

EMERGENCY PLAN



Willinga Park
134 Forster Drive
Bawley Point NSW 2539

SHOALHAVEN CITY COUNCIL
Environmental Planning & Assessment Act, 1979

DEVELOPMENT CONSENT NO: 18/1237 Dated: 27/8/19

These are the plans referred to in the above Development Consent

Note: Approval of the works shown on this plan is subject to compliance with the conditions of the Development Consent.

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Scope

This Emergency Plan manual outlines the requirements for the establishment, validation and implementation for Willinga Park to provide for the safety of occupants and its visitors leading up to and during an emergency and includes the following:

- The formation, purpose, responsibility and training of the emergency planning committee
- Emergency identification
- Development of the emergency plan
- Development of emergency response procedures
- Establishment, authority and training of the emergency control organisation
- Testing and validation of emergency response procedures and
- Emergency related training.

This manual provides guidance for the planning and implementation of effective emergency planning committee (EPC) and emergency control organisation (ECO) procedures, covering emergency situations until the appropriate Emergency Service arrives to manage the situation, at which time the ECO shall work in conjunction with the attending emergency services.

Emergency Planning Committee (EPC)

Responsibilities

The EPC will be responsible for the development, implementation and maintenance of the emergency plan, emergency response procedures and related training. If the EPC becomes aware of features that could jeopardise the evacuation of the occupants and visitors, the EPC should notify the persons responsible for Willinga Park.

The duties of the EPC shall include:

- Identifying events that could reasonably produce emergency situations
- Developing an emergency plan
- Ensuring that resources are provided to enable the development and implementation of the emergency plan
- Nominating the validity period for the emergency plan and the evacuation diagrams
- Ensuring the emergency plan is readily identifiable and available to the appropriate persons
- Establishing an emergency control organisation to operate in accordance with the emergency plan
- If deemed necessary, establishing a specialist emergency response team (ERT)
- Authorising, or having authorised, the release and implementation of the emergency plan.

The following shall apply to the implementation process:

- Procedures shall be disseminated to the occupants
- A formalised training schedule shall be developed to ensure that relevant training is provided to ECP members and Willinga Park occupants
- Ensure the emergency procedures are tested within the first 12 months of implementation and at a minimum of 12 months thereafter

- Annual review of procedures and after each emergency event. Amendments shall be made to rectify any deficiencies or inaccuracies that are identified
- Establish arrangements to ensure the continuing operation of the ECO
- Ensure the ECO register is current and readily available
- Establish strategies to ensure visitors are made aware of emergency response procedures
- Ensure the emergency response procedures remain viable and effective by reviewing and testing the emergency response procedures at least annually
- Ensure the emergency plan is reviewed at the end of the validity period, after an emergency, an exercise, or any changes that affect the emergency plan
- Identify and rectify deficiencies and opportunities for improvement in the emergency plan and emergency response procedures.

Membership

The EPC shall consist of no less than two people who shall be representatives of the stakeholder in Willinga Park one of which shall be in management. At least one member of the EPC shall be a person who has acquired through training, education, qualification, experience or a combination of these, the knowledge and skills enabling him/her to correctly perform the required task.

Please refer to the training schedule and arrangements section for details relevant to EPC training.

Meetings

The EPC shall meet at least annually and a record shall be made and retained.

Indemnity

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

Emergency Plan

General

An emergency plan shall be developed and maintained for Willinga Park and shall document the organisational arrangements, systems, strategies and procedures relating to the response and management of emergencies.

The EPC in collaboration with the facility owners, managers, occupiers and employers shall determine which types of emergencies warrant specific emergency response procedures within the plan.

- Advisors for the emergency planning process should hold recognised qualifications/competencies in a relevant discipline
- Where security officers occupy or are engaged, their operating procedures/site instructions should reflect, and be consistent with the emergency plan
- The EPC should consider its emergency plan in conjunction with neighbouring facilities and other agencies such as NSW Department of Planning and Environment
- This plan has been developed by “Workplace Emergency Response Procedures Pty Ltd” who have provided appropriate specialist advice, including advice on provisions for occupants/visitors with a disability.

Emergency Prevention

The measures taken to eliminate the incidents of emergencies including the regulatory and physical measures to ensure that emergencies are prevented.

These measures include:

- Policies and procedures
- Regular maintenance and servicing of appliances and life support systems such as plant and equipment
- Training in the safe use of installed equipment, correct storage practices, good housekeeping measures such as the reduction or removal of excessive fuel loads.

Emergency Preparedness

The arrangements made to ensure that, should an emergency occur, all resources and services that are needed to cope with the effects can be efficiently mobilised and deployed including:

- Membership, structure and duties of the EPC
- Emergency identification and analysis
- Appointment of the ECO
- Development and maintenance of emergency procedures
- Training
- Organising the temporary removal of people and property from a threatened location
- Facilitating timely and effective rescue
- Seek and evaluate expert advice (Shelter in Place).

Emergency Mitigation

These are measures taken to decrease the likelihood of emergencies occurring and the associated impacts on people, the facility and the environment, including:

- Hazard identification and assessment of risks and vulnerabilities
- Taking action to prevent disaster effects
- Building design features e.g. compartmentation
- Limiting the quantities of dangerous goods.

It is important to know that disasters can happen at any time and any place and if unprepared consequences can be fatal.

Control and Coordination

If safe, the Chief Warden team members will establish control, communication, and coordination, and liaise with the Emergency Services at their primary 'emergency control point' which is located at the guardhouse. The Secondary 'emergency control point' is located at Polocrosse Facility.

If safe, Area Wardens, Wardens, and First Aid Officers will establish control, communication, and coordination, and liaise with the Chief Warden at their primary 'emergency response team control point' which is located at outside each building.

Refuges are areas where occupants and visitors may wait for their delayed independent evacuation, assisted evacuation by Emergency Services or other nominated personnel and generally provides direct access to an exit. Possible refuges identified within Willinga Park, if safe, are Polocrosse Amenity Facility and/or Field (Offsite: Bawley Point Reserve and ANU, Kioloa Coastal Campus). Occupant/visitors with a disability should be attended in the refuge by another person.

Suitable strategies in an emergency or evacuation should be discussed with those occupants who have a disability and a personal emergency evacuation plan (PEEP) developed for each of those persons.

Emergency Identification and Analysis

Identification and analysis of potential emergencies likely to impact Willinga Park shall be undertaken to determine which events require consideration as emergencies in the emergency plan and shall include the following:

- Identifying specific emergency events and scenarios that might affect the occupants
- Identifying the potential consequences of each emergency to occupants and their vulnerability before, during and after the emergency.

Potential emergencies for inclusion in the emergency plan may also be identified from documentation such as:

- Fire safety engineers' reports
- Fire safety plans
- Other safety reports and
- Risk assessment reports.

Distribution

The emergency plan shall be distributed to members of the EPC. As a minimum, distribution of sections shall comply with the following:

- Sufficient information from the emergency response procedures to ECO members to enable them to carry out their required duties
- Sufficient information from the emergency response procedures to Willinga Park occupants to explain the actions they are to take with regard to an emergency
- Evacuation diagrams shall be displayed.

EPC shall determine whether any additional distribution is needed.

EPC Nominated Validity

The validity period for the emergency plan and evacuation diagrams should not exceed 5 years.

Emergency Identification & Analysis

This risk matrix is used to identify specific emergencies that might impact Willinga Park. Each emergency is placed into a Likelihood Category. The possible consequences of each emergency on the occupants are identified and analysed as Low (L) Medium (M) or High (H). Only emergency events identified as possible, likely & almost certain and have been categorised as medium (M) or high (H) have been addressed in the documented emergency response procedures.

		Consequence				
		Insignificant	Minor	Moderate	Major	Catastrophic
Likelihood	Rare	Low	Low	Low	Low	Low
	Unlikely	Low	Low	Low	Medium	Medium
	Possible	Low	Low	Medium	Medium	Medium
	Likely	Low	Low	Medium	High	High
	Almost Certain	Low	Low	Medium	High	Extreme

Likelihood

The likelihood of an emergency situation occurring is one aspect in determining the outcome of the emergency rating. For example; an emergency that has extreme consequences but is Rare, results in a LOW Emergency Identification rating.

Rare	May only occur in exceptional circumstances
Unlikely	Could occur at some time; less than 25% chance of occurring
Possible	Might occur at some time; 25-50% chance of occurring
Likely	Will probably occur in most circumstances; 50-75% chance of occurring
Almost Certain	Can be expected to occur in most circumstances; more than 75% chance of occurring

Consequence

The consequence of an emergency occurring is also considered when calculating the emergency identification rating.

Insignificant	Minimal interruption to normal activities, no injuries or damage to property
Minor	Possible injuries treatable by first aid, superficial damage can be dealt with on site
Moderate	Injuries requiring ambulance assistance, damage requiring isolation & structural repair
Major	Multiple injuries requiring ambulance assistance, major structural damage requiring evacuation of the building
Catastrophic	Deaths and critical injuries, structural collapse or significant damage rendering the building unsafe for occupation

Emergency Identification Rating

Using the emergency matrix each identified hazard is given an emergency rating to develop appropriate response procedures. It should be noted that the emergency rating is a guide only and other factors can affect how the emergency is treated.

Low	Situations where either the outcome poses a minimal influence on the day to day operations or if the outcome is catastrophic the likelihood of this occurring is extremely rare, such as an aircraft colliding with the building.
Medium	Situations where it is foreseeable that an emergency may occur and where the result could lead to major injuries or building damage.
High	Situations where it is quite likely that an emergency will occur and where the outcome would lead to major injuries, death and substantial building damage.
Extreme	Situations of high emergency where both the likelihood of it occurring and the outcome would ensure a high degree of deaths or injuries and overwhelming damage to the building.

