

DAPTO LEAGUES OPERATIONAL PLAN OF MANAGEMENT*

- **Waste Management**

Veolia Australia are contracted for the removal of all general waste five times per week and as required to keep up with the demand. Bins are 660ltrs and access for trucks is via the Osborne Street St loading dock.

Veolia is contracted to collect all Co-mingle recycling multiple times per week via 660 ltr bins and collected on Station Street.

Veolia is contracted to empty 2 grease traps at 13 week intervals. Both traps are emptied before opening hours and areas sanitised post extraction.

Bottlecycler perform weekly pickups of “return & earn” eligible products on Station Street.

Flagstaff Group are contracted to collect all cardboard and paper monthly, collected at the Osborne Street loading dock.

Veolia subcontract organic waste collection weekly in 660ltr bins at the Osborne Street loading dock.

- **Hours and Days of Operation**

The club trades 7 days a week and is open during the following hours:

MONDAY - 9:00am – 3:00am

TUESDAY - 9:00am – 3:00am

WEDNESDAY - 9:00am – 3:00am

THURSDAY - 9:00am – 3:00am

FRIDAY - 9:00am – 3:00am

SATURDAY – 9:00am – 3:00am

SUNDAY - 9:00am – 3:00am

- **Unloading and Loading Arrangements**

All beverage deliveries must be made during hours of cellar operation 7:00am – 1:30pm. This also includes waste management services. Beverage deliveries are taken at the Station Street loading dock.

All food deliveries are taken at the Osborne Street loading dock.

All deliveries are generally via the loading dock to approved Dapto Leagues staff. All deliveries are checked off and stored in refrigerated cool room/freezer facilities.

WHS measures are in place to ensure that entry is only approved by Dapto Leagues authorised staff and immediately transferred to required department or area with use of trolleys, pallet jack or forklift.

Any new suppliers must make contact with Dapto Leagues to ensure their delivery times suit our business needs.

- **Security on Site**

Exact Security Services are the contracted security provider for Dapto Leagues Club. The club has security onsite 7 days a week at times necessary for trade requirements. On busier trading nights (Fri/Sat) there are at least 4 or 5 guards rostered to ensure a safe environment for all staff and patrons.

Security is always onsite at closing time and upon staff exiting the building after alarms have been set.

Front door concierge staff and Duty Managers are also of paramount importance in ensuring the venue is operating efficiently with Risk Management procedures followed when serving alcohol (RSA).

- **Minimal Standards of Physical Security**

As per above, licensed guards are in the venue every day. Times vary based on shows/events, but as a minimum there is at least one guard always onsite from 8:00pm onward.

- **Minimal Standard of Electronic Security**

A biLock key system is in place to manage access to all areas of the club other than the safe which is managed by a Titan fingerscan system.. All staff and/or contractor level of access is approved only by the Operations Manager or CEO and managed by Keywatcher.

Back to base alarm monitoring is performed by ADT Security. The clubs Operations Manager and dedicated senior manager receive alerts for any areas late to close or unarmed outside of times prescribed by the club. Any intruder alarms are also sent to the above-mentioned managers.

Tullera Gold Security Solutions manage the installation of approximately 110 CCTV cameras The Geutebruck software allows for management to access cameras at any point via the Geutebruck App on their phone.

- **Management and Use of Alfresco Gaming Areas**

The Alfresco gaming area is open during the clubs trading hours. Staff are rostered throughout the entire time to ensure responsible gaming measures and procedures are adhered to. The Alfresco gaming area is cleaned and sanitised every morning before opening by contract cleaners, and maintained through each shift by the clubs' own cleaning staff to ensure a comfortable and hygienic venue for all patrons.

The Duty Manager is responsible for any issues arising throughout each shift and are accordingly rostered during all hours that the club operates.

- **Noise Management and Mitigation Measures**

All trades performing works that create excessive or disruptive noise are planned and performed after 7:00am to ensure there are minimal effects on the surrounding neighbourhood.

Live entertainment is only held on Friday and Saturday nights until 10:30 pm. Entertainment is limited to one man sessions and start at 6:30pm in the fully enclosed Mill restaurant. Security guards monitor The Mill area. Approx 4 times per year a dinner show with band will perform in The Sinclair function rooms which is totally enclosed and separate from the main club. Extra security are scheduled for these events.

- **Car Parking Management**

The club's carpark is ground level and all external other than approx 40 spaces provided in an undercroft adjacent to Station Street.

All car spaces are covered by LED security lighting which is managed by PE cell.

All car spaces are covered by security cameras linked to the club's Geutebruck system. The CCTV system covers all areas of the car park including vehicle and pedestrian entrances and exits and surrounding car park perimeter.

The club's carpark is locked between 3am and 8am every day.

Footage is only to be viewed by authorised management or Police. Passwords required for viewing any recorded footage, copy or archive footage and to access any system settings or file management. Only Police or Liquor & Gaming investigators are allowed to take CCTV footage of premise in copied format. There is signage located around the car park to inform that the car park has a CCTV system installed.

Regular scheduled maintenance is carried out by Tullera Gold technicians.

- **Emergency Response**

****ATTACHED**** - Dapto Leagues Club Limited - Emergency Response Procedures

- **Signage (Directional and Advertising)**

The club's directional signage allows for patrons to be guided through the entire venue's facilities.

All internal advertising is completed in-house by our Marketing and Promotions team. The club employs a graphic designer on a part-time basis to ensure consistency and compliance according to Liquor and Gaming regulations.



Emergency Response Procedures Manual

DAPTO LEAGUES CLUB
BONG BONG ROAD
DAPTO

Creation Date: February 2022
Review by Date: February 2027
Final

Protecting People & Property

WORMALD

2 Table of Contents

EMERGENCY RESPONSE PROCEDURES MANUAL.....	1
1 REVISION RECORD	5
2 GENERAL INFORMATION.....	7
2.1 FOREWARD.....	7
2.2 PURPOSE	7
2.3 SCOPE	7
2.4 BUILDING / SITE DESCRIPTION	7
2.5 ESTABLISHMENT OF AN EMERGENCY CONTROL ORGANISATION	8
2.6 AUTHORITY OF WARDENS	8
2.7 WARDEN INDEMNITY	8
2.8 REMOVAL OF VEHICLES IN AN EMERGENCY	8
2.8.1 MAINTAINING THE EFFECTIVENESS OF THE EMERGENCY CONTROL ORGANISATION	8
3 EMERGENCY EQUIPMENT IN YOUR BUILDING	9
3.1 FIRE INDICATOR PANEL (FIP).....	9
3.2 THE EMERGENCY WARNING & INTERCOMMUNICATION SYSTEM (EWIS)	10
3.3 FIRE EXITS	11
3.4 FIRE FIGHTING EQUIPMENT	11
3.5 OTHER EMERGENCY COMMUNICATION EQUIPMENT	12
3.6 RAISING AN ALARM	12
3.7 THE FIRE ALARMS IN YOUR BUILDING	12
3.8 CASCADE OF ALARMS	13
3.9 EMERGENCY CONTROL POINT (ECP)	13
3.10 WARDEN CONTROL POINTS (WCP)	13
3.11 ALARMS OUTSIDE NORMAL WORKING HOURS	13
5 EMERGENCY PLANNING COMMITTEE	14
5.1 ROLE OF THE EMERGENCY PLANNING COMMITTEE (EPC)	14
6 EMERGENCY CONTROL ORGANISATION	16
6.1 ROLE OF THE EMERGENCY CONTROL ORGANISATION (ECO)	16
6.2 AUTHORITY OF WARDENS	16
6.3 POSITIONS IN THE EMERGENCY CONTROL ORGANISATION	16
6.4 DIRECTIONS	17
6.4.1 DIRECTIONS TO WARDENS	17
6.4.2 DIRECTIONS TO OCCUPANTS	17
6.4.3 EMERGENCY CONTROL ORGANISATION	18
6.5 CHIEF WARDEN	19
6.5.1 DUTIES OF CHIEF WARDEN IN THE EVENT OF AN EMERGENCY	20
6.5.2 DUTIES OF CHIEF / DEPUTY WARDEN EVACUATION PROCEDURES	21
(CONFIRMED EMERGENCY).....	21
6.5.3 CHIEF WARDENS' RESPONSIBILITY UPON ARRIVAL OF EMERGENCY SERVICES	22
6.6 DEPUTY CHIEF WARDEN.....	22
6.7 AREA WARDENS.....	22
6.7.1 DUTIES OF AREA WARDENS IN THE EVENT OF AN EMERGENCY	23
6.8 POST EVALUATION PROCEDURES	24
6.9 WARDENS	24
6.9.1 DUTIES OF WARDENS IN THE EVENT OF FIRE OR OTHER EMERGENCY	24

6.10	FIRST AID OFFICERS	24
6.11	AFTER HOURS PRODUCES (3.00AM TO 9.00AM)	25
6.12	ROLE OF SECURITY PERSONAL	25
7	FIRE SAFETY	26
7.1	FIRE PREVENTION.....	26
7.2	PRECAUTIONS AGAINST FIRE	26
7.3	ACTIONS OF AN STAFF MEMBER UPON DISCOVERING FIRE OR SMOKE	26
7.4	CHECKING FIRE EQUIPMENT & ALARMS	27
7.5	VITAL INFORMATION	27
7.6	FIRE FIGHTING EQUIPMENT	27
7.7	OPERATION OF FIRE EXTINGUISHERS	27
7.7.1	GUIDELINES FOR ATTACKING THE SMALL FIRE	29
7.8	OPERATION OF HOSE REELS	29
7.8.1	GUIDELINES FOR THE OPERATION OF HOSE REELS	29
7.9	USING FIRE BLANKETS	29
7.9.1	GUIDELINES FOR THE USE OF FIRE BLANKETS	29
8	BOMB THREAT AND OTHER INTERNAL/EXTERNAL EMERGENCIES	30
8.1	BOMB THREATS	30
8.2	WRITTEN BOMB THREATS	30
8.3	TELEPHONE BOMB THREATS	30
8.4	SUSPECT OBJECT	30
8.4.1	ACTIONS BY RECIPIENT WHEN A TELEPHONE BOMB THREAT IS RECEIVED	31
8.4.2	ADJUSTMENT TO EVACUATION PROCEDURES	31
8.4.3	THREAT EVALUATION	31
8.4.4	SEARCH FOR A SUSPICIOUS OBJECT	32
8.4.5	IF A SUSPECT ITEM IS FOUND:	32
8.4.6	EVACUATION	33
8.5	OTHER INTERNAL/EXTERNAL EMERGENCIES	36
8.6	CIVIL DISORDER/DEMONSTRATIONS	36
8.7	BUILDING STRUCTURAL DAMAGE	37
8.8	SPILLS OF FLAMMABLE LIQUID OR TOXIC SUBSTANCES	37
8.9	GAS LEAK	38
8.10	EARTHQUAKE.....	38
8.11	POWER FAILURE	39
8.12	FLOOD.....	39
8.13	BUSHFIRE.....	40
8.14	MEDICAL EMERGENCY	40
8.15	ARMED HOLD-UP OR INTRUSION	41
8.16	CROWD MANAGEMENT IN AN EMERGENCY	41
8.16.1	POSITIONING	41
8.16.2	MOVEMENT CONTROL	42

