

Ref: 280BAN

EMERGENCY RESPONSE

PROCEDURES

MARKET CITY

**280 BANISTER ROAD
CANNING VALE**

August 2010

FOREWORD

This is a controlled document and the content is subject to on-going review by *First 5 Minutes Pty Ltd* for compliance with Federal, State and Territory Legislation, Australian Standards and Codes of Practice.

This document will remain in force whilst *First 5 Minutes Pty Ltd* is contracted to provide fire and emergency procedures and training for the subject premises. Should *First 5 Minutes* cease to be a service provider for these premises then it is deemed that this document will then be uncontrolled (not subject to review) and as such should not be used for compliance with any State or Territory Act or Regulation.

These emergency response procedures have been prepared by *First 5 Minutes* with a focus on the actions to be taken by the Emergency Control Organisation (ECO) and all occupants once an emergency occurs. It is designed to provide directions to ensure an appropriate response to an emergency up to the arrival of the attending emergency services. This document also supports the ongoing skill maintenance activities for the ECO.

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

While the procedures are focused on emergency response, some general emergency preventive recommendations are incorporated. Specific preventative procedures and processes would normally follow a comprehensive risk assessment which is also outside the objectives of the Emergency Response Procedures.

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

RULES OF INTERPRETATION

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

- (i) Headings are for convenience only and do not affect interpretation.
 - (ii) The singular includes the plural and conversely.
 - (iii) A gender includes both genders.
 - (iv) Where a word or phrase is defined its other grammatical forms have a corresponding meaning.
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FIRST 5 MINUTES PTY LTD

First 5 Minutes Pty Ltd, Australia's leading fire and evacuation specialist, has been appointed to establish Emergency Procedures for **Market City – 280 Bannister Road, Canning Vale**. Persons in charge of a workplace are reminded of their legal and moral obligations to make time available for Wardens and employees to participate in Emergency Control Organisation meetings and an annual evacuation exercise. This training will assist occupiers and employers in meeting their obligations under the Western Australia *Occupational Safety and Health Act 1984*.

The procedures provided by *First 5 Minutes Pty Ltd* meet the requirements of *Australian Standard 3745 – 2002 Emergency Control organisation and procedures for buildings, structures and workplaces*.

First 5 Minutes Pty Ltd has in place a Quality Management System that meets the requirements of *AS/NZ ISO 9001-2000*.



MISSION STATEMENT

To provide the best total cost solution to prepare people to respond to emergency situations.

Please direct any queries relating to these procedures to any *First 5 Minutes* office. Contact details are available at www.first5minutes.com.au.

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EMERGENCY CALLS

000

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

Telstra, as the designated universal emergency call service provider, currently operates the “000” emergency call service from two centralised emergency call centres in New South Wales and Victoria.

Telstra's role in operating the “000” service is to connect callers to the nearest and most appropriate emergency service organisation as quickly as possible. The local emergency service organisation (police, fire or ambulance) is then responsible for sending help to the correct location.

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

There are a number of reasons why “911” used by emergency services in the United States cannot be used as an emergency number in Australia, including that the 911 prefix is already in use for some residential and business telephone numbers (ie. 02 911x xxxx).

112

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

When dialling “112” on GSM mobile phones, access is provided regardless of the presence or validity of the SIM card within the phone, or whether the keypad is locked. The “112” number **cannot be dialled** from the fixed network.

* “112” can be dialled anywhere in the world with GSM coverage and callers will be automatically translated to that country's particular emergency number.

* A caller is able to connect to the emergency services answering point if GSM mobile coverage is available from any carrier's network at the location of the call.

For more information contact your mobile phone carrier.

106 (Text-based emergency call service)

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

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

DEFINITIONS

For the purpose of this document, the definitions from AS 3745-2002, the Building Code of Australia (BCA), Occupational Health and Safety legislation (OH&S), Australian Federal Police Bomb Data Centre and those below apply.

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

Alternative Solution

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

Area

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

Bomb

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

Bomb threat

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

Improvised Explosive Device (IED)

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

Courier-delivered bomb

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

Mail bomb

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

Placed bomb

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

Vehicle bomb

A bomb in which a vehicle is used as the means of delivery. It may be designed to use the vehicle as fragmentation.

Building, Structure and Workplace

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

Chief Warden

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

Emergency Planning Committee (EPC)

A committee responsible for establishing an emergency plan, emergency response procedures and an ECO.

The EPC shall be formed from representatives of occupant groups and shall include the Chief and Deputy Chief Wardens and others who may have specialist knowledge, for example, the building engineer.

Emergency Control Organisation (ECO)

A structured organisation which will initiate an appropriate response to emergency situations.

Emergency/Incident

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

Emergency Control Point

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

Emergency Warning and Intercommunication System (EWIS)

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

Fire Safety System

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

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

and includes both active and passive systems.

Fire Service

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

Manual Call Point

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

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

Emergency Alarm Initiating Device

An Emergency Alarm Initiating Device (EAID) is similar in construction to an MCP but is white in colour. They are installed for use by occupants to actuate the EWS within the structure **ONLY** and will not advise the Fire Service. They can also be used as an emergency door release device.

Persons with Special Needs

This reference applies to a person with a disability:

- (a) that is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of impairments; and
- (b) that results in—
 - (i) a substantial reduction of the person's capacity for communication, social interaction, learning or mobility; and
 - (ii) the person needing support.

Safe place

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

Warden Communication Point

A Warden Communication Point is the location at which all Wardens will assemble on becoming aware of an incident that may affect the safety and wellbeing of building occupants.

Workplace

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

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1. INTRODUCTION

Operation of Building Emergency Response Procedures

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

The risk of panic, personal injury and loss of property is significantly reduced by having an efficient Emergency Control Organisation, with all occupants trained in Emergency Response Procedures.

Emergency Planning Committee

Australian Standard 3745-2002 recommends that building owners, agents, occupiers, lessors, or their representatives arrange for the establishment and the inaugural meeting of an Emergency Planning Committee (EPC) for the building and generally oversee the implementation of matters addressed by *Australian Standard 3745-2002*.

The EPC shall be formed from representatives of occupant groups and shall include the Chief and Deputy Chief Wardens and others who may have specialist knowledge, for example, a building engineer.