Emergency Event	Likelihood	Consequence	Analysis Level	ERP Plan No.
Active Shooter / Offender	Possible	Major	Medium	1
Air Quality - Air Conditioning Contamination	Possible	Moderate	Medium	2
Arson	Unlikely	Moderate	Low	13
Biological Threat	Possible	Moderate	Medium	3
Bomb / Substance Threat	Possible	Moderate	Medium	4
Building / Armed Intrusion	Possible	Moderate	Medium	5
Building Damage	Possible	Major	Medium	6
Building Services Failure	Possible	Major	Medium	7
Bush Fire / Grass Fire	Possible	Moderate	Medium	8
Chemical Threat	Possible	Moderate	Medium	3
Civil Disorder	Possible	Moderate	Medium	5
Contagious Disease	Rare	Major	Low	9
Cyclone	Not Applicable	Not Applicable	Not Applicable	10
Dangerous Goods	Unlikely	Moderate	Low	11
Deceased Body	Rare	Major	Low	9, 12
Earthquake	Possible	Major	Medium	6, 17
Electrical Sub Station	Possible	Moderate	Medium	6, 7
Explosion	Possible	Moderate	Medium	4, 6, 17
Falling Objects	Possible	Moderate	Medium	6
Fire and Smoke	Possible	Moderate	Medium	13
Fire Systems Inhibited	Not Applicable	Not Applicable	Not Applicable	6, 7
Flood	Unlikely	Moderate	Low	6, 7, 10
Gas Leak	Possible	Moderate	Medium	3, 6, 7
Hazardous Substance	Possible	Moderate	Medium	2, 6, 11
Impact	Rare	Major	Low	6, 19
Industrial Incidents	Not Applicable	Not Applicable	Not Applicable	3, 6, 7
Infectious Disease	Unlikely	Moderate	Low	9
Infrastructure - Electricity	Unlikely	Moderate	Low	6, 7
Infrastructure - Water	Unlikely	Moderate	Low	6, 7
Injury	Possible	Moderate	Medium	12
Intruder	Possible	Moderate	Medium	5

Emergency Event	Likelihood	Consequence	Analysis Level	ERP Plan No.
Lift Entrapment	Not Applicable	Not Applicable	Not Applicable	14
Mass Gatherings	Possible	Moderate	Medium	1
Medical Emergency	Almost Certain	Moderate	Medium	15
Nuclear	Not Applicable	Not Applicable	Not Applicable	16
Pandemic	Not Applicable	Not Applicable	Not Applicable	9
Perimeter Breach	Possible	Moderate	Medium	4, 5
Personal Threat - Armed Confrontation	Possible	Moderate	Medium	5
Personal Threat - Illegal Occupancy	Possible	Moderate	Medium	5
Personal Threat - Unarmed	Possible	Moderate	Medium	5
Radiological Threat	Not Applicable	Not Applicable	Not Applicable	3, 17
Security System Failure	Not Applicable	Not Applicable	Not Applicable	6, 7
Self Harm Incidents	Unlikely	Moderate	Low	12
Severe Weather / Storm Damage	Rare	Major	Low	6, 10, 17
Storm Surge (Coastal)	Not Applicable	Not Applicable	Not Applicable	10, 17
Structural Instability	Possible	Moderate	Medium	6
Suspect Object	Possible	Moderate	Medium	4
sydneyALERT	Not Applicable	Not Applicable	Not Applicable	18
Toxic Emissions	Possible	Moderate	Medium	3, 19
Tsunamis	Not Applicable	Not Applicable	Not Applicable	17
Unauthorised Access	Possible	Moderate	Medium	4, 5
Vehicle Incidents	Possible	Moderate	Medium	19
Wildlife	Possible	Moderate	Medium	20
Workplace Intrusion	Possible	Moderate	Medium	5
External Factors	Likelihood	Consequence	Analysis Level	
Electrical Sub-Stations	Possible	Moderate	Medium	
Fuel Stations	Not Applicable	Not Applicable	Not Applicable	
Rivers/Creeks	Possible	Moderate	Medium	
Rail / Tram Lines	Not Applicable	Not Applicable	Not Applicable	
Major Traffic	Not Applicable	Not Applicable	Not Applicable	
Shopping Complex	Not Applicable	Not Applicable	Not Applicable	
Close to "Mass Gatherings"	Possible	Catastrophic	Medium	

BUILDING PROFILE

BUILDING NAME		Willinga Park		Hours of Site		07:30am-6pm	
BUILDING ADDRESS		134 Forster Drive, Bawley Point NSW 2539					
PROPERTY MANAGEMENT		Willinga Park		No. of Occupants		25	
Number of levels	1	Basement levels	Yes	Basement Car Parks		No	
Loading Docks	No	Mail Rooms	No	Retail		No	
No. of Lifts	N/app	No. of Escalators	N/app	No. of Travellers		N/app	
Fire Isolated Stairs	No	Alternate Fire Report	No				
ALARM / DETECTION SYSTEMS							
Location of FIP	N/app						
Location of EWS	N/app			Operation		N/app	
Sub FIP	No	Location	N/app				
Mimic FIP	No	Location	N/app				
SECP EWS	No	Location	N/app				
Delay between Tones	N/app	Sprinklers	No. Fine mist & irrigation				
Detectors		Smoke	No	Thermal		No	
		Beam	No	VESDA		No	
Manual Call Points		Fire Panel (Red) BGA	N/app	EWS (White)		No	
		Emergency Door Release	No	Area (Red) BGA's		N/app	
COMMUNICATION SYSTEMS							
2-Way Radios	Yes	Emergency Channel	N/app	No. WIPs Per Area		N/app	
PA Available	Yes			Warden Identification		Caps	
ACCESS / SECURITY SYSTEMS							
Proximity Card Access	No	Visitor Procedures	Yes	Concierge Manned		No	
Duress Alarms	No	Location	N/app				
ON ACTIVATION OF FIRE PANEL							
Ground Lifts	N/app	Shut Down Air Con	N/app	Services Notified		N/app	
Pressurise Stairwells	N/app	Start Exhaust Fans	N/app	Release Door Locks		N/app	
SUPPRESSION SYSTEMS							
Extinguishers		Dry Chemical	Yes	Carbon Dioxide		Yes	
		Water	No	Wet Chemical		Yes	
		Foam	No	Other		No	
Fire Blankets	Yes	Hose Reels	Yes	Hydrants		Yes	
SPECIAL RISKS		ASSESSMENT DATE		7/11/2016			
Gas	Yes, LPG	Shut Off Valve	Multiple - per building				
Flammable Liquid	Yes	Location					
Dangerous Goods	Yes	Type					
MSDS Available	Yes	Location					
PEEPS held on file	Not known	Location	Not known				
OTHER RISKS / ISSUES / NEIGHBOURING PROPERTIES							

EMERGENCY CONTACT NUMBERS

FIRE BRIGADE	000	
POLICE		
AMBULANCE		
GSM MOBILE PHONE	112	
SMS EMERGENCY	106	
NATIONAL SECURITY	1800 123 400	
SES EMERGENCY	132 500	
Leaking Gas (All Areas)	132 771	
Poisons Information	131 126	
Emergency Information	ABC Radio	
Chief Warden	Craig Lemon	0455 444 116
General Manager	Chadd Percival	0410 661 063
Gas Provider	Elgas - LPG	
Electricity Provider		
Water Provider	Tank water/dames/bores	
HVAC Service Provider	TBA	TBA
Fire Service Provider		
Neighbour 1		
Neighbour 2		
Local Hospital	Milton Ulladulla & Batemans Bay Hospitals	4455 1333 & 4475 1500
Local Medical Centre	Bawley Point Family Practice	4457 1112
Site Security / Concierge		
Emergency Radio Channel		

ADJOINING SITES FOR SPECIAL CONSIDERATION**EXTERNAL ASSEMBLY AREA**

Your external assembly area:

Polocrosse Facility

This assembly area has been chosen by assessing and considering the following:

- Sheltered from the affected building
- Allow for further movement away
- Dangers such as smoke and flying/flying debris and other objects
- Accessible by a route suitable for people who walk with difficulty or use mobility aids, including walking frames, wheelchairs and prams
- Traffic movements
- Safest routes from the building to primary and alternative assembly area(s)
- Ensure access for emergency vehicles is not hindered
- The characteristics of and hazards from external sources.



Chief Warden Manual

FIRE EVACUATION CHECKLIST & TEST

			<u>Fire Affected Area</u>		<u>All Other Areas</u>						<u>Test</u>				
Area	Emergency reported (Time)	Wardens Present? (Time)	Comm 1 Affected Area Please Investigate (Time)	Comm 2 Affected Area Confirmed Fire Commence Evacuation (Time)	COMM 1 Please assemble all occupants (Time)	COMM 2 All Assembled (Time)	Emergency reported (Time)	COMM 3 Area Evacuated (Time)	Occupant/ visitors with a disability	Persons Refusing to Leave			Emergency reported		Comments (Number of Wardens?)
ALL		N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A				N/A	
Residence 1															
Residence 2															
Residence 3															
Workshop															
Horse float garage															
Hangar															
Polocrosse Building															
Camp draft arena															
Pump house including toilets and showers															
Judges box															
Viewing area															
Toilets															
Kitchen															
Bar															



Pumproom																	
Riders clubroom and toilets																	
Stables and courtyard																	
Staffroom, toilets and showers																	
Tack, Vet and AI rooms																	
Gym and garage																	
Covered dressage arena																	
VIP area, Judges box, toilets and showers																	
70 Campsite																	
50 Campsite																	
All forest depot buildings																	

Fire Brigade Report:	Fire located at: _____ in Area: ____.	Areas Evacuated: _____.
Plant & Basement: Don't Know!	Occupant/visitors with a disability: _____.	Persons Refused to Leave: _____
Other: _____		



