignition. Their immediate surrounding area should be kept neat and tidy and free of waste materials.

General Fire Prevention (Cont)

Food Preparation and Dining Areas

These are high risk areas which require:

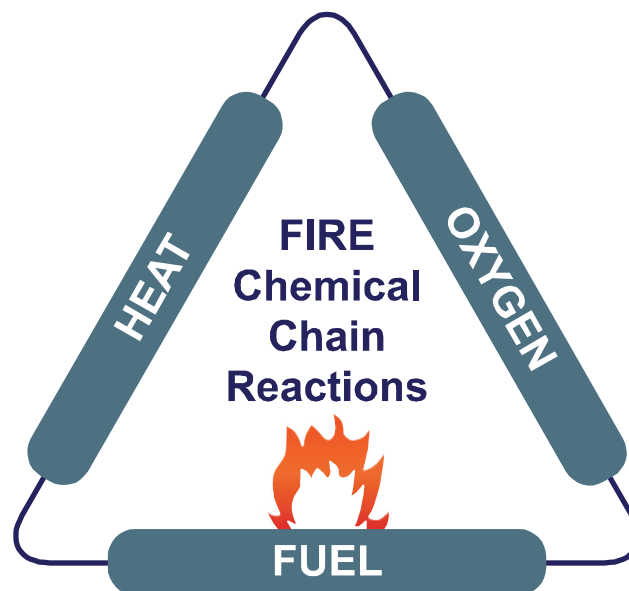
- Being kept clean and grease free;
- Oils, spirits and fats etc, to be stored in suitable containers away from possible flame sources;
- All staff to be aware of the location and operation of break glass alarms, extinguishers and/or hose reels.

Fire Awareness

Fire Theory

Fire is a series of rapid chemical chain reactions between the combustible materials that is heated to the point of vaporization. The reactions produce light and heat, and release a by-product cocktail in the form of smoke.

In general terms, sufficient HEAT breaks down a FUEL which then reacts with OXYGEN. This can be represented in the following diagram:



Fire Awareness

Extinguishing Methods

As the fire relies on all three factors shown in The Fire Triangle diagram, then removing one or more of these factors will cause the fire to go out.

Three extinguishing methods are:

Cooling	Reducing the temperature of the fuel so that it falls below its ignition point. <i>Example:</i> using water to cool the fuel
Smothering	Excluding all or part of the oxygen from the area of the fuel. <i>Example:</i> smothering the fuel with a blanket, dispersing the oxygen with an inert gas.
Starving	Removing the combustible material. <i>Example:</i> shutting off the gas cylinder, removing fuel from the path of the fire.

Spread of Fire – Heat Transfer

Convection As the fire draws in oxygen to further continue the chemical chain reaction, the super-heated gases rise up vertical shafts supplying sufficient heat to fuel supplies on floors above.

Conduction is the transmission of heat through a material such as steel beams. This enables sufficient heat to affect a fuel source through objects such as roller shutters and walls.

Radiation is the transmission of heat by waves travelling through space until the heat is absorbed by other fuel sources. This enables heat to affect a fuel source some distance away.



Extinguishing Equipment

Fire Extinguishers

Fire Extinguishers are installed throughout the building. It is important that all occupants become familiar with the type of fire extinguishers provided and their locations. Only personnel who are trained in the use of extinguishers should attempt to fight the fire. Refer to the Section on Classification of Fire (below) regarding the correct extinguisher to use to extinguish a fire.

The following table details the types of extinguisher that can be found throughout the site and its extinguishing method.

