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1.0 Introduction

1.1 Preliminary

1.1.1 Purpose of the Manual

The purpose of this manual is to document the Emergency Response Procedures for the facility including the actions to be taken by the Emergency Control Organisation (ECO) and the procedures for evacuation of the site. The procedures should not be considered as rigid but rather as flexible guidelines to be adapted to cope with any unanticipated emergency.

This manual and procedures herein have been formulated to comply with AS3745 – 2010 Planning for emergencies in facilities and the Queensland Building Fire Safety Regulation 2008.

1.1.2 Scope of the Manual

This manual has been developed for and on behalf of Allied Mills located at 66/193 Southpine Road, Brendale. Emergencies detailed in this manual are based on an assessment of potential emergencies likely to impact on the facility. These emergencies are listed in the contents section.

Whilst the procedures for discovery of fire, alarm activation and evacuation have been designed specifically for this facility, the procedures herein for other emergencies provide general information only.

These procedures do not address a Business Continuity Plan or Disaster Recovery Plan that would need to be implemented post-emergency and the threat to life safety has been removed.

1.1.3 Review

The Emergency Planning Committee (EPC) shall ensure that the Emergency Response Procedures remain viable and effective by reviewing and testing the Emergency Response Procedures at least annually.

The Queensland Building Fire Safety Regulation 2008 (QBFSR) requires the Emergency Response Procedures be reviewed on an annual basis and all revisions are logged, updated and disseminated to secondary occupiers.

The EPC and occupier must keep a written record of the review (Appendix L – Revision and Updates). In accordance with the QBFSR, the occupier of a building must change the Fire and Evacuation Plan for the building as soon as practicable but no later than 1 month after a change in circumstances affecting the plans compliance or implementation (E.g. refurbishment or change in personnel involved in the evacuation procedure). This change must be communicated in writing to secondary occupiers within 1 month of the change.

1.1.4 Distribution

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

A record of distribution shall be kept by the EPC.

1.1.5 Building Approval Documentation

Relevant approval documents for the building in accordance with the requirements of the QBFSR Section 25 are held at Appendix M.
1.2 Site Profile

Site Name / Address: Allied Mills
66/193 Southpine Road
BRENDALE QLD 4500
Ph: 07 3244 3904

Building Type: Industrial

Number of Areas: 1 area

Lifts onsite: Nil

Occupant Numbers: 30 employees approximately

Nominated Building Hours: 5.00am Monday – 7.00am Saturday
(24 hours x 5 days per week)

Nominated ECO Hours: 5.00am Monday – 7.00am Saturday

NOTE: In the event of an emergency or alarm activation outside of ECO hours, occupants on site will follow After Hours Procedures – Section 4.5.

Closest Cross Street: Corner of Leitchs Road and Southpine Road

1.3 Human Resources

Evacuation Coordinator (Chief Warden): Alex Young
Ph: 0419 126 761
Email: alex.young@alliedmills.com.au
Date of commencement: December 2013

Site Management: Allied Mills
66/193 Southpine Road
BRENDALE QLD 4500
Ph: 07 3244 3906

Emergency Planning Committee: Allied Mills Management

After Hours Contact: Alex Young
Ph: 0419 126 761

Fire Safety and Emergency Training Provider: Chubb Training Group
Ph: 1300 650 182
E: qldntraining@chubb.com.au

Security Alarm Monitoring: Alpha Alarms
Ph: 1300 405 631

Refer to Appendix A for a register of all ECO members.
### 1.4 Emergency Contacts & Websites

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>000</td>
</tr>
<tr>
<td>Fire</td>
<td>000</td>
</tr>
<tr>
<td>Ambulance</td>
<td>000</td>
</tr>
<tr>
<td>State Emergency Service</td>
<td>13 25 00</td>
</tr>
<tr>
<td>Poisons Information Service</td>
<td>13 11 26</td>
</tr>
<tr>
<td>Relevant Queensland websites</td>
<td></td>
</tr>
<tr>
<td>QFRS</td>
<td><a href="http://www.fire.qld.gov.au">www.fire.qld.gov.au</a></td>
</tr>
</tbody>
</table>
1.5 Emergency Systems Summary

1.5.1 Alarm Systems

Audibility: There is no detection system on site with connection to an automatic fire alarm. An air horn may be activated to sound an audible alarm and effect an evacuation.

Communication: During an emergency, communication will be verbal means (runners), internal phone and mobile phone. It must be noted that the internal phone system is not a failsafe means of communication during a fire or other emergency. Mobile phones and two-way radios must not be used during a bomb threat or suspicious package situation.

Master Emergency Control Point (MECP): The Master Emergency Control Point is located in the warehouse.

An alternative Emergency Control Point, should the master point be untenable or unsuitable, is located in the lunchroom / office or at a safe distance from the front of the building. This location will be decided by the Chief Warden at the time of incident if required.

1.5.2 Detection Systems

Nil

1.5.3 Suppression Systems

Hydrant Systems: Fire Hydrants are located on site and are for the use of the Fire Brigade only.

Fire Hose Reels: Fire Hose Reels are designed to reach every area on each floor. Fire Hose Reels are operated by turning the main valve anti-clockwise or if a lever, pulling lever down, un-reeling enough portion of the hose, opening the nozzle and directing water at the base of the fire.

Extinguishers: This site contains the following types of extinguishers:
- Dry Chemical Powder
- Carbon Dioxide

1.5.4 Life Safety Systems

Emergency Exits: Emergency exits are provide egress from the facility and are clearly indicated by illuminated exit signage.

Emergency Lighting: Spitfire lights are installed throughout the building and will automatically illuminate in the event of a mains power failure.

Illuminated Emergency Exit lighting is installed at every designated emergency exit. These lights are on at all times.

Note: all emergency lighting has a limited battery endurance.

First Aid: A first aid kit is located in the office, smoke room, warehouse and production.

Hazardous Substances: Hazardous materials and flammable substances (e.g. cleaning substances) are stored on site in accordance with WH&S legislation. SDS for each of these substances is located on site. Diesel is stored in the workshop. A spill kit is located in the warehouse.
1.5 Emergency Systems Summary (Continued)

**Restricted Access:**
Padlocks are located on certain doors at all times, the keys for these padlocks are located in the office. These padlocked areas are considered no access areas.

**Assembly Areas:**
Primary Assembly Area
North-easter Car park
2.0 Emergency Planning and Control Structure

2.1 Emergency Planning Committee (EPC)

2.1.1 Formation

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

Those responsible for a facility or its occupants shall ensure that the EPC has adequate resources to enable the development and implementation of the Emergency Plan.

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

2.1.2 Duties and Responsibilities

The EPC, where necessary in collaboration with the facility owners, managers, occupiers and employers, shall be responsible for the development, implementation and maintenance of the Emergency Plan, Emergency Response Procedures and related training. This may be undertaken in conjunction with relevant external organisations.

The duties of the EPC shall include the following:

(a) Identifying events that could reasonably produce emergency situations.

(b) Developing an Emergency Plan in accordance with Section 3 of AS3745 - 2010.

(c) Ensuring that resources are provided to enable the development and implementation of the Emergency Plan. NOTE: Resources include time, finance, equipment and personnel.

(d) Nominating the validity period for the Emergency Plan and the Evacuation Diagram. NOTE: The validity period should not exceed 5 years but may be less than 5 yearly, depending on the requirements of a maintenance cycle, a major change to the facility or an accreditation regime.

(e) Ensuring that the Emergency Plan is readily identifiable and available to the appropriate persons.

(f) Establishing an ECO to operate in accordance with the Emergency Plan.

(g) If deemed necessary, establishing a specialist Emergency Response Team (ERT).

(h) Authorising, or having authorised, the release and implementation of the Emergency Plan.

The following shall apply to the implementation process:

(i) **Awareness of the Emergency Response Procedures**: Information about the procedures shall be disseminated to occupants. The information shall be in a suitable format.

(ii) **Training**: A formalised training schedule shall be developed to ensure that relevant training is provided to ECO members and facility occupants. The training program shall be based on the Emergency Response Procedures and be in accordance with AS3745 – 2010 Section 6.
2.1 Emergency Planning Committee (EPC)

(iii) **Testing the Emergency Response Procedures:** The EPC should ensure that the Emergency Response Procedures are tested within the first 12 months.

(iv) **Review of Procedures:** The effect of the procedures on an organisation should be monitored at all stages of the implementation process. Amendments shall be made to rectify any deficiencies or inaccuracies that are identified in the procedures.

(i) Establishing arrangements to ensure the continuing operation of the ECO. For example, resignation, holidays, training of deputies.

(j) Ensuring that the register of ECO members is current and readily available.

(k) Establishing strategies to ensure visitors are made aware of Emergency Response Procedures.

(l) Ensuring that the Emergency Response Procedures remain viable and effective by reviewing, and testing the Emergency Response Procedures at least annually.

(m) Ensuring that the Emergency Plan is reviewed at the end of the validity period, after an emergency, an exercise, or any changes that affect the Emergency Plan.

(n) Ensuring that a permanent record of events for each emergency is compiled and retained.

(o) Identifying and rectifying deficiencies and opportunities for improvement in the Emergency Plan and Emergency Response Procedures.

2.1.3 **Membership**

The EPC shall consist of not less than two people who shall be representative of the stakeholders in a facility one of which shall be management, unless the facility is owned or occupied and operated by a single person, in which case the EPC may be the sole person who is the owner/occupier

*At least one member of the EPC shall be a competent person as defined in Clause 1.4.5 of AS3745 - 2010.* A competent person is one who has acquired through training, education, qualification, experience, or a combination of these, the knowledge and skill enabling him/her to correctly perform the required task.

2.1.4 **Indemnity**

Facility owners, managers, occupiers and employers should obtain professional advice on the level of indemnity provided to EPC members. The EPC members should be advised of the level of indemnity provided as per AS3745 – 2010.
2.2 Emergency Control Organisation (ECO)

2.2.1 Structure and Identification

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

![ECO Structure Diagram]

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

Items of identification:
- a) Shall be consistent throughout the site,
- b) Shall use the colours indicated in Chart 1 – ECO Structure,
- c) Should be prominently marked with the wearer's ECO title.