Building owners, agents, occupiers, lessors or their representatives, should ensure that leases not only cover the safety of occupants in an emergency, but include obligations for occupants to participate in emergency planning and evacuation exercises and acknowledge the authority of designated wardens in emergency situations.

The foregoing obligations shall apply equally to owner-occupiers.

Development of the Emergency Control Organisation

The Emergency Control Organisation (ECO) for this building has been developed in accordance with the requirements of *Australian Standard 3745 – 2002 Emergency control organisation and procedures for building structures and workplaces*. The Emergency Control Organisation consists of:

- Chief Warden
- Deputy Chief Wardens
- Floor or Area Wardens
- Wardens
- Other persons as required (for example Security Staff, First Aiders, Communications Officer).

Maintenance of the Emergency Control Organisation

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

- (a) The nomination of suitable persons to carry out the duties of Wardens in the building. If possible, all workplaces should be represented by trained Wardens to provide for the safety of occupants.
- (b) A Warden Register containing the name, telephone number and location of all Wardens within the building is implemented and maintained.
- (c) Regular meetings of the Emergency Control Organisation should be convened to provide training for Wardens. Meetings should be held at intervals not greater than six-months (*Ref: AS 3745-2002, Sect 2.6*).
- (d) Wardens should approach all their fellow employees, giving information and clarifying instructions on emergency procedures. This does not relieve a person in charge of a workplace of their responsibilities relating to the training of persons under their control under the Occupational Health and Safety Act or relevant Fire Safety legislation.
- (e) Evacuation exercises should be held annually for the Emergency Control Organisation and building occupants to practise the building's emergency procedures (*Ref: AS 3745-2002 Sect 3.5.5*). A debriefing of the Emergency Control Organisation to identify any deficiencies in the procedures should follow each exercise. All occupants are encouraged to participate in evacuation exercises to ensure they are familiar with Emergency Procedures. Participation in these exercises will assist a person in charge of a workplace in meeting some of their obligations under the Western Australia *Occupational Safety and Health Act 1984*.

Evacuation Assembly Areas

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

2. EMERGENCY RESPONSE PROCEDURES

Introduction

These Emergency Procedures have been designed for the guidance and information of the occupants of **Market City – 280 Bannister Road, Canning Vale**.

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

Authority of the Emergency Control Organisation

The Emergency Control Organisation (ECO) personnel shall issue directions to all persons on a premise so that they may execute their duties to control an incident or to conduct an evacuation of the premises. All directions issued by the ECO personnel should be in the interest of the safety and the wellbeing of all persons on the premises.

The Western Australia *Occupational Safety and Health Act 1984* requires that no person in a workplace should carry out an act, cause an omission or countermand a direction where the individuals' personal safety is put at risk. Therefore the ECO is vested with the power to make decisions and take actions in all situations where an individual person is at risk and no person may carry out an act, cause an omission or countermand a direction whereby the safety and or wellbeing of others is put at risk.

Failure to follow the ECO personnel's direction or action to countermand the directions given by any member of the ECO may place the person failing to follow or countermanding the direction/s in breach of legislation/regulation.

This further reinforces the recommendation of *Australian Standard 3745–2002, Section 2.1.2*, that “Once an emergency is declared, the powers of Wardens and deputy Wardens shall override all normal non-emergency management procedures. Floor or Area Wardens and their deputies shall have the authority to marshal all staff and any visitor/s to their floor/area. The purpose of these powers is to ensure that during an emergency situation, life safety takes precedent over asset protection and production matters. The procedures require consideration to be given to ensure the protection of Wardens, the person or persons refusing to comply, and other personnel in the area when a refusal situation arises.”

Education of Employees in Fire Safety

A person in charge of a workplace must ensure that all persons under their control are advised of the procedures to be followed in the event of an emergency within the premises. Each employee should be given the name, location and telephone number of the Warden in their area. A person in charge of a workplace should ensure that all new employees are advised of the relevant procedures and are shown the locations of fire fighting equipment, evacuation routes and the location of the assembly area.

Every person who is employed in the premises should be given instruction in relation to:

- (a) The procedure to be followed in the event of fire.
- (b) The means of escape from the building in the event of fire.
- (c) The location and method of operating fire fighting equipment, fire alarms or equipment warning of fire.
- (d) The procedure for conducting members of the public to an exit in the event of fire.
- (e) If a person is in care or custody, the procedure in the event of fire for:
 - (i) conducting the person to an exit
 - (ii) marshalling the person in a safe place
 - (iii) if any person in care or custody is not present at the safe place, reporting the fact to the person in charge of the building at the time.

Employee Workplace Health and Safety Obligations

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

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

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

Note: The above information is current at 1 July 2008. It is not intended as legal advice. If you require legal advice in relation to these matters, you should discuss this with your employer or seek independent legal advice.

Australian Standard 3745 lists the types of emergencies that could affect a building, structure or workplace. This can include:

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

Raising an Alarm

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

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

Persons Refusing to Comply with Warden's Directions

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

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

Movement of Motor Vehicles during an Emergency

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

Raising an Alarm

Outside Normal Working Hours

If the building emergency warning system sounds outside normal working hours, persons working in the building should leave their area and exit the building via the emergency exits.

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

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

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

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

Emergency Control Point

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

The Emergency Control Point for this building is located at the **Operations/Security Room**.

3. EMERGENCY CONTROL ORGANISATION

RESPONSIBILITIES, AUTHORITIES AND DUTIES

Emergency Control Organisation

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

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

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

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

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

Responsibilities of the Emergency Control Organisation

The Emergency Control Organisation is comprised of Wardens drawn from the occupants of the building. The responsibilities of the Emergency Control Organisation during an emergency are to:

- conduct an orderly evacuation of the building's occupants, including members of the public who may be in the building at the time, to a safe place of assembly
- assist the Emergency Services
- operate portable fire fighting equipment or fire hose reels in the building, if it is safe to do so.

During any emergency situation control will be greatly assisted by the quick identification of Wardens by occupants and the Emergency Services. The use of either coloured caps, safety helmets, vests or tabards best achieve this identification. The equipment should also be prominently marked with the wearer's title and location, eg *Area Warden Ground Floor*. The appropriate colours are:

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

The Emergency Control Organisation may include trained First Aiders (white with green cross), a Communications Officer and Security Staff.