Extinguisher	Identification	Extinguishing Method
Carbon dioxide (CO ₂)	Black Band	Smothering – Non electrically conductive
Dry Chemical Powder (DCP)	White Band	Smothering – non Electrically conductive
Stored Water Pressure (SWP)	Red	Cooling – Electrically conductive

Classification of Fire

Fires are classified according to the fuel type and presence of electricity. The fire classes and best extinguisher methods are detailed in the following table:

Class	Fuel	Examples	Extinguishing Method
A	Common combustible solids	Wood, paper, plastics, textiles etc	Cooling
B	Flammable liquids	Petrol, paint thinners, kerosene etc	Smothering
C	Flammable gases	LPG, Natural Gas	Starving
D	Combustible metals	Magnesium, Iron shavings	Special inhibiting agents
(E)	Electrically involved fires	Live electrically equipment	Smothering
F	Fats and Oils	Deep frying oils	Smothering

Fighting Fire with Extinguishers

- Do not panic
- Try to remain calm and think
- Warn everybody in the immediate vicinity – shout “**Fire Fire**” and break a break glass at the Fire Indicator Panel if nearby
- Ensure someone has alerted the Fire Brigade by dialling **000** or **112** from a mobile phone
- Instruct someone to advise the Chief Warden
- Determine type of fire and exact location
- Select right type of extinguisher
- Be sure you know how to use the extinguisher
- If in doubt, **READ THE INSTRUCTIONS**
- Have another person back you up with another extinguisher
- Where possible, keep the doorway at your back or behind you
- Keep low to avoid smoke
- Do not get too close to the fire
- Direct extinguishing agent at the seat of the fire, **NOT** at the smoke.

Hose Reels

Hose reels are located throughout the building. ECO personnel should know their position and method of operation.

General Guidelines for Use of Hose Reels

- Do not use on electrical fires.
- Whenever possible, two people should be used to unroll a hose reel, that is, one to control the nozzle and one to ensure the hose runs off the reel freely and is not caught around doors or corners.
- Remember to turn on the water supply at the reel before running out the hose.
- Check the water is capable of being turned on and off at the nozzle.



Fighting Fire with Extinguishers (Cont)

Use of Fire Blankets

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

- Carefully cover the burning object with the blanket.
- Turn off the heat source if safe to do so.
- Leave blanket in place for at least 2 minutes before removing the blanket. Care **MUST** be taken when removing the blanket in case the fire reignites.
- Should your clothing catch alight, do not run. Stop where you are, drop to the ground and roll to smother the flames – **“STOP, DROP and ROLL”**.
- When using a blanket on a person with burns, leave the blanket in place and immediately begin pouring water over the burn area.

Safety in Fire Situations

- If confronted by heavy volumes of smoke, crawl to safety. The clear air is near the floor – **“GET DOWN LOW and GO GO GO”**.
- Should your clothing catch alight, do not run. Stop where you are, drop to the ground and roll to smother the flames – **“STOP, DROP and ROLL”**.

Section Seven

Bomb Threats

General Information

Bomb threats are sometimes used to disrupt business or cause alarm. A bomb threat could be either a prank or a genuine warning of an impending bomb attack. The uncertainty creates a risk that cannot be ignored. Usually, bomb threats are committed by individuals seeking to create a state of alarm and confusion in an organisation.

These procedures are designed to help people respond to and deal with a bomb threat in accordance with current directions by the Australian Federal Police and Australian Standard AS3745-2010.

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

Types of Threats

Following the receipt of a threat the Chief Warden, the Manager of the affected tenancy and the Police must consider the level of threat and decide on the appropriate action, using the bomb threat report and information obtained from building occupants and Police. Threats can be categorized into two types, neither type should be discredited and all threats should be treated as serious. The threats should be assessed as:

Non-Specific Threat or Low Risk

For example a call made by a child and/or with childish laughter in background, by an intoxicated person or where little or no useful information is provided, before the call is terminated.

Specific Threat or Greater Risk

For example a call made in a calm deliberate manner, perhaps by someone with a distinctive accent, where detail regarding its time of activation, location or type of device, building name, address is given. This type of threat is less common but more credible.



Receiving a Bomb Threat

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

Bomb Threats received by telephone

- Keep the caller on the line as long as possible.
- Remain calm. Try to attract attention of another occupant to listen in on the call if possible.
- Complete the Bomb Threat Checklist (refer to Appendix C – page 64).
- **Do Not** hang up the phone even if the caller has terminated the call.
- Contact the Chief Warden and the onsite Administrator or the nearest Warden immediately and tell them where you are.
- Do not announce the receipt of the threat with other occupants.
- Listen carefully and use the Bomb Threat Checklist provided.