2.2.2 ECO Authority and Indemnity

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

Facility owners, managers, occupiers and employers should obtain professional advice on the level of indemnity provided to ECO members. The ECO members should be advised of the level of indemnity provided as per AS3745 – 2010.
2.3 ECO Selection Criteria

2.3.1 Chief Warden and Deputy Chief Warden

In accordance with AS 3745 – 2010, the Chief Warden shall:
(a) be capable of performing their duties;
(b) be capable of leading and taking command;
(c) display effective decision-making skills;
(d) demonstrate the capability to remain calm under pressure;
(e) be available to undertake their appointed duties;
(f) be capable of effectively communicating with occupants and visitors;
(g) be familiar with the facility; and
(h) be able to undergo relevant training

2.3.2 Wardens

Wardens should be appointed consistent with the level of their day to day responsibilities. The Warden responsibilities should be attached to a specific position, to ensure where possible, that the person appointed to the position, in either a permanent or temporary capacity, carries out the necessary functions.

Persons appointed as Wardens should:
(a) Be capable of performing their duties;
(b) Have leadership qualities and the ability to command authority;
(c) Display effective decision-making skills;
(d) Demonstrate the capability to remain calm under pressure;
(e) Be available on-site to undertake their appointed duties;
(f) Be capable of effectively communicating with occupants and visitors;
(g) Be capable of deputizing for other positions on the ECO; and
(h) Be able to undergo relevant training

2.3.3 Deputies

The appointment of Deputies shall be considered, to ensure the functions of the ECO. Persons appointed as Deputies shall have the same capabilities and personal attributes as required for the substantive position.
2.4 ECO Responsibilities Pre-Emergency

2.4.1 General

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

2.4.2 Fire Safety Advisor (if applicable)

The Fire Safety Advisor has a responsibility to:

a) be familiar with all aspects of building fire safety
b) provide advice to the occupier to ensure that appropriate emergency planning has taken place
c) provide advice to the occupier to ensure that appropriate instruction is carried out at the prescribed times and intervals.

2.4.3 Chief Warden (Evacuation Coordinator) / Deputy Chief Warden

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

(a) Maintain a current roster of ECO members.
(b) Replace ECO personnel when a position becomes vacant.
(c) Conduct regular exercises.
(d) Ensure the Emergency Response Procedures are kept up to date.
(e) Attend meetings of the EPC as appropriate.
(f) Attend training and emergency exercises as required by the EPC.
(g) Ensure personal ECO identification is available.

2.4.4 Wardens

(a) Coordinate the completion of Personal Emergency Evacuation Plan (PEEP) documentation (5.5.2)
(b) Report on deficiencies of emergency equipment
(c) Communicate the emergency response procedures to all occupants within their nominated areas.
(d) Coordinate safety practices (e.g. clear egress paths, access to first attack equipment and disposal of rubbish) throughout their area of responsibility
(e) Attend training and emergency exercises, as required by the EPC.
(f) Ensure personal ECO identification is available.
2.5  ECO Responsibilities During an Emergency

2.5.1 Chief Warden / Evacuation Coordinator

The Chief Warden on becoming aware of an emergency, shall take the following actions:

(a) Respond and take control, as appropriate.
(b) Ascertain the nature of the emergency and implement appropriate action.
(c) Ensure that the appropriate Emergency Service has been notified.
(d) Ensure that Wardens are advised of the situation, as appropriate.
(e) If necessary, after evaluation of the situation and using all of the information, and resources available, initiate an action plan in accordance with the Emergency Response Procedures and control entry to the affected areas.
(f) Monitor the progress of the evacuation and record any action taken in an incident log.
(g) Brief the Emergency Services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the senior officer’s instructions.
(h) Any other actions as considered to be necessary or as directed by Emergency Services.

2.5.2 Deputy Chief Warden

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

2.5.3 Wardens

(a) Implement the emergency response procedures for their floor or area.
(b) Ensure that the appropriate Emergency Service has been notified.
(c) Check the floor or area for any abnormal situation.
(d) Commence evacuation if the circumstances on their floor or area warrant this.
(e) Communicate with the chief warden by whatever means available and act on instructions.
(f) Advise the chief warden as soon as possible of the circumstances and action taken.
(g) Check that any fire doors and smoke doors are properly closed.
(h) Close or open other doors in accordance with the emergency response procedures.
(i) Search the floor or area to ensure all people have evacuated. This function is of greater importance than a later physical count of those evacuated.
(j) Ensure orderly flow of people into protected areas, for example, stairways.
(k) Assist occupants with disabilities.
(l) Act as leader of groups moving to nominated assembly areas
(m) Co-opt persons as required to assist during an emergency.
(n) When activities are completed report this to the Chief Warden or a senior officer of the attending Emergency Services if the Chief Warden is not contactable.

2.5.4 General Occupants

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

General Occupant responsibilities include:

(a) Being familiar with who their Wardens are and their location,
(b) Reporting incidents and emergencies,
(c) Being familiar with the location of the Assembly Area/s,
(d) Participate in training and exercises, as required by the EPC.
2.6 ECO Responsibilities Post Emergency

The actions taken by the ECO after an emergency should include, but not be limited to, the following:

2.6.1 Chief Warden

(a) When the emergency incident is rendered safe or the Emergency Service returns control, notify the ECO members to have occupants return to their facility, as appropriate.
(b) Organise a debrief with ECO members and where appropriate, with any attending Emergency Services.
(c) Compile a report for the EPC and management.
(d) Collate records of the event during the emergency for the debrief and ensure they are secured for future reference.
(e) Clean and service used specialised equipment.
(f) Replace specialised equipment as necessary

2.6.2 Wardens

(g) Compile a report of the actions taken during the emergency for the debrief.

NOTE: the re-entry and post-emergency actions should be done in collaboration with the facility owners, managers, occupiers and employers.
3.0 Training, Safety and Risk Reduction

3.1 Training

3.1.1 General

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

3.1.2 EPC Training

In accordance with AS3745 – 2010, training shall be provided to EPC members to enable them to competently execute their obligations as outlined in Section 2.1.2.

3.1.3 Emergency Control Organisation

All ECO members, including nominated deputies, shall be trained to develop the skills and knowledge necessary to undertake the duties set out in the Emergency Response Procedures. The training shall include exercises and assessment.

Warden Training should comply with the National Competency Standard for Workplace Emergency Response (WER) PUAWER005B Operate as part of an Emergency Control Organisation.

ECO members, including nominated deputies, shall attend a skills retention activity at intervals not greater than six months.

Where a specialist Emergency Response Team (ERT) has been deemed necessary, training specific to the emergencies identified in the Emergency Plan shall be developed and carried out. These occupants shall attend a skills retention activity at intervals not greater than one year.

In addition to the training for all ECO members, persons appointed to the duties of Chief Warden, Deputy Chief Warden along with the nominated deputies for each position shall have additional training specific to further develop their understanding of their roles and responsibilities within the Emergency Plan.

(QLD Building Fire Safety Regulation 2008, Section 38 - 1)
The occupier of a building must give the evacuation coordination instructions for the building, at intervals of not more than 1 year, to-

(a) the evacuation coordinator for the building
(b) the persons responsible for carrying out the evacuation coordination procedures under the building's fire and evacuation plan

3.1.4 Fire Safety Advisor

The occupier of a high occupancy building must appoint a person who holds a current building fire safety qualification as the fire safety advisor for the building (QLD Building Fire Safety Regulation 2008, Section 34 - 1)

Fire Safety Advisor accreditation is gained after successful completion of the training by a Registered Training Organisation. Refresher training is required every 3 years to maintain the Fire Safety Advisor accreditation.
3.1 Training (Continued)

3.1.5 Occupants

All occupants working at a facility shall receive training to enable them to act in accordance with the Emergency Response Procedures.

In workplaces, occupant training shall be conducted at intervals not greater than 12 months and comply with the National Competency Standard for Workplace Emergency Response (WER) PUAWER004B Respond to Workplace Emergencies.

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

Occupants of a facility who do not work at that facility should receive training, or have equivalent information provided, to enable them to act in accordance with the emergency response procedures.

Occupants who are visitors to a facility should be provided with appropriate information on the Emergency Response Procedures as determined by the EPC.

The occupier of a building must give general evacuation instructions for the building to each person working in the building at intervals of not more than 1 year. *(QLD Building Fire Safety Regulation 2008, Section 35 - 1)*

To comply with the Queensland Building Fire Safety Regulation 2008, new employees should receive induction training in the evacuation procedures as soon as practicable but no later than 2 days after a person begins work in a building. The occupier of a building must keep a record (a fire and evacuation instruction record), for each occasion fire and evacuation instructions for the building are given detailing the (a) the name of each person who was given the instructions; (b) the name of the person who gave the instructions; (c) the date the instructions were given; (d) a brief description of the instructions given.

If there is a material change to a fire safety reference point or the emergency procedures, the occupier must inform occupants of the change to the procedures as soon as practicable but no later than 1 month after the change.

3.1.6 Fire Equipment Training

**AS2444-2001 Portable fire extinguishers and fire blankets – Selection and location**

A3.4 To optimise effective use of fire extinguishers, personnel should be trained in their use.

**AS 3745-2010 Planning for emergencies in facilities**

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

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

*(QLD Building Fire Safety Regulation 2008, Section 36 - 1)*

The occupier of a building must give first response evacuation instructions for the building to each person working in the building at intervals of not more than 2 years. New employees should receive first response evacuation training as soon as practicable but no later than 1 month after a person begins work in a building.

3.1.7 Communications System

All ECO members shall be instructed on the operation of the communication system (if installed).
3.2 Emergency Response Exercises

3.2.1 General

A program of site-specific Emergency Response Exercises shall be developed in collaboration with the facility owners, managers, occupiers and employers to determine the effectiveness of the Emergency Response Procedures, ECO actions and occupants' response, both when first developed and on an ongoing basis.

The following should apply for all Emergency Response Exercises
(a) Emergency Response Exercises should be consistent with the identified emergencies in the Emergency Plan.
(b) Simple objectives and outcomes for Emergency Response Exercises should be identified.
(c) Observers should be appointed for all Emergency Response Exercises. The observers shall use a checklist to record the details of the Emergency Response Exercise.
(d) Each Emergency Response Exercise should be prefixed by an announcement that it is an exercise only.
(e) Debriefing sessions should be held immediately after the exercise with the ECO and other key participants
(f) A report shall be forwarded to the EPC following each Emergency Response Exercise. The report shall include any deficiencies in the evacuation exercise that were identified at the debriefing session.