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

Chief Warden

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

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

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

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

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

Duties of Chief Warden

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

- (a) Proceed to Emergency Control Point (ECP) and take control.
- (b) Establish communications with the affected area and assess the nature and extent of the emergency.
- (c) If an evacuation is required initiate evacuation procedures:
- (d) Ensure the Emergency Services are notified.
- (e) If a false alarm or if the incident has been controlled, notify all areas.

Sequence of Evacuation

All occupants of the building are to commence immediate evacuation of the building on the sounding of the evacuation alarm on their floor or in their area.

For a controlled evacuation the sequence is:

- (a) The fire-affected area.
- (b) The area adjacent to the fire-affected area.
- (c) Additional areas or the entire building may need to be evacuated if circumstances warrant or if directed by the Emergency Services.

Should the Chief Warden be unable to continue manning the Emergency Control Point (ECP) owing to the nature of the emergency or because of threat of injury, the Chief Warden is to advise all areas, if possible, that they are leaving the ECP.

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

All Clear

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

Deputy Chief Warden

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

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

Area Wardens

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

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

Duties of Area Wardens

The Area Wardens should be thoroughly familiar with:

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

Area Wardens - On Becoming Aware of a Fire in Their Area

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

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

Area Wardens - When an Incident Occurs

When an Incident occurs, the Area Warden is to:

- (a) Proceed to the Warden Communication Point await communication from the Chief Warden.
- (b) Consult with the Chief Warden and carry out all instructions (for example to investigate for signs of smoke or fire, prepare to evacuate).
- (c) Brief Wardens on the nature of the emergency.
- (d) Control all emergency operations in their area.

Area Wardens - If an Evacuation is required

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

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

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

- (b) Instruct Wardens to check toilets, strong rooms and all occupiable spaces in their area.
- (c) When all occupants have assembled at the area assembly point/s, commence evacuation via the emergency exits to the evacuation Assembly Area. A Warden should lead the occupants to show the way.

- (d) Conduct a final check of all areas to ensure it is clear of occupants.

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

- (e) Advise the Chief Warden that the area has been evacuated.

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

- (f) Proceed to the evacuation assembly area and remain in charge of occupants until the "ALL CLEAR" is given.

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

Duties of Wardens

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

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

Wardens should direct persons towards the exits using:

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

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

Wardens' duties may include:

- (a) Assuming control of the area in the absence of the nominated Area Warden.
- (b) Alerting building occupants by operating any device that will activate the building emergency warning system or by contacting the Area Warden and/or Chief Warden.
- (c) Stopping occupants from evacuating prematurely.
- (d) Operating communications equipment.
- (e) When directed, notifying all occupants to assemble at a floor assembly point/s near the emergency exits in preparation for evacuation.
- (f) When directed, guiding occupants through the emergency exits to the evacuation assembly area.
- (g) Providing assistance to any person with a special need.
- (h) IF SAFE TO DO SO, operating first attack fire fighting equipment, for example fire extinguishers and hose reels.
- (i) Ensuring fire and/or smoke doors are closed properly.
- (j) Searching an area to ensure nobody has been left behind.
- (k) Searching an area for suspicious articles (Bomb Threat Procedures).
- (l) If directed, meeting Emergency Services personnel on their arrival at the Warden's area.

Wardens - When an Evacuation is required

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

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

4. PERSONS WITH SPECIAL NEEDS

A Person with Special Needs

A person with a special need is defined in Australian Standard 3745-2002 as someone having physical, intellectual, visual or auditory disabilities or impairments, either temporary or permanent. There could be at least one person in any given building whose movement through emergency exits would be restricted in an emergency evacuation which will require special needs procedures being implemented within the workplace.

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

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

A Person with a Special Need on an Incident-Affected Floor

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

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

A Person with a Special Need on a Non-Affected Floor

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

After Hours Procedure

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

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

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

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

5. MEDICAL EMERGENCY

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.

If any person is made aware of a medical emergency they should inform their immediate supervisor who will:

Dial 000 (or PABX 0-000) and request the Ambulance Service and advise the operator of details of the injured person, giving:

Address:

Nearest Cross Street:

Type of medical emergency:

The first aid personnel will then proceed to the scene to administer first aid.

If the injury has resulted from a fall, DO NOT move the person and where possible do not leave them unattended.

The first aid personnel will remain with the injured person until taken from the site by the ambulance or such other time as deemed necessary.

Note: The Chief Warden should maintain a list detailing the names and the location of trained first aid personnel who may be of assistance should a medical emergency occur.

6. FIRE EMERGENCY AND FIRE SAFETY EQUIPMENT

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

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

Fire Extinguishers

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

Classification of Fires

The types of fire are classified as:

CLASS A Ordinary free-burning materials such as paper, clothing, packing materials, wood and textiles.

FOR CLASS 'A' FIRES, USE:	Water	(Red)
	Foam	(Red with Blue Band)
	Dry Chemical (ABE Only)	(Red with White Band)
	Vaporising Liquid	(Red with Yellow Band)

CLASS B Liquids such as petrol, paint lacquers, thinners, oils, greases and many chemicals in liquid form.

FOR CLASS 'B' FIRES, USE:	Foam	(Red with Blue Band)
	Carbon Dioxide	(Red with Black Band)
	Dry Chemical	(Red with White Band)
	Vaporising Liquid	(Red with Yellow Band)

CLASS C Fires involving flammable gases.

FOR CLASS 'C' FIRES, USE:	Dry Chemical	(Red with White Band)
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CLASS D Fires involving metals, for example potassium, sodium, magnesium. Special extinguishers are required.

CLASS E Fire involving electrical equipment. To fight these fires, use only extinguishers that are non-conductors of electricity.