Bomb Threats received by mail

- Minimise further contact with the letter – use tweezers if available.
- Retain the envelope or packaging.
- Contact the Chief Warden and the onsite Administrator or the nearest Warden immediately and tell them where you are.
- Do not announce the receipt of the threat, with other occupants.
- If there is signs of powder or residue:
 - Isolate the letter and envelope.
 - Remove people from the immediate area.
 - Segregate all persons who have come into contact with the item.
 - Contact Police by **dialling 000**.

Receiving a Bomb Threat (Cont)

Bomb Threats received digitally

These consist of threats sent by facsimile, e-mail, computer file, etc:

- If received via computer, print the document – Do not delete the file.
- Contact the Chief Warden and the onsite Administrator or the nearest Warden immediately and tell them where you are.
- Do not announce the receipt of the threat to other occupants.

Chief Warden Procedures

On Receipt of a Bomb Threat

- Contact the Police; advise them of the nature and content of the threat. Police may not attend. The Police will normally leave the decision to evacuate to Building Management (Chief Warden, Property Manager etc). The Police may provide advice or make recommendations.
- Contact Management and advise them of the nature and content of the threat. Management may provide information of similar or past instances.
- Collate information from the threat and the advice from Police and Management, then:
 - Categorise the threat as either Specific or Non-Specific
 - Decide on course of action detailed as follows.



Chief Warden Procedures (Cont)

Evacuation Options

After assessing all available information, there are four options to consider:

Take no further action

This may be tempting when receiving a call from an intoxicated person or children, however if the Chief Warden has the slightest doubt then another option must be considered.

Discreet Search

Considered if the threat has been assessed as low risk, consists of conducting a discreet search of the premises without an evacuation of occupants. If nothing is found and there are no other significant factors, then the site can be declared safe. However if an object is found, then an evacuation should proceed. All exits and the Assembly Area and alternative assembly area should be searched.

Search and Evacuation

Considered if the threat is assessed as moderate but there is no reason to believe an explosion is imminent. This option consists of conducting a search of the exits and alternate Assembly Area, evacuating all occupants except essential staff and search teams, then conducting a thorough search of the building.

Full Evacuation (without search)

Considered if the threat is assessed as “high risk” as in such cases as the possibility of an imminent explosion. This option consists of conducting a complete evacuation of all occupants. Prior to an evacuation, all exits should be searched and an alternate Assembly Area should be chosen and searched.

Chief Warden Procedures (Cont)

Search Procedures

- Contact and brief Wardens of the situation. This can be done by calling all Wardens to a training/meeting or individually by telephone, depending on time restriction.
- Instruct Wardens to conduct a visual search of their designated areas and report back the results of their search in an agreed time frame.
- Search area should be logical and ensure all sections are thoroughly searched, including toilets, amenities and offices. Copies of site maps should be provided to Wardens to mark off cleared sections. Once the Wardens has completed their search, they should report to the Chief Warden
- Organise a search of the exits, and alternate Assembly Area.
- Restrict access to and from the building while the search is being carried out.
- At the conclusion of the search, a debrief with the Wardens should be carried out.



Warden Procedure

On receipt of a Bomb Threat

- Contact the Chief Warden and the onsite Administrator immediately and tell them where you are.
- Ensure the occupants that received the threat remain calm and do not discuss the nature of the threat with other occupants.
- Ensure the Bomb Threat Checklist is being completed.

Search Procedures

General

The Police will often request the search be conducted by building occupants. Wardens may be requested to conduct searches of their area of responsibility as they should be familiar with the layout and items within their workplace. Identification hats ***should not be worn*** during this time until an evacuation is called.

Searches should be conducted using the Warden structure and methods, similar to clearing a floor during an evacuation. Wardens shall search sections of their area of responsibility.

ⓘ ***WARNING – Mobile phones, hand held and two way radios should not be used during any bomb search procedure.***

Search Priorities

- Area described in the threat (if applicable).
- Exit routes from floors and to the designated Assembly Area.
- Unrestricted public access areas (foyer, reception areas, toilets, plant rooms).
- Areas restricted to the public (Staff and escorted visitor area).
- Secured areas (locked and restricted access areas).