8.17 POST TRAUMA COUNSELLING.....	42
APPENDIX A DEFINITIONS	43
ASSEMBLY AREA(S)	43
BOMB	43
COMPETENT PERSON	43
EMERGENCY	43
EMERGENCY CONTROL ORGANISATION (ECO).....	43
EMERGENCY CONTROL POINT (ECP).....	43
EMERGENCY PLAN	43
EMERGENCY PLANNING COMMITTEE (EPC)	43
EVACUATION EXERCISE	43
EVACUATION	44
MOBILITY IMPAIRED PERSON.....	44
OCCUPANT.....	44
OCCUPANT WARNING EQUIPMENT	44
PERSONAL EMERGENCY EVACUATION PLAN (PEEP)	44
REFUGE AREA / SAFE PLACE	44
VISITOR	44
WARDEN CONTROL POINT (WCP).....	44
WARDEN INTERCOMMUNICATION POINT	44
WORKPLACE	44
APPENDIX B RELEVANT LEGISLATION	45
WORK HEALTH & SAFETY ACT 2011	45
APPENDIX C EMERGENCY LOG.....	46
APPENDIX D MONTHLY HAZARD CHECKLIST	47
APPENDIX E PERSONAL EMERGENCY EVACUATION PLAN	48
APPENDIX F DESCRIPTION OF OFFENDER FORM	50
APPENDIX G POST INCIDENT FORM	51
APPENDIX F EWIS PANEL INSTRUCTIONS	52

1 REVISION RECORD

All revisions must be inserted carefully. The revision number, date of issue, date of insertion, printed name and signature of the person revising the Manual shall be entered in the record below.

REV NO	DATE OF ISSUE	DATE INSERTED	INSERTED BY NAME	SIGNATURE
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Important Notice:

This manual and its attachments have been specifically developed for your site. If renovations or extensions are completed, additional fire safety equipment commissioned, or you relocate to different premises. Contact WORMALD Fire & Safety Training, Emergency Procedure Specialists on (02) 8844 3197 to ensure your Emergency Response Procedures continue to meet the requirements of your site.

Acknowledgments:

- (i) Australian Standard AS3745-2010, Amendment 1, & Amendment 2 Planning for emergencies in facilities.
- (ii) Handling Building Emergencies - Building Owners & Managers Association of Australia Limited
- (iii) Australian Bomb Data Centre

© 2022 WORMALD Fire & Safety Training

All rights reserved. This publication is copyright, and no part may be reproduced, copied or transmitted in any form without written permission.

STANDARD EMERGENCY RESPONSE PROCEDURES FOR ALL OCCUPANTS

IN CASE OF FIRE

R	<p>Remove Remove people from danger area. DO NOT block exits & exit routes.</p>	
A	<p>Alarm - Raise an alarm Advise Chief Warden/Management. Activate Break Glass Alarm. Dial 000.</p>	
C	<p>Contain - Fire/Smoke Select & use correct extinguisher. Close doors & windows to contain fire/smoke.</p>	
E	<p>Evacuate Use fire stairs/exits. Take others with you & proceed to main assembly area.</p>	

On being instructed to evacuate:

1. Leave by the nearest / safest fire exit
2. Proceed directly to the Assembly Area
3. Remain at the Assembly Area until all clear is given by the Chief Warden or the senior Officer of the attending Emergency Services.

DO NOT USE LIFTS

Emergency Control Organisation for: DAPTO LEAGUES CLUB

Chief Warden		Phone No _____
Deputy Chief Warden		Phone No _____
Area Warden		Phone No _____
Warden		Phone No _____
Warden		Phone No _____

Emergency Phone Numbers

Fire Brigade /Police /Ambulance	000
Electricity	13 13 88
Gas	13 19 09
Translating & Interpreting Service	13 14 50
Poisons Information Centre	13 11 26
Water and Sewerage	13 20 90
State Emergency Service	13 25 00
Environmental Protection Agency	131555
After Hours Contact Matt Gooden	0438 071 009
Security on site Exact Security	1300 339 228

This page to be issued to all occupant

2 GENERAL INFORMATION

2.1 FOREWARD

These procedures have been prepared to assist all occupants of **Dapto Leagues Club** at **Bong Bong Road DAPTO NSW 2530** in dealing with an emergency. When following these procedures, the first priority is the safety of people. Secondly, and ONLY if safe to do so, ensure protection of records, property and other assets.

2.2 PURPOSE

This Emergency Response Procedures Manual has been designed to provide a step-by-step summary of actions for the occupants of:

DAPTO LEAGUES CLUB

2.3 SCOPE

This manual has been written on behalf of **DAPTO LEAGUES CLUB** for the site as described below in clause 2.4.

2.4 BUILDING / SITE DESCRIPTION

The **Dapto Leagues Club** site at **Bong Bong Road Dapto** comprises of,
a three-level licensed Club with a two-level plant rooms as well, the building is of a concrete / brick / glass / steel / plasterboard construction. The building is not sprinklered but has fire hose reels / hydrants ,internal and external / fire extinguishers/fire rated doors / a smoke spill fan control system in place for function rooms 1,2,3,4,and gaming /bottle shop areas. The building is equipped with a full FIP / EWIS two tone / WIP/ BGA. There is gas detector located in the cellar area (CO2) There is an outdoor carpark and a family fun and social centre.

Hours of Occupancy for this facility:	700am to 400am
Occupant Numbers for this Facility	
Licensed to hold	: Ground Floor 1286 occupants
	: First Floor 1300 occupants
Assembly Areas Primary	: Rear Car Park closest to Osbourne Road
Assembly Areas Secondary	: Front of the Railway Station on Station Road

2.5 ESTABLISHMENT OF AN EMERGENCY CONTROL ORGANISATION

In the event of an emergency situation all occupants may have to be evacuated from the building. To facilitate this, an Emergency Control Organisation (ECO), consisting of Wardens drawn from the occupants, has been established in accordance with the Australian Standard AS3745-2010, Amendment 1 – “Planning for emergencies in facilities”.

Wardens should be aware that their primary duty is not to combat emergencies, but to ensure, as far as practicable, the safety of people and their orderly evacuation from a hazardous area.

2.6 AUTHORITY OF WARDENS

Once an emergency is declared, the powers of wardens and deputy wardens **SHALL** override all normal non-emergency management procedures. Floor or area wardens and their deputies shall have the authority to marshal all staff and any visitor/s to their floor/area. The purpose of these powers is to ensure that during an emergency situation, life safety takes precedence over asset protection matters. The procedures require consideration to be given to ensure the protection of wardens, the person, or persons refusing to comply, and other personnel in the area when a refusal situation arises.

2.7 WARDEN INDEMNITY

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.

2.8 REMOVAL OF VEHICLES IN AN EMERGENCY

The Chief Warden should prevent the movement of vehicles on the site during an emergency. On arrival, the Officer-in-Charge of the Emergency Services will determine if it is safe to allow people to remove vehicles from the building or property.

2.8.1 MAINTAINING THE EFFECTIVENESS OF THE EMERGENCY CONTROL ORGANISATION

A determined effort is required by all occupants of the building, particularly Managers and employers, to ensure the following is maintained:

1. Suitable persons are nominated to carry out the duties of Wardens in the building. Trained Wardens should represent all tenancies.
2. The Chief and Deputy Chief Warden should maintain a list of Wardens containing the name, telephone number and location of all Wardens in the building.
3. The Emergency Control Organisation should meet at least six monthly.
4. At least one full-scale evacuation exercise is conducted annually. All occupants are encouraged to participate to ensure they are familiar with the emergency response procedures.

3 EMERGENCY EQUIPMENT IN YOUR BUILDING

The following fire and emergency equipment has been provided in your building to ensure the safety of the occupants and the protection of property:

3.1 FIRE INDICATOR PANEL (FIP)

CONTROL PANELS:

➤ **Fire Indicator Panel**

FIP is located in the cupboard at the main entrance Ground Floor . This panel displays the location and type of alarm activation to facilitate a rapid investigation. An activation of the FIP while all fire systems are in normal mode will activate the EWIS initiating alarms in the affected areas

INPUTS:

➤ **Manual Call Points**

Also referred to as Red Break Glass Alarm (Red BGA), they are operated by pressing the laminated glass or acrylic front panel sending a signal to the FIP activating the alarm tones for the area/building and sending a signal through the ASE to the fire services

➤ **Heat / Thermal Detectors**

A detector that responds to abnormal temperatures or rate of a temperature rise or temperature difference. On activation a signal is sent to the FIP resulting on activation of the FIP, EWIS and ASE

➤ **Smoke Detectors**

Smoke detectors are located throughout both Building A and Building B including in air-conditioning ducts and ceiling cavities. The detectors respond to the presence of smoke or other particles diffused in the air. On activation a signal is sent to the FIP resulting on activation of the FIP, EWIS and ASE

➤ **Gas detector**

Carbon Dioxide detector is located in the cellar and sets off an audible alarm and a strobe light is activated above the door

➤ **Concealed Detectors in ceiling**

Where smoke or thermal detectors are located in structural cavities (i.e. ceiling or walls) an indicator light is positioned as close as possible in normal trafficable areas.

OUTPUTS:

➤ **Automatic Signalling Equipment (ASE)**

Is part of the FIP and sends a signal to the monitoring company.

➤ **Fire Bells / Strobes**

On activation of the FIP a Strobe or Bell (on the outside of the fire control room or building) will sound to give the fire brigade a location of the fire control room. Note sprinkler activation will also set off a sprinkler bell and the strobe as well.

➤ **Automatic Air Condition shut down**

On activation of the FIP the air conditioning system shuts down automatically.

➤ **Smoke Spill Fan Control**

Smoke extraction fans are located in the club as well and smoke control doors are located in areas to inhibit the spread of smoke.