FIRE/SMOKE – CODE ORANGE – EMERGENCY REPORTED

UPON AN EMERGENCY BEING REPORTED

CHIEF WARDEN (CW)	WARDENS	OCCUPANTS/STAFF
Attend Master Emergency Control Point (at the guardhouse). Restrict access to the building.	Check your immediate area and exits for any signs of danger. Attend your Emergency Response Team (ERT) control point (outside each building). Area (Senior) Warden will take control. Assemble all occupants in preparation for evacuation.	Check your immediate area and exits for any signs of danger. Follow Warden's Instructions. Any danger – evacuate immediately.
	Any danger – evacuate immediately. Notify (0) 000 in a confirmed emergency. Continuously monitor conditions.	If safe, put away cash, valuables and/or classified material. Gather your small personal items (handbag, wallet, keys, phone). Assemble at the nearest safe exit in preparation for immediate evacuation
Notify (0) 000 in the event of a confirmed emergency. Allocate Assembly Area Marshalls to assist and liaise with the evacuated occupants at the nominated external assembly area. Record reports from the Wardens in each area. Record any occupants refusing to leave and any occupants/visitors with a disability and their locations.	Ensure all areas have been searched – with toilets last. When occupants are all assembled - evacuate immediately. Area Warden (AW) to control access into the exits. Warden at the front and Warden at the rear. No food/drinks allowed into the exits during evacuations due to potential hazards such as slips, trips and falls.	<ul style="list-style-type: none"> Follow Warden's instructions No movement between areas No movement of vehicles If you require assistance with an evacuation, report to the Warden's emergency response team control point. Evacuate immediately via the nearest safe exit going out in single file or as directed by the Warden's
On arrival of the emergency services conduct a full handover with all information gathered: <ul style="list-style-type: none"> Occupied areas and Unoccupied areas (not known) Refusals to leave and Occupants/visitors with a disability Occupants not accounted for. 	After evacuation of your area, report to the Chief Warden the following: <ul style="list-style-type: none"> Areas searched (All) Areas not accounted for (not known) Refusals to leave and Occupants/visitors with a disability Occupants not accounted for. 	<ul style="list-style-type: none"> Proceed directly to your nominated external assembly area Assist any occupants / visitors with a disability if requested.
Once the emergency services have given the all clear ensure: <ul style="list-style-type: none"> Assembly Area Marshalls are notified to allow occupants to return Security of the building is maintained Advise any Wardens and occupants/visitors with a disability that it is safe to return to their areas. 	<p>If in immediate danger any occupants/visitors with a disability must be assisted directly out of the building accompanied by a responsible person (Warden).</p> <p>If not in immediate danger any occupants/visitors with a disability may remain in the area with AW along with volunteers to later assist them directly out of the building if required.</p> <p>Assist CW with other tasks if requested.</p>	<p>Remain at the assembly area until advised by the Warden Team.</p> <p>Do not return to the building until you are advised by the Warden Team.</p>



BOMB THREAT EVACUATION – SEQUENCE OF EVENTS

Bomb threat received			
Complete bomb threat checklist			
Notify Chief Warden and Police			
Classify Threat:			
Specific (more detailed information)		Non-Specific (simple statement)	
Options:			
Take no further action	Search without an evacuation	Evacuate and search	Evacuate without a search
Wardens Search:			
Outside areas including external assembly areas	Building entrance and exit paths including exits (top to bottom)	Public and common areas	Other areas beginning at the lowest areas and continue upwards (staff involvement)
Searching For:			
A suspiciously labelled object	An object similar to that described in the threat	An object of unusual size, shape, sound and smell	The presence of pieces of tape, wire, string or explosive wrappings or other unfamiliar material
Exercise Care With:			
Mobile phones	Radio sets	Wireless technology transmission	Equipment producing electromagnetic radiation
HOTUP Principles:			
Is the item HIDDEN	Is the item OBVIOUSLY suspicious	Is the item TYPICAL of items usually found in that area	Any evidence of UNAUTHORISED access or activity
			PUBLIC access to the area or PERIMETER breach
Evacuation Sequence:			
Affected area	Immediate surrounding areas		Continue in ascending and descending order until total evacuation (total building)
All Areas:			
Use alternate external assembly area			
Chief Warden		Wardens	
<ul style="list-style-type: none">Contact the Area Wardens and request them to assemble all occupants at the exits along with their small personal items, briefcases, shopping, laptop or carry bags and to advise when assembled.Evacuate on instruction		<ul style="list-style-type: none">Wardens will conduct a search of all areas including common areas, opening doors and windows and requesting occupants to assemble at the exits with their personal belongingsArea Warden (AW) to control access into the exits - No food/drinks allowedWarden at the front and Warden at the rear going down out in single file.	
On arrival of the emergency services conduct a full handover with all information gathered:		Report to the Chief Warden:	
<ul style="list-style-type: none">Occupied areas andUnoccupied areas (not known)Refusals to leave andOccupants/visitors with a disabilityOccupants not accounted for.		<ul style="list-style-type: none">Areas searched (all)Areas not accounted for (not known)Refusals to leave andOccupants/visitors with a disabilityOccupants not accounted for.	



BOMB THREAT EVACUATION CHECKLIST

BOMB THREAT EVACUATION CHECKLIST																
<u>Threat Received</u>		<u>Evaluate Threat</u>					<u>Wardens Search</u> <u>Emergency exits</u>		Evacuation - All Areas							
Area	Notify Police & Chief Wardens	Non-Specific (Simple Statement)		Specific (Detailed Information)			Wardens to search Public, Common & Outside Areas <u>HOTUP PRINCIPLES</u> General Staff may conduct search of their areas	Take personal belonging with you & leave tenancy doors and windows open								
		Take no further Action	Search without an evacuation	Search followed by an evacuation	Evacuate and then search	Evacuate without a search		COMM 1 Please assemble all occupants (Time)	COMM 2 All Assembled (Time)	Emergency reported (Time)	COMM 3 Area Evacuated (Time)	Occupant /visitors with a disability	Persons Refusing to Leave	Comments		
							Switch off mobile phones & two-way radios	Use alternate external assembly area? Advise before evacuating!								
Residence 1	Results of Search:															
Residence 2	Results of Search:															
Residence 3	Results of Search:															
Workshop	Results of Search:															
Horse float garage	Results of Search:															
Hangar	Results of Search:															
Polocrosse Building	Results of Search:															
Camp draft arena	Results of Search:															
Pump house including toilets and showers	Results of Search:															
Judges box	Results of Search:															
Viewing area	Results of Search:															
Toilets	Results of Search:															
Kitchen	Results of Search:															
Bar	Results of Search:															



Pumproom	Results of Search:											
Riders clubroom and toilets	Results of Search:											
Stables and courtyard	Results of Search:											
Staffroom, toilets and showers	Results of Search:											
Tack, Vet and AI rooms	Results of Search:											
Gym and garage	Results of Search:											
Covered dressage arena	Results of Search:											
VIP area, Judges box, toilets and showers	Results of Search:											
70 Campsite	Results of Search:											
50 Campsite	Results of Search:											
All forest depot buildings	Results of Search:											

Police Handover: Threat Details: _____ Areas Evacuated: _____	Suspect object: _____ Occupant/visitors with a disability: _____	Plant & Basement: Don't Know! Persons Refused to Leave: _____
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EVACUATION ANNOUNCEMENTS

EVACUATION ANNOUNCEMENT

Attention please, attention please, this is the Chief Warden.

For safety reasons, please move to the nearest safe exit, evacuate immediately and remain outside the building

PRACTICE EVACUATION EXERCISE ANNOUNCEMENT

Attention please, attention please, this is the Chief Warden.

An emergency response exercise is about to commence

Occupants please follow your Warden's instructions and evacuate when instructed

No food or drinks are allowed inside the exits.

Do not travel between areas and

Do not attempt to remove your vehicle from the carpark.

Attention please, attention please, this is the Chief Warden.

For safety reasons, please move to the nearest safe exit, evacuate immediately and remain outside the building

Attention please, attention please, this is the Chief Warden.

The emergency response exercise is now completed

We thank you for your cooperation and participation and

please all future emergency announcements

SHELTER IN PLACE ANNOUNCEMENT

Attention please, attention please, this is the Chief Warden.

For safety reasons, we have been advised to shelter in place.

All occupants please remain where you are until further notice.

Keep away from windows and do not attempt to move between areas.

LOCKOUT ANNOUNCEMENT

Attention please, attention please, this is the Chief Warden.

For safety reasons, we have been advised to shelter in place and implement a lockout procedure.

All occupants please remain within the building until further notice and keep away from windows.

LOCKDOWN ANNOUNCEMENT

Attention please, attention please, this is the Chief Warden.

Lockdown, lockdown, lockdown.

All occupants find a safe place – all occupants find a safe place.

EMERGENCY RESPONSE PROCEDURES MANUAL



Willinga Park
134 Forster Drive,
Bawley Point NSW 2539

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Emergency Control Organisation (ECO)

The ECO shall consist of a Chief Warden and the following positions shall be included:

- Deputy Chief Warden
- Communications officer
- Area Wardens
- Wardens
- Deputies

An up-to-date register of all ECO members shall be kept readily available, with or via the Chief Warden.

Number of ECO Members

A sufficient number of ECO members need to be appointed to ensure that whenever Willinga Park is occupied, ECO members are available to respond to an emergency and to enable the facility be checked and evacuated quickly and efficiently without comprising any occupants and visitor's safety.

The positions and number of ECO members shall be considered by the EPC.

Authority of ECP Members during an Emergency

- During emergencies, instructions given by ECO personnel shall take precedence over the normal management structure
- Authority given to the ECO to act during an emergency must be acknowledged by the facility owners, managers, occupiers and employers
- The EPC should ensure that the appropriate people, such as senior management, have been advised of the authority of the ECO during emergencies
- This authority is intended to ensure that, during an emergency situation, life safety takes precedence over asset protection, environmental considerations, production operations and business continuity.