Warden Procedure (Cont)

Search methods – Internal

- Searches should be conducted in pairs where possible.
- Divide the floor into areas.
- Listen for unusual sounds.
- Start and finish search at a common point.
- Search floor to waist level (under and on chairs, tables, in bins and cabinets, etc).
- Search waist level to ceiling (behind drapes, window ledges, tops of cupboards etc).
- Do not turn on or off any lights or switches.
- Mark searched rooms with post-it note or draw on a site map – chalk marks on doors.

Search Methods – External

- Searches should be conducted in pairs where possible.
- Start and finish search at a common point.
- Search ground level from the base of the building out to a clear division such as gutter or wall, (check leaves, refuse, shrubbery, bins, parked cars etc).
- Search side of building to a reasonable height (window ledges, air conditioning units, signs, building ornaments etc).

ⓘ IF A SUSPICIOUS OBJECT IS FOUND NO ONE IS TO TOUCH IT. NO ONE IS TO MOVE IT.



On Finding a Suspicious Object

- Do not touch or tamper with the item.
- Ask people in the immediate area if they know;
 - Who the item belongs to
 - Can it be accounted for
 - Has it been seen before
- Move people away from the immediate area, leave doors open
- Advise the Chief Warden of description and location
- Continue searching the remainder of the building for a possible second suspicious object.
- The Chief Warden will contact Police and initiate evacuation procedures.

Definition

A suspicious object can be anything. It may be something that should not be there, cannot be accounted for, is out of place or is similar to the original threat description (if given). Any of the following circumstances may be viewed as “suspect”:

- The item appears similar to one described in threat message.
- The item is foreign to the premises and its origin is questionable.
- The item is labelled suspiciously.
- The physical characteristics of the item are suspicious in size, shape, and sound.
- The item cannot be vouched for as belonging to anyone on site.
- There are signs of forced entry, footprints, scrapes or fresh diggings.
- Pieces of tape, wire, string, or explosive wrappings etc are present.
- The condition of the room or area has been altered (e.g.) furniture has been rearranged, doors have been closed which are usually open or windows have been opened which are usually closed etc.

Bomb Threat Evacuation

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

- Direct Staff and members of the public to the nearest exit and guide them to the Assembly Area, away from the building. Wardens should ask staff to visually check their area for any suspicious articles as they leave their floor, room or area. NOTE: In some buildings it may be necessary to direct occupants to another floor or to use a specific exit or escape route.
- Check all areas including toilets, strong rooms, plant rooms, store rooms and all other occupiable spaces.
- Conduct a final check of the floor to ascertain all areas are clear.
- Advise the Chief Warden the area has been evacuated. Ensure internal doors, except fire doors, are left open if possible, and that occupants do not re-enter the building.

① NOTE Wardens should be ready to appoint additional or replacement Wardens from staff members if too few Wardens are available during the emergency.

- Proceed to the nominated Assembly Area taking personal items with you and remain in charge of occupants until directed to return to the building.



Bomb Threat Evacuation (Cont)

Adjustments to Evacuation Procedures for Bomb Threat

- Route of evacuation may need to be changed to avoid a suspect object – Wardens should be advised of the location of a suspect object prior to evacuating.
- As a minimum, evacuation routes, Assembly Areas and areas of access to the general public must be searched prior to any evacuation.
- Personnel should be requested to remove all personal belongings e.g. handbags, briefcases, shopping or carry bags when evacuating.
- Doors and windows should be kept open, not closed to lessen the impact of a bomb blast.
- Evacuation should be initiated no less than 20 minutes prior to any detonation deadline.
- Persons must not assemble in any location that is in line of sight to a possible danger area.
- Building re-entry should only be considered after a thorough search has been conducted by volunteers and after consultation with police, management and staff. Re-entry should not be initiated less than 20 minutes after the detonation deadline has lapsed.