FOR CLASS E FIRES USE:	Carbon Dioxide	(Red with Black Band)
	Dry Chemical	(Red with White Band)
	Vaporising Liquid	(Red with Yellow Band)

CLASS F Fires involving cooking oils and fats. *Where significant potential exists for a fire involving cooking oils and fats, WET CHEMICAL type extinguishers and FIRE BLANKETS should be provided.*

FOR CLASS 'F' FIRES USE:	Carbon Dioxide	(Red with Black Band)
	Dry Chemical [BE only]	(Red with White Band)
	Wet Chemical	(Red with Oatmeal Band)

– IF POSSIBLE, TURN THE POWER OFF FIRST –
– NEVER USE WATER OR FOAM EXTINGUISHERS ON ELECTRICAL FIRES –

Fighting Fire with a Fire Extinguishers

If it is safe to use the fire extinguisher:

- (a) Do not panic. Try to remain calm and think.
- (b) Warn everybody in the immediate vicinity. Operate any device that will activate the building emergency warning system.
- (c) Alert the Fire Service by ringing “000”.
- (d) Advise the Chief Warden.
- (e) Determine type of fire and exact location.
- (f) Select right type of extinguisher.
- (g) Be sure you know how to use the extinguisher. If in doubt, READ THE INSTRUCTIONS.
- (h) Have another person back you up with another extinguisher.
- (i) Where possible, keep the doorway at your back.
- (j) Keep low to avoid smoke.
- (k) Do not get too close to the fire.
- (l) Direct extinguishing agent at seat of the fire, NOT at the smoke.

NOTE: Initial discharge of the extinguisher at the fire is to be from no closer than 2 metres.

Hose Reels

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

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

- (a) Do not panic. Try to remain calm and think.
- (b) Warn everybody in the immediate vicinity. Operate any device that will activate the building emergency warning system.
- (c) Alert the Fire Service by ringing “000”.
- (d) Advise the Chief Warden.
- (e) Do not use on electrical fires – REMEMBER water will conduct electricity.
- (f) 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.
- (g) Remember to *turn on the water supply* at the reel before running out the hose.
- (h) Check the water is capable of being turned on and off at the nozzle.

Kitchens and Food Preparation Areas

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

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

Use of Fire Blankets

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

- (a) Do not panic. Try to remain calm and think.
- (b) Warn everybody in the immediate vicinity. Operate any device that will activate the building emergency warning system.
- (c) Alert the Fire Service by ringing “000”.
- (d) Advise the Chief Warden.
- (e) Carefully and slowly cover the burning object with the blanket.
- (f) Turn off heat source.
- (g) Leave blanket in place until cool.

Oven Fire

To extinguish an oven fire:

- (a) Do not panic. Try to remain calm and think.
- (b) Warn everybody in the immediate vicinity. Operate any device that will activate the building emergency warning system.
- (c) Alert the Fire Service by ringing “000”.
- (d) Advise the Chief Warden.
- (e) Ensure the oven door is closed.
- (f) Turn off power (if it is safe to do so).
- (g) Obtain a Carbon Dioxide (CO₂)/Dry Chemical Powder (DCP) BE rated fire extinguisher or fire blanket.
- (h) For oven with pull down door: stay at the side of the oven, open the door, and extinguish the fire, shut the door. For oven with side opening door: keep below the top of door, open door, extinguish the fire and close the door.

Range Top Fire

To extinguish a range top fire:

- (a) Do not panic. Try to remain calm and think.
- (b) Warn everybody in the immediate vicinity. Operate any device that will activate the building emergency warning system.
- (c) Alert the Fire Service by ringing “000”.
- (d) Advise the Chief Warden.
- (e) Turn off power (if it is safe to do so).
- (f) Obtain a CO₂/Dry Chemical Powder BE rated fire extinguisher or fire blanket.
- (g) Approach fire while discharging extinguisher or carefully place fire blanket over the fire.

Deep Fat Fryer Fire

To extinguish a deep fat fryer fire:

- (a) Raise the alarm in the local area.
- (b) Ring the Fire Service on '000'.
- (c) Turn off power (if it is safe to do so).
- (d) Slide a close-fitting metal lid or fire blanket over the vat.
- (e) If available, operate a fixed extinguisher system, a Wet Chemical or BE rated Dry Chemical Powder fire extinguisher. Initially, stand well back when operating extinguishers on deep fat fryer fires.

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

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

7. BOMB OR SUBSTANCE THREAT PROCEDURES

Threat Overview

Bomb or substance threats are usually a form of communication, written or verbal, delivered by electronic (email, FAX etc), oral (telephone, tape recording), or other medium (letter) which are frequently used to disrupt business or cause alarm. These procedures are designed to help people respond to and deal with a threat in accordance with current directions provided by the Australian Federal Police and *Australian Standard 3745–2002 Emergency control organisation and procedures for buildings, structures and workplaces*.

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

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

Telephone Threat Procedures

Any person receiving a telephone threat should observe the following:

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

Written Threat

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

Threat Evaluation

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

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

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

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

Other factors that may provide assistance are:

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

Person with a Special Need

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

Search Procedure

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

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

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

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

Wardens should look for anything:

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

If a suspicious object is found:

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

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

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

Detailed Room Search

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

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

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

Courses of Action – The Decision to Evacuate

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

Option to do Nothing (Disregard Threat)

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

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

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

Option to Search with Partial Evacuation

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

Evacuate Immediately Without Search

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

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

Evacuation

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

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

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

- (b) Conduct a final check of all areas including toilets, strong rooms, plant rooms, store rooms and all other occupiable spaces to ensure they are clear of occupants.

- (c) Advise the Chief Warden when the floor has been evacuated. Ensure internal doors, except fire doors, are left open if possible, and that occupants do not re-enter the building.

- (d) Proceed to the nominated Assembly Area and remain in charge of occupants until directed to return to the building.