3.2.2 Frequency

The Emergency Response Procedures should be tested, within the first 12 months of implementation of the Emergency Plan, as an evacuation exercise. On an ongoing basis, all areas of the facility shall participate in at least one Emergency Response Exercise in each 12 month period. All occupants of the floors or areas involved in the evacuation exercise shall take part, unless the EPC grants an exemption prior to conducting the exercise as per AS3745-2010.

When planning any Emergency Response Exercise, consideration shall be given to briefing the ECO prior to the exercise.

(QLD Building Fire Safety Regulation 2008, Section 44 - 2)
The occupier of the building must ensure that an evacuation of the building is carried out:
a) by an appropriate number of persons
b) in an appropriate way; and
c) at intervals of not more than 1 year

A record must be kept of the evacuation detailing
(a) the date of the evacuation;
(b) the times when the evacuation started and ended;
(c) any action to be taken as a result of the evacuation, including, for example, carrying out a review of the building’s fire and evacuation plan or giving additional fire and evacuation instructions.

3.2.3 Observation Checklist & Debriefing

An Observer’s Checklist is located at Appendix G. This checklist should provide the basis for discussion at the debriefing. A debriefing session shall be held with the ECO and other key participants after the exercise to identify any deficiencies in the procedures or equipment. A report shall be forwarded to the EPC on conclusion of the exercise. The EPC shall arrange the amendment of procedures where necessary and disseminate the information to ECO personnel.
3.2 Emergency Response Exercises (Continued)

3.2.4 Emergency during an Emergency Response Exercise

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

3.2.5 Conduct of Emergency Response Exercises

1. Announce the conduct of the exercise.

2. To instigate the evacuation, the Chief Warden will activate the air horn ensuring it is heard throughout the facility. If the air horn is unavailable, contact Wardens verbally, by phone or by despatching runners to initiate evacuation procedures.

3. Proceed to the car park and wait for Wardens to advise when their area is clear. Ask:
   - Is anyone remaining or refusing to leave the area?
   - Is there any occupants/visitors with a disability?
   - Are there any areas not searched?

4. Note the time the area was clear and any other information relevant.

5. Once staff and ECO have attended the assembly area, they may return.

6. The Chief Warden shall conduct a debriefing with the ECO after the exercise utilising the observer’s checklist. Advise them of the time taken to clear their area and note any concerns or difficulties raised by the Wardens.

7. Results, deficiencies and any recommendations on the procedures should be made to the EPC. The EPC shall arrange the amendment of the procedures and disseminate the information to all ECO members.
4.0 Procedure – Fire

4.1 Discovery of a Fire

4.1.1 Preliminary

The primary duty of occupants is to the best of their ability, and with the safety of themselves and others, remove people from immediate danger. Occupants who have been trained to competently use an extinguisher or other equipment may attempt to extinguish the fire if safe to do so.

Throughout these procedures, the indication to “Raise the Alarm” is a reference to this sub-section:

- Communicate to other staff in the near vicinity the existence of a fire – shout “Fire Fire Fire”.
- Activate the air horn if nearby.
- Contact the Chief Warden and advise of the location and nature of the emergency.
- Contact the Emergency Services by dialling 000.

4.1.2 On discovery of a fire:

- Remove people from immediate danger,
- Close doors if possible to create compartmentation, slowing the progress of the fire,
- Raise the alarm,
- Ensure the Emergency Services have been called by dialling 000,
- Commence evacuation of the building directing occupants to evacuate via the nearest safe exit to the Assembly Area,
- Ensure occupants/visitors with disabilities are assisted from the building or are located to a safe refuge with confident person. Refer Occupants / Visitors with Disabilities – Section 5.5.
- The location of occupants / visitors with disabilities should be reported to the Chief Warden.

4.2 Chief Warden Group

4.2.1 On being advised of a fire:

Chief Warden:

- Collect white identification, air horn, mobile phone any necessary keys and evacuation checklist,
- Ensure the Emergency Services have been notified by dialling 000,
- Proceed to the Master Emergency Control Point,
- Begin Evacuation Procedures (Section 5).

Deputy Chief Warden:

- Collect white identification, mobile phone, any necessary keys and Evacuation Checklist,
- Proceed to the Master Emergency Control Point to meet with the Chief Warden,
- If the Chief Warden is absent, ensure Emergency Services have been notified,
- Begin Evacuation Procedures (Section 5),
- If the Chief Warden is present, follow their direction.
4.3 Wardens

4.3.1 On confirmation of a fire present in the area:

- Proceed to the Emergency Control Point for their Area of Responsibility, collect red identification,
- Remove people from immediate danger and confine the fire if possible,
- Contact the Chief Warden and advise of the need to evacuate and scope of the emergency,
- Ensure with the Chief Warden that the Emergency Services have been notified by dialling 000,
- Follow Evacuation Procedures (5.2.1).

NOTE: Any staff who have been trained to competently use an extinguisher or other equipment may attempt to extinguish the fire only if safe to do so.

4.4 First Attack Firefighting Procedures

4.4.1 Initial Response: R A C E

- Remove
  - Any persons in immediate danger to a safe area, evacuate if necessary.

- Alert
  - Raise the alarm.
  - Ensure personnel are aware of the emergency.
  - Ensure Wardens have been notified.
  - Ensure the Emergency Services have been notified.

- Contain
  Decide on action
  - Support – Do not attempt to fight the fire alone.
  - Size – Ensure the fire can be contained using the equipment at hand.
  - Surroundings – Check for danger such as the spread of fire, gas cylinders or chemicals.
  - Smoke, Gases, Fumes, and Heat – Ensure you remain below the smoke level at all times.
  Equipment
  - Check that you have the correct equipment for that class of fire.
  - If the appropriate extinguisher is not available, then contain the fire by closing doors.
  Safety
  - Test the equipment prior to approaching the fire.
  - Keep low – stay below the smoke level.
  - Safe escape route – when fire is in-doors, keep between the fire and the exit.
    when the fire is outdoors, approach the fire up hill and up wind.
  - If the fire cannot be controlled, close the doors if safe before leaving.

- Evacuate
  - Ensure you have a safe exit path and proceed to your Assembly Area. Do not return inside the building.
4.4 First Attack Fire Fighting Procedures (Continued)

4.4.2 Using an Extinguisher

Remember “P A S S”
- Pull the pin and test the equipment.
- Aim the director or nozzle at the base of the fire.
- Squeeze the operating handle.
- Sweep the extinguishing agent from side to side.

4.4.3 After the Fire:

If the fire is extinguished prior to the arrival of the Emergency Services:
- Do not disturb the incident area.
- Keep away from the smoke and other affected areas.
- Ensure the Chief Warden is notified of the equipment used for replacement.
- Complete any Reporting Procedures.

4.5 After Hours Procedures

4.5.1 On discovery of a fire:

- Remove people from danger,
- Close doors if possible to slow the progress of the fire and contain smoke,
- Raise the alarm,
- Ensure the Emergency Services has been called by dialling 000,
- Commence evacuation of the immediate area leaving via the nearest safe exit and proceed to the Assembly Area,
- Do not move vehicles parked in the carpark,
- Occupants /visitors with disabilities should be assisted from the building if possible or their safe location reported to the Emergency Services on their arrival (Section 5.5).
- Delegate a representative to speak with the Emergency Services on their arrival.
- Do not re-enter the building until cleared by the Officer in Charge of the Emergency Service.
5.0 Procedure – EVACUATION

5.1 Chief Warden / Deputy Chief Warden

5.1.1 On Notification of an Emergency:

1. Don white Chief Warden identification and collect necessary keys, mobile phone and Evacuation Checklist (Appendix B).

2. Ensure that the Emergency Services have been notified of the emergency by dialling 000.

3. Proceed to the Master Emergency Control Point. Activate the air horn, ensuring it is heard throughout the facility (if safe to do so). If an air horn is unavailable, contact Area Wardens, by phone or by despatching the Deputy Chief Warden / runners (if safe to do so) and direct them to instigate evacuation procedures.

4. Ensure the Receptionist or nominated person collects the visitors / contractors sign in book and staff list and takes these to the assembly area to account for occupants.

5. Proceed to the car park to receive evacuation reports from Wardens, prevent entry and await the arrival of Emergency Services.

6. Despatch a nominated person to the site entrance/s to restrict vehicular entry to the site.

7. Ensure neighbouring tenants and facilities are notified of the emergency on site.

8. Wait for Wardens to advise when their area is clear. Ask:
   i. Is anyone remaining or refusing to leave the area?
   ii. Is there any occupants or visitors with a disability, have their PEEP's been activated and where are they located?
   iii. Are there any areas not searched?

9. As Wardens report, note down on the Evacuation Checklist (Appendix B) the area as being cleared, how many people remain, the number and location of occupants and visitors with a disability and areas not searched (if any).

10. On arrival of the Emergency Services provide the Officer in Charge with the Evacuation Checklist detailing:
   - The nature and location of the emergency
   - Areas reported as Clear
   - Areas that are evacuating
   - Location of any remaining occupants and occupants/visitors with disabilities
   - Areas that have not been searched/cleared

11. Follow the instructions of the Officer in Charge.

5.1.2 Post Evacuation Procedures

1. The Officer in Charge will advise that either:
   - The building is safe to re-enter,
   - Some areas may not be entered, or
   - The entire building may not be re-entered.

2. Proceed to the assembly area and advise staff of the situation.

5.2 Wardens

5.2.1 Evacuation Procedures (On the sounding of the air horn or being directed to evacuate)

1. Wardens wear red identification.

2. Evacuate occupants and visitors from your Area of Responsibility. Ensure occupants and visitors evacuate via the nearest, safe exit. Wardens shall close all doors but not lock during their search.

   NOTE: Wardens should be aware of and prepared to direct occupants to alternative egress routes should primary paths become unsafe.

3. Ensure all areas have been searched (if safe to do so) with particular attention to:
   (a) blind passages, partitioned areas, offices and meeting rooms.
   (b) amenities such as toilets, tea rooms and resource sections.

4. Ensure PEEP’s are activated for occupants and visitors with disabilities and that they are assisted from the building or are in a refuge accompanied by another person (Section 5.5).