Evacuation Priority

- Immediate area of suspicious item.
- Floor/area of the item.
- Rest of the building. Cascade the evacuation rather than clearing the full building at once.

ⓘ DO NOT announce the presence of a device

The Chief Warden should remember that there may be another suspicious object in the building which was not discovered because the search was terminated. The Chief Warden should continue the search of the remainder of the building before considering re-occupation.

Bomb Threat Evacuation (Cont)

Persons with a Disability or Special Needs Persons

On receipt of bomb threat notifications, Wardens should ascertain the location of any person with a disability on/in their floor/area. If a decision is made to evacuate the building, the Chief Warden should arrange for persons with a disability to be removed from their floor using a lift. All lifts must be checked for any suspect object prior to use.

Vehicle Movement

The removal of vehicles from the car parks could be dangerous if the car park or the passage of vehicles is close to the reported suspicious object. If there is doubt about the safety of moving vehicles, the car park should be closed and vehicle movement halted.

Bomb Threat after Hours

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

The Decision to Reoccupy

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



Mail Bomb

General

Mail and parcel bombs are victim activated, meaning that a person must tamper or open the device in order to detonate or release contents. This is to ensure the device reaches its target and is not activated through the delivery systems.

Activation

Activation of the device may occur from:

- Opening the package
- A rough tearing apart of the envelope
- The pulling of an envelope flap which has been tucked in
- The action of using a letter opener
- Withdrawal of string or tape
- The removal of the contents
- By accident
 - Tampering or careless handling
 - Submersion in liquid
- Two way radio or mobile phone transmission in vicinity

Mail Bomb (Cont)

Suspect or suspicious mail may have some or all of the following characteristics:

*E*xcessive securing material
*X*cessive weight
*P*rotruding wires or tin foil
*L*opsided or unevenly weighted
*O*ily stains or discolourations
*S*tiff or rigid envelope
*I*s package expected
*V*isual distractions
*E*xcessive postage

*P*roper names and title, not, or incorrectly used
*A*ddress – handwritten or typed
*R*estrictive markings, eg “personal”
*C*ommon words misspelt
*E*uropean or foreign mail
*L*acks address of sender

On Discovery of a Suspicious Parcel

- Carefully place the item on the nearest level surface
- Do not cover the item
- Do not carry the item through congested areas
- Do not handle any further
- Evacuate the immediate vicinity
- If there is signs of powder or residue:
 - Isolate the parcel and cover with an item such as a bin
 - Segregate all persons who have come into contact with the item
- Notify the Chief Warden and the onsite Administrator or the nearest Warden and tell them where you are.
- The Chief Warden will contact Police



Section Eight

Other Emergencies

Earthquake or Building Damage

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 earthquakes. If you are in a building when an earthquake occurs you should **not** attempt to run from the building as you may be met with falling debris and power lines outside. Other possible causes of failure may be explosions, internal failure and collision.

- Try to remain calm.
- Move away from mirrors, light fixture, and any other furniture that may fall. Move away from outside walls and windows.
- Take cover under desks or move to an internal corner of the room, to protect your face and head from falling debris.
- Do not move around the building until it is safe to do so.
- Do not use the telephone unless someone is seriously injured.
- When the earthquake has stopped, reassure others in your area and assist any injured persons.
- When safe to do so contact the Chief Warden and the onsite Administrator or the nearest Warden and tell them where you are.

Where possible, evacuation should be discussed with the emergency services. Where exits are blocked or unusable, the Chief Warden should organise and announce alternate exits.

Procedures

- Wardens should meet at the nominated Warden Point.
- When safe to do so, make contact with Chief Warden.
- Organise assessment of injury and damage on your floor.
- Submit damage report to Chief Warden.
- Commence evacuation if required or ordered by Chief Warden.
- Ensure no one attempts to use the lifts.
- Ensure First Aid is given to injured.
- Switch off electrical power (if safe to do so)
- Notify the emergency services as soon as possible.

Civil Disturbance

Civil disturbances such as protests, blockades, forced entry and unpopular political decisions can affect building for a variety of reasons which can threaten the security of the building. Rarely is advanced notice given to management of the organisation of protests, but where notice is given, an action plan should be devised by the Chief Warden and Management in order to minimize contact with the building occupants.