- **Magnetic Fire Doors**
Devices that hold fire / smoke doors open by magnetics to allow unobstructed passage of occupants in normal conditions. On activation of the FIP the magnets are deactivated to close doors the minimise the spread of fire/smoke.

3.2 THE EMERGENCY WARNING & INTERCOMMUNICATION SYSTEM (EWIS)

CONTROL PANELS:

- **Master Emergency Control Panel (MECP)**
The EWIS is located with the FIP in the cupboard at the main entrance and is activated automatically by a signal from the FIP or by manual activation by the Chief Warden. This panel is used by the Chief Warden/ Communications Officer to communicate with Wardens via the WIP and make PA Announcement to inform occupants of actions required. (E.G., stand by for further instructions, evacuate, etc)

INPUTS:

- **Warden Intercommunication Phone (WIP)**
Red phones located throughout the club
- **Emergency Call Point**
Also referred to as White Break Glass Alarm (Red BGA), they are operated by pressing the laminated glass or acrylic front panel sending a signal to the FIP activating the alarm tones for the area/building and sending a signal through the ASE to the fire services

OUTPUTS:

- **Alert Alarm**
The Alert sound is a repetitive Beep activated by both the FIP and EWIS through either a Break Glass Alarm (BGA) / smoke/ thermal / sprinkler/ or the ECO activating the EWIS.
- **Evacuation Alarm**
The Evacuation sound is a repetitive Whoop, Whoop with a voice sounding evacuate now. Activation of the FIP and EWIS through a BGA / smoke/ thermal / sprinkler/ or the ECO activating the EWIS.
- **Strobes**
The strobe lights consist of two lights orange is the alert tone and red being the evacuation tone. They are located in areas where the sounding of alarms during false alarms would be detrimental to operations (e.g. recording studios)
- **Public Address System (PA)**
PA system is part of the EWIS and is for verbal communications with all staff and is used by the ECO.
- **Warden Intercom Phone (WIP)**
These are a fixed (RED) phone system in select locations on at strategic location throughout the buildings to facilitate communications between the member of the ECO.
- **Air-condition shut down**
On activation of the FIP shuts the air-conditioning down

3.3 FIRE EXITS

- Fire Stairs / Corridors from first floor
Are fire rated exit areas to provide a safe means of exit for all occupants. Combustible materials or other obstructions should not be stored in fire stairs/corridors
- Fire Rated Doors
A door set, single or multileaf, with a specified fire-resistance level to prevent the passage of fire past it. Fire rated doors should not be obstructed at any time and should be not held open except by prescribed emergency door release devices.
- Emergency Door Release (Green / White BGA)
For security purposes break glass door release devices are located at some emergency doors to release electronic lock on doors if there is a power or system failure.
- Continuous handrail in stairs
Continuous handrails are located in the fire stairs to provide support to occupants when evacuating. Evacuees should hold on to handrails when evacuating
- Exit Direction Signs
Emergency Exits and paths of travel toward fire exits are normally shown by the EXIT or DIRECTION exit signage.
- Emergency Lighting
Are designed to provide lighting for all occupants during a power failure, to safely exit the building (90 minutes of lighting for both Spitfires and all Exit signs).
- Emergency Ramp - (mobility impaired)

3.4 FIRE FIGHTING EQUIPMENT

- Fire Extinguishers
Located throughout both buildings for combatting small, confined fires (maximum 1 metre square) and only if safe to do so. Refer section 6.7 for Operation of Fire Extinguishers

Types available on site include Carbon Dioxide, Dry Chemical Powder (DCP), Wet chemical
- Hose Reels
Located throughout both buildings for combatting small, confined fires (maximum 1 metre square) and only if safe to do so. Refer section 6.8 for Operation of Fire Hose Reels. **NOT TO BE USED ON ELECTRICAL FIRES**
- Hydrants
Located throughout the building internal and external for use by the Fire Brigade only.
- Fire Blankets
For the use of cooking fires and if persons are alight. Refer section 6.9 for Operation of Fire Blankets

3.5 OTHER EMERGENCY COMMUNICATION EQUIPMENT

- Telephones
Standard internal telephone systems and mobile phones may be used to supplement emergency communications.
- Two way Radios
- Runners
Wardens and other occupants may be utilised to “run” messages, if safe to do, so when other forms of communication are not available

3.6 RAISING AN ALARM

If a fire or other emergency situation occurs in your building, the alarm can be raised by:

- A report to the Emergency Services by a building occupant dialling 000
- A report by a member of the public or adjoining building occupants
- A report to the Chief Warden
- Breaking the glass on a red / break glass alarm (BGA)
- Activation of a thermal or smoke detector
- The Alert or Evacuation alarm being manually activated by the Chief Warden
- A PA message from the Chief Warden
- The Chief Warden activating the Emergency Control Organisation.

3.7 THE FIRE ALARMS IN YOUR BUILDING

- **The Fire Bell /strobe** is generally installed outside the building to warn the occupants in the vicinity of a possible fire situation and to guide the Fire Brigade to the Fire Indicator Panel or Fire Control Room. There is also a fire bell and strobe that guides the fire brigade.
- **The Alert Alarm (BEEP-BEEP-BEEP)** can be operated manually by the Chief Warden from the Master Emergency Control Panel (MECP). It will operate automatically when the Fire Indicator Panel is activated. Upon automatic activation the alert alarm will cascade to the evacuation alarm following a pre-determined time period.

On hearing the alert alarm all Wardens are to report immediately to their Warden Control Point (WCP), which is usually the location of the Warden Intercom Phone. All other persons in the area should prepare to evacuate and await further instructions from either the Warden or the Automatic Evacuation System.

- **The Evacuation Alarm (Whoop-Whoop-Whoop)** will operate automatically following a pre-determined duration after the Alert Alarm has sounded. The Chief Warden can also manually control the Evacuation Alarm from the MECP. It is designed to warn all occupants of the Area that an evacuation is necessary.

On hearing the evacuation alarm all occupants should assemble at their nearest exits and await directions from Wardens. Should it be unsafe to remain in this location, or if further directions from a Warden is not forthcoming, occupants should commence evacuation to the nearest safe assembly area.

3.8 **CASCADE OF ALARMS**

- Upon automatic activation of the Emergency Warning & Intercommunication System (EWIS) the Alert Alarm will sound within the area/floor in danger for a predetermined time period. The Evacuation Alarm will then sound within the area/floor in danger (if there is no manual intervention) and the Alert Alarm will sound within adjacent areas on the same floor and on the two floors above the floor in danger and on the floor below the floor in danger. After a predetermined time period, the Evacuation Alarm will then sound on these same floors. The alarms will continue to cascade throughout the building in the above sequence if manual control is not established by the Chief or Deputy Chief Wardens.

3.9 **EMERGENCY CONTROL POINT (ECP)**

The Emergency Control Point (ECP) is located **At the FIP in the main entrance foyer**

All emergency situations will be controlled from this point, IF SAFE. If this area is not safe, then the Chief Warden will designate an alternative ECP.

From the ECP, the Chief Warden can assess the extent of the emergency and control the response.

3.10 **WARDEN CONTROL POINTS (WCP)**

Warden Control Points are nominated by the respective Area Wardens throughout the building. These points are where Wardens initially attend during an emergency (Usually the Warden Intercommunication Phones).

3.11 **ALARMS OUTSIDE NORMAL WORKING HOURS**

If there is an emergency outside normal working hours, personnel are to contact Emergency Services (000) and then **ALL** personnel within the building are to IMMEDIATELY evacuate, leaving the building via the nearest exit. Personnel are not to re-enter the building, until all clear is given by the responding Emergency Services (Fire Brigade/Police).

5 EMERGENCY PLANNING COMMITTEE

5.1 ROLE OF THE EMERGENCY PLANNING COMMITTEE (EPC)

This must include a representative of management and would usually include:

- the Chief Warden,
- representative of tenants,
- specialist facility personnel, such as the maintenance engineer and,
- where reasonably available, an occupant with a disability.

At least one member of the EPC shall be a competent person.

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

The EPC shall meet at least annually with a record of meetings made and retained. The records may be in the form of, but not limited to minutes, communications, financial statements, reports and specialist advice.

NOTE: This may include minutes of meetings, communication, financial position, reports and specialist advice.

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, 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 emergency control organisation (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 Section 6 (AS3745-2010 amt 1 & amt 2).
- iii. Testing the emergency procedures – the EPC should ensure that the emergency procedures are tested in accordance with Clause 7.2 (AS3745-2010 amt 1 & amt 2)
- 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.
Note: For example, resignation, holidays, training of deputies, etc.
- (j) Ensuring that the register of ECO members is current and readily available.
- (k) Establishing strategies to ensure visitors are made aware of emergency response procedures.
- (l) Ensuring that the emergency response procedures remain viable and effective by reviewing and testing the emergency response procedures at least annually.
- (m) Ensuring that the emergency plan is reviewed at the end of the validity period, or after an emergency, or 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.

6 EMERGENCY CONTROL ORGANISATION

6.1 ROLE OF THE EMERGENCY CONTROL ORGANISATION (ECO)

The primary role 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.

The ECO should have clearly documented pre-emergency, emergency and post-emergency duties and responsibilities.

The Emergency Control Organisation is composed of occupants of the **Dapto Leagues Club**

The ECO shall consist of a chief warden or equivalent as a minimum. The following positions shall be included if they are deemed necessary by the EPC and in accordance with the requirements of this Standard:

- (a) Deputy Chief Warden.
- (b) Communications Officer and Deputy.
- (c) Floor/Area Wardens and Deputies.
- (d) Wardens and Deputies.

Other ECO positions may be incorporated into the ECO, for example, runners, stair wardens, roll call wardens, traffic wardens, section wardens.

The primary functions of the Emergency Control Organisation in an emergency are to:

- **Ensure the safe and orderly evacuation of all occupants from the building to a safe area called the Assembly Area. Casual staff, visitors, members of the general public, and mobility or sensory impaired persons may require special assistance during an emergency.**
- **Assist the Emergency Services upon arrival and whilst in attendance.**
- **Operate first attack firefighting equipment, if safe to do so.**

6.2 AUTHORITY OF WARDENS

Once an emergency is declared, the powers of wardens and deputy wardens **SHALL** override all normal non-emergency management procedures. Floor or area wardens and their deputies shall have the authority to marshal all staff and any visitor/s to their floor/area. The purpose of these powers is to ensure that during an emergency situation, life safety takes precedence over asset protection matters. The procedures require consideration to be given to ensure the protection of wardens, the person, or persons refusing to comply, and other personnel in the area when a refusal situation arises.