5. When all areas have been searched evacuate the building. The Warden will report to the Chief Warden at the front of the building and report on:
   (a) The location of anyone refusing to leave
   (b) The location of occupants and visitors with disabilities
   (c) Any areas unable to be searched
   (d) The condition of the area

6. Follow any further instructions from the Chief Warden and/or proceed to the Assembly Area.

5.2.2 Post Evacuation Procedures

1. At the Assembly Area, congregate occupants and visitors together, from their Areas of Responsibility.

2. Ask occupants and visitors if they notice anyone who was present prior to the alarm now missing.

3. Notify the Chief Warden of anyone noticeably missing.

4. Ensure occupants and visitors do not re-enter the site until allowed by the Chief Warden.
5.3 First Aid Personnel

5.3.1 Evacuation Procedures (On the sounding of the air horn or being directed to evacuate)

1. Collect the nearest First Aid Kit, don green identification and locate the Warden.
2. Standby to assist occupants and visitors requiring first aid treatment.
3. If more than one First Aider is available on the floor/area, leave via the nearest safe exit.
4. When the floor/area is clear of occupants and visitors, leave via the nearest safe exit.
5. Proceed directly to the Assembly Area and provide assistance where necessary.

5.3.2 Staying with a Casualty

If possible, First Aid Officers should encourage staff with minor injuries such as a bleeding finger, to leave the building as part of the evacuation and receive treatment outside. If the First Aid Officer is in any doubt that movement of a casualty could worsen a condition they should not move the casualty and should remain with them.

Where the First Aid Officer remains with a casualty they must advise (or arrange for someone else to advise) the Warden who will communicate this to the Chief Warden. This will ensure the Emergency Services are made aware of the situation and can take any appropriate action. The exception to this rule of remaining with the casualty in the building is where the risk posed by the danger is greater than that posed by the risk of moving the casualty, such as a spreading fire.

First Aid Officers should always bear in mind the rule of personal safety ahead of any other consideration.

5.4 Occupants

5.4.1 Evacuation Procedures (On the sounding of the air horn or being directed to evacuate)

1. Pair up with another occupant in order to account for each other.
2. Collect small personal effects (e.g. handbags, wallets, car keys) if immediately available and it is safe to do so. Do not take large items such as laptops or large bags.
3. Leave via the nearest safe exit.
4. Proceed directly to the Assembly Area.
5. Remain at the Assembly Area until cleared to re-enter the site by the Chief Warden.
6. If you notice anyone who was present prior to the evacuation now missing, report this to the Warden.
5.5 **Occupant / Visitor with a Disability**

5.5.1 **Definition**

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

(a) More time or different forms of communication, compared with other occupants, to respond to an emergency; or

(b) Assistance to respond to an emergency or evacuate from a facility.

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

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

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

5.5.2 **Personal Emergency Evacuation Plan (PEEP)**

A current list of the names, workplaces and other necessary information about occupants with a disability should be kept at the Master Emergency Control Point – Appendix C. Suitable strategies should be discussed with those occupants regarding emergency evacuation and a PEEP developed for each of those persons. A template for developing a PEEP is included at Appendix D. The Wardens should be aware of the PEEP plan of persons in their area.

5.5.3 **Assistance**

In the event of an evacuation the Warden shall nominate a responsible person to assist the occupant with disabilities out of the immediate danger area in accordance with their PEEP.

5.5.4 **Direct Evacuation**

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

5.5.5 **Refuges**

Refuges are areas where occupants and visitors may wait for their delayed independent evacuation, or assisted evacuation by Emergency Services or other nominated personnel.

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

5.5.6 **Hearing Impaired / Vision Impaired Persons**

Wardens are to be mindful of hearing impaired occupants or visitors who may not hear the alarms or your instruction to evacuate. If this appears the case, face the person so they can read your lips and ensure that person is aware of the need to evacuate. Maintain verbal communication with the visually impaired when moving around or over obstacles during evacuation.
5.6 Refusals to Evacuate

5.6.1 No Physical Force

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

5.6.2 Procedure

ECO members who encounter a person refusing to leave shall:

- Verbally attempt to persuade the occupant to evacuate by using the words: "An evacuation of the building is necessary. All occupants must leave the building by the nearest safe exit". If the occupant does not respond, repeat the above phrase and add “For your own safety and the safety of others, please leave the building immediately.”
- Continue evacuating your Area of Responsibility (closing the door on the room where the occupant is located if possible).
- If time and safety allows, make a secondary sweep the area and revisit the occupant repeating the above phrases.
- If the occupant still refuses, report the location of the person to the Warden, who will notify the Chief Warden.
- No personnel shall re-enter the building or cleared area to retrieve people who refuse to leave.

5.7 Unconscious Persons

5.7.1 Persons not in Immediate Danger

If the unconscious person is not in immediate danger, call for First Aid Officer assistance and ensure a responsible person remains with them until assistance arrives.

5.7.2 Persons in Imminent Danger

If the person is in imminent danger, ECO members may use implied consent to move the person to a safe area. Avoid moving the person more than is necessary as the extent of their injury is unknown.

5.8 Media Statements

5.8.1 Nominated Persons

Media statements should be provided, released and authorised by a nominated head office representative only. No other persons should contact print or electronic media during the emergency.

5.9 Assembly Areas

5.9.1 Location

Primary Assembly Area

North-eastern Car park
6.0 Fire Awareness

6.1 Fire Theory

6.1.1 The Cause of Fire

Fire is a series of rapid chemical chain reactions between combustible materials which are heated to the point of vaporisation and react with oxygen. Once the vapours from the combustible material either rapidly or slowly reach their ignition temperature, combustion then occurs.

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

![Diagram 1 – The Fire Triangle](image)

6.1.2 Extinguishing Methods

As the fire relies on all three of the elements shown in The Fire Triangle diagram, by removing one or more of these elements will cause the fire to go out. Three extinguishing methods are:

- **Cooling:** Reducing the temperature of the fuel so that it falls below fire point.
  Example: Using water to cool the fuel.

- **Smothering:** Excluding all or part of the oxygen from the area of the fuel.
  Example: Smothering the fuel with a blanket, dispersing the oxygen with an inert gas (E.g. Carbon Dioxide)

- **Starving:** The removal of the combustible material.
  Example: Shutting off a gas cylinder, removing fuel from the path of the fire.

- **Inhibiting:** Applying a chemical agent that ceases the reaction process.
  Example: applying a fire retardant chemical.

6.1.3 Spread of Fire – Heat Transfer

- **Convection** is the transfer of heat within a liquid or a gas and is due to their difference in density. As a liquid or gas is heated, it expands and becomes lighter, thus rising and being replaced by the heavier liquid or gas. In this way, fire draws in oxygen to further continue the chemical chain reactions, with the heated gases rising and, transferring through the atmosphere. When exposed to other combustible material, pre-heating and vaporisation begins.

- **Conduction** is the transfer of heat through solid materials (E.g. steel beams). Conduction enables sufficient heat to transfer to another location and if exposed combustible materials are located at the other location, they are then pre-heated and vaporisation begins.

- **Radiation** is the transfer of heat through the atmosphere in waves causing exposed combustible materials to pre-heat and begin vaporisation.
6.1 Fire Theory (Continued)

6.1.4 Classification of Fire

Fires are classified according to the fuel type and any presence of electricity. The fire classes and most suitable extinguishing methods are detailed in the following table:

<table>
<thead>
<tr>
<th>Class</th>
<th>Fuel</th>
<th>Examples</th>
<th>Extinguishing Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
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<td>Wood, paper, plastics textiles</td>
<td>Cooling</td>
</tr>
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<td>Petrol, paint thinners, kerosene, engine oils</td>
<td>Smothering</td>
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<td>C</td>
<td>Flammable Gases</td>
<td>LPG, Natural Gas, Butane</td>
<td>Starving (Switch off)</td>
</tr>
<tr>
<td>D</td>
<td>Combustible Metals</td>
<td>Magnesium, Iron Shavings</td>
<td>Smothering</td>
</tr>
<tr>
<td>(E)</td>
<td>Live Electrical Fires</td>
<td>Live Electrical Equipment</td>
<td>Smothering</td>
</tr>
<tr>
<td>F</td>
<td>Cooking Fats and Oils</td>
<td>Olive Oil, Vegetable Oil</td>
<td>Smothering</td>
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</tr>
</tbody>
</table>

6.1.5 Safety in Fire Situations

If confronted by heavy volumes of smoke, crawl to safety. The clearer atmosphere is nearest to the floor.

“GET BELOW THE SMOKE and LEAVE VIA THE NEAREST SAFE EXIT”

Should your clothing catch alight, do not run. Stop where you are, drop to the ground, cover your airways with your hands and roll to smother the flames. Only stop rolling when the fire is out.

“STOP, DROP, COVER and ROLL”

6.2 Extinguishing Equipment

6.2.1 Fire Extinguishers

Fire extinguishers are installed throughout the building. It is important that all occupants become familiar with the type of fire extinguishers provided and their locations. Only personnel who are trained in the use of extinguishers should attempt first attack firefighting. Refer to Section 4.4 – First Attack Firefighting Procedures.

The following table details types of extinguishers and their extinguishing method:

<table>
<thead>
<tr>
<th>Extinguisher</th>
<th>Identification</th>
<th>Extinguishing Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carbon Dioxide (CO₂)</td>
<td>Black Band</td>
<td>Smothering – Non electrically conductive</td>
</tr>
<tr>
<td>Dry Chemical Powder (DCP)</td>
<td>White Band</td>
<td>Smothering – Non electrically conductive</td>
</tr>
</tbody>
</table>
### 6.2 Extinguishing Equipment (Continued)

#### 6.2.2 Extinguisher Suitability Guide

<table>
<thead>
<tr>
<th>EXTINGUISHER</th>
<th>TYPE OF FIRE, CLASS &amp; SUITABILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A</td>
</tr>
<tr>
<td></td>
<td>WOOD, PAPER &amp; PLASTIC</td>
</tr>
<tr>
<td>CARBON DIOXIDE (CO2)</td>
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<td></td>
<td>LIMITED</td>
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<td>DRY CHEMICAL POWDER (DCP)</td>
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**NOTE:** ANY CLASS C FIRE (FLAMMABLE GAS) SHOULD BE EXTINGUISHED BY SWITCHING OFF OR SHUT DOWN ONLY.

* Look carefully at the extinguisher to determine if it is ABE or BE as the capability of the extinguisher is different.
6.3 Fire Prevention

6.3.1 General Fire Prevention

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

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

a) Unnecessary accumulation of rubbish (empty boxes, overflowing bins etc.)

b) Unsafe storage of flammable liquids. If it is necessary for you to have flammable liquids stored on site, ensure they are kept in leak proof container; have only sufficient amounts on hand for use during the day and return to an approved flammable liquids cabinet or store properly at the end of each day.

c) Placement of furniture, decoration or equipment which obstruct clear passage to fire fighting equipment, exits and fire stairs.

d) Fire doors should be kept shut except during use, and not wedged or similarly fixed in an open position. The installation of door hold open devices (fire services approved) can overcome any offences in this area.

e) Accidental discharge or faulty extinguishers should be reported immediately to the building supervisor.