At all times throughout civil disturbance actions, the ECO should be mindful of possible diversionary tactics by demonstrators to mask criminal activity.

Procedures

- Notify the Police by **dialling 000** and request assistance
- Initiate security lockdown action:
 - Restrict entrance to the floor/area (do not obstruct fire exits).
 - Restrict contact between the demonstrators and the building occupants.
- Ensure critical records, equipment and valuable items are secured.
- When safe to do so contact the Chief Warden and the onsite Administrator and report any entry breach by protesters.
- Alert other members of the ECO.

Duties of Management

- Executive management may play a role in diffusing the situation if the protest is a result of corporate action or policy.
- Managers should supervise the lockdown of offices and securing of records and valuables.
- Windows, blinds and curtains should be closed.
- Occupants should be informed not to agitate the protesters.
- Management should promote an air of calm and confidence.



Medical Emergency

The possibility of a medical emergency has to be considered during the course of a normal working day. All medical emergencies must be directed to professional medical advice and/or attention as soon as possible. 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.

Procedures:

- Contact the First Aid Officer for the area.
- **Dial 000** and request an ambulance.
- Provide the following detail as required:
 - Address **Collett Place, Pearce, ACT, 2607**
 - Nearest Cross Street **Collett Place & Hodgson Crescent**
 - Floor/Area
 - Description of injury to person
 - Your name
- When safe to do so contact the Chief Warden and the onsite Administrator and tell them where you are.
- Have someone remain with the injured person until help arrives.
- Despatch a trained first aider to the scene, if available.
- Based on their training, the first aider should render assistance to the injured and make them comfortable.
- If the injury has resulted from a fall, do not move the person until arrival of the ambulance.
- The first aider will remain with the injured person until arrival of the ambulance.
- Ensure responding emergency services personnel have a clear path of access to the injured person.

WARNING: If the incident has caused the death or serious injury to a person then the scene of the incident must not be disturbed.

Medical Emergency (Cont)

Standard (D.R.A.B.C.D.) procedures in a medical emergency are as follows:

- D** Check for **DANGER**: Hazards, Risks, Safety for you and the casualty.
- R** Check for **RESPONSE**: Check the casualty for a response by touching the casualty's shoulders and asking loudly "Are you alright". Is the casualty Conscious or Unconscious?
- A** Check for **AIRWAYS**: Ensure the airway is open and clear of objects.
- B** Check for **BREATHING**: Keep the airway open and check for normal breathing. LOOK, LISTEN and FEEL for more than 10 seconds for normal breathing.
- C** Commence **CHEST COMPRESSION**: If the casualty has no signs of life is, UNCONSCIOUS, UNRESPONSIVE not MOVING not BREATHING normally, then commence compressions, but ONLY if trained and safe to do so. CPR involves giving 30 compressions at a rate of approximately 100 compressions per minute followed by 2 breaths.
- D** Apply a **DEFIBRILLATOR** (if available and only if trained to do so). Defibrillation is the emergency procedure where first-aiders apply an electronic device called an Automated External Defibrillator or (AED) to the chest of a cardiac arrest casualty and the device delivers a controlled electric shock to the casualty's heart.

Armed Hold-up/Intrusion Procedures

ⓘ ***WARNING: Occupants or visitors should not place themselves in jeopardy under any circumstances.***

Managers should ensure cash and valuables are secured and kept to a minimum workable level. Employees who may be subject to such an incident should be given instruction to ensure their safety.

If confronted by an armed or unarmed intruder

- Obey any instructions. Do what you are told, nothing more and do not volunteer information.
- Try to remain calm and avoid staring directly at the intruder or any weapon.
- Do not take any action to excite the intruder.
- Hand over cash/valuables as requested – if possible coins first followed by notes.
- Take a mental note of descriptive information, include:
 - Head – hair, complexion, eyes, scars, facial hair, speech
 - Body – build, shirt, arms, tattoos, weapons
 - Legs – pants, shoes
 - Exit – height, direction of travel, vehicle
- Contact Police by **dialling 000**
- Complete the Offender Check List (refer to Appendix D – page 65).