6.3 POSITIONS IN THE EMERGENCY CONTROL ORGANISATION

The ECO shall consist of a Chief Warden or equivalent as a minimum. The following positions shall be included if they are deemed necessary by the EPC and in accordance with the requirements of this Standard:

- (a) Deputy Chief Warden.
- (b) Communications Officer and Deputy.
- (c) Area Wardens and Deputies.

(d) Wardens and Deputies.

Other ECO positions may be incorporated into the ECO, for example, runners, stair wardens, roll call wardens, traffic wardens, section wardens.

6.4 DIRECTIONS

6.4.1 DIRECTIONS TO WARDENS

Wardens are to ensure that they are familiar with the Emergency Procedures and make them available to all occupants in their areas of responsibility. It is also the Warden's responsibility to ensure that all occupants are made aware of the contents of this Manual. Amendments are to be entered immediately on receipt.

6.4.2 DIRECTIONS TO OCCUPANTS

Occupants must be aware of the location of fire equipment, method of notification of an emergency, and exits within or near their area. They must also familiarise themselves with the route to and location of the Assembly Area.

The effectiveness of these procedures depends on the willingness of occupants at all levels to make themselves aware of the immediate actions they must take in an emergency, so that they are capable of acting promptly, calmly and efficiently.

6.4.3 EMERGENCY CONTROL ORGANISATION



CHIEF WARDEN Duty Manager
Identifiable Feature (White)



DEPUTY CHIEF WARDEN Second Duty Manager
Identifiable Feature (White)



AREA WARDEN Supervisors
Identifiable Feature (Yellow)



WARDEN Staff Members Trained as Wardens
Identifiable Feature (Red)



FIRST AID OFFICER Staff First Aiders
Identifiable Feature (Green)

6.5 CHIEF WARDEN

Upon receipt of an alarm, or being made aware of an emergency, the Chief Warden will respond immediately, determine the nature of the emergency, what emergency procedures are required to be implemented and activate the Emergency Control Organisation.

The Chief Warden will assume control of all occupants of the building from the time emergency action is required until the arrival of the appropriate Emergency Services.

Chief Warden:

- Collect white identification, two-way radio, 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 and activate the building alarms if they are not already sounding,
- Begin Evacuation Procedures.

Deputy Chief Warden:

- Collect white identification, two-way radio, 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 the alarm has been raised and Emergency Services have been notified, Begin Evacuation Procedures, If the Chief Warden is present, follow their direction.

Communications Officer:

- If advised of an onsite emergency, ensure the Chief Warden is notified, proceed to the Master Emergency Control Point, Follow the directions of the Chief Warden.

The Chief Warden and the Deputy Chief Wardens' day-to-day duties should not require frequent absences from the building. Where possible their normal working area should be located close to the Emergency Control Point (ECP).

The Chief Warden will maintain a current roll of all ECO personnel, including their physical location and telephone numbers.

The Chief Warden should also maintain a roll of any mobility-impaired persons (permanent and temporary) who work in the building.

6.5.1 DUTIES OF CHIEF WARDEN IN THE EVENT OF AN EMERGENCY

On hearing the alert alarm or on being made aware of an emergency:

1. Collect white Chief Warden identification, two-way radio, mobile phone, necessary keys and Evacuation Checklist (Appendix B).
2. Proceed to the Master Emergency Control Point.
3. Ensure Emergency Services are notified of the alarm activation by dialling **000**.
4. Ensure lifts have been shut down.
5. Direct Security to prevent entry to the building.
6. Ascertain the location of the activated detector from the **Fire Indicator Panel** and change the **EWIS** Panel from "**Automatic**" to "**Manual**".
7. Contact the Area Warden in the area in alarm by two-way radio or WIP and ask them to investigate for signs of fire, smoke or other emergency. *If communication cannot be established, make a P.A. announcement asking Area Wardens in the affected area to contact the Chief Warden AND/OR send a runner (Deputy Chief Warden) to investigate if considered safe.*
8. If no fire or other emergency is present, begin false alarm procedures.
9. If a fire or other emergency is confirmed, or communication cannot be established, begin evacuation procedures. **(6.5.2)**
10. Activate the **P.A** and make the following announcement

"Attention, Attention. We are investigating the cause of the alarm activation. Area Wardens report to your Emergency Control Point. I repeat. We are investigating the cause of the alarm activation. All staff stand-by for instructions. Area Wardens report to your Emergency Control Point."

11. If is a confirmed false alarm activate the **P.A**; make the following announcement and ensure the Alert tone is reactivated:

"Attention, Attention members and guests. The alarm situation is under control / This has been a false alarm. You may resume normal activities. I repeat. The alarm situation is under control / This has been a false alarm. You may resume normal activities."

Standing Rules:

- Continue to evacuate the remaining floors areas until the arrival of Emergency services
- Keep Floor/Area Wardens informed of the situation
- Receive reports from Floor/Area Wardens
- Always give an all-clear announcement to occupants when directed

6.5.2 DUTIES OF CHIEF / DEPUTY WARDEN EVACUATION PROCEDURES

(CONFIRMED EMERGENCY)

1. Activate the **Evacuation Tone**.
2. Activate the **P.A**; make the following announcement:

“Attention, Attention all members and guests. Please evacuate the building via the nearest safe exit and proceed to the assembly area. Area Wardens please report when your area is clear.

I repeat. Please evacuate the building via the nearest safe exit and proceed to the assembly area. Area Wardens please report when your area is clear.”
3. Cancel the **P.A** and ensure the **Evacuation Tone** is re-activated.
4. Ensure the Receptionist collects the visitors/contractors sign in book to account for occupants at the assembly area.
5. Despatch a nominated person to the carpark entrance to restrict vehicular entry to the facility.
6. Ensure gas to the site is shut off (if safe to do so).
7. Ensure neighbouring facilities are notified of the emergency on site.
8. Wait at the Master Emergency Control Point for Area Wardens to advise when their area is clear. Ask:
 - i. Is anyone remaining or refusing to leave the area?*
 - ii. Are there any occupants or visitors with disabilities, have their PEEP's been activated and where are they located?*
 - iii. Are there any areas not searched?*If it is not safe to remain at the Master Emergency Control Point, evacuate and reinstate the Emergency Control Point to a safe distance from the front of the building. Advise ECO by PA or two-way radio before leaving your post.
9. As Area 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 disabilities 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

6.5.3 CHIEF WARDENS' RESPONSIBILITY UPON ARRIVAL OF EMERGENCY SERVICES

The Senior Officer of the Emergency Services may take control of the situation upon arrival. If it is a fire situation the Senior Fire Brigade Officer will take over the duties of the Chief Warden. The Chief Warden should remain at the Emergency Control Point to assist if required.

6.6 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. The duties of Deputy Chief Warden could include acting as the Communications Officer.

6.7 AREA WARDENS

Alert Tone Procedures

1. Area Wardens wear yellow identification and collect two-way radio. Proceed to the nominated Emergency Control Point (WIP) in your Area of Responsibility with two nominated Wardens (staff) and lift handset to contact Chief Warden. Also listen for PA announcements from the Chief Warden.

Emergency Control Points are located as follows:

WIP – Located in the Lounge Area on the wall near the Exit Door

WIP – Located at the Lobby Bar

WIP – Located between Function Rooms 1 and 2

WIP – located in the Auditorium Area (Upper Level) at the Bar

2. If you can confirm fire/smoke is present in the area, communicate with the Chief Warden by WIP or two-way radio and advise of the situation and need to evacuate.
Initiate Evacuation Procedures (6.8.1)

4. If no fire/smoke is present wait for the Evacuation Tone or instructions from the Chief Warden.

The Chief Warden will either:

- a) Contact you and advise that the alarm is originating from your area. Send Wardens to check for signs of fire or smoke. When the Wardens return, report their findings to the Chief Warden via phone or send a runner.
- b) Contact you and advise that the alarm is originating from another area and is being investigated. Wait for the Evacuation Tone to sound or the False Alarm message.
- c) Not contact you but change the tone to the Evacuate Tone. Follow the Evacuation Procedures (6.8.1)
- d) Not contact you but cancel the tones and make a False Alarm announcement. Send Wardens to advise personnel of the false alarm and resume normal activity.

Note: Other staff on duty will secure cash / shut down cooking equipment, prepare for a possible evacuation in their area and await further information from the Area Warden or Chief Warden. Area Wardens are appointed for each floor to control the emergency procedures and the evacuation of their floor, under the direction and control of the Chief Warden.

Area Wardens have the authority to evacuate their floor if they consider there is danger to any person, or if the situation is life threatening.

The Area Warden should be aware of the layout of their floor, all exits, and alternative escape routes. They should know of the location of Wardens under their control. Any changes of Wardens on their floor should be notified to the Chief Warden.

Area Wardens should be familiar with the location and the operation of firefighting equipment installed in their area. They should regularly inspect this equipment to ensure it is available and operable at all times.

The Area Warden should be aware of any mobility impaired, sight or hearing-impaired persons in their area who may require assistance during an evacuation.

6.7.1 DUTIES OF AREA WARDENS IN THE EVENT OF AN EMERGENCY

On hearing the alert alarm or on being made aware of an emergency:

1. Area Wardens will direct Wardens to evacuate occupants and visitors from the Area of Responsibility beginning with the area in immediate danger and then surrounding areas. Ensure occupants and visitors evacuate via the nearest, safe exit and **lifts are not used**. Wardens should close, but not lock all doors during their search.

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

2. 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.
3. Ensure PEEPs 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 5.4).
4. The Area Warden will remain close by the Emergency Control Point (WIP) to receive reports from the Wardens.
5. Wardens should report to the Area Warden on:
 - a) The location of anyone refusing to leave
 - b) The location of occupants/visitors with a disability
 - c) Any areas unable to be checked
 - d) The condition of the area
6. The Area Warden will report evacuation information (eg all clear, areas not able to be searched, the location of occupants and visitors with disabilities) by WIP or two-way radio to the Chief Warden.

NOTE: If it is unsafe to use the WIP or WIP is unavailable, evacuate and report your evacuation information to the Chief Warden at the Fire Indicator Panel.

7. Leave via the nearest safe exit.
8. Follow any further instructions from the Chief Warden and/or proceed to the Assembly Area.

6.8 POST EVALUATION PROCEDURES

1. At the Assembly Area, congregate staff 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.

6.9 WARDENS

Wardens are appointed to assist the Area Warden during an emergency and will assume the role of the Area Warden in their absence. Should insufficient Wardens be available during an emergency, Wardens should co-opt other occupants to assist with the evacuation of their floor. Wardens are appointed on the basis of their being sufficient Wardens available at all times to efficiently search and evacuate the building. The number of Wardens shall be determined by the EPC.