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

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

Safety Data Sheets shall be kept where any Hazardous Materials and or Dangerous Goods are stored, used, and with the Emergency Plan.

6.3.2 Food Preparation Areas

These are high risk areas which require:

a) To be kept clean and grease free.

b) Oils, spirits and fats etc. to be stored in suitable containers away from possible flame sources.

c) All staff to be aware of the location and operation of alarms, extinguishers and fire blankets.
7.0 Procedure – Bomb Threat

7.1 Introduction

7.1.1 Reasons for Bomb Threats

Bomb threats can be made against an organisation for a number of reasons. A bomb threat could be either a prank or a genuine warning of an impending bomb attack. The uncertainty creates a risk that cannot be ignored. Usually bomb threats are committed by individuals seeking to create a state of alarm and confusion in an organisation.

7.1.2 Evaluating the Threat

Threats can be categorised into two types, neither type shall be discredited, and all threats should be treated as genuine until proven otherwise:

Specific Threat: Less common but more credible. Detail may be provided which may describe the device, its placement, the reason, its time of activation, building name, address etc.

Non Specific Threat: Little or no useful information is provided before the call is terminated. A simple statement may be made to the effect that a device has been placed.

7.2 Receiving a Bomb Threat

7.2.1 Received via Mail or Delivery – Postal, Courier or Person Delivery

Once the letter is discovered to be a threat:
- Minimise further contact with the letter – use tweezers if available.
- Retain the envelope or packaging and protect it by placing the evidence in a paper envelope.
- Contact the nearest Warden or the Chief Warden immediately.
- Do not announce the receipt of the threat to other occupants.
- If there is signs of powder or residue:
  - Isolate the letter and envelope
  - Remove people from the immediate area
  - Segregate all persons who have come into contact with the item
  - Contact Police

7.2.2 Received Digitally – Facsimile, Email, Computer File

- If received electronically, print the document – Do not delete the file.
- Contact the nearest Warden or the Chief Warden immediately.
- Do not announce the receipt of the threat to other occupants.

7.2.3 Received Verbally – Telephone

- Remain calm.
- Complete Bomb Threat Checklist (Appendix H).
- Try to attract attention of another occupant to listen in on the call if possible.
- Do not hang up the phone even if the caller has terminated the call.
- Do not transfer the call.
- Contact the nearest Warden or Chief Warden immediately.
- Do not announce the receipt of the threat to other occupants.
7.3 Chief Warden

7.3.1 On Receipt of a Bomb Threat

- Contact the Police. Advise them of the nature and content of the threat. Police may not attend.
- Contact Executive Management and advise them of the nature and content of the threat. Management may provide information of similar or past instances.
- Collate information from the threat and the advice from Police and Management, then:
  - Categorise the threat as either Specific or Non Specific
  - Decide on course of action detailed below

7.3.2 Evacuation Options

After assessing all available information, there are four courses of action to consider. Each of these options will have advantages and disadvantages related to safety, speed of search, thoroughness, productivity and morale, and has to be assessed against the potential risk.

a) **Take no further action**
   Although this may be tempting when receiving a call from children or someone seemingly intoxicated, however if there is the slightest doubt then another course of action should be considered.

b) **Discreet Search**
   Considered if the threat has been assessed as low, this option consists of conducting a search of the premises without an evacuation of occupants. If an object is found, then an evacuation can be conducted. However, if nothing is found and there are no other significant factors, then the site can be declared safe. The Assembly Area and exits shall also be searched.

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

d) **Full Evacuation**
   Considered if the threat is assessed as high as in such cases as the possibility of an imminent explosion. This option consists of conducting a complete evacuation of all occupants. Prior to an evacuation, exits shall be searched and an alternate Assembly Area chosen and searched.

7.3.3 Search Procedures

- Contact and brief Wardens of the situation. This can be done by calling ECO members to a meeting or individually via telephone depending on time restrictions. Never use loud speaker or PA system during bomb threat situations unless evacuating.
- Instruct ECO members to conduct a visual search of their designated areas and report back the results of their search in an agreed time frame.
- Organise a search of the exits, Assembly Area and alternate Assembly Area.
- Restrict access to and from the building while the search is being carried out.
- At the conclusion of the search a debrief with ECO members should be conducted.

7.3.4 On discovery of a suspicious object

- Follow procedures for Suspicious Objects (7.6)
- If necessary, conduct an evacuation (7.7)
- Contact Police and advise them of the location and description of the object found.
7.4 Warden

7.4.1 On receipt of a bomb threat
- Contact the Chief Warden or Deputy Chief Warden immediately
- If the Chief and Deputy Chief Wardens are not available, contact the police and follow the procedures for the Chief Warden (7.3)
- Ensure the occupants that received the threat are calm and not discussing the nature of the threat with other occupants.
- Ensure the procedures for Receiving a Threat (7.2) have been followed.

7.5 Search Procedures

7.5.1 General – Australian Bomb Data Centre (Bombs: Defusing the Threat)

Building Search Plans

The prime objective is to ensure a coordinated search is conducted in a safe, thorough, timely and effective manner. The search must be planned and rehearsed in advance. Remember a planned and systemic search takes time.

Responsibilities should be divided into sectors manageable by two searchers. Divide the enterprise into sectors, for example a set of offices, a department etc, including cloakrooms, stairwells, corridors and especially evacuation routes to assembly Areas.

Pertinent information is best recorded on a plastic-covered building plan with non-permanent markers. Record useful details such as sector information, search team composition and/or search progress during an incident.

What to Search For – Key Indicators (UFHO)

- Unusual in appearance
- Foreign to given setting
- Hidden from view (this does not discount obvious items)
- Ownership or origin questionable

Other Considerations

- Package is labelled suspiciously.
- Similar to package described in threat.
- Foreign to premises.
- Suspicious in size, shape, weight and sound.
- Signs of footprints, scraps etc.
- Presence of pieces of tape, wire, string or explosive wrappings.
- Furniture or fittings tampered with.
7.5 Search Procedures (Continued)

Types of Searches

Essentially there are three methods for conducting a search: search by supervisors, occupants or special search teams. Each has advantages and disadvantages as detailed below.

(1) **Supervisory Search**
Discretely undertaken by supervisory staff without alerting other staff members to the threat. Each supervisor searches their own Area of Responsibility; however, because as this is only a superficial ‘walkthrough’ search, it is only 50 – 65 per cent effective.

(2) **Occupant Search**
Generally occupants are best qualified to search their respective areas and be readily able to assess items that do not belong. This type of search is relatively fast and efficient and may avoid privacy problems, but may require additional staff. Some staff may baulk at the risk of searching if not adequately briefed and reassured. This form of search is gauged to be 80-90 per cent effective.

(3) **Trained Team Search**
Comprises a specialist search team, namely Police or Military personnel specifically trained in high-risk search procedures. Regardless of origin, the team needs formal search training and must apply discipline, logic and initiative to complete an effective search. Trained team search provides a high level of staff safety. The major advantage however, is it produces good results and is over 90 per cent effective.

NOTE: Regardless of the method used, a thorough search does take time. Fatigue or loss of concentration can adversely affect progress so plan rest breaks or rotation of staff/teams to maintain an effective search.

7.5.2 Search priorities
1. Area described in the threat (if applicable).
2. Exit routes and Assembly Area.
3. Unrestricted public access areas (Foyer / Reception areas).
4. Areas restricted to the public (Staff and escorted visitor areas).
5. Secured areas (Locked and restricted access areas).

7.5.3 Search methods – Internal
- Start and finish search at a common point.
- Searches should be conducted in pairs where possible.
- Search floor to waist level (under and on chairs, tables, in bins and cabinets etc).
- Search waist level to ceiling (behind drapes, window ledges, tops of cupboards etc).
- Do not turn on or off any lights or switches.
- Mark searched rooms with post-it note or drawn on a site map.

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

7.6.1 Definition

A suspicious object can be anything. It may be something that should not be there, cannot be accounted for, is out of place or is similar to the original threat description (if given). The following questions provide a means of assessing if an item should be considered suspect:

a) Is the item unidentified?
b) Is the item unusual or foreign to its environment? Is the item typical for its environment?
c) Is the item obviously a bomb?
d) Is the item hidden or concealed in any way?
e) Has there been any unauthorized access to the area?
f) Has there been a perimeter breach?

7.6.2 On finding a suspicious object:

- Do not touch, cover, move or tamper with the item.
- Ask people in immediate area if they know.
  - who the item belongs to
  - can it be accounted for,
  - has it been seen before
- Move people away from the immediate area and isolate the area – leave doors open.
- Mark the location conspicuously (E.g. a paper trail to the nearest exit).
- Advise the Chief Warden of description and location.
- Continue searching to ensure there are not other suspect objects.
- The Chief Warden will contact Police and initiate evacuation procedures.

7.7 Evacuation Addendum

7.7.1 Adjustments to Evacuation Procedures

- Route of evacuation may need to be changed to avoid a suspect object – ECO members should be advised of the location of a suspect object prior to evacuating.
- As a minimum, evacuation routes, Assembly Areas and areas of access to the general public must be searched prior to any evacuation.
- Personnel should be requested to remove all personal belongings e.g. handbags, briefcases, shopping or carry bags when evacuating.
- Doors and windows should be kept open, not closed to lessen the impact of a bomb blast.
- Evacuation should be initiated no less than 30 minutes prior to any detonation deadline.
- Persons must not assemble in any location that is in line of sight to a possible danger area.
- An alternative assembly area should be considered and the ECO members advised prior to evacuating.
- Building re-entry should only be considered after a thorough search has been conducted by volunteers and after consultation with police, management and staff. Re-entry should not to be initiated less than 30 minutes after the detonation deadline has lapsed.

7.7.2 Evacuation Priority

- Immediate area of suspicious item.
- Entire area of the item.
- Rest of the building. Cascade the evacuation rather than clearing the full building at once.
- DO NOT announce the presence of a device.

7.7.3 Vehicle Movement

The removal of vehicles may be dangerous if the car park, or the passage of vehicles, is close to the reported suspicious object. If there is doubt above the safe movement of vehicles, the Chief Warden should close the car park and cease any vehicle movement on the site.
7.8 Mail Bomb

7.8.1 General

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

All occupants responsible for handling mail should be trained in the identification and subsequent handling of suspect mail items.