If it is safe to do so and you are able to, leave the building and contact the Police.

- As soon as the intruder has left, secure any areas where they stood or touched. Do not allow anybody in the area until the police arrive.
- As soon as the intruder has left write down your observations, before your memory is influenced by others.
- When safe to do so contact the Chief Warden and the onsite Administrator or the nearest Warden and tell them where you are.
- No one is to leave until the Police arrive.

Air Conditioning Contamination

Procedure

- When safe to do so contact the Chief Warden and the onsite Administrator or the nearest Warden and tell them where you are.
- The Chief Warden should arrange the shutdown of the air conditioning system immediately, even if the contamination is minimal.
- Contact the Police and Fire Brigade and request attendance.
- Follow Evacuation Procedure.

Electrical Failure

Procedure

- Contact the Chief Warden and the onsite Administrator and tell them where you are.
- Chief Warden shall:
 - Contact the electricity provider for the site.
 - Receive updates from the electricians on estimated time to electrical recovery.
 - Make announcements to the occupants on the situation every 10 minutes.
- Occupants may remain in the building but should vacate if the electricity has not been returned in 1 hour. The emergency exit lighting may begin to fail after this time.



Chemical, Biological or Radiological Hazard

Preliminary

Biological hazards are a potential source of harm or danger that makes use of biologically produced substances, particularly bacteria or viruses that affect humans, animals, food crops and water supplies.

Procedures

- Place a waste bin over the substance to confine. Avoid handling.
- When safe to do so contact the Chief Warden and the onsite Administrator or the nearest Warden and tell them where you are.
- Notify Police by **dialling 000**.
- Priority is to confine and quarantine. If substance has been touched, ensure those people are separated from others and if available washed or showered. Clothes should be quarantined for analysis.
- Area is to be kept clear until arrival of Emergency Services.
- The air conditioning system should be shut down immediately.

Lockdown Procedure

In some situations e.g. intruder, suspicious person in the vicinity, civil disobedience, severe weather, it may not be appropriate to evacuate occupants from the building. In these circumstances a lockdown procedure will be implemented.

Procedure

- Ensure all occupants are inside the building
- Restrict entrance by locking doors and windows (do not obstruct fire exits). **Note: to lock the automatic doors, turn the power switch above the door to “off”.**
- Restrict contact between the threat and occupants. Occupants should keep a low profile, out of sight and away from windows.
- Contact Police by **dialling 000** and inform them of your location.
- Follow directions of Police Officers.
- Notify the Chief Warden and the onsite Administrator or the nearest Warden and tell them where you are.
- Ensure cash, medication, records, equipment and valuables are secure.
- In the case of an intruder, as soon as the intruder has left:
 - Secure any areas where they stood or touched. Do not allow anybody in the area until the police arrive.
 - Write down your observations, before your memory is influenced by others by completing the Offender Check List (refer to Appendix D – page 65).



Appendix A

Evacuation Checklist

Area	Clear ✓ / ✗	Occupants/visitors with a disability	Refusal to Evacuate	Medical Emergencies	Comments



Appendix B

ECO Register

LOCATION	ORGANISATION	ROOM NUMBER
BUILDING ONE		
BUILDING TWO		
BUILDING THREE		

AREA	POSITION	NAME	PHONE
Chief Warden			
Deputy Chief Warden			
BUILDING ONE			
	Warden		
	First Aid Officer		
BUILDING TWO			
	Warden		
	First Aid Officer		
BUILDING THREE			
	Warden		
	First Aid Officer		

Check for Fire	YES/NO	Ready to Evacuate	YES/NO
Occupants Evacuated	YES/NO	Floor Cleared	YES/NO
Warden Leaving	YES/NO	ACTFB Cleared to re-enter building	



Appendix C

Bomb Threat Checklist

EXACT WORDING OF THE THREAT _____

QUESTIONS TO ASK THE CALLER

What is it? _____
When is the bomb going to explode or when is the substance going to be released? _____
Where did you put it? _____
What does it look like? _____
When did you put it there? _____
How will the bomb explode or how will the substance be released? _____
Did you put it there? _____
Why did you put it there? _____

CHEMICAL BIOLOGICAL THREAT

What kind of substance is it? _____
How much of the substance is there? _____
How will the substance be released? _____
Is the substance a liquid, powder or gas? _____

BOMB THREAT QUESTIONS

What type of bomb is it? _____
What is in the bomb? _____
What will make the bomb explode? _____

ⓘ REMEMBER: KEEP CALM – DON'T HANG UP THE PHONE.