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

Threat after Hours

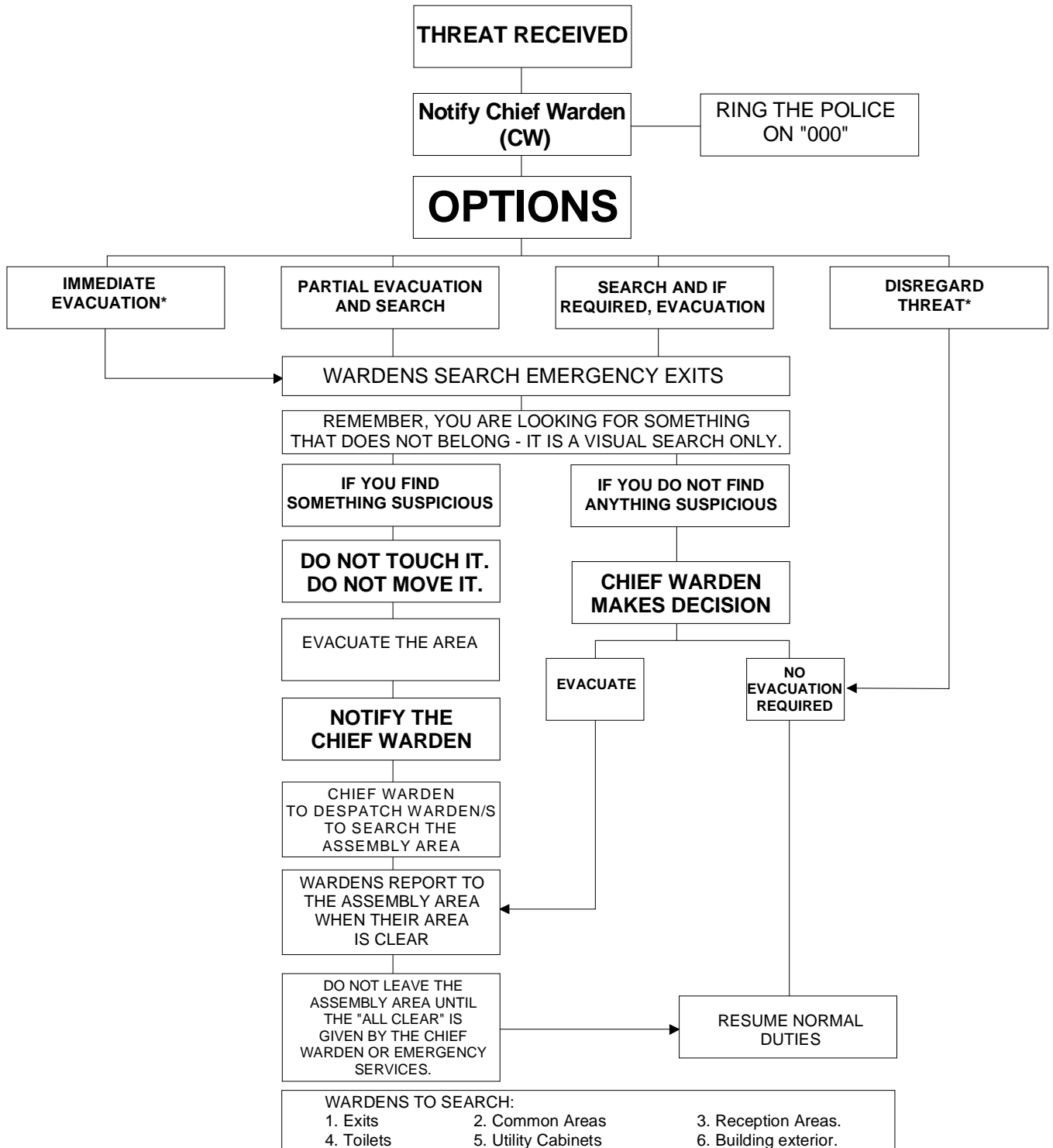
Should a threat be received outside normal working hours, the recipient should report the matter to the Police, alert other persons/tenants occupying the floor, and evacuate the building using the emergency exits. Do not re-enter the building until advised by Police that it is safe to do so.

The Decision to Reoccupy

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

With acknowledgment to the Australian Bomb Data Centre, Australian Federal Police Weston ACT for the use of extracts of material on Bomb Threat Procedures included in these emergency response procedures and the sample threat check list at Annex B.

Bomb or Substance Threat Strategy Flow Chart



*Decisions made by the Chief Warden

8. IMPROVISED EXPLOSIVE DEVICES

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

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

Incendiary Devices

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

Mail Improvised Explosive Device

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

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

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

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

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

Stage 1

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

The recipient would be looking for:

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

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

Stage 2

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

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

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

Stage 3 to 5

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

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

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

Courier Delivered Improvised Explosive Device

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

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

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

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

Placed Improvised Explosive Device

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

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

Vehicle Borne Improvised Explosive Device

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

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

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

Evacuation

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

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

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

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

Vehicle Movement

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

If a Device Detonates

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

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

Reducing the Risk

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

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

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

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

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

With acknowledgment to the Australian Bomb Data Centre, Australian Federal Police Weston ACT for the use of extracts of material on Bomb Threat Procedures included in these emergency response procedures and the sample threat check list at Annex B.

9. EARTHQUAKES

Personal Safety Guidelines

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

Basic guidelines for personal safety in earthquakes are as follows:

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

REMEMBER – DO NOT ATTEMPT TO RUN FROM THE BUILDING

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

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

Duties of the Emergency Control Organisation

The duties of the Emergency Control Organisation include:

- (a) assessing damage in the area;
- (b) ensuring First Aid is given to those injured;
- (c) notifying the relevant authorities;
- (d) switching off electric power to appliances, if it is safe to do so;
- (e) initiating controlled evacuation; or
- (f) conducting a search of the area, if safe to do so.

10. CIVIL DISORDER

Causes

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

Responsibility

Building Management, supervisors and the building's Emergency Control Organisation should coordinate the response to an incident until the arrival of the Police, to whom they should provide as much assistance as required.

Action

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

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

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

Management should promote an air of confidence and calm.