Indemnity of ECO Members

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.

Selection Criteria for ECO Members

Chief Warden

The person appointed as Chief Warden should:

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

Communications officer

The person appointed as communications officer should:

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

Area Wardens

Area Wardens should be appointed consistent with the level of their day to day responsibilities.

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

The persons appointed as Area Wardens should:

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

Wardens

The persons appointed as Wardens should:

- Be capable of performing their duties and effectively communicating with occupants and visitors
- Have leadership qualities and the ability to command authority
- Be available to undertake their appointed duties and undergo relevant training
- Be capable of deputising for other positions.

Deputies

The appointment of deputies shall be considered, to ensure the effective function of the ECO.

Persons appointed as deputies shall have the same capabilities and personal attributes as required for the substantive position.

ECO Primary Roles and Duties

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

Pre-emergency

The actions to be undertaken by the ECO prior to an emergency event as set out in the emergency response procedures and may include the following:

Chief Warden:

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

Communications officer:

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

Area Wardens:

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

Wardens:

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

Emergency

The actions to be undertaken by the ECO in the event of an emergency (on hearing an alarm or on becoming aware of an emergency) shall include, but not limited to the following:

Chief Warden:

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

Communications officer:

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

Area Wardens:

- Implement the emergency response procedures
- Ensure the appropriate Emergency Service has been notified
- Direct Wardens to check their area for any abnormal situation
- Commence evacuation if the circumstances warrant this
- Communicate with the Chief Warden by whatever means available and act on instructions
- Advise the Chief Warden as soon as possible of the circumstances and action taken
- Co-opt persons as required to assist a Warden during an emergency
- Confirm that the activities of Wardens have been completed and report this to the Chief Warden or a senior officer of the attending Emergency Services if the Chief Warden is not contactable.

Wardens:

- Act as an Area Warden
- Operate the communication system(s) in place
- Close or open doors in accordance with the emergency response procedures
- Search the area to ensure all occupants have been evacuated. This function is of greater importance than a later physical count of those evacuated
- Ensure orderly flow of occupants into protected areas
- Assist occupants or visitors with a disability
- Act as leader of groups moving to nominated assembly area
- Report status of required activities to the Area Warden on completion.

Post-Emergency

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

Chief Warden:

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

Communications officer:

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

Area Wardens and Wardens:

- Compile a report of actions taken during the emergency for the debrief.

ECO Identification

ECO members shall be identifiable in accordance with the following:

- By the use of coloured apparel that shall be at least one of the following:
 - Helmets
 - Caps
 - Hats
 - Vests
 - Tabards
- Where in-house first aid personnel respond with the ECO, they shall be identified by a white cross on a green background
- Identification apparel should be prominently marked with the wearer's ECO title
- The type of identification used for each ECO designation shall be consistent throughout the facility
- Identification colours should approximate Table 5.1 in Australian Standard AS3745.

Emergency Response Options

Full evacuation

This measure is used to clear the building of all occupants. Full evacuation would normally be carried out in response to a potentially catastrophic, life threatening situation or where the building cannot function due to a severe services malfunction. In some buildings, the alarm system is automatically set to the evacuate.

Partial evacuation

This measure is an alternative to a total evacuation and may:

- Include evacuation into or through smoke and fire compartments
- Be used to evacuate individuals closest to a situation and to prevent congestion in exits or
- Be used when evacuation of several areas is sufficient to protect occupants while the hazard is being eliminated.

Examples of where a partial building evacuation may be carried out include a localised fire, a localised flood, a chemical spill or a bomb threat specified for a certain area.

Shelter in place (no evacuation)

This measure is an emergency response option that allows occupants and visitors to remain inside on the basis that an evacuation to an external location might reasonably expose them to a greater level of danger for example, an industrial strike action that is taking place outside the building turns violent. Options may include moving occupants from:

- One area to another area
- One side of the building to the other side or
- May require the occupants to remain within the building (do not leave).

Lockout

This measure is a variant of the shelter in place emergency response option above, however in this situation the 'intruder(s) or potential occupier(s)' are locked out and in some cases the occupants inside may still be going about their normal activities.

Lockdown

This measure is an emergency response option where safe evacuation is not possible and occupants and visitors would lock themselves in and go to their internal pre-determined safe spot and may include the following:

- Somewhere out of line of sight
- Close, lock and barricade doors
- Turn off lights and close blinds
- Turn mobile phones off or to silent (not vibrate)
- Remain hidden and do not leave until instructed by the emergency services.

Evacuate – Hide – Take Action

If you are found, your only option may be to take action (fight). This is the only time in our workplace emergency procedures where we talk about acting with physical aggression as a form of self-defence.

Assembly Area(s)

Assembly area(s) shall be sufficient distance from the emergency for the protection of the evacuees and consideration should be given to the following:

- Sheltered from the affected building
- Allow for further movement away from the emergency
- Dangers such as smoke and flying/flying debris and other objects
- Accessible by a route suitable for people who walk with difficulty or use mobility aids, including walking frames, wheelchairs and prams
- Traffic movements
- Safest routes from the building to primary and alternative assembly area(s)
- Ensure access for emergency vehicles is not hindered
- The characteristics of and hazards from external sources shall be considered
- Evacuation may be to another internal or external area, such as another area or refuge.

Media Response

Restrictions should be placed on contacting print or electronic media during an emergency. All media statements should be provided, released and authorised by nominated persons.

Occupants Unfamiliar with the Emergency Response Procedures

The needs of people who may be within Willinga Park and are not familiar with the emergency response procedures shall be considered.

Personal Effects

When being evacuated, occupants and visitors may be asked to take their immediate available personal effects such as handbags, wallets and car keys if safe to do so.

Refuges

Refuges are areas where occupants and visitors may wait for their delayed independent evacuation, assisted evacuation by Emergency Services or other nominated personnel and generally provides direct access to an exit. Possible refuges identified within Willinga Park, if safe, are Polocrosse Amenity Facility and/or Field (Offsite: Bawley Point Reserve and ANU, Kioloa Coastal Campus). Occupants/visitors with a disability should be attended in the refuge by another person.

Suitable strategies in an emergency or evacuation should be discussed with those occupants who have a disability and a personal emergency evacuation plan (PEEP) developed for each of those persons.

Specialist Staff

The roles of security guards, receptionists/switchboard operators and other specialist staff shall be considered.

Vehicle Entry Points

Consideration shall be given to imposing restrictions on vehicular movement during an emergency and:

- Persons should be nominated by the Chief Warden to restrict vehicle movements
- Persons should be nominated by the Chief Warden to be at entry points and where applicable meet responding Emergency Service(s)

Emergency Colour Codes

The following emergency colour codes should be used during emergency communications:

RED	Fire/Smoke
ORANGE	Evacuation
PURPLE	Bomb Threat
BLUE	Medical Emergency
YELLOW	Internal Emergency (Failure or threat to essential services or hazardous substances)
BLACK	Personal Threat (Armed or unarmed persons threatening injury to others or themselves)
BROWN	External Emergency

Emergency Response Procedures

The specific information included in the emergency response procedures shall be determined by the EPC and they shall also determine any other information that is to be included.

Responsibilities of Building Occupants

All occupants and visitors regardless of their abilities have some obligation to take responsibility for their own safety and prepare a plan for evacuation during an emergency.

After-Hours Procedures

After-hours emergencies, all occupants should for their own safety:

- Check their immediate surroundings including exits for any signs of danger
- Gather their immediate available personal effects such as handbags, wallets and car keys if safe to do so
- Evacuate immediately using the nearest safest exit
- Report to the attending Emergency Service
- Do not re-enter Willinga Park until the all-clear has been given by the attending Emergency Service.

Note: Do not attempt to remove your vehicle from the building.

Occupants and Visitors with a Disability (OWD)

An occupant or visitor with a disability (OWD) is a person who requires:

- More time or different forms of communication compared with other occupants to respond to an emergency or
- Assistance to respond to an emergency or evacuate from the building.

Consideration shall be given to those occupants who may need assistance or are unlikely to be able to act optimally in an emergency and would include but not be limited to those who:

- Are accompanied by an assistant
- Have a guide or companion animal
- Use alternate forms of information and communication
- Have an ambulatory disability
- Use a wheeled mobility appliance, including wheelchair or scooter
- Are easily fatigued
- Easily experience acute anxiety or extreme confusion in an emergency.

A current list of the names, workplaces and other necessary information about occupants with a disability should be kept at the locations where the Chief Warden exercises control.

Suitable strategies in an emergency or evacuation should be discussed with those occupants who have a disability and a personal emergency evacuation plan (PEEP) developed for each of those persons.

Information on the PEEP shall be disseminated to all people responsible for its implementation.

If there are any visible signs of danger the following procedure may be followed:

- Occupants with a disability (OWD) would be taken to the Warden's 'emergency response team control point' and come under the control of the Area Warden.
- Occupants of the area would evacuate first
- OWD would be assisted directly out of the building, accompanied by a responsible person (Warden), and be reported to the Chief Warden
- If communication cannot be established with the Chief Warden, ring triple zero and advise directly or another Warden may report in person to the Chief Warden or attending Emergency Service.

If there are no visible signs of danger the following procedure may be followed:

- OWD would be taken to the Warden's 'emergency response team control point' and come under the control of the Area Warden
- Occupants of the area would evacuate
- Area Warden and OWD would remain in the area and Chief Warden advised about the occupant's evacuation and the number of occupants remaining in the area
- Note: Must be safe, accurately reported to the Chief Warden and sufficient number of volunteers remain to assist the OWD directly out of the building if the emergency escalates.

Control and Coordination

If safe, the Chief Warden team members will establish control, communication, and coordination, and liaise with the Emergency Services at their primary 'emergency control point' which is located at the guardhouse. Secondary 'emergency control point' is located at Polocrosse Facility.