Wardens should be familiar with all exits, escape routes and occupiable spaces on their floor. Assisting mobility impaired persons to a safe place, searching the floor for people and for suspicious objects (in a bomb threat) are among the tasks of a Warden.

6.9.1 DUTIES OF WARDENS IN THE EVENT OF FIRE OR OTHER EMERGENCY

On hearing the alert alarm or on being made aware of an emergency

1. Don the identifiable feature (Red)
2. Report to Area Warden at the Warden Control Point (WCP)
3. Follow instructions from the area Warden, which may include the following actions:
 - ◆ *Check area for any sign of emergency*
 - ◆ *Notify occupants to assemble at the nearest Emergency Exit*
 - ◆ *Prevent occupants from evacuating the area before directed*
 - ◆ *Operate emergency communication equipment*
 - ◆ *Assume duties of Area Warden in their absence*
4. If a fire is evident, or when directed by the Area Warden:
 - ◆ *Evacuate occupants from immediate danger area*
 - ◆ *Direct occupants to proceed immediately to the Assembly Area*
 - ◆ *Stay with mobility impaired persons (in safe place) until rescue personnel arrive*
5. Prior to leaving the area, search all occupiable spaces (including toilets) to ensure that all occupants have evacuated
6. Conduct a second search of the floor
7. Report the status of the floor to the Floor Warden when the two searches of the floor have been completed
8. When directed by the Floor Warden, proceed to the Assembly Area
9. Ensure that all evacuees proceed directly to the Assembly Area

Remain at the Assembly area with personnel from your area and await further instructions from the Chief / Deputy Chief Warden.

6.10 FIRST AID OFFICERS

First Aid Officers are persons qualified to render first aid medical assistance when required. They should report to the Chief Warden at the Emergency Control Point with a first aid kit and assist where necessary. They should ensure that their First Aid qualification is current at all times.

6.11 AFTER HOURS PRODUCES (3.00am to 9.00am)

On Discovery of Fire /Advised of Fire or Hearing Alert Tone

- 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 use lifts**,
- 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 5.4).
- 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.
- Evacuate the building immediately via the nearest safe exit even if there is no evidence of a fire.
- Proceed directly to the Assembly Area – **do not use lifts**.
- 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 5.4).
- Ensure the Emergency Services has been called by dialling **000**.
- 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

6.12 ROLE OF SECURITY PERSONAL

- The role of security during evacuations is to ensure as far as practicable that no one other than Emergency Services personnel enter the building.
- Security operates under the control of the Chief Warden during an emergency and provides assistance where necessary for such duties as:
 - (a) Shutting down lifts
 - (b) Closing Car Park or other entry doors
 - (c) Providing first aid where other first aid personnel are unavailable
 - (d) Investigating floors or areas where there has been no response from a Warden

Although Security personnel should be trained in the use of the buildings alarm systems, their main role is in the securing of the building and in the event of an emergency situation and/or an emergency evacuation, the prime role of Security personnel is to ensure the perimeter security of the building is not breached and that personnel do not enter the building while the emergency situation still exists. As such, the EPC should ensure that Security personnel are not called to occupy the position of Chief Warden or Communications Officer.

7 FIRE SAFETY

7.1 FIRE PREVENTION

FIRE PREVENTION IS THE RESPONSIBILITY OF ALL OCCUPANTS

Report any matter, which you consider a potential hazard to your supervisor or Area Warden.

Typical Hazards are:

- Accumulation of litter, dust or paper
- Faulty electrical wiring or appliances
- Items blocking access to Emergency Exits and fire extinguishers
- Items which block a clear view of emergency signs
- Leakages of flammable gases or liquids
- Missing/discharged fire extinguishers
- Fire extinguishers not mounted on wall
- Repetitious or excessive spill of liquids
- Fire rated doors propped open
- Misuse of equipment e.g. radiators
- Overloaded power points
- Items stored in fire stairs
- Defective emergency communication equipment

7.2 PRECAUTIONS AGAINST FIRE

- Observe "No Smoking" instructions/policies
- Be aware of and obey the rules for handling, storage and use of flammable liquids
- When using flammable liquids, make certain they are stored in approved containers
- Don't hoard unnecessary wastepaper or cardboard boxes in your area
- Put away paper, drawings, files and other documents when leaving your Area on completion of work
- Remove rubbish regularly

7.3 ACTIONS OF AN STAFF MEMBER UPON DISCOVERING FIRE OR SMOKE

Upon discovering fire/smoke take action as follows:

- Remove any persons from immediate danger to safety (Only if safe to do so)
- Alert others, notify Chief Warden and inform Wardens in your area
- Notify Emergency Services directly - obtain an outside line and dial 000
- Close doors (if safe to do so). This restricts the spread of fire and smoke
- When directed by Wardens, evacuate to assembly area
- Remain in designated assembly area until all clear is given by the Chief Warden or the Senior officer of the Emergency Services. Ensure all staff and visitors are accounted for.
- Carry out instructions of the Emergency Control Organisation and the Emergency Services.

7.4 CHECKING FIRE EQUIPMENT & ALARMS

All fire equipment available for the use of occupants such as fire extinguishers, fire hose reels and emergency communications equipment should be operational at all times and serviced in accordance with the relevant Australian Standard. Members of the Emergency Control Organisation should check all these items and means of escape from the building regularly (see Monthly Hazard Checklist, Appendix B).

7.5 VITAL INFORMATION

All information that is vital to the operations of your Company/Department should be stored in fire resistant filing cabinets/safes. Portable storage devices (e.g USB drives, etc) are more susceptible to heat than paper and should be stored in a special insulated container within a cabinet.

7.6 FIRE FIGHTING EQUIPMENT

Different fire extinguishers are available for various types of fires. Occupants of the building should be familiar with the types of fire extinguishers available, their use and their limitations.

7.7 OPERATION OF FIRE EXTINGUISHERS

A simple method of remembering how to operate a fire extinguisher is using the acronym "PASS".



PULL THE PIN

There is an Anti-Tamper seal fitted that prevents the pin being withdrawn accidentally. Break the seal and test the extinguisher.



AIM AT THE BASE OF THE FIRE

The Extinguisher should be aimed at the base of the fire. Always ensure you have a means of escape.



SQUEEZE THE OPERATING HANDLE

To operate the extinguisher and discharge the agent.



SWEEP FROM SIDE TO SIDE

Completely extinguish the fire by sweeping the extinguishing agent across the base of the fire.

<h1 style="text-align: center;">FIRE EQUIPMENT USAGE CHART</h1>		YES NO		A Wood, Paper & Plastic 	B Flammable & Combustible Liquids 	C Flammable Gasses 	E Energised Electrical Equipment 	F Cooking Oils & Fats 	NOTES: *Limited indicates that the extinguishant is not the agent of choice for the class of fire, but that it will have limited extinguishing capability. Class D fires (involving combustible metal(s)) use only special purpose extinguishers and seek expert advice. COMMENTS: (Refer Appendix A of AS2444)
		TYPE OF EXTINGUISHER Colour scheme - AS 2444 Pre 1997 Post 1997							
									Special Powders are available specifically for various types of metal fires. Seek expert advice.
									Special Powders are available specifically for various types of metal fires. Seek expert advice.
									Generally not suitable for outdoor fires. Suitable only for small fires.
									Dangerous if used on flammable liquid, energized electrical equipment and cooking oil/fat fires.
									Dangerous if used on energized electrical equipment.
									Dangerous if used on energized electrical equipment.
									Check the characteristics of the specific extinguishant.
									Use blanket to wrap around a human torch. Ensure you replace the blanket with a new one after use.
									Ensure you maintain a path of egress between you and the nearest exit.

7.7.1 GUIDELINES FOR ATTACKING THE SMALL FIRE

Select the right type of extinguisher and follow these important instructions:

1. Prior to attacking the fire, you should give the extinguisher a short test to ensure that it operates correctly.
2. Ensure that you have a safe exit should the fire become uncontrollable. You must not allow the fire to block off your escape route
3. Start attacking the fire from a distance, moving in closer as the fire dies down. A crouching attitude should be adopted to protect yourself against smoke and heat.
4. When in the open, attack the fire from the windward side. This allows the wind to blow the extinguishing agent onto the fire.
5. Always try to have another person with an extinguisher backing you up as a safety precaution.
6. Keep low to avoid smoke
7. Do not turn your back on the fire
8. Make sure that the fire has been completely extinguished.

7.8 OPERATION OF HOSE REELS

Wardens should ensure they are familiar with the location and the method of operating a fire hose reel.

Hose reels have been located in strategic positions for the use of the occupants of the building to combat small Class A (ordinary combustibles) fires involving items such as paper, woods and plastics.

Do not use a hose reel on fat fires or fires involving electrical appliances.

7.8.1 GUIDELINES FOR THE OPERATION OF HOSE REELS

1. Determine if water is a suitable extinguishing agent for the class of fire involved
2. Turn water on at the reel before unrolling the hose
3. Unroll the hose
4. A second person can ensure the hose runs freely around corners
5. Turn water on at nozzle

See the guidelines for attacking a fire with an extinguisher on the previous page

7.9 USING FIRE BLANKETS

Fire blankets should be located adjacent to the applicable risk, such as near stoves in kitchens. They may be used on flammable liquid containers such as deep fat fryers, frying pans and small electrical appliances.

7.9.1 GUIDELINES FOR THE USE OF FIRE BLANKETS

1. Take the blanket out of package
2. Cover the object with the blanket
3. Turn off the source of heat
4. Leave until cool
5. Call the Fire Brigade

8 BOMB THREAT AND OTHER INTERNAL/EXTERNAL EMERGENCIES

8.1 BOMB THREATS

Introduction

There are many reasons why people make a threat of the placement of a bomb in or around businesses. Threats usually originate from people who have a personal grudge against your company/department or tenants. They may be staff or ex-staff or other people who wish to disrupt your operations.

The Police have overall authority and control when dealing with bomb threats or an actual bomb placement. They must be notified in the first instance.

In addition to general building security, good security planning, good housekeeping and a well-trained Emergency Control Organisation can reduce disruptive effects of a bomb threat.

Good security arrangements, including the vetting of visitors, assists in ensuring that unauthorised access is denied to non-employees.

Good housekeeping includes keeping all floors clear of waste (such as packing materials, scrap paper etc...). Waste and garbage bins should be regularly emptied and not left standing in floors that are available to the public. The locking of doors to areas, cabinets and closets, which are infrequently used, ensures that there are fewer places available for the placement of devices.