CALLERS VOICE

Accent (Specify) _____
Speech impediment (specify) _____
Voice (loud, soft etc) _____
Speech (fast, slow etc) _____
Diction (clear, muffled) _____
Manner (Calm, emotional, laughing etc) _____
Did you recognize the voice? _____
If so, who do you think it was? _____
Was the caller Male / Female? _____
Approx Age _____

THREAT LANGUAGE

Well Spoken _____
Incoherent _____
Irrational _____
Taped _____
Message read by caller _____
Abusive _____ Other _____

BACKGROUND NOISES

Street Noises _____
House / Building noises _____
Aircraft / Cars _____
Music _____
Machinery / Other _____
Local Call STD Call

CALL TAKEN

Date: _____ Time: _____ Duration of Call: _____
Number Called: _____
Recipient Name: _____ Telephone No. _____
Signature: _____

REPORT CALL IMMEDIATELY TO THE CHIEF WARDEN / MANAGER



Appendix D Offender Checklist

To be compiled immediately after an incident. A separate form is required for each person/offender. Place a tick as applicable. If answer is unknown, write "UK" against the heading. Do not consult others during compilation. The Chief Warden will collect forms and hand to Police.

NAME or NICKNAMES USED							
APPROXIMATE AGE		HEIGHT			SEX	Male	Female
SCARS / MARKS / FACIAL HAIR							
Tattoos	Scars	Moustache/ Beard Facial Hair			Skin Discolouration, describe location fully		
ACCENT		ETHNIC ORIGIN			WEIGHT		
COMPLEXION	Fair	Dark	Pale	Fresh	Pimply	Raged	Suntan
BODY TYPE	Thin	Medium	Stout	Short	Tall	Nuggety	Overweight
WALK	Quick	Springy	Limp	Slow	Pigeon Toed		
VOICE	Clear	Thick	Loud	Slangy	Accent	Stutter	Familiar
HAIR	Colour	Crewcut	Straight	Bald	Curly	Wavy	Thick Long
SPECTACLES	Colour	Shape	Tinted	Brand	Thick Glass		
TEETH	White	Good	Bad	Coloured	Missing	Protruding	Unevenly Spaced
EYES	Colour	Size	Squint	Stare			
EARS	Size			Shape			
LIPS	Size			Shape			
NOSE	Size			Shape			
POSTURE	Erect		Stooped		Slouchy		Fidget
HANDS	Size	Hairy	Callused	Soft	Nails Missing	Deformed Fingers	
CLOTHING	Hat	Shirt	Coat	Trousers	Dress	Skirt	Shoes
	Gloves	Jewellery	Labels / Tags Pictures on Clothing				
	Is the clothing new, old or torn?						

<p>METHOD OF OPERATION</p> <ol style="list-style-type: none"> 1. Write a detailed account of: <ol style="list-style-type: none"> a. What the offender said b. Where the offender went and touched c. What did the offender want? 2. Was the offender familiar with the area/building? 3. Were there any weapons used or a threat of a weapon used? 	<p>METHOD AND DIRECTION OF ESCAPE</p> <ol style="list-style-type: none"> 1. Direction of escape? 2. Method of escape? (Car / Bike / On Foot) 3. If a car was used? <ol style="list-style-type: none"> a. Make and Model of Car b. Registration Number c. Colour of Car d. Were there any occupants in the car?
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Appendix E PEEP Register

Occupant with a disability and Location	Summary of Personal Emergency Evacuation Plan	Responsible Warden