If safe, Area Wardens, Wardens, and First Aid Officers will establish control, communication, and coordination, and liaise with the Chief Warden at their primary 'emergency response team control point' which is located at Polocrosse Amenity Facility and/or Field (Offsite: Bawley Point Reserve and ANU, Kioloa Coastal Campus).

Refuges are areas where occupants and visitors may wait for their delayed independent evacuation, assisted evacuation by Emergency Services or other nominated personnel and generally provides direct access to an exit. Possible refuges identified within Willinga Park, if safe, are Polocrosse Amenity Facility and/or Field (Offsite: Bawley Point Reserve and ANU, Kioloa Coastal Campus). Occupants/visitors with a disability should be attended in the refuge by another person.

Suitable strategies in an emergency or evacuation should be discussed with those occupants who have a disability and a personal emergency evacuation plan (PEEP) developed for each of those persons.

Emergency Response Equipment

Please refer to the appendix for appropriate information and instructions on the use of specific emergency response equipment.

Standard Emergency Response Procedures

Standard Emergency Response Procedures

Chief Warden

Upon an emergency being reported

- Proceed immediately to the master emergency control point (MECP) located at the guardhouse.
- Confirm with the Emergency Services on triple zero (000) that they are on the way.
- Wear your Warden identification.
- Please Note: If in any doubt, insufficient Wardens available or unable to establish communication with the affected area commence evacuation immediately.
- Evacuate the affected area, immediate surrounding areas and then continue in ascending and descending order until the total evacuation of the building.
- Receive reports from the Area Wardens as their areas progressively clear.
- Record all details including refusals and occupants/visitors with a disability and their locations.
- Allocate staff members to restrict access into the building at a safe distance.
- Allocate a staff member / Warden to act as an 'assembly area coordinator'.
- Liaise with the attending Emergency Services and conduct a full handover.
- Continue with the evacuation until the total building has been evacuated or until advised by the attending Emergency Services.

On receiving the 'all clear' from the attending Emergency Services

- Notify the ECO members to have occupants return as appropriate.
- Organise a debrief with ECO members, and where appropriate, with any attending Emergency Services.
- Compile a report for the EPC and management.
- Consider counselling for staff members involved.

Standard Emergency Response Procedures

Area Warden

Upon an emergency being reported

- Check your immediate surroundings including exits for any signs of danger.
- Proceed to your emergency response team control point located outside each building.
- Wear your Warden identification and liaise with the Wardens.
- Request Wardens to conduct a search of their immediate areas including exits.
- Bring any occupants/visitors with a disability under your control.
- Check exits before evacuating.
- Commence evacuation immediately (Warden at the front and Warden at the rear), going out in single file.
- Control occupants entering exits – no food or drinks (slips, trips or fall hazards).
- Ensure all areas including meeting rooms are searched and toilets are searched last.
- Area Warden is the last person to leave their area.
- Report to the Chief Warden when your area has been evacuated. Report any refusals and/or occupants/visitors with a disability (OWD) to the Chief Warden:

If there are any visible signs of danger the following procedure may be followed:

- OWD would be assisted into directly out of the building, accompanied by a responsible person (Warden), and reported to the Chief Warden.
- If communication cannot be established with the Chief Warden, ring triple zero and advise directly or another Warden may report in person to the Chief Warden or attending Emergency Service.

If there are no visible signs of danger the following procedure may be followed:

- Area Warden and OWD would remain in the area and Chief Warden is advised about the occupant's evacuation and the number of occupants remaining in the area.
- Note: Must be safe, accurately reported to the Chief Warden and sufficient number of volunteers remain to assist the OWD directly out of the building if the emergency escalates.

On receiving the 'all clear' from the Chief Warden

- Notify the occupant's they can return to the building.
- Ensure adequate security requirements are in place during re-entry.
- Compile a report of actions taken during the emergency for the debrief.

Standard Emergency Response Procedures

Warden

Upon an emergency being reported

- Check your immediate surroundings including exits for any signs of danger.
- Proceed to your emergency response team control point located outside each building.
- If there is no Area Warden available – assume the position and authority of Area Warden.
- Wear your Warden identification and liaise with the Area Warden.
- Conduct a search of your immediate areas including exits.
- Bring any occupants/visitors with a disability under the control of the Area Warden.
- Follow instructions given by the Area Warden.
- On request, from the Area Warden, conduct a search of your areas looking for any visible signs of fire/smoke and report back.
- Report to the Area Warden the results of the search.
- Report any conditions that change to the Area Warden.
- Check exits before evacuating.
- Commence evacuation immediately (Warden at the front and Warden at the rear), going out in single file.
- No food or drinks inside the emergency exits (slips, trips or fall hazards).
- Ensure all areas including meeting rooms are searched and toilets are searched last.
- Report to the Area Warden and report any refusals.
- Any occupants/visitors with a disability (OWD) should be taken to the Area Warden.

If there are any visible signs of danger the following procedure may be followed:

- OWD would be assisted into directly out of the building, accompanied by a responsible person (Warden), and be reported to the Chief Warden.
- If communication cannot be established with the Chief Warden, ring triple zero and advise directly or another Warden may report in person to the Chief Warden or attending Emergency Service.

If there are no visible signs of danger the following procedure may be followed:

- Area Warden and OWD would remain in the area and Chief Warden advised about the occupant's evacuation and the number of occupants remaining in the area.
- Note: Must be safe, accurately reported to the Chief Warden and sufficient number of volunteers remain to assist the OWD directly out of the building if the emergency escalates.

On receiving the 'all clear' from the Chief Warden

- Notify the occupants they can return to the building.
- Ensure adequate security requirements are in place during re-entry.
- Compile a report of actions taken during the emergency for the debrief.

Standard Emergency Response Procedures

Occupants and Visitors

Upon an emergency being reported

- Be aware of a potential emergency within you building.
- Check your immediate surroundings including exits for any signs of danger.
- Prepare for an evacuation by putting away cash, valuables and/or classified information.
- Gather your immediate personal effects such as handbags, wallets, and car keys if safe.
- Assemble at the nearest safe exit in preparation for immediate evacuation.
- Follow instructions given by the Wardens.
- Assist first aid officers if required.
- Do not travel between areas.
- Do not attempt to remove your vehicle from the carpark.
- Check exits before evacuating.
- Commence evacuation immediately (Warden at the front and Warden at the rear), going out in single file.
- No food or drinks inside the emergency exits (slips, trips or fall hazards).
- Any occupants/visitors with a disability (OWD) should be taken to the Area Warden.
- Proceed directly to your nominated external assembly area located at Polocrosse Facility.
- Please follow the correct procedures when crossing roads to get to the nominated external assembly area.
- Remain at the external assembly area until advised by the Wardens that you can return to the building.
- Please follow the correct procedures when crossing roads to return to the building.

On receiving the 'all clear' from the Warden

- Please follow the correct procedures when crossing roads to return to the building.
- Please follow the required security requirements during re-entry to the building.
- If there was any issues or feedback regarding the evacuation, please provide to the Warden so they may include in the report to the Chief Warden as part of the debrief.

Standard Emergency Response Procedures

First Aid Officers

Upon an emergency being reported

- Check your immediate surroundings including exits for any signs of danger.
- Proceed to your emergency response team control point located outside each building along with your first aid kit.
- Wear your first aid officer identification and liaise with the Wardens.
- Provide medical assistance to any persons if required and if safe to do so.

MEDICAL EMERGENCY

- Ensure there are no hazards or danger present.
- Attend to the normal first aid treatment – “D/R/S/A/B/C/D”.
- Treat the casualty until the arrival of the Emergency Services.
- Keep area clear and occupants away.
- Use trauma tent / privacy screen if available.
- Request Warden to collect an Automated External Defibrillator (AED) if available.
- Request Warden to go outside and meet the Emergency Services on arrival and escort them direct to where the casualty is located.
- Maintain a record of events for later inclusion in the incident report.

- Assist with any occupants/visitors with a disability if required.
- Follow instructions given by the Area Warden.
- Prepare to set up triage area outside at the external assembly area if required.
- Generally, first aid officers are the last to leave along with the Area Wardens if safe.

MEDICAL EMERGENCY IN THE AFFECTED AREA

- If safe, arrange for the casualty to be brought to a safe area before treating.
- Request Warden to advise the attending Emergency Services and Chief Warden of your location and provide a situational report.

- Evacuate on instruction from the Area Wardens or the situation in your area worsens.

On receiving the ‘all clear’ from the Warden

- Compile a report of actions taken during the emergency for the debrief.
- Consider counselling for staff members involved in the incident.

Standard Emergency Response Procedures

Assembly Area Coordinator (Deputy Chief Warden)

Upon an emergency being reported

- Proceed immediately to the master emergency control point (MECP) located at the guardhouse.
- Liaise with the Chief Warden.
- Gather the nominated equipment in preparation for being taken to the external assembly area.
- Take appropriate equipment out to the external assembly area.

Emergency Response Kit considerations:

- First aid kit, special medications, sunscreen, spare hats, and bottled water.
 - Emergency food supply with a long life and a torch with spare batteries.
 - Battery operated radio.
 - Evacuation diagrams, maps of local streets showing public toilets and places of shelter.
 - Emergency contact numbers.
 - Staff, contractors and visitors register.
 - Personal emergency evacuation plans (PEEP's).
 - Medical records.
- Manage the arriving occupants and guide them to their respective assembly groups.
 - Arrange for a roll-call (if applicable).
 - Assist in setup of first aid triage area.
 - Organise access to drinking water if available.
 - Record all areas evacuated, persons refusing to leave, occupants/visitors with a disability, contractors and visitors and occupants not accounted for and report to the Chief Warden either in person, mobile phone, 2-way radio or by use of a runner.
 - Consider relocating the external assembly area in the event of inclement weather to another location or possible pre-arranged 'evacuation centre'.