It is also important to ensure that emergency exits are kept completely clear. These measures will minimise the number of potential places to conceal a bomb, and thus reduce the search time in the event of a bomb threat. It will also contribute to good standard of security and staff safety.

8.2 WRITTEN BOMB THREATS

If a bomb threat is received in writing, it should be kept, including any envelope or container. Once a message is recognized as a bomb threat, further unnecessary handling should be avoided. Every possible effort has to be made to retain evidence such as possible fingerprints, handwriting or typewriting, paper and postmarks. Such evidence should be protected by placing the evidence in an envelope (preferably a plastic envelope).

8.3 TELEPHONE BOMB THREATS

An accurate analysis of the telephone threat can provide valuable information on which to base recommendations, action and subsequent investigation. The person receiving the bomb threat by telephone should, as soon as possible, complete the information required on a Bomb Threat Checklist. Receptionists and other persons who regularly accept incoming telephone calls should hold a Bomb Threat Checklist.

8.4 SUSPECT OBJECT

A suspect object is any object found on the premises and deemed a possible threat by virtue of its characteristics, location and circumstances.

8.4.1 ACTIONS BY RECIPIENT WHEN A TELEPHONE BOMB THREAT IS RECEIVED

1. Try to remain calm
2. Let the caller finish the message
3. Keep caller on the line as long as possible
4. DO NOT HANG UP PHONE - Telephone company may be able to trace the call
5. Use the Bomb Threat Checklist provided
6. Obtain as much information as possible about the bomb
7. Do not discuss the call with other occupants
8. Contact Chief Warden and your Manager immediately after the threat
9. Complete the Bomb Threat Checklist and hand it to the Chief Warden
10. Be prepared to be interviewed by the Chief Warden, Police and Senior Management

8.4.2 ADJUSTMENT 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 be initiated less than 30 minutes after the detonation deadline has lapsed.

8.4.3 THREAT EVALUATION

In order to make a realistic evaluation of the threat, the Chief Warden, Senior Management and Police must be in possession of as much information as possible.

Over-reaction to bomb threats will be avoided by sensible evaluation. A telephone bomb threat may be assessed as:

1. **Non-specific call**, usually the caller will give very little information before terminating the call. This type of call is considered of a low risk
2. **Specific call** - the caller gives specific information and sometimes, reasons for the threat and the general location of the explosive device

The non-specific threat is more common, but neither can be immediately dismissed without further investigation. Every threat has to be treated as genuine until proven otherwise. The evaluation of the call will involve one of the following four decisions:

1. Take no further action
2. Search without evacuation
3. Evacuate and search, or
4. Evacuate (without search)

The decision to evacuate will normally be made by the management (of the threatened Company/Department), the Chief Warden and/or the Building Management. The Police may offer advice but will usually leave the decision to evacuate to the above persons.

8.4.4 SEARCH FOR A SUSPICIOUS OBJECT

The aim of a search is to look for an object that “does not belong” in its present location. The persons most aware of what does and does not belong in an area are the persons normally working in that area. The Police are not aware of what is normally in your area and would be less likely to recognise a suspicious object.

Law enforcement authorities (i.e. the police), do not normally assist occupants of buildings, structures or workplaces in searching for suspect bombs however they will assist site occupants if they have located a suspect package.

Building management staff should search such areas as plant areas, additional rooms, storage areas, car parks and areas outside the building.

Wardens are responsible for directing the search of their Area. Where possible they should involve staff, supervisors and management.

The most appropriate personnel to carry out a search, in any given area, are the occupants of the building, structure or workplace because they have the knowledge of ‘what belongs’ or ‘what does not belong’ in a location at any given time.

Remember you are looking for an item, which should not be where it is.

The most important areas to search and the sequence are as follows:

1. External areas and particularly the assembly areas
2. Entrances and exits to the building
3. Areas where there is public access
4. All other areas within each occupancy

Remember you are conducting a **visual search only** - look without touching

Care should be exercised with mobile phones, radio sets, wireless technology transmission and any other equipment producing electromagnetic radiation in situations where improvised explosive devices are suspected. Such equipment should not be used until the attending bomb technicians give clearance.

Two-way radios and mobile phones should not be used during the search

If nothing is found mark the area with chalk or post-it stickers as “searched” or “clear”.

8.4.5 IF A SUSPECT ITEM IS FOUND:

**DO NOT TOUCH IT! - DO NOT MOVE IT! - DO NOT COVER IT!
DO NOT DISTURB IT IN ANY WAY!**

Immediately move persons in the immediate area to safety.

Contact Chief Warden and give the following details:

- **Exact location of item**
- **Exact description of item**
- **Any unaccounted-for person/s**

8.4.6 EVACUATION

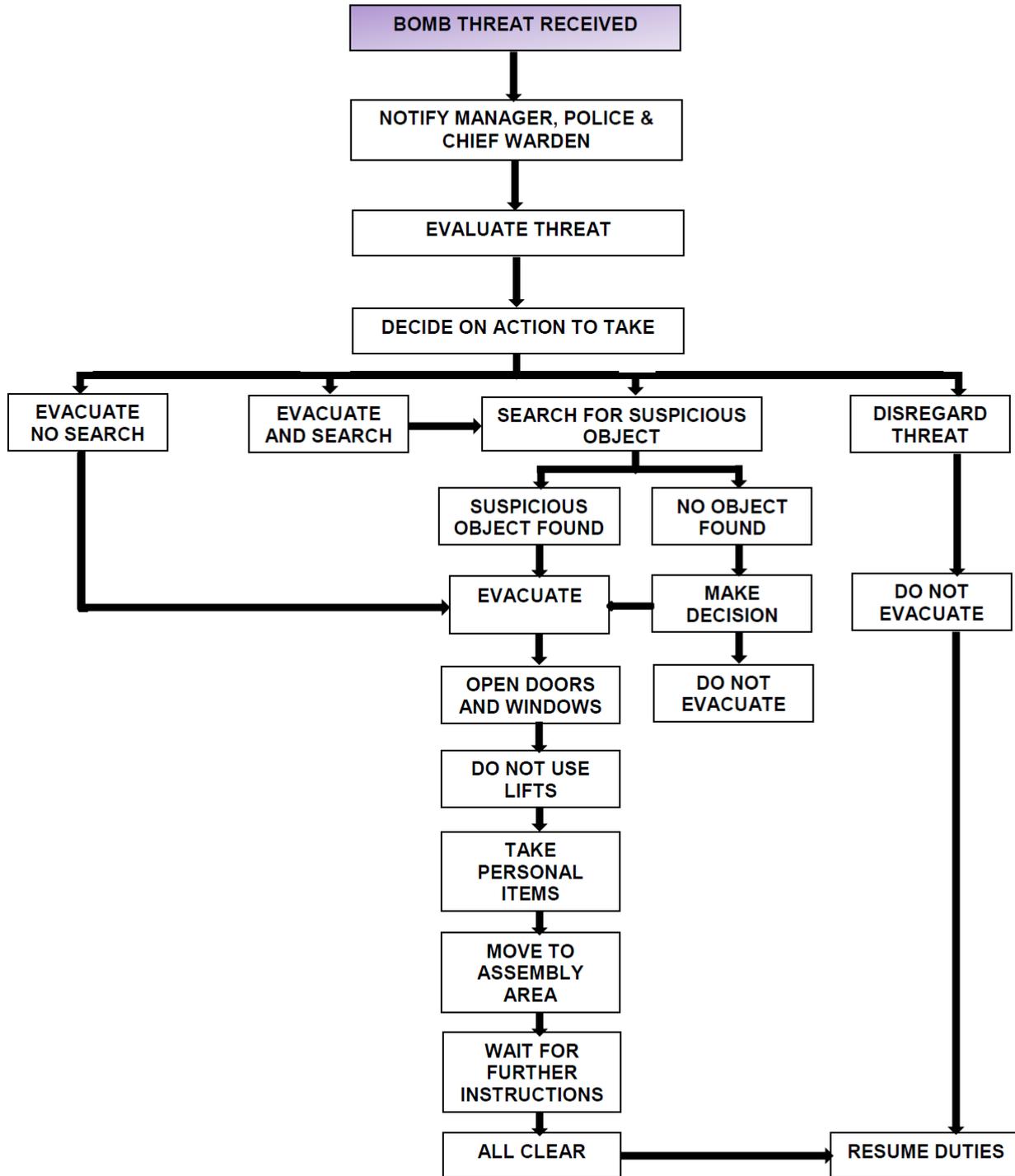
Evacuation of the building should not be considered unless a suspicious object has been discovered or unless there are compelling reasons to convince the decision makers that a real threat exists. A partial evacuation or an evacuation to another floor or area should be considered. In the event of a hoax call, a total evacuation is likely to encourage further hoax calls.

The evacuation procedures for the Emergency Control Organisation members are basically the same as those for a fire evacuation. The notable exceptions are:

1. If it is safe to do so, windows and doors should be left open to lessen the damage of an internal explosion
2. Building occupants should take with them those personal belongings which are close at hand, thus making the search for a suspect object easier
3. The Public Address System should not be used for announcements of an evacuation for a bomb threat. Panic can be avoided by the sensible use of the telephone and word of mouth, especially in the threatened floor
4. Wardens should request occupants to visually check their area for any suspicious items as they evacuate their room or area
5. Mobility impaired persons may be able to be removed from their floor using the lift. The Chief Warden will make this decision after ensuring the lifts have been searched and discussion with the attending Emergency Services.
6. The removal of vehicles from the site should be prevented by the Chief Warden until the building is declared safe or the Officer-in-Charge of Emergency Services gives permission to move vehicles
7. If a bomb threat is received after hours the person receiving the call should immediately report the matter to the Police, inform other occupants where possible and evacuate the building. Leave by the fire exits and do not return until the Police give the all-clear

The decision to return to the building will normally be made by the Chief Warden and the Building Management. The Police will give advice on this matter but generally will leave the decision to the occupants

Bomb Threat Procedures



BOMB THREAT CHECKLIST

PHONE THREAT CHECK LIST[©] **KEEP CALM** **RECIPIENT**

Name (print):
Telephone number:
Signature:

GENERAL QUESTIONS TO ASK:

1. What is it ?
2. When is the bomb going to explode ?
OR
When will the substance 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 ?