11. ARMED CONFRONTATION PROCEDURES

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

General Procedures

If you are confronted by an armed or unarmed intruder:

- (a) Obey the intruder's instructions, do what you are told and nothing more, and do not volunteer any information.
 - (b) Stay out of danger if not directly involved, leave the building if it is safe to do so, then raise the alarm. Call the Police and notify Management.
 - (c) Be deliberate in one's actions if ordered to carry out an action by the offender. The action should be carried out with due consideration to one's safety.
 - (d) Phone the Police emergency number if able to do so without danger and to keep the phone line open. Alternatively, ask some other responsible member of the staff, by way of pre-determined gesture/s or key word/s, to phone the Police if it is safe to do so.
 - (e) Carefully observe any vehicle used by the offender/s, taking particular note of its registration number, type, colour, and number of occupants and their appearances.
 - (f) Immediately after the offender/s has/have left, mark off any areas where they stood or touched. Do not allow anybody in these areas until the Police have checked for fingerprints and other clues.
 - (g) Observe the offender/s as much as possible. In particular, take note of the speech, mannerisms, clothing, scars, tattoos or any other distinguishing features, and record these observations in writing as quickly as possible after the incident, as the Police will want your individual impressions of what happened before your memory is influenced by discussion with others.
- Note: For this purpose some suggestions for describing an offender are set out at the end of this section.*
- (h) Ask all witnesses to remain until the Police arrive, and explain to the witnesses that their view of what happened, however fleeting, could provide vital information when placed together with other evidence.
 - (i) Exclude all members of the media from the area and allow only the person in charge of the area, the Chief Executive Officer or authorised person to make statements.

During an Armed Incident Procedures

During an incident:

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

Precautions

There are steps you can follow for your safety

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

After an Incident

After an incident as the offender leaves:

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

Describing the Offender

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

Here are some prompts to help you with your descriptions:

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

CLOTHING What was on the upper body? Lower body and feet? Any rings? Wearing gloves, sunglasses (what type), spectacles, ear-ring/s, or a watch? What disguise was worn? Ski mask, balaclava, stocking, overalls, raincoat, etc.

HANDS Tattoos, rings, missing digits, colouration, scars, staining.

Describing the Weapon

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

TYPE Shotgun, rifle, revolver, pistol, air rifle, machine gun.

ACTION Bolt, lever, pump, semi-automatic, automatic.

BARREL Sawn off, single, double, side by side, over and under.

STOCK Cut down, wood, metal, normal, plastic, coloured.

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

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

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

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

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

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

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

12. CHEMICAL, BIOLOGICAL AND RADIOLOGICAL

Introduction

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

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

Accidental Dissemination

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

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

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

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

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

Purposeful Introduction

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

Chemical Agents

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

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

The following are examples of more sinister chemical agents:

- Sarin gas
- Ricin toxin

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

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

The broader emergency response will be:

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

Biological Agents

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

The following provides some examples of biological agents:

- Anthrax bacteria
- Plague bacteria
- Smallpox virus

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

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

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

The broader emergency response will be:

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

Radiological Agents

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

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

The types of radiation are:

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

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

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

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

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

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

The broader emergency response will be:

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

Summary

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

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

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

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

The following is a list of precautions for guidance:

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

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

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

13. EMERGENCY PREVENTION

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

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

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

Note: Some fire doors are controlled by automatic holders and are normally open. Check with Property Management/Building Owner if in doubt.

- (g) Any obstructions in passageways.
- (h) The storage of any article in fire hose reel cupboards.

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

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

Annex A. Fire Safety Systems and Equipment

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

Some examples of fire safety systems are:

Active systems

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

Passive systems

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

Installed Fire Safety Systems and Equipment

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

FIRE DETECTION

FIRE INDICATOR PANEL (FIP)	A Fire Indicator Panel incorporating Control and Indicating Equipment is installed in this building.
SMOKE DETECTORS	Smoke detectors are designed to sense the presence of fire, indicate its location and advise the Fire Service.
THERMAL DETECTORS	Thermal detectors are designed to sense the presence of fire, indicate its location and advise the Fire Service.
VERY EARLY SMOKE DETECTION	A VESDA system is designed to provide early warning of the presence of fire, indicate its location and advise the Fire Service.
MANUAL CALL POINT (MCP)	<p>Operation of a Manual Call Point (MCP) shall require the breaking, or appear to require the breaking, of the frangible element to manually raise the alarm. The frangible element which is capable of being broken or appearing to be broken forms part of the front cover of an MCP.</p> <p>The body of a Manual Call Point shall be red in colour.</p> <p>A red Manual Call Point is mounted on the FIP and in select locations within the building.</p> <p>Actuation of a MCP will normally sound the buildings' EWS and advise the Fire Service.</p>

EMERGENCY WARNING SYSTEM (EWS)

EXTERNAL FIRE BELL	A fire bell is mounted externally on the building adjacent to the nearest entry point to the FIP to provide warning to persons about to enter the building.
ALERT ALARM	The Alert Alarm is a slow repetitive BEEP which can either be actuated by activation of the fire detection system or manually by the Chief Warden.
EVACUATION ALARM	<p>The Evacuation Alarm is a rise and fall tone that is the executive order for all occupants to immediately evacuate the building.</p> <p>It can be actuated by activation of the fire detection system or manually by the Chief Warden.</p>
PUBLIC ADDRESS (PA) SYSTEM	A Public Address system is installed to provide verbal communication between the Chief Warden and building occupants.
VISUAL ALARMS	Visual alarms in the form of strobe lights are normally installed in areas such as recording studios (radio, television etc), high noise areas and in some cases for persons who may be hearing impaired.

FIRE SUPPRESSION SYSTEM

SPRINKLER SYSTEM	A sprinkler system is installed to provide full time automatic fire suppression with the ability to automatically advise the Fire Service.
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FIRST ATTACK FIREFIGHTING EQUIPMENT