On receiving the 'all clear' from the Chief Warden

- Notify the occupants they can return to the building.
- Ensure adequate security requirements are in place during re-entry.
- Compile a report of actions taken during the emergency for the debrief.



Emergency Response Procedures

Emergency Response Procedures



ERP Plan 1	Active Shooter / Active Offender		
Problem	Places of mass gatherings are a target of an active offender and the attempt will be to kill or harm as many occupants as possible within a short timeframe.		
First Action	<ul style="list-style-type: none">Initiate immediate response procedure. Remain calm and ring triple zeroAttempt to minimise the duration by doing whatever you can to assistRestrict the offender’s movements, however, do not endanger yourselfMove people away from danger and assess any injuries and administer first aid if safe to do soRestrict accessFollow all directions of the attending emergency servicesNote: All occupants may be treated as offenders so know what to do and how to react if and when the Police enter. <p style="text-align: center;">EVACUATE – HIDE – TAKE ACTION</p>		
ECO Action Items		Completed	Time
Take control and advise emergency services on triple zero of the incident			
Establish a command post and liaise with the emergency services upon arrival and follow their directions			
Make announcements advising occupants to lockdown			
Isolate the area, restrict entry and move people away if safe, however, do not endanger yourself			
Arrange for the appropriate first aid treatment of those suffering any effects and liaise with attending Paramedics if safe			
Brief attending emergency services with as much information as possible and have CCTV footage, building plans, evacuation diagrams, a communication system			
EVACUATE – HIDE – TAKE ACTION			
Secure areas as requested by the Police			
Once the ‘all clear’ has been given allow the occupants to return			
Conduct a de-brief and compile incident report for the EPC			
Consider counselling service for occupants affected			

Emergency Service:	Police
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539
Cross Street:	Murramarang Road

Emergency Response Procedures



ERP Plan 2	Air Quality – Air Conditioning Contamination		
Problem	Air contamination from outside or internally can readily be circulated to other areas through the air conditioning system. May also be associated with the failure of plant and equipment and/or hazardous materials		
First Action	<ul style="list-style-type: none"> • Notify your supervisor or Warden – notify Chief Warden • Notify the general manager • Follow the directions of the ECO team members. 		
ECO Action Items		Completed	Time
Determine the source of the problem if safe			
Advise the emergency services where appropriate, and liaise with them upon arrival and follow their directions			
Arrange for the appropriate first aid treatment of those suffering any effects and/or arrange Ambulance Services			
Evaluate the need to conduct a full or partial evacuation			
Report to the emergency services the status of the evacuation			
Once the 'all clear' has been given allow the occupants to return			
Conduct a de-brief and compile incident report for the EPC			

Emergency Service:	Fire & Rescue
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539
Cross Street:	Murramarang Road

Emergency Response Procedures



ERP Plan 3	Biological, Chemical or Radiological Threats		
Problem	Deliberate introduction of biological, chemical and radiological contaminants would generally be associated with an act of terrorism. Other causes may be from fumes and gas leaks. Air contamination units may assist in spreading the containments quickly and in some cases, may be odourless, colourless and tasteless.		
First Action	<ul style="list-style-type: none"> • Notify your supervisor or Warden – notify Chief Warden • Notify the general manager • Follow the directions of the ECO team members • Hold your breath and move quickly away • Consider your location in relation to wind movements and seek shelter • Remove contaminated clothing and wash exposed skin with cold water • Seek medical assistance immediately. 		
ECO Action Items		Completed	Time
Take control and advise emergency services on triple zero of the incident, advise wind direction and estimated number of injuries and symptoms			
Shut down air conditioning systems			
Isolate the area, restrict entry and move people away (up-wind)			
Establish a command post and liaise with the emergency services upon arrival and follow their directions			
Arrange for the appropriate first aid treatment of those suffering any effects and liaise with attending Paramedics			
Assist where possible with vehicle access			
Once the 'all clear' has been given allow the occupants to return			
Conduct a de-brief and compile incident report for the EPC			
Consider counselling service for occupants affected			

Emergency Service:	Police
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539
Cross Street:	Murramarang Road

Emergency Response Procedures



ERP Plan 4	Bomb Threat – Suspect Object
Problem	<p>Bomb threats are a serious public concern of recent times. A bomb threat could be either a prank or a genuine warning of an impending bomb attack. The uncertainty creates a risk that cannot be ignored. Usually, bomb threats are committed by individuals seeking to create a state of alarm and confusion. The disruption may be minimised by proper site-specific planning and nomination of appropriate decision making authorities. Bomb threats may be in one of the following forms:</p> <ul style="list-style-type: none"> • Written threat: If a bomb threat is received in writing, it should be kept, including any envelope or container. Once a message is recognised as a bomb threat, further unnecessary handling should be avoided. Every possible effort should be made to retain evidence such as fingerprints, handwriting or typewriting, paper and postmarks. Such evidence should be protected by placing in an envelope or plastic sleeve • Telephone threat: An accurate analysis of the telephone threat can provide valuable information on which to base recommendations, action and subsequent investigation. The person receiving the threat should as soon as possible, complete the information required by using a 'bomb threat checklist'. Bomb threat checklists should be kept at locations where incoming calls are received • 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.
First Action	<p>Following an analysis of information received the Chief Warden should categorise the threat which may be follows:</p> <ul style="list-style-type: none"> • Specific threat: The caller will provide more detailed information which could include statements describing the device, why it was placed, its location, the time of activation and other details. Although less common, the specific threat is the more credible • Non-specific threat: An individual may make a simple statement to the effect that a device has been placed. Generally, very little, if any, additional detail is conveyed before the caller terminates the conversation. <p>The non-specific threat is the more common, however, neither threat can be immediately discredited without investigation. Every threat must be treated as genuine until proven otherwise.</p> <p>The following four options are a guide to action following the evaluation:</p> <ul style="list-style-type: none"> • Take no further action • Search without evacuation (if an item is identified as suspect during the search then evacuation should be considered) • Evacuate and search or • Evacuate without a search. <p>Each of these options will have advantages and disadvantages related to safety, speed of search, thoroughness, productivity and morale and therefore the potential risk should be assessed.</p> <p>Upon receipt of a threat or discovery of a suspect object the Police should immediately be advised, however, it should not be assumed that the Police will conduct bomb searches.</p> <p>An analysis of the threat or suspect object should determine the requirements to evacuate. In any circumstances where an occupier determines that an evacuation of their area is necessary, the ECO should be notified so that the emergency plan can be implemented.</p>

Emergency Response Procedures



ECO Action Items

Search

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

The aim of the search is to identify any object that is not normally found in an area or location, or for which an owner is not readily identifiable or becomes suspect for any other reason for example

- A suspiciously labelled object
- An object similar to that described in the threat
- An object of unusual size, shape and sound (smell) or
- The presence of pieces of tape, wire, string or explosive wrappings or other unfamiliar materials.

On locating a suspect object, search personnel should not touch, cover or move it.

The location should be conspicuously marked and after ensuring there are no other suspect objects in the vicinity, the area should be evacuated and isolated. Search of other areas should continue to ensure that there are no other suspect objects.

- Law enforcement authorities such as the Police do not normally assist occupants in searching for suspect bombs unless a suspect bomb has been located by the site occupants
- 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 clearance has been given by the attending bomb technicians.

Search Sequence

General priorities for searching should follow the following sequence:

- Outside areas including evacuation assembly areas
- Building entrance and exits and, particularly paths people will use to evacuate
- Public and common areas within the building
- Other areas: Once external and public areas have been declared clear, a search should be conducted beginning of all areas and continuing upwards until every area, including the roof, has been searched. Once an area has been searched it should be distinctively marked to avoid duplication of effort. The ECO members due to their intimate knowledge of the building should assist the relevant authorities in these procedures.

If the decision to evacuate is made, occupants should be requested to remove all personal belongings, e.g. handbags, briefcase, shopping or carry bags, when evacuating. This will facilitate the identification of suspect objects.

Emergency Response Procedures



Limitations of total evacuation

At first thought, immediate and total evacuation would seem to be the most appropriate response to any bomb threat. However, the evacuation procedures in response to a bomb threat do not necessarily follow those for a fire, for example, doors and windows should be opened to lessen blast effect, and not closed as in the case of fire. Additionally, there are significant safety and economic factors associated with a bomb threat, which may weigh against an immediate evacuation as follows:

- Risk of injury: As a general rule, the easiest area in which to plant an object is in the shrubbery sometimes found outside a building, an adjoining car park, or in an area to which the public has the easiest access
- Response limitation: Total and prompt evacuation will remove personnel who may be required to conduct a search
- Panic: A sudden bomb threat evacuation may cause panic and unpredictable behaviour, leading to unnecessary risk of injury
- Essential services: Some evacuation may be precluded by the essential nature of the operations conducted within the building
- Loss to business services: While the protection of life should outweigh any economic loss, repeated threats may increase loss of business and interruption of services to an acceptable level.

There are some conditions that make immediate total evacuation an undesirable response to the bomb threat. Total immediate evacuation, while risky, is the easy decision, and having taken the easy way, the hard decision of when to return still has to be made.

Partial evacuation

One alternative to total evacuation is a partial evacuation. This response is particularly effective when the threat includes the specific or general location of the placed object or in those instances where a suspect object has been located without prior warning.

Partial evacuation may reduce risk of injury by removing non-essential personnel. Personnel essential to a search may remain, critical services may be continued and in cases of repeated threat, loss of output will be minimised. This response procedure requires a high degree of planning, training, supervision, coordination and rehearsal.

Suspect Items

Suspect items may be encountered and it impossible to provide a definitive list of indicators that would cause an item to be considered suspect. The following 'HOT-UP' mnemonic provides a means of assessing if an item should be considered suspect:

- Is the item unidentified?
- Is the item unusual or foreign to its environment? Is the item typical for its environment?
- Is the item obviously a bomb?
- Is the item hidden or concealed in any way?
- Has there been any unauthorised access to the area?
- Has there been a perimeter breach?