CHEMICAL / BIOLOGICAL THREAT QUESTIONS

1. What kind of substance is in 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 THREAT:

AUSTRALIAN BOMB DATA CENTRE
GPO Box 401 CANBERRA ACT 2601
Telephone: 02 6287 0750 Facsimile: 02 6287 0770

CALLER'S VOICE

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

THREAT LANGUAGE

Well spoken:
Incoherent:
Irrational:
Taped:
Message read by caller:
Abusive:
Other:

BACKGROUND NOISES

Street noises:
House noises:
Aircraft:
Voices:
Music:
Machinery:
Other:
Local Call:
STD Call:

NOTES:

OTHER

Sex of caller: Estimated age:

CALL TAKEN:

Date: Time:
Duration of call:
Number called:

ACTION (OBTAIN DETAILS FROM SUPERVISOR)

Report call immediately to:
Phone number:

The Bomb Threat Checklist above has been extracted from AS 3745 – 2010

8.5 OTHER INTERNAL/EXTERNAL EMERGENCIES

The following are some life-threatening situations and disturbances, which could involve your building and occupants:

- Civil Disorder/Demonstrations
- Building structural damage
- Spills of flammable or toxic substance
- Gas leaks
- Earthquake
- Power Failure
- Flood
- Bushfire
- Medical Emergencies
- Armed hold-up or intrusion

In each of these situations/disturbances the Emergency Control Organisation (ECO) may be called into action to assist the occupants in the building.

ACTION WILL DEPEND ON THE TYPE & SEVERITY OF THE EMERGENCY

The following are brief summaries only, of the involvement of the ECO in the situations list above. If there is a frequent occurrence of a particular emergency a more detailed plan of the response to that emergency should be established by the Emergency Planning Committee.

8.6 CIVIL DISORDER/DEMONSTRATIONS

On becoming aware of civil disorder occurring in the vicinity of the premises notify the Supervisor/Manager and the Chief Warden.

CHIEF WARDEN WILL:

1. Notify Police and Security (if applicable)
2. Alert other members of the ECO
3. Inform facility occupants and visitors of restrictions to be implemented.
4. Initiate the following actions:
 - (i) For illegal occupants—
 - restrict illegal occupants to affected area.
 - restrict facility occupants' and visitors' access to affected area.
 - inform occupants and visitors of unaffected areas to remain at their location unless otherwise advised; and
 - implement specific facility security protocols.
 - (ii) For civil disorder—
 - restrict access to and egress from the facility.
 - inform occupants and visitors of unaffected areas to remain at their location unless otherwise advised.
 - restrict contact between the demonstrators and the facility occupants.

- implement specific facility security protocols.
- restrict the use of external non-emergency communication; and
- notify managers and supervisors.

8.7 BUILDING STRUCTURAL DAMAGE

If your building is damaged by unexpected events such as a structural damage or collapse, building works or work being undertaken on an adjacent site, notify the Chief Warden.

CHIEF WARDEN WILL:

1. Notify Emergency Services
2. Alert members of the ECO
3. Evaluate the need to evacuate
4. Ensure gas and electricity are shut down
5. If safe to do so, evacuate occupants - ensure fire exits are safe and the route to the assembly area is safe
6. Direct first-aid personnel to injured persons.

Wardens should report to the Chief Warden any hazards, gas leaks or persons illegally entering the building.

8.8 SPILLS OF FLAMMABLE LIQUID OR TOXIC SUBSTANCES

In the event of a flammable liquid spill or the spill or accidental release of a toxic substance within the building, notify the Chief Warden.

CHIEF WARDEN WILL:

1. Notify the Emergency Services
2. Evacuate people from the affected area
3. Alert other members of the ECO
4. If necessary, evacuate persons in danger to a position well upwind of the building
5. Request Wardens to keep unauthorised persons away.

If the spill or accident is outside or adjacent to the building, notify the Chief Warden.

CHIEF WARDEN WILL:

1. Notify the Emergency Services
2. Direct Wardens to request staff to remain in building
3. Evacuate people from affected area
4. Close all windows and doors
5. Shut down the air conditioning
6. Direct Wardens to remain at entry doors and exits
7. Prevent people leaving the building until all clear is given by the Emergency Services.

8.9 GAS LEAK

A gas leak in a building is dangerous for the occupants. Recirculation of the internal air in the air conditioning system means the gas could be circulated to other areas. The gas can be ignited by heat, sparks or flames and is explosive when mixed with air. In the event of a gas leak, notify the Chief Warden.

CHIEF WARDEN WILL:

1. Have the gas supply shutdown, if safe to do so
2. Contact Police and Fire Brigade
3. If safe, try to contain the leak
4. Shut-down air conditioning system
5. Eliminate ignition sources
6. If necessary, evacuate the building occupants to an area well upwind from the incident
7. Request Wardens to keep unauthorised personnel away from the building.

8.10 EARTHQUAKE

Tremors varying in intensity have been felt in many areas of Australia, but modern buildings in Australia are designed to withstand earthquakes, and it is usually more dangerous outside the building. Major movement can cause structural damage to buildings and additional dangers are aftershocks, which can occur hours or days later.

During an earthquake ECO members should instruct occupants to move away from windows, seek shelter under strong tables or the arch of a strong doorway.

If safe to do so, move personnel to the centre core of the building, away from windows. After the earthquake has subsided remain in your building and standby for instructions from the Chief Warden.

CHIEF WARDEN WILL:

1. Evaluate the need to evacuate the occupants
2. Establish communications with ECO members
3. Ensure that electricity, gas and water are shut down where necessary
4. Arrange first-aid treatment where necessary
5. Request reports of any structural damage, fires, gas leaks or other hazards
6. If necessary, evacuate personnel from dangerous areas
7. Instruct ECO members to warn staff:
 - Not to light matches or cigarette lighters
 - Not to leave building before permission is given
 - To stay in their area if it is safe. Wandering through the building could hamper rescue operations and may be dangerous.

8.11 POWER FAILURE

In the event of a power failure in the building, remain in your work area and standby for instructions from the Chief Warden.

CHIEF WARDEN WILL:

1. Inform ECO of the loss of power and cause, if known.
2. Direct ECO to inform staff of the failure of power.
3. Direct staff to switch off all equipment and await orders.

If the power failure is prolonged it may be necessary to evacuate the occupants. The Chief Warden will give instructions to the ECO who will evacuate the occupants as for a fire situation to the assembly area.

8.12 FLOOD

The flooding of a building can affect the safety of the occupants in addition to the loss of valuable equipment and damage to property.

Flooding can occur in buildings from a variety of sources including technological failures of broken water pipes, broken sprinkler heads, leaking roofs and blocked storm water drainage. Alternatively, in low lying areas flash flooding can occur from sustained or particularly intense periods of rainfall.

In the case if technological failures the flooding can occur without warning, however if flooding occurs from rainfall preventative measure may be able to be taken. If prior warning is received of a pending flood, notify the Chief Warden.

If the flooding is outside the building

CHIEF WARDEN WILL:

1. Evaluate the need to evacuate occupants to higher floors within the building. Alternatively, if time permits evacuate occupants to structures on higher ground away from the flood zone
2. Switch off electrical appliances in areas likely to be flooded
3. Ensure all records, accounts and electronic information is backed up and stored at a location unaffected by the flood emergency.
4. Shut-down electricity, water and gas
5. Move valuable equipment to above anticipated flood level
6. If safe to do so, remove cars from any areas within the car park that may be affected by rising water levels.
7. Arrange for First-aid Officers to stand-by.
8. Have staff monitor water levels from a safe location.
9. If recourse available attempt to prevent ingress of water to structures, particularly high-risk locations (e.g. sandbagging entry points)

If the flooding is within the building

CHIEF WARDEN WILL:

1. Evaluate the need to evacuate occupants and select the preferred assembly area
2. Switch off electrical appliances in areas likely to be flooded
3. Shut-down electricity, water and gas
4. Move valuable equipment to above anticipated flood level
5. Arrange for First-aid Officers to stand-by

8.13 BUSHFIRE

The decision to evacuate a building due to the risk associated with an approaching Bush Fire is the responsibility of the Chief Warden. The decision should be made as early as possible and should involve direct consultation with the Emergency Services.

In the event of a bushfire in close proximity (posing an imminent threat) to your building, notify the Chief Warden immediately.

CHIEF WARDEN WILL:

1. Contact the Emergency Services
2. Request all staff to remain in the building
3. Instruct ECO members to close all doors, windows and block crevices, holes etc
4. Shut-down the buildings air conditioning system
5. Evacuate the building only when directed to do so by of the Officer-in-Charge of Emergency Services

Note: In most situations it is far safer to remain in the building than to attempt to outrun the fire by motor vehicle or on foot.

8.14 MEDICAL EMERGENCY

It is possible that a medical emergency may occur in your building at any time and it may involve one person or it may involve many people suffering smoke inhalation etc. Report all medical Emergencies to the Chief Warden.

CHIEF WARDEN WILL:

1. Ensure the Ambulance has been contacted and they are aware of the medical problem involved
2. Ensure that no one in the area is in danger
3. Arrange for first-aid to be administered by a qualified First-Aid person
4. Ensure the patient is made as comfortable as possible
5. Ensure that the evacuation of casualties is given priority during an emergency
 - Assist walking casualties to the assembly area
 - Move non-walking casualties to a safe area in the building
 - If the casualty has fallen do not move them unless they are in immediate danger
6. Arrange for a person to meet the Ambulance and escort them to the location of the injured/sick casualty
7. Request a qualified First Aid person to remain with casualty until the arrival of medical/para-medical officers.

8.15 ARMED HOLD-UP OR INTRUSION

Businesses with a cash flow should ensure that cash and valuables are kept to a minimum workable level. Employees who may be exposed to a hold-up should be given special instruction to ensure they know how to react in a threatening confrontation.

NO AMOUNT OF CASH OR EQUIPMENT IS WORTH A HUMAN LIFE

Summaries of the actions if an armed intruder confronts you are:

1. Obey their instructions
2. Try to remain calm or appear to be calm
3. Do not make any sudden movement
4. Be courteous, answer questions
5. Hand over valuables/cash on request

Try to make a mental note of speech, mannerisms, clothing, scars, age, height, build, tattoos or other distinguishing features of the intruders.

If possible, take note of the direction taken, the vehicle colour, make and registration number.

DO NOT GIVE CHASE

When the intruders have departed, report the incident to the Chief Warden and Senior Management.

CHIEF WARDEN WILL:

1. Ensure the Police have been advised
2. Request persons involved to write down all observations of the intruder/s as soon as possible
3. Arrange for a person to meet Police and direct them to the location of the incident
4. Organise first-aid assistance if necessary
5. Ensure no item in the vicinity is touched or moved
6. Request witnesses to remain until Police arrive

Any person involved in an armed hold-up should receive trauma counselling as soon as possible following the incident.