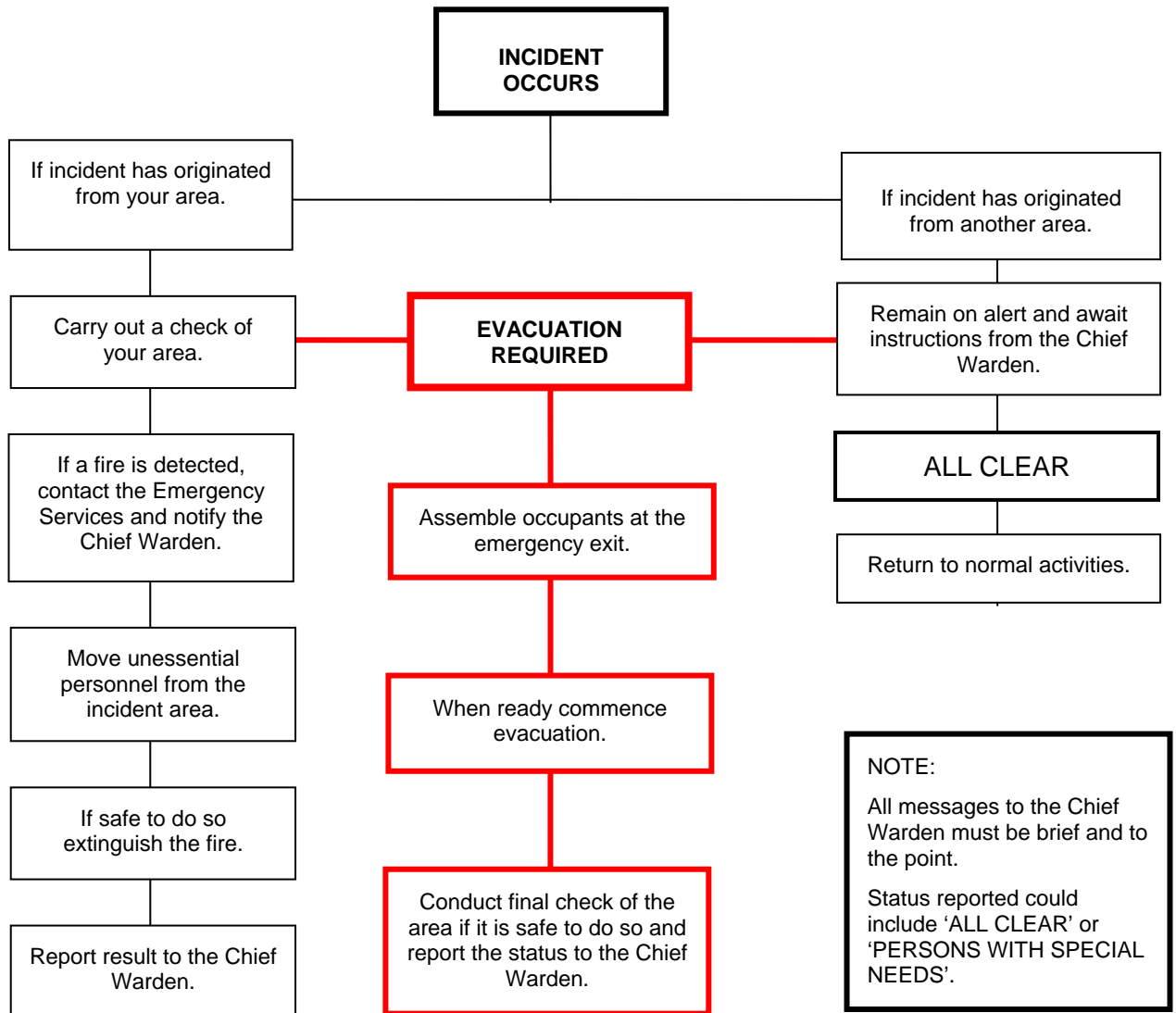
FIRE EXTINGUISHERS	Fire extinguishers are installed in accordance with AS 2444 to provide occupants with equipment to attack a fire in its initial stages.
FIRE HOSE REELS	Fire Hose Reels are installed to allow occupants to undertake fire extinguishment in the initial stages of the fire. They are not to be used on fires with an associated electrical hazard.
FIRE BLANKETS	Fire blankets may be used on fires involving flammable liquids in cooking containers or containers such as deep fat fryers.

MEANS OF ESCAPE

EMERGENCY EXIT SIGNS	Emergency exits and the paths of travel to emergency exits are normally indicated by an illuminated EXIT and/or directional EXIT sign.
EMERGENCY LIGHTING	Emergency lights are designed to safeguard occupants from injury by providing sufficient lighting to allow occupants to safely negotiate the paths of travel to an exit in the event of a partial or major failure of the buildings' mains power.
EXIT DOORS	Exit doors are provided to give occupants a means of egress from any part of the building,

Annex C. Warden Emergency Procedure Flow Chart

WARDEN EMERGENCY PROCEDURES



Annex D. Hazardous Materials

Introduction

Hazardous material (HAZMAT) can be defined as a substance or material in a quantity or form that may pose an unreasonable risk to health, safety or property when stored, transported and used in commerce.

The most common hazardous substances are chemicals. We use chemical products almost every day of our lives. It may be aspirin for a headache, antiseptic for a cut, paint for the walls or a cleaning powder for the bathroom or toilet.

They may seem harmless, but even these ordinary things can make you very sick if they are used incorrectly.

Breathing in the dust of substances such as asbestos and lead, can be a health hazard, especially over a long period of time.

RISK ASSESSMENT

A risk assessment of all areas where dangerous goods are stored must be conducted and an action plan formulated for the most likely incidents that could be envisaged to occur. This would include

- small spillage action;
- large spillage action;
- small fire action;
- large fire action;
- location of hydrants or other equipment;
- clean up and disposal equipment; and
- Personal Protection Equipment (PPE) for each material.

The action plans would be practiced on a regular basis to prepare the ECO and ERT for a possible incident at all storage areas.

MATERIAL SAFETY DATA SHEETS (MSDS)

All material that may have an adverse effect on personnel will have a Material Safety Data Sheet (MSDS) which will detail the physical characteristics of the hazardous material. This includes:

- Product name;
- UN number;
- Hazards;
- Characteristics;
- Storage and handling;
- Action for spills or leaks;
- First aid;
- Firefighting procedure; and
- Emergency contacts.

All MSDS are to be maintained on site with a copy readily available for the responding Emergency Service held at the main entrance to the site.

HEALTH AND SAFETY

Any hazardous material can affect personnel by:

- Inhalation;
- Absorption;
- Ingestion.

It is extremely important that any personnel who have been handling or exposed to any hazardous material:

- Wash thoroughly after use;
- Wash thoroughly before eating;
- Wash protective equipment;
- Keep gloves away from eyes; and
- Change filters on respirators at regular periods.

The safety of personnel requires that all employees who handle or may come into contact with hazardous materials have an adequate knowledge of Dangerous Goods and how to safely respond to incidents. This can be enhanced by familiarisation of the areas where the material is stored, conducting risk assessments, putting in place action plans and practicing the plans.