7.8.2 Activation

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

7.8.3 Recognition Points

- Excessive weight for size.
- Stiffness of the envelope or package.
- Perforations or pinholes.
- Greasy marks.
- Restrictive markings.
- Poor typing or handwriting.
- Misspelling of common words.
- Incorrect title.
- Unknown source.
- Uneven balance.
- Protruding wires or strips.
- Noise of loose metal when moved.
- Strong smell of almonds or marzipan.
- Powder deposits.
- Excessive taping.
- Title but no name.
- Visual distractions.
- Excessive stamps.

7.8.4 On Discovery of a Suspicious Parcel

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

7.9.1 General

There may be no warning prior to the detonation of an actual bomb or resulting explosion of plant.

7.9.2 In the Event of Explosion:

1. The Chief Warden will isolate gas, water and electricity (if safe to do so).
2. ECO members are to evacuate all persons to a point of safety, beware there may be further detonations. Do not close doors and windows during evacuation.
3. Leave lights on.
4. Notify the Chief Warden and Emergency Services – dial 000.
5. First Aid Officers should initiate treatment until relieved by Emergency Services personnel.
6. Where utilities are contributing to further hazards they should be shut down in accordance with instructions and direction of the Chief Warden.

NOTE: After shut down of plant and utilities, they shall not be restored except under the approval and direction of the Emergency Services.
8.0 Procedures – Other Emergencies

8.1 Building Damage

8.1.1 Preliminary

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

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

8.1.2 Chief Warden:
- If safe, proceed to the Master Emergency Control Point.
- Notify Emergency Services – dial 000.
- Contact ECO members to organise injury and damage report.
- Organise a check of exits.
- Commence evacuation.

8.1.3 Wardens:
- When safe to do so, make contact with the Chief Warden.
- Organise assessment of injury and damage on your floor.
- Submit damage report to Chief Warden
- Commence evacuation if required or as ordered by the Chief Warden.
- Ensure no one attempts to use lifts.

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

8.1.5 Security Personnel (these duties can be given to Wardens):
- Retrieve a portable First Aid Kit.
- Proceed to the Master Emergency Control Point and meet with the Chief Warden
- Follow the requests of the Chief Warden, which may include:
  - Providing First Aid to occupants
  - Securing exits to restrict public access
  - Shutting down lifts
  - Act as communications runner
8.2 Civil Disorder and Illegal Occupancy

8.2.1 Preliminary

Civil disturbances such as protests, blockades and forced entry can affect buildings for a variety of reasons including affairs of a political, economical and corporate nature. Rarely is advanced notice given to management of the organisation of protests, but where notice is given, an action plan should be devised by the ECO, Security and Management in order to minimise contact with the building occupants.

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

8.2.2 Chief Warden

- Notify the Police and request assistance.
- Notify the Security Company (if applicable).
- Alert ECO members to initiate procedures
- Initiate security lockdown action:
  - Restrict entrance to the site (do not obstruct emergency exits)
  - Restrict / confine presence within the site if entry has occurred
  - Restrict contact between the demonstrators/illegal occupants and the building occupants (move occupants to safe areas within the building);
- Ensure cash, critical records, equipment and valuable items are secure.
- Remove any objects in accessible locations which could be used as weapons or missiles by aggressive trespassers.
- Notify nominated managers.

8.2.3 Wardens

- Notify the Chief Warden and Security if the procedures have not been initiated.
- Initiate security lockdown action:
  - Restrict entrance to the Floor/Area (do not obstruct fire exits)
  - Restrict contact between the demonstrators/illegal occupants and the building occupants
- Ensure cash, critical records, equipment and valuable items are secure.
- Alert the Chief Warden of any entry breach by protestors.

8.2.4 General Occupants

- Follow instruction of the Wardens.
- Initiate shutdown procedures.
  - Shutdown machinery and work equipment
  - Secure cash, critical records and valuables
- Avoid any contact and communication with demonstrators/illegal occupants.
- Alert the Warden of any entry breach by demonstrators/illegal occupants.

8.2.5 Management

- Executive management may play a role in diffusing the situation if the protest is a result of corporate action or policy.
- Managers should supervise the lockdown of offices and securing of records and valuables.

8.2.6 Security Personnel – these duties can be given to Wardens

- Security Personnel shall report to the Chief Warden for assignment of duties such as:
  - Securing public access entryways
  - Securing valuables
  - Removing any objects in accessible locations which could be used as weapons or missiles by aggressive trespassers
8.3 Medical Emergency

8.3.1 Preliminary

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.

8.3.2 Procedure

- Dial 000 and request an Ambulance.
- Provide the following detail as requested:
  - Address: 66/193 Southpine Rd, Brendale, Qld, 4500
  - Nearest Cross Street: Leitchs Road
  - Floor/Area
  - Details of Injury
  - Your Name
- Have someone remain with the injured person until help arrives.
- Despatch a trained First Aid Officer to the scene, if available.
- Based on their training, the First Aid Officer should render assistance to the injured and make them comfortable.
- If the injury has resulted from a fall, do not move the person and where possible do not leave them unattended.
- The First Aid Officer will remain with the injured person until arrival of the Ambulance.
- Ensure responding Emergency Services personnel have a clear path of access to the injured person.

8.4 Armed or Unarmed Hold-up / Intrusion

8.4.1 Preliminary

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

8.4.2 If confronted by an armed or unarmed intruder

- Obey the instructions.
- Try to remain calm and avoid staring directly at any weapon.
- Do not take any action to agitate the intruder.
- Hand over cash/valuables on request.
- Take a mental note of descriptive information, including:
  - Head – Hair, complexion, eyes, scars, facial hair, speech
  - Body – Build, shirt, arms, tattoos, weapons
  - Legs – Pants, shoes
  - Exit – Height, direction of travel, vehicle
- Contact police by dialling 000.
- Contact Management and Chief Warden
- Complete the Offender Check List (Appendix I)
8.5 Air Conditioning Contamination

8.5.1 Procedure
- Contact the Chief Warden.
- Chief Warden shall:
  - Shutdown the air conditioning systems immediately, even if the contamination is minimal
  - Contact the Fire Brigade and request attendance if necessary
  - Advise occupants of the need for no naked flame
  - Follow Evacuation Procedures
  - Provide first aid if required.

8.6 Electrical Failure

8.6.1 Procedure
- Contact the Chief Warden.
- Chief Warden shall:
  - Contact the electricity provider for the site
  - Receive updates from the electricians on estimated time to electrical recovery
  - Make announcements to the occupants on the situation every 10 minutes
- Occupants may remain in the building but should vacate if the electricity has not been returned in 1 hour. The Emergency Lighting may begin to fail after this time.

8.7 Chemical, Biological or Radiological (CBR) Incident

8.7.1 Preliminary
Chemical, Biological or Radiological (CBR) incidents are a potential source of harm or danger that makes use of CBR produced substances, particularly bacteria or viruses that affect humans, animals, food crops and water supplies.

8.7.2 Procedure
- Immediately move away from the hazard.
- Tell others around you to also move away.
- Do not touch or interfere with the article.
- Immediately contact the Chief Warden.
- Immediately call the Fire Brigades – dial 000.
- If safe to do so, close all windows and doors.
- Shut down the air conditioning system.
- Priority is to confine and quarantine. If substance has been touched or spilt, ensure contaminated person/s are separated from others. If safe and minimal risk of contamination spreading to other areas, have person/s wash hands and any other exposed skin.
- Area is to be kept clear until arrival of Emergency Services.
8.8 Hazardous Substances Incidents

8.8.1 Preliminary

Hazardous Materials and Dangerous Substances are to be stored on site in accordance with Legislative requirements and Advisory Standards.

Safety Data Sheets (SDS) for Hazardous Materials and Dangerous Goods are to be kept on site. These sheets detail the chemical and physical properties, health hazard information, precautions for use and safe handling information for each hazardous substance.

Telephone contacts and emergency numbers for further information are also listed.

8.8.2 Should an Incident Occur Involving a Hazardous Material or Dangerous Goods

- Refer to appropriate SDS and act accordingly to response procedures. Ensure the appropriate Emergency Services are contacted by dialling 000 if required.

- CONFIRM THE AREA IS SAFE TO APPROACH. Do not enter any confined area where there is the slightest risk of being overcome by chemical fumes – appropriate personal protective equipment as required must be worn in the area of the hazard. This may include but is not limited to gloves, face shield, wet weather gear and respiratory protection.

- Evacuate the immediate danger area and ensure that persons assemble in a well ventilated area, uphill and upwind from the spill.

- Cordon off area, prevent access to unauthorised areas and do not allow any ignition sources or electrical equipment to be operated in the immediate vicinity.

- Notify any appropriate chemical expert/s as required.

- Establish scope of emergency and whether safe containment will be speedily achieved. Ascertain hazardous substance and chemicals involved.

- If it is ascertained that safe containment may be achieved retrieve spill kit (if available). Refer to the instructions on the spill kit and follow directions to contain the spill using the required personal protective equipment stated on SDS.

- The Emergency Services should be contacted if the spill is of a significant size, the substance is unknown or highly flammable/explosive/poisonous or if it has entered any drainage systems or other environment such as waterways – dial 000.

- All waste shall be removed consistent with any regulatory requirements and the incident should be reported under applicable statutory requirements.
### 8.8 Hazardous Substances Incidents (Continued)

#### 8.8.3 Exposure to Hazardous Materials or Dangerous Goods

- Isolate employees and others from the source of the exposure if safe to do so.
- Render immediate first aid, referring to the SDS for emergency treatment details and if necessary seek medical advice. If this is not available, telephone the Poisons Information Centre for first aid information (Tel: 13 11 26).
- Ensure any rescuers have the required personal protective equipment as stipulated by the SDS prior to making any rescue attempt or first aid treatment.
- Deal with the source of exposure in accordance with guidelines on the SDS – contact Emergency Services – dial 000.
- Ensure that exposures do not re-occur.
- Review procedure effectiveness at the completion of the incident.

#### 8.8.4 Disposal of Hazardous Materials / Dangerous Goods

- Ensure compliance with the requirements specified on the SDS and labels.
- Contact local council or governing organisation for additional information if needed.
- Contact the preferred contractor for disposal and record any disposal date on the Dangerous Goods Register.
- Do not use septic sewage systems for the disposal of any hazardous substances.