H Is the item HIDDEN?

O Is the item OBVIOUSLY suspicious?

T Is the item TYPICAL of items usually found in that area?

U Is there evidence of reports of UNAUTHORISED access or activity?

P PUBLIC access to the area or PRERIMETER breach?

Emergency Response Procedures



Actions to be taken

The following actions should be considered for dealing with a suspect item:

- The supervisor is to be informed
- Cordon-off immediate area
- Advise ECO who will need to assess the need to alert the Emergency Services
- Respond to the directions of Emergency Services if they are contacted.

A suspect item should not be moved or touched.

Suspect Mail Articles

Suspect mail items have many similarities in common with other 'suspect articles' which may be encountered. The philosophy of handling these items varies.

All occupants responsible for handling mail should be trained in the identification and subsequent handling of suspect mail items. Where large quantities of mail are received, or where the organisation is considered at high risk, then consideration for the installation of specialised equipment should be a management priority.

Types of bomb delivery

- Courier delivered bomb: An explosive device delivered by a courier
- Improvised explosive device (IED): A device fabricated in an ad hoc manner which contains explosive components designed to, or capable of, causing unlawful injury or damage
- Mail bomb: An IED sent through the postal system
- Placed bomb: An explosive device hand-delivered or purposefully placed.

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

Emergency Service:	Police
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539
Cross Street:	Murramarang Road

Emergency Response Procedures



ERP Plan 5	Workplace Intrusion		
Problem	Intrusion can occur from a variety of sources and may not necessarily be due to robbery.		
First Action	<p>If confronted by an armed intruder:</p> <ul style="list-style-type: none"> Obey their instructions Try and remain calm Do not take any action to excite the intruder Hand over cash/valuables on request Try to make a mental note of the offender's description, clothing, speech, scars or other marking such as details of the vehicle used and travel/direction Complete the offender's checklist Secure the area and ring the Police on triple zero Do not give chase or discuss the details with others. <p>In the event of an injury an ambulance should be called (triple zero) and arrange for a staff member to meet them on their arrival.</p> <p>If confronted by a siege or hostage situation:</p> <ul style="list-style-type: none"> Obey their instructions Try and remain calm – do not single yourself out Do not take any action to excite the intruder If requests are made to the captor be brief and polite. <p>If confronted by a civil disorder or illegal occupancy situation:</p> <ul style="list-style-type: none"> Notify the Police and request assistance Alert members of the ECO Inform occupants of any restrictions to be implemented. 		
ECO Action Items		Completed	Time
<p>Initiate the following actions for illegal occupants:</p> <ul style="list-style-type: none"> Restrict occupants and illegal occupants to affected area Restrict occupants access to affected area Inform occupants of unaffected areas to remain at their location unless otherwise advised and Implement specific security protocols. 			
<p>Initiate the following actions for civil disorder:</p> <ul style="list-style-type: none"> Restrict access and egress from the building Inform occupants of unaffected areas to remain at their location unless otherwise advised Restrict contact between the demonstrators and the occupants Implement specific security protocols Restrict the use of external non-emergency communication and Notify managers and Staff. 			

Emergency Response Procedures



Establish a command post and liaise with the emergency services upon arrival and follow their directions		
Arrange for the appropriate first aid treatment of those suffering any effects and liaise with attending Paramedics		
Conduct a de-brief and compile incident report for the EPC		
Consider counselling service for occupants affected		

Emergency Service:	Police
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539
Cross Street:	Murramarang Road

Emergency Response Procedures



ERP Plan 6	Building Damage
Problem	Possible causes of building damage may be explosion, structural failure, collision, severe weather events, services failure and earthquake
First Action	<p>The force of an explosion may cause damage to electrical, gas, water and sewerage systems and may result in significant structural damage:</p> <ul style="list-style-type: none"> • Notify your supervisor or Warden – notify Chief Warden and triple zero • Notify the general manager and follow the directions of the ECO team • Assess any injuries and administer first aid • Check for fires • Move able bodied occupants away from the immediate area if safe • Follow all directions of the attending emergency services • Electrical Sub-Station: Authorised access only. If power has failed evacuation may be required due to the limited battery back- up of emergency evacuation lighting and heating/cooling issues. <p>Inspect high impact areas regularly especially places such as carparks. Access to areas of instability or areas impacted by a vehicle may require to be isolated pending an investigation and report by a structural engineer.</p> <p>Severe storms can be very unpredictable and may cause significant building damage. Before a major storm:</p> <ul style="list-style-type: none"> • Ensure all loose items are secured. Close all windows, curtains and blinds • Move valuable equipment away from windows • Turn off electrical appliances. Do not use the telephone during a storm • Power failure may affect lighting and air conditioning • Take immediate refuge under a desk or table. <p>Floods caused by burst pipes, overflow of stormwater drains, creeks and rivers are extremely dangerous and may force the evacuation of the building.</p> <p>Extreme caution is required as there may be danger present that is not immediately evident such as live electrical cables exposed, depth of the water, dangerous contaminants mixed in with the water.</p> <p>Under no circumstances should a person attempt to enter flood waters.</p> <p>During an earthquake:</p> <ul style="list-style-type: none"> • If indoors, take immediate refuge under a desk or bench, structural door frame • Stay clear of windows, outer walls, filing cabinets, shelves and bookcases • Maintain refuge until safety checks are completed • If outdoors, keep well clear of buildings, walls, bridges, power lines and trees • If in a vehicle, stop in an open area and be aware of the possibility of fallen power lines, trees and road damage

Emergency Response Procedures



	<p>After an earthquake:</p> <ul style="list-style-type: none"> • Watch for hazards and tend to those requiring medical assistance • Turn of gas, electricity and water – Check for fuel leaks • Check for structural integrity of the building and evacuate if required • Stay calm and assist others • Be aware of the possibility of aftershocks 		
ECO Action Items		Completed	Time
Take control and advise emergency services on triple zero of the incident			
Shut down air conditioning systems			
Isolate the area, restrict entry and move people away (up-wind)			
Establish a command post and liaise with the emergency services upon arrival and follow their directions			
Arrange for the appropriate first aid treatment of those suffering any effects and liaise with attending Paramedics			
<ul style="list-style-type: none"> • Explosion: Conduct search of exits if safe. Evaluate the need for partial or full evacuation. Report all injuries and hazards to the attending emergency services • Severe Storms and Floods: Relocate occupants to a safe area, instruct them to turn off electrical appliances and relocate valuables to a safer location • Earthquake: Ensure occupants do not leave their area (unless it is not safe), use naked flames, operate machinery or electrical equipment. Report all injuries and hazards to the attending emergency services. 			
Once the 'all clear' has been given allow the occupants to return			
Conduct a de-brief and compile incident report for the EPC			
Consider counselling service for occupants affected			

Emergency Service:	Fire & Rescue
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539
Cross Street:	Murramarang Road

Emergency Response Procedures



ERP Plan 7	Building Services Failure		
Problem	An individual building service may not be problematic in the short term. However, if there are a combination of service failures, a partial or full evacuation may be required. Services would include: Electrical, Air Conditioning, Escalators/Travelators and Gas, Security.		
First Action	<ul style="list-style-type: none"> • Notify your supervisor or Warden – notify Chief Warden • Notify the general manager • Follow the directions of the ECO team members • Establish the scope of the building services failure • Limit use of other building services (toilets etc.) pending investigation • Check for any occupants trapped. • Check for any injuries associated with escalators/travelators • Restrict access due to potential security implications • Keep occupants informed • Evaluate the need for a partial or full evacuation (evacuation should be completed prior to emergency evacuation lighting back-up batteries time period expiring. 		
ECO Action Items		Completed	Time
Take control of the situation and establish the scope of the emergency			
Isolate the affected area and restrict entry			
Establish a command post and be prepared to liaise with the emergency services if they attend.			
Advise appropriate contractors (or services provider) and arrange for their immediate attendance if required			
Check for any injuries associated with the services failure and arrange for the appropriate first aid treatment of those suffering any effects.			
Establish if the emergency services are required to attend			
Keep occupants informed			
Evaluate the need for a partial or full evacuation (evacuation should be completed prior to emergency evacuation lighting back-up batteries time period expiring.			
<ul style="list-style-type: none"> • If possible, try and arrange for the disconnection of some services to eliminate a power surge on re-commencement • Water Loss: After restoration of service, check all bathrooms/toilets to eliminate the risk of domestic flooding. 			
Once the 'all clear' has been given allow the occupants to return			
Conduct a de-brief and compile incident report for the EPC			

Emergency Service:	Fire & Rescue
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539
Cross Street:	Murramarang Road