General Group Classification System for Dangerous Goods.

In order to understand the dangers associated with hazardous materials, you need to have a basic knowledge of:

- General Group Classification for Dangerous Goods;
- The HAZCHEM Code;

Dangerous goods by their nature or their quantity constitute a hazard from explosion, fire, poisoning or from their corrosive effect.

Class labels for dangerous goods

Australian Standard 1216-2006 sets out details of the design and selection of labels appropriate to the classes, divisions and subsidiary risks of dangerous goods as designated in the Australian Dangerous Goods Code (ADG Code). An illustration of each Class label, the Elevated Temperature label and of the Class 7 placard is provided. The information in this Standard is essentially the same as that which may be found in the seventh edition of the ADG Code, which is to be published on the Commonwealth Department of Transport's website in 2006.

NOTE: Further information on the classification of dangerous goods and the transportation requirements for such goods is provided in the ADG Code.

The main subdivisions for dangerous goods are:

Class 1 - explosives:

Class 2 - gasses: compressed, liquefied or dissolved under pressure, e.g., acetylene, compressed nitrogen and liquid oxygen.

Class 3 - flammable liquids. Note that the term flammable has now replaced the more confusing but equivalent term inflammable.

Class 4 - flammable solids of substances. This group includes such materials as flammable solids, substances liable to spontaneous combustion, and substances that liberate flammable gases on contact with water. Examples are: calcium carbide, sodium, naphthalene.

Class 5 - oxidising substances. This group contains material that liberates oxygen or cause oxidative processes which may stimulate the combustion of other materials. Organic peroxides form the most hazardous group in Class 5 and are flammable, act as strong oxidisers and are liable to explosive decomposition, e.g., chromium trioxide, potassium permanganate, and Methyl Ethyl Ketone Peroxide (MEKP).

Class 6 - poisonous (toxic) and infectious substances. These include materials which may cause death or serious injury to human health if swallowed, inhaled or by skin contact; and disease producing organisms.

Class 7 - radioactive substances.

Class 8 - Corrosives - includes solids or liquids which possess in their original state, the common property, or being capable of damaging tissue. In addition, the

substance may cause damage to other goods or the means of transport or storage if leakage occurs from its container, e.g., sulphuric acid, sodium hydroxide.

Class 9 - miscellaneous dangerous substances, not included in the above groups.

SIGNS

At any workplace where the aggregate quantity exceeds the allowed quantity the occupier shall display warning notices. These signs are to be located:

- at the entrance to the site;
- outside the storage building/area;
- outside the room in which the material is stored;
- on storage tanks.

The sign usually has details of the material such as the name and UN number. It will also have a HAZCHEM Code. The HAZCHEM emergency action code provides the responding emergency service or on site team with information on the correct initial action to be taken to prevent the escalation of an incident. It is used in Australia and New Zealand for the bulk transport and storage of Dangerous Goods.

HAZCHEM CODE

The HAZCHEM Code advises on:

- Firefighting media;
- Personal protection requirements;
- Risk of violent reaction;
- Spillage handling;
- Evacuation consideration.

NUMERALS

The numerals in the code denote the firefighting media:

- 1. Jets
- 2. Fog
- 3. Foam
- 4. Dry Agent

If the code has the numeral “1” then all other agents can be safely used. “2” use fog, foam or dry agent. “3” use foam or dry agent. “4” use dry agent only.

As we can see we can come down the list but agents above cannot be used.

LETTERS

The letters ranging from “P” to “Z” denote the action and level of protection for the personnel responding to the incident.

If the letters P, R, S, T are used the material can be diluted with spillage washed into drains with large quantities of water. Due care must be taken to avoid unnecessary pollution of watercourses.

If the letters W, X, Y, Z are used the material must be contained. You must prevent by any means available, spillage from entering drains and water courses

The letter V means that the material can be violently or explosively reactive.

The letter E means you should consider evacuation if there is any doubt on the ability to contain the situation.

Full means the use of full body protection and CABA and BA means the use of breathing apparatus and gloves.

A sample HAZCHEM Code card follows.

The HAZCHEM emergency action code provides emergency services personnel with information on the correct initial action to be taken to prevent the escalation of an incident. It is used in Australia for the transport of bulk dangerous goods and is also often used on dangerous goods stores. It is shown on Emergency Information Panels and may also be found on the labels of chemical products.

The HAZCHEM Code advises on:

- Firefighting media.
- Personal protection requirements.
- Risk of violent reaction.
- Spillage handling.
- Evacuation consideration.

HAZCHEM CODE				
1 Jets. 2 Fog. 3 Foam. 4 Dry Agent.				
P	V	FULL	DILUTE Spillage may be washed into drain with large quantities of water. Due care must be taken to avoid unnecessary pollution of water courses.	
R				
S	V	BA		
S		BA for FIRE only		
T		BA		
T		BA for FIRE only		
W	V	FULL		CONTAIN Prevent by any means available, spillage from entering drains and water courses.
X				
Y	V	BA		
Y		BA for FIRE only		
Z		BA		
Z		BA for FIRE only		
E	Consider Evacuation			
V	Can be violently or explosively reactive			
FULL	Full body protective clothing with BA			
BA	Breathing apparatus plus protective gloves			

NOTES FOR GUIDANCE

FOG: In the absence of fog equipment a fine spray may be used.

DRY AGENT: Water must not be allowed to come into contact with the substance at risk.

HAZARDOUS SUBSTANCES ON SITE

Listed below are hazardous substances on site in quantities requiring warning signs:

NOTE: (Insert the relevant Hazardous Substances and or delete from this supplied list then delete this note)

SUBSTANCE	CLASS	HAZCHEM
LPG UN 1075	2 GAS	2WE
Fuel Oil UN 1268	3 Flammable Liquid	3Y
Leaded/Unleaded Petrol UN 1270	3 Flammable Liquid	3YE
Dieseline UN 1268	3 Flammable Liquid	3YE
Oxygen UN 1072	2 Gas	2S
Acetylene UN 1001	2 Gas	2SE

Annex E. Floor and Assembly Area Diagrams