Do not dispose of chemicals and other hazardous substances in general rubbish bins. In emergency situations (E.g. large chemical spills), contact the Emergency Services – dial 000.
8.9 **Lockdown (Shelter in Place)**

8.9.1 **Preliminary**

In some critical situations, eg armed intruder in the vicinity, or civil disobedience, evacuation of persons from the building may not be the most appropriate response to safeguard lives. In these circumstances, the Chief Warden will initiate a lockdown procedure.

8.9.2 **Chief Warden – Lockdown procedure**

- Assign Wardens to immediately lock all entrances to the building and initiate Lockdown Procedure.
- Notify the Police and request assistance.
- Notify Management if they are not already aware of the situation.
- Keep occupants in the area away from windows.

8.9.3 **Wardens:**

- Wardens should check toilets, storerooms etc and direct all occupants to a central location on the floor.
- Advise occupants that they must remain where they are and not move around the building or leave the building.
- Collate a list of names of those present on the floor.
- If deemed necessary, contact personnel away from the building (e.g. on lunchbreaks) and advise them to keep clear of the building until the situation has been resolved.
- When lockdown is complete in the Area of Responsibility, the Warden shall contact the Chief Warden via phone.
- All persons should keep a low profile, out of sight and away from windows until the “All Clear” is given.
- No person is to leave the lockdown area for any reason until this announcement.
- When the “All Clear” is given advise personnel away from the building that it is safe to return.

**NOTE:** It is imperative, in this type of emergency that Wardens and Management remain calm and promote an air of confidence at all times.
8.10 Dust Explosion

8.10.1 Preliminary

Dust Explosion is an explosion caused by the sudden igniting of a mixture of air and a heavy concentration of combustible dust particles. A mixture containing fine dust is more explosive because there is more exposed particle surface.

The flame or spark that sets off a dust explosion can be produced by friction, static electricity, matches, defective wiring, blowtorches, hot surfaces or any open flame. Dust composed of grain, flour, starch, coffee, cotton, coal, sugar, or other organic materials is highly explosive. A small dust explosion can shake dust loose and produce another dust explosion. Such a chain of explosions can destroy a large building.

In operations where combustible dust may be present, there are two primary approaches to mitigating the hazard: control the fuel load, and control the ignition sources.

8.10.2 In the Event of a Dust Explosion

- Contact the Chief Warden immediately and advise of the situation
- The Chief Warden will Initiate evacuation procedures of the building
- Contact Emergency Services by dialling 000.
- Do not attempt to fight the fire, as any activity that causes dust to shift could cause secondary explosions.
## APPENDIX A: ECO Register

<table>
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<tr>
<th>Level</th>
<th>Position</th>
<th>Name</th>
<th>Email Address</th>
<th>Date Became a Warden</th>
<th>Contact Number</th>
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<tr>
<td>Chief Warden</td>
<td>Adam Powell</td>
<td><a href="mailto:Adam.powell@alliedmills.com.au">Adam.powell@alliedmills.com.au</a></td>
<td>Dec 13</td>
<td>0409 223 682</td>
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<td>Deputy Chief Warden</td>
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</tbody>
</table>
## APPENDIX B Evacuation Checklist

### Evacuation Checklist

<table>
<thead>
<tr>
<th>Area</th>
<th>Clear ✓ / ✗</th>
<th>Occupant/Visitors with Disabilities</th>
<th>Refusal to Evacuate</th>
<th>Medical Emergencies</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>
### APPENDIX C Personal Emergency Evacuation Plans Register

<table>
<thead>
<tr>
<th>Area</th>
<th>Staff Member</th>
<th>PEEP Location</th>
<th>Responsible Warden</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>
### Personal Emergency Evacuation Plan (PEEP)

<table>
<thead>
<tr>
<th>Occupants Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td></td>
</tr>
<tr>
<td>Building / Facility</td>
<td></td>
</tr>
<tr>
<td>Floor</td>
<td></td>
</tr>
<tr>
<td>Room Number</td>
<td></td>
</tr>
<tr>
<td>Is an assistance animal involved?</td>
<td>Yes_____ No_____</td>
</tr>
<tr>
<td>Are you trained in the emergency response procedures (including the evacuation procedures)?</td>
<td>Yes_____ No_____</td>
</tr>
<tr>
<td>Preferred Method of Receiving Updates to the emergency response procedures (e.g. text, email, Braille etc)</td>
<td></td>
</tr>
<tr>
<td>Preferred Method for Notification of Emergency: (e.g. visual alarm, personal vibrating device, text etc)</td>
<td></td>
</tr>
<tr>
<td>Type of Assistance Required:</td>
<td></td>
</tr>
<tr>
<td>Equipment required for evacuation:</td>
<td></td>
</tr>
<tr>
<td>Egress Procedure:</td>
<td></td>
</tr>
</tbody>
</table>
Designated assistants and contact details: 

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Are your designated assistants trained in the emergency response procedures (including the evacuation procedures)?  
Yes_____ No_____  

Are your designated assistants trained in the evacuation equipment?  
Yes_____ No_____  

Diagram of preferred route for assisted evacuation:

Issue Date:  
Review Date:  
Occupant Approved: signature Date: 
Chief Warden: signature Date:
## Evacuation Incident Report

**To be completed in the event of partial or complete evacuation of the building**

### Evacuation comments

Debrief Wardens on the movement of persons:

<table>
<thead>
<tr>
<th>Name of building:</th>
<th>Address of premise:</th>
<th>Date of evacuation:</th>
<th>Time of evacuation:</th>
<th>Floors involved:</th>
<th>Cause of evacuation, ie. fire, bomb threat, false alarm, malicious, drill?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Did the Fire Brigade attend?</th>
<th>In the fire stairs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Did the following system operate correctly: (tick ✓ or cross X)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency signals of all floors</td>
</tr>
<tr>
<td>Public Address System (audible) available on all floors</td>
</tr>
<tr>
<td>Visual indicators on FIP</td>
</tr>
<tr>
<td>Sprinkler system</td>
</tr>
<tr>
<td>Fire alarm system</td>
</tr>
<tr>
<td>Fire brigade automatically notified</td>
</tr>
<tr>
<td>A/C shut down</td>
</tr>
<tr>
<td>Stairs pressurisation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Any casualties</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Estimate time taken to fully evacuate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

### Comments

<table>
<thead>
<tr>
<th>Comments</th>
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<tbody>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Any other comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

|                    |
|                    |
## General Incident Report

### Occurrence Details

<table>
<thead>
<tr>
<th>Date:</th>
<th>Time:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Site Address:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Occupier / Unit:</th>
</tr>
</thead>
</table>

### Type of Emergency

- ☐ Fire / Smoke
- ☐ Structural Damage
- ☐ IED / Bomb Threat
- ☐ Explosion
- ☐ Chemical Spill or Threat
- ☐ Hazardous Material Incident
- ☐ Biological Threat
- ☐ Terrorism
- ☐ Intrusion / Security Breach
- ☐ Hostage
- ☐ Civil Disturbance
- ☐ Vehicle Accident
- ☐ Land Storm / Gale
- ☐ Medical Emergency
- ☐ External Services
- ☐ Hold-up / Robbery
- ☐ Bush Fire
- ☐ Other (Details Below):  

### Equipment Used

#### Extinguishers

<table>
<thead>
<tr>
<th>Type</th>
<th>Quantity</th>
<th>Type</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ CO2</td>
<td></td>
<td>☐ AFFF</td>
<td></td>
</tr>
<tr>
<td>☐ DCP</td>
<td></td>
<td>☐ SWP</td>
<td></td>
</tr>
<tr>
<td>☐ Wet Chem</td>
<td></td>
<td>☐ VL</td>
<td></td>
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</tbody>
</table>

#### Fire Hose Reels

<table>
<thead>
<tr>
<th>Location</th>
<th>Location</th>
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#### Other

<table>
<thead>
<tr>
<th>Details / Location</th>
<th>Details / Location</th>
</tr>
</thead>
</table>
### Alarm Activation

**Building:**

**FIP Alarm Zones:**

### Evacuation

<table>
<thead>
<tr>
<th>Site (Multi-Building)</th>
<th>Building Evacuation</th>
<th>Partial Evacuation Areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Complete Site Evacuation</td>
<td>□ Complete Evacuation</td>
<td>Location of Evacuation:</td>
</tr>
<tr>
<td>□ Partial Site Evacuation</td>
<td>□ Partial Evacuation</td>
<td></td>
</tr>
<tr>
<td>Buildings Evacuated:</td>
<td>Floors/Areas Evacuated:</td>
<td></td>
</tr>
</tbody>
</table>

- □ EWIS
- □ Alarm
- □ Verbal

### Initial Response (Extinguishers, First Aid, Services Called etc)

### Emergency Services in Attendance

- □ Fire Brigade
- □ Ambulance
- □ Police
- □ Other

**Senior Officer Rank/Names:**

### Casualties

<table>
<thead>
<tr>
<th>Name</th>
<th>Injury</th>
<th>Hospital</th>
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<tbody>
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</table>
### Building Damage

**General Location/Description:**

<table>
<thead>
<tr>
<th>Diagram:</th>
</tr>
</thead>
</table>

### Equipment/Stores Loss

<table>
<thead>
<tr>
<th>Other Details</th>
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### Other Details

<table>
<thead>
<tr>
<th>Report Completion</th>
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<tbody>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>Signature:</td>
</tr>
<tr>
<td>Rank:</td>
</tr>
<tr>
<td>Date:</td>
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</tbody>
</table>
APPENDIX G Observers Checklist  
(For emergency response exercises)

<table>
<thead>
<tr>
<th>Site Name:</th>
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<tbody>
<tr>
<td>Site Address:</td>
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</table>

In accordance with the Site Emergency Procedures and Australian Standards AS3745, an Evacuation Exercise has been conducted onsite which includes the following results, observations and recommendations:

**Site / Building Type:**
- □ High rise building (over 10 floors)
- □ Low rise building (under 10 floors)
- □ Multiple building estate/precinct

**Facilities:**
- □ Fire rated stairs
- □ Stair pressurisation
- □ EWIS intercom systems

**Building Operations:**
- □ Commercial – Office / Administration
- □ Industrial – Production / Factory / Warehouse
- □ Retail – Shopping Centre / Shopfronts
- □ Combination – Office / Warehouse
- □ Combination – Office / Retail
- □ Residential – Care homes / Hostels / Hotels
- □ Public – Cinema / Community Club / Bar