8.16 CROWD MANAGEMENT IN AN EMERGENCY

In any evacuation of a building, it may be necessary for the members of the Emergency Control Organisation to control the movement of a large number of persons. The following is a brief guide to the management of crowds in an emergency:

8.16.1 POSITIONING

Members of the Emergency Control Organisation responsible for the movement of people out of a danger area should, in the first instance, position themselves so that they are:

1. Clearly visible and identifiable by wearing the appropriate identifiable feature.
2. Not exposing themselves, or any other person, to danger
3. Able to exercise control over persons leaving the confines of the building

8.16.2 MOVEMENT CONTROL

Wardens should direct persons towards the exits using:

1. A calm but firm voice
2. Smooth and commanding hand signals.

It is imperative that Wardens, at the very outset, prevent panic from infiltrating the crowd. Words such as "HURRY", "FASTER", "BOMB" and "TRAPPED" should be avoided at all costs.

People will be bewildered and curious as to the cause of the evacuation, but Wardens must not engage in lengthy explanations with people at the exit points. The objective is to quickly, calmly and safely move people out of the building.

Persons stopping to ask questions or attempting to manhandle bulky items through an exit door must not obstruct exits.

In directing the crowd, Wardens should use such terms as:

"This way please", "Move directly outside", "Quickly move that way"

Positive and commanding hand signals should be used to augment verbal directives. Once people have left the building they must not be permitted to re-enter until it is safe to do so.

8.17 POST TRAUMA COUNSELLING

It is strongly recommended that any persons subjected to an emergency should be provided with access to immediate professional counselling. Employers should organise the counselling to assist the employees through the after-effects as smoothly and quickly as possible.

APPENDIX A DEFINITIONS

ASSEMBLY AREA(S)

The designated place or places where people gather during the course of an evacuation.

BOMB

A container filled with explosive or incendiary material, designed to explode on impact or when detonated by a timing, proximity, or remote-control device. A device of any size or shape, which can look obvious or be camouflaged, may vary in its sophistication, and may not necessarily explode. May be referred to as an Improvised Explosive Device (IED).

COMPETENT PERSON

A person 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.

EMERGENCY

A serious situation or occurrence that happens unexpectedly and demands immediate action. An event that arises internally or externally and which may adversely affect the occupants or visitors in a facility.

EMERGENCY CONTROL ORGANISATION (ECO)

A person or persons appointed by the emergency planning committee (EPC) to direct and control the implementation of the facility's emergency response procedures.

EMERGENCY CONTROL POINT (ECP)

This is a dedicated point located in the building from where all emergency situations are controlled by the Chief Warden.

EMERGENCY PLAN

The written documentation of the emergency arrangements for a facility, generally made during the planning process. It consists of the preparedness, prevention and response activities and includes the agreed emergency roles, responsibilities, strategies, systems and arrangements.

EMERGENCY PLANNING COMMITTEE (EPC)

The group of people responsible for the documentation and maintenance of the emergency plan.

EVACUATION EXERCISE

A site-specific exercise implemented to determine the effectiveness of the emergency response procedures.

EVACUATION

The orderly movement of people from a place of danger to a safer location.

MOBILITY IMPAIRED PERSON

A person with physical, intellectual, visual or auditory disabilities, either permanent or temporary.

OCCUPANT

A person attending a facility on a permanent or temporary basis, such as an employee, contractor, student or resident, but not a visitor.

OCCUPANT WARNING EQUIPMENT

Systems and devices that alert people to an emergency.

PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

An individualized emergency plan designed for an occupant with a disability who may need assistance during an emergency.

REFUGE AREA / SAFE PLACE

An area on a floor or area that is specifically designed to protect people from heat, smoke and toxic gases and which provides direct access to an exit.

VISITOR

A person who is within a facility temporarily and is not employed at or for the facility, either on a permanent casual, temporary, contracting basis, nor a resident / inmate, nor studying at the facility.

WARDEN CONTROL POINT (WCP)

This is a designated point in each Area where Wardens meet to coordinate their actions during an emergency.

WARDEN INTERCOMMUNICATION POINT

The location on a floor or evacuation zone, that includes a handset provided through which instructions can be received from the intercommunication panel via the emergency intercom system.

WORKPLACE

Any place where work is, or is to be, performed by a person engaged for work for gain or reward, or on a voluntary basis. A person conducting a business or undertaking; or As defined by the relevant Commonwealth, State and Territory Occupational Health and Safety statutes for the definition of 'workplace'.

APPENDIX B RELEVANT LEGISLATION

WORK HEALTH & SAFETY ACT 2011

Workers, including Wardens, have obligations under the WHS Act 2011 to other persons at the workplace.

While at work, a worker must:

- (a) take reasonable care for his or her own health and safety, and
- (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and
- (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act, and
- (d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

* Note: Paragraph 3.6 has been extracted from the WHS Act 2011, s 28

APPENDIX D MONTHLY HAZARD CHECKLIST

Inspected by: Area:

Inspection Date:/...../..... Last Inspection Date:/...../.....

1. Check Items (Yes/No/N/A)

If 'No', enter location and report to appropriate person/s for action.

ITEM	YES	NO	N/A	LOCATION	REPORTED TO
Fire exits clearly marked?					
Stairwell doors closed and close automatically?					
Passageways and exits free of obstructions?					
Fire extinguishers/hose reels accessible and free of obstruction?					
Fire extinguishers in place and clearly signposted?					
Emergency Procedures instructions clearly displayed?					
Emergency Procedures Manual up to date and accessible?					
Staff briefed on emergency procedures at least once a year?					
New staff introduced to Procedures?					
All emergency signs operating and visible?					
Electrical appliances safe?					
Flammable substances properly stored? (if applicable)					
All emergency equipment operational?					
All areas free of non-essentials/rubbish?					

APPENDIX E PERSONAL EMERGENCY EVACUATION PLAN

Occupant's Name: _____

Location: _____

Is an Assistance Animal involved? (e. g. guide dog) Yes No

Are you trained in emergency response procedures? Yes No
(including the evacuation procedures)

Preferred method of receiving updates to the emergency response procedures:
(Please state, e.g. text, braille, email, etc)

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

Type of assistance required: (please list procedures as necessary)

Equipment for evacuation: (please list)

Egress procedure: (give step by step details)

Designated assistants and contact details: *(please list name, phone, mobile and email)*

1.

2.

3.

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

Yes No

Are your designated assistants trained in the evacuation equipment?

Yes No

Diagram of preferred route for assisted evacuation: *(Please provide diagram)*

Issue Date: / /

Review date: / /

Occupant Approved:

Signature

Date: / /

Chief Warden Approved:

Signature

Date: / /

APPENDIX F DESCRIPTION OF OFFENDER FORM

DESCRIPTION OF OFFENDER

PHYSICAL DESCRIPTION:			
SEX: MALE / FEMALE COMMENTS:			
AGE	HEIGHT	cm	WEIGHT
EYES	HAIR		kg
SCARS/TATTOOS:			
CLOTHING (COLOURS):			
HEADWEAR: YES / NO DESCRIPTION:			
GLASSES: YES / NO DESCRIPTION:			
MOUSTACHE / BEARD: YES / NO DESCRIPTION:			
ACCENT/SPEECH IMPEDIMENT: YES / NO TYPE:			
UNUSUAL WORDS OR ACTIONS: YES / NO TYPE:			
DESCRIPTION OF VEHICLE:			
MAKE:	MODEL:	COLOUR:	YEAR:
REGO:			
MARKINGS / DENTS / NOISE / STICKETS ETC:			
OTHER INFORMATION:			

APPENDIX G POST INCIDENT FORM

CHIEF WARDEN POST INCIDENT REPORT FORM

Type of incident

Date of Incident

Time of Incident

Who reported incident to you?

How was the incident reported to YOU?

What time did YOU receive the report?

What time did YOU contact the emergency services?

Who else did YOU contact?

What actions were taken?

At what time?

What time did the evacuation commence

How many people evacuated?

Was evacuation complete?

What time was the evacuation Completed?

		YES	NO	
--	--	-----	----	--

Were there any injuries?

YES	NO
-----	----

Were there any near misses?

YES	NO
-----	----

Details

What could have been done better?

Debriefed ECO

Date	Time

Input from debrief session

Debrief Staff/Occupants

Date	Time

Input from debrief session

Action to be taken

APPENDIX F EWIS PANEL INSTRUCTIONS

EMERGENCY WARNING AND INTERCOMMUNICATION SYSTEM (EWIS) OPERATING INSTRUCTIONS



UPON ARRIVAL AT ECP

- Turn key switch to “MANUAL” and press “SILENCE” button, to stop beeping sound.

FIRE AFFECTED ZONE OPERATION

- To “ALERT” fire-affected zone, press the desired “ALERT” button/s. To cancel the alert tone, press the same button/s again.
- To “EVACUTE” fire-affected zone, press the desired “EVACUTE” button/s. To cancel the evacuation, press the same button/s again.
- To “SPEAK” to fire-affected zone, press the desired “PA SPEECH” button/s, then pick up the PA microphone, and press the “PRESS TO TALK” button.

ALL ZONE OPERATION

- To “ALERT” all zones, press the “ALL ALERT” button. To cancel the alert tone, press the same button again.
- To “EVACUTE” all zones, press the “ALL EVACUTE” button. To cancel the evacuation tone, press the same button again.
- To “SPEAK” to all zones, press the desired “ALL PA SPEECH” button, then pick up the PA microphone, and press the “PRESS TO TALK” button.

WARDEN INTERCOM PHONE (WIP) - SINGLE OPERATION

- To ANSWER a WIP, lift the red handset and press the “WIP” button, which has a flashing light. To HANGUP a WIP call, press the same button again.
- To CALL a WIP, lift the red handset and press the desired “WIP” button, wait for the person to answer.

WARDEN INTERCOM PHONE (WIP) – ALL ZONES

- To CALL all WIPS, lift the red handset and press the “WIP CALL ALL” button, waiting for the people on the floors to answer.

WHEN LEAVING THE EMERGENCY CONTROL POINT

- When leaving the ECP, ensure that all “ALERT”, “EVACUTE”, “PA SPEECH”, “ZONE MANNED”, “ZONE CLEARED”, and “WIP” buttons are clear.
- Press the red “SILENCE” button for 5 seconds to reset the system. If any faults are present, contact the service company.
- Turn the key switch back to the “AUTO” position.



Contact Us

Phone 133 166

Email firesafety.au@tycoint.com

Website www.wormald.com.au

Protecting People & Property

 **WORMALD**