**Occupancy Type:**
- □ Multi-Tenant / Building Managed
- □ Single Tenant / Owner-Occupier
- □ Partial Building Area

**Facilities / Type of Exercise:**
- □ Fire
- □ Bomb Threat
- □ Other

**Type of Evacuation:**
- □ Full Building
- □ Partial Building
- □ ECO Only

**Alarm State:**
- □ Two Stage (EWIS/EWS)
- □ One Stage (Bell/Siren)
- □ One Stage (No Alarm/Verbal)

<table>
<thead>
<tr>
<th>Floor/Area</th>
<th>Evac Time</th>
<th>Clear Time</th>
<th>Floor/Area</th>
<th>Evac Time</th>
<th>Clear Time</th>
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<tbody>
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- □ No further individual floor/area time results required (building under 10 floors/areas)
- □ Individual floor/area time results in the attached report (building over 10 floors/areas)

**General Observations:**
- □ Wardens were wearing correct identification
- □ Wardens met to assign search areas
- □ First Aid personnel were present (not as Wardens)
- □ The emergency location was identified
- □ Entry to the building was restricted
- □ Lifts disabled (if applicable)
- □ Reports to the CW were clear
- □ Persons with disabilities accounted for
- □ No further observation notes required
- □ Further observation notes in the attached report

Were there any areas or personnel who refused to participate in the exercise?  
- □ Y  
- □ N

**Debrief Notes:**

*Note any feedback from ECO personnel:*
- □ Tones/Alarms can be heard clearly in all areas
- □ Communication methods works effectively
- □ Exit routes are clear of obstructions
- □ Exit doors / fire doors in working order
- □ There were sufficient Wardens in all areas
- □ All evacuated people went to the assembly area
- □ No further debriefing notes required
- □ Further debriefing notes in the attached report

**Recommendations and Variations to Procedures:**
- □ Service required to equipment/facilities
- □ Warden identification to be reviewed
- □ General review of procedures required
- □ Site plans require review
- □ Training for Chief Wardens requires review
- □ Training for Floor/Area Wardens requires review
- □ Training for Occupants requires review
- □ No further recommendations or variations required
- □ Further recommendations in the attached report

**Trainee/Observer:**  
**Client:**  
**Signature:**  
**Signature:**
### BOMB THREAT CHECKLIST
(In accordance with Australian Bomb Data Centre and AS3745-2010)

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

#### CALLERS VOICE
- **Accent:** ______________________
- **Any impediment:** ______________________
- **Voice (loud, soft etc):** ______________________
- **Speech (fast, slow etc):** ______________________
- **Diction (clear, muffled etc):** ______________________
- **Manner (calm, emotional etc):** ______________________
- **Did you recognise the voice?:** ______________________
- **If so, who do you think it was?:** ______________________
- **Was caller familiar with the area?:** ______________________

#### THREAT LANGUAGE
- **Well spoken:** ______________________
- **Incoherent:** ______________________
- **Irrational:** ______________________
- **Taped:** ______________________
- **Msg read by caller:** ______________________
- **Abusive:** ______________________
- **Other:** ______________________

#### BACKGROUND NOISES
- **Street /House Noises:** ______________________
- **Aircraft:** ______________________
- **Voices:** ______________________
- **Machinery:** ______________________
- **Local Call:** ☐
- **STD Call:** ☐

#### OTHER
- **Sex Of Caller:** ______________________
- **Estimated Age:** ______________________

#### CALL TAKEN
- **Duration of Call:** ______________________
- **Number Called:** ______________________

#### RECIPIENT
- **Telephone Number:** ______________________

### REPORT CALL IMMEDIATELY TO THE CHIEF WARDEN / MANAGER

**Name:**

**Signature:**

**Area of Work:**

---

**CHEMICAL BIOLOGICAL THREAT**

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

**BOMB THREAT QUESTIONS**

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

**Exact wording of the threat:**
### Offender Checklist (1)

To be completed in the event of a Hold-up, robbery or intrusion

| Witness Name: | | | | | |
| Address: | | | | | |
| Occupation: | | | | | Phone: |
| Offenders: 1 2 3 4 5 | | | | |

**Sex:**
- [ ] Male
- [ ] Female
- [ ] Transgender
- [ ] Unknown

**Race:**
- [ ] Caucasian
- [ ] Asian
- [ ] Mediterranean
- [ ] Indian/Pakistani
- [ ] Negroid
- [ ] Maori
- [ ] Aboriginal
- [ ] Islander
- [ ] Unknown

**Age:**
- [ ] 5 – 7
- [ ] 7 – 12
- [ ] 12 – 15
- [ ] 16 – 17
- [ ] 18 – 19
- [ ] 20 – 22
- [ ] 22 – 25
- [ ] 25 – 30
- [ ] 30 – 35
- [ ] 35 – 40
- [ ] 45 – 50
- [ ] 50 – 55
- [ ] 55 – 60
- [ ] Elderly
- [ ] Unknown

**Height:**
- [ ] 4’ / 122cm
- [ ] 4’6” / 137
- [ ] 5’ / 152
- [ ] 5’6” / 168
- [ ] 5’8” / 173
- [ ] 5’10” / 178
- [ ] 6’ / 183
- [ ] 6’2” / 188
- [ ] 6’4” / 193
- [ ] Unknown

**Weight:**
- [ ] 8-9 St / 51-57kg
- [ ] 9-10 / 57-64
- [ ] 10-11 / 64-70
- [ ] 11-12 / 70-76
- [ ] 12-13 / 76-83
- [ ] 13-14 / 83-94

**Build:**
- [ ] Thin
- [ ] Stout
- [ ] Slim
- [ ] Overweight
- [ ] Medium
- [ ] Heavy
- [ ] Obese
- [ ] Unknown

**Hair:**
- [ ] Black
- [ ] White
- [ ] Grey/Silver
- [ ] Straight
- [ ] Long
- [ ] Bald
- [ ] Flat-top
- [ ] Tied Back
- [ ] Brown
- [ ] Mixed
- [ ] Shoulder
- [ ] Balding (Thin)
- [ ] Mullet
- [ ] Unknown
- [ ] Light Brown
- [ ] Auburn
- [ ] Curly
- [ ] Neck
- [ ] Balding (Top)
- [ ] Wig
- [ ] Dirty
- [ ] Blonde
- [ ] Red
- [ ] Afro
- [ ] Short
- [ ] Shaved
- [ ] Mohawk
- [ ] Neat
- [ ] Shaved
- [ ] Flat-top
- [ ] Mullet
- [ ] Shoulder
- [ ] Neck
- [ ] Shaved
- [ ] Mohawk
- [ ] Neat
- [ ] Balding
- [ ] Balding
- [ ] Unnatural

**Eyes:**
- [ ] Black/Dark
- [ ] Grey
- [ ] Brown
- [ ] Mixed
- [ ] Hazel
- [ ] Unknown
- [ ] Unknown
- [ ] Green
- [ ] Blue
- [ ] Black/Dark
- [ ] Grey
- [ ] Brown
- [ ] Mixed
- [ ] Hazel
- [ ] Unknown
- [ ] Unknown
- [ ] Green
- [ ] Blue
- [ ] Black/Dark
- [ ] Grey
- [ ] Brown
- [ ] Mixed
- [ ] Hazel
- [ ] Unknown
- [ ] Unknown
- [ ] Green
- [ ] Blue

**Glasses:**
- [ ] Sunglasses
- [ ] Prescription
- [ ] Plastic Frame
- [ ] Black Lens
- [ ] Bi-focal
- [ ] Wire Frame
- [ ] Silver Lens
- [ ] Thick Lens
- [ ] Rimless
- [ ] Colour Lens
- [ ] Square
- [ ] Rimless
- [ ] Oval/Circle
- [ ] Unknown

**Complexion:**
- [ ] Pale
- [ ] Sun Exposed
- [ ] Scarred
- [ ] Fair
- [ ] Brown
- [ ] Dirty
- [ ] Medium
- [ ] Dark
- [ ] Fresh
- [ ] Olive
- [ ] Acne
- [ ] Tanned
- [ ] Freckled
- [ ] Unnatural

**Facial Hair:**
- [ ] Full Beard
- [ ] Un-kept
- [ ] Beard Only
- [ ] Stubble
- [ ] Moustache
- [ ] Sideburns
- [ ] Goatee
- [ ] Full Beard
- [ ] Un-kept
- [ ] Beard Only
- [ ] Stubble
- [ ] Moustache
- [ ] Sideburns
- [ ] Goatee
- [ ] Full Beard
- [ ] Un-kept
- [ ] Beard Only
- [ ] Stubble
- [ ] Moustache
- [ ] Sideburns
- [ ] Goatee

**Speech:**
- [ ] Normal
- [ ] Impaired
- [ ] Impaired
- [ ] Uneducated
- [ ] Well-spoken
- [ ] Husky
- [ ] Quiet
- [ ] Swearing
- [ ] Swearing
- [ ] Deep Tone
- [ ] High Tone
- [ ] Squeaky
- [ ] Silent
- [ ] Stuttering
- [ ] Stuttering
- [ ] Accent
- [ ] Type: __________________
- [ ] Silent
- [ ] Stuttering
- [ ] Stuttering
- [ ] Accent
- [ ] Type: __________________
- [ ] Silent
- [ ] Stuttering
- [ ] Stuttering
- [ ] Accent
- [ ] Type: __________________

**Peculiarities:**
**Offender Checklist (2)**

To be completed in the event of a Hold-up, robbery or intrusion

<table>
<thead>
<tr>
<th>Jewellery:</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Earrings:</td>
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<td>□ Stones</td>
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**ALLIED MILLS - BRENDALE**

**EMERGENCY RESPONSE PROCEDURES**

**PAGE 59**

Chubb
### Offender Checklist (3)

**To be completed in the event of a Hold-up, robbery or intrusion**

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**Person assisting the completion of this form:** ___________________________

**Signature:** ___________________________  **Date:** ______________________
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**Activity Options:**
- Warden Training
- Evacuation exercise
- First attack fire fighting
- Other emergency exercise
- EPC Training
APPENDIX K Evacuation Diagrams

Evacuation Diagrams

INSERT EVACUATION DIAGRAMS
## APPENDIX L Revision and Updates

### EMERGENCY PROCEDURES MANUAL REVISIONS

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APPENDIX M Relevant Approval Documents

INSERT RELEVANT BUILDING APPROVAL DOCUMENTS / ALTERNATIVE BUILDING SOLUTION DOCUMENTS