Emergency Response Procedures



ERP Plan 8	Bush Fire / Grass Fire Refer to Bush Fire Emergency Management and Evacuation Plan		
Problem	<p>Bush fires are a natural part of the Australian environment and occur regularly, however, many people fail to prepare for them and sometimes will leave it too late to make critical decisions. Unless you and your property are totally prepared and you have the appropriate equipment and resources a decision to 'Stay and Defend' should not be considered.</p> <p>Please go to the ESA website at http://www.rfs.nsw.gov.au/resources/bush-fire-survival-plan for a Bush Fire Survival Plan.</p>		
First Action	<p align="center">Prepare – Act – Survive</p> <p>NSW Rural Fire Service recommends that you make the decision to leave early on days when:</p> <ul style="list-style-type: none"> • There is a CATASTROPHIC Fire Danger Rating or • The Fire Danger Rating is EXTREME if your property has not been specifically designed, constructed or modified to withstand a fire, or if you are not well prepared. <p>Prepare your plan, prepare yourself and prepare your property.</p> <p>Please remember that not all properties are defensible and not all people would be able to cope with the ordeal of staying to defend a property.</p> <p>Know the current Fire Danger Ratings. The higher the fire danger rating the more dangerous the conditions.</p> <p>Keep yourself informed and be aware of the "Bush Fire Alerts":</p> <ul style="list-style-type: none"> • Advice: A fire has started. No immediate danger. Stay up to date in case the situation changes • Watch and Act: There is a heightened level of threat. Conditions are changing and you need to start taking action now • Emergency Warning: An emergency warning is the highest level of Bush Fire Alert. You may be in danger and need to take action immediately. Any delay now puts your life at risk. <p>Information may be sought from the NSW Rural Fire Service website at www.rfs.nsw.gov.au or on your local ABC radio station. Emergency warning may also be broadcast on local television channels.</p>		
ECO Action Items		Completed	Time
<ul style="list-style-type: none"> • Prepare your plan, prepare occupants and prepare your property • Know what the Fire Danger Rating is for your area • Look and listen for information on the internet, radio and television • If you receive a Bush Fire Alert take it seriously and act promptly • Watch for signs of fire especially smoke or the smell of smoke • Do not rely on a single source of information 			
Emergency Service:	Rural Fire Service, Fire & Rescue and Police		
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539		
Cross Street:	Murramarang Road		

Emergency Response Procedures



ERP Plan 9	Infectious Disease
Problem	<p>Infectious disease could potentially become one of the biggest causes of illness within workplaces as well as in the community. Certain infectious diseases are required to be notified to the relevant health authority.</p> <p>It may take some time before symptoms of illness are triggered meaning an infected person may unwittingly be spreading the disease during the incubation period.</p> <p>Infectious agent may be spread in different ways including:</p> <ul style="list-style-type: none"> • Airborne • Contaminated objects or food • Skin to skin contact • Contact with body fluids. <p>In the event of an influenza pandemic, the local health authority will provide guidance on how to respond. High risk areas such as airports, hospitals, medical centres, education & care services should have their own plans ready to implement if required.</p>
First Action	<ul style="list-style-type: none"> • Infection control in the workplace aims to prevent pathogens from coming into contact with a person in the first place • The basis of good infection control is to assume that everyone is potentially infectious. <p>Good personal hygiene is the first line of defence and include:</p> <ul style="list-style-type: none"> • Hand washing • Covering cuts and abrasions with a waterproof dressing • Wearing gloves. <p>Many infections are food-borne and when preparing food, it is important to:</p> <ul style="list-style-type: none"> • Wash hands before and after handling food • Keep hot food hot and cold food cold • Use separate storage utensils and preparation surfaces for cooked and uncooked foods • Wash all utensils and preparation surfaces thoroughly with hot water and detergent after use. <p>Frequently some illnesses are spread by droplet infection and sharing telephones may be an infection risk.</p> <p>Education and Care facilities have specific policy and procedures including notification requirements and would include each 'Parent or authorised emergency contact'.</p>

Emergency Service:	Ambulance
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539
Cross Street:	Murramarang Road

Emergency Response Procedures



ERP Plan 11	Dangerous Goods – Hazardous Substances		
Problem	<p>Hazardous substances can have varying physical properties such as liquids, gas or solids and each will require specific actions to control.</p> <p>Do Not Touch – Do Not Smell</p> <p>Regulations require having a dangerous goods / hazardous substance register and keeping/maintain Material Safety Data Sheets (MSDS) for each substance.</p>		
First Action	<p>External:</p> <ul style="list-style-type: none"> • Remain calm and notify your supervisor or Warden – notify Chief Warden and advise of any injuries • Remain indoors unless advised otherwise • Cover your nose and mouth with a wet cloth • Turn off air conditioning unless otherwise instructed • Close all doors and windows. <p>Internal:</p> <ul style="list-style-type: none"> • Remain calm and notify your supervisor or Warden – notify Chief Warden • Alert other occupants in the immediate area • Isolate / contain the area if possible • Evacuate the affected area. 		
ECO Action Items		Completed	Time
Take control and advise emergency services on triple zero of the incident, advise wind direction and estimated number of injuries and symptoms. Evaluate the need to evacuate and determine whether full or partial evacuation			
Shut down air conditioning systems			
Isolate the area, restrict entry and move people away (up-wind)			
Establish a command post and liaise with the emergency services upon arrival and follow their directions			
Arrange for the appropriate first aid treatment of those suffering any effects and liaise with attending Paramedics			
Tray and identify source if safe			
Assist where possible with vehicle access			
Once the 'all clear' has been given allow the occupants to return			
Conduct a de-brief and compile incident report for the EPC			
Consider counselling service for occupants affected			

Emergency Service:	Fire & Rescue
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539
Cross Street:	Murramarang Road

Emergency Response Procedures



ERP Plan 12	Deceased Body – Injury - Self Harm		
Problem	<p>These incidents may be accidental, deliberate or possibly related to criminal activities and in the worst case may result in death.</p> <p>May be directly related to the consumption of alcohol, illegal use of drugs and needle stick injuries, all of which may not be immediately identifiable</p>		
First Action	<ul style="list-style-type: none"> • Notify your supervisor or Warden – notify Chief Warden and advise emergency services on triple zero • Remain calm. Make no attempt to intervene or disarm a person • Assess any injuries and administer first aid • Protect and secure the area • Move able bodied occupants away from the immediate area if safe • Avoid disturbing evidence • Follow all directions of the attending emergency services. 		
ECO Action Items		Completed	Time
Take control and advise emergency services on triple zero of the incident and estimated number of injuries			
Isolate the area, restrict entry and move people away			
Establish a command post and liaise with the emergency services upon arrival and follow their directions			
<ul style="list-style-type: none"> • Use trauma tent or privacy screen • Treat scene with dignity and respect • Maintain awareness of cultural and religious implications. 			
Arrange for the appropriate first aid treatment of those suffering any effects and liaise with attending Paramedics			
Cordon off scene/area to preserve for investigation/ evidence			
Once the 'all clear' has been given allow the occupants to return			
Conduct a de-brief and compile incident report for the EPC			
Consider counselling service for occupants affected			

Emergency Service:	Police and Ambulance
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539
Cross Street:	Murramarang Road

Emergency Response Procedures



ERP Plan 13	Fire - Smoke		
Problem	<ul style="list-style-type: none"> Carbon monoxide (CO) is an odourless, colourless gas that is generally associated with the 'silent killer' in building fires. Only a 1.28% concentration can lead to immediate unconsciousness and if not extracted within a very short period of time (2 to 3 minutes) will lead to death Carbon monoxide (CO) can also be produced by faulty and un-serviced gas heaters in a domestic environment Occupants at increased risk of carbon monoxide poisoning are people with: <ul style="list-style-type: none"> Heart disease Anaemia Young children Unborn babies and The elderly. <p>If there are any suspicious circumstances regarding an outbreak or the spread of fire, this should be reported to the attending emergency services and as much evidence as possible preserved or not disturbed for later investigation.</p>		
First Action	<ul style="list-style-type: none"> Evacuate the immediate area using the nearest safe exit, closing all doors and windows behind you (if safe) Remain Calm and Raise the alarm. Notify your supervisor or Warden – notify Chief Warden and advise emergency services on triple zero Small fire in the very early stages: If safe to do so and you have been trained, attempt to extinguish the fire: <ul style="list-style-type: none"> Triple zero have been advised Someone knows what you are doing You must know the type of fire you are fighting Equipment you are using is suitable You know the limitations of the equipment Have a safe line of retreat and Maintain a safe distance from the fire. Assess any injuries and administer first aid if safe Report your area evacuated (Warden, Chief Warden, emergency services) Proceed to your nominated external assembly area and remain there until the 'all clear' has been given. 		
ECO Action Items		Completed	Time
Fire Affected Area: <ul style="list-style-type: none"> Evacuate the immediate area using the nearest safe exit, closing all doors and windows behind you (if safe) Remain Calm and Raise the alarm. Notify your Chief Warden and advise emergency services on triple zero Small fire in the very early stages: If safe and you trained to do, attempt to extinguish the fire Report to the Chief Warden (or attending emergency services) when evacuated and report any refusals to leave and/or occupants/visitors with a disability. 			
All Other Areas: Follow all instructions / announcements given by the Chief Warden.			

Emergency Response Procedures



<p>Assemble all occupants in preparation for evacuation and:</p> <ul style="list-style-type: none"> • Check exits before evacuating • Commence evacuation immediately (Warden at the front and Warden at the rear), going down out in single file • Control occupants entering exits – no food or drinks (slips, trips or fall hazards) • Ensure all areas including meeting rooms are searched and toilets are searched last • Area Warden is the last person to leave their area • Report to the Chief Warden when your area has been evacuated. Report any refusals and/or occupants/visitors with a disability (OWD) to the Chief Warden. <p>If there are any visible signs of danger the following procedure may be followed:</p> <ul style="list-style-type: none"> • OWD would be assisted directly out of the building, accompanied by a responsible person (Warden), and be reported to the Chief Warden • If communication cannot be established with the Chief Warden, ring triple zero and advise directly or another Warden may report in person to the Chief Warden or attending Emergency Service. <p>If there are no visible signs of danger the following procedure may be followed:</p> <ul style="list-style-type: none"> • Area Warden and OWD would remain in the area and Chief Warden advised about the occupant's evacuation and the number of occupants remaining in the area. <p>Note: Must be safe, accurately reported to the Chief Warden and sufficient number of volunteers remain to assist the OWD directly out of the building if the emergency escalates.</p>		
<p>Arrange for the appropriate first aid treatment of those suffering any effects and liaise with attending Paramedics</p>		
<p>Once the 'all clear' has been given allow the occupants to return</p>		
<p>Conduct a de-brief and compile incident report for the EPC</p>		
<p>Consider counselling service for occupants affected if required.</p>		

Emergency Service:	Fire & Rescue
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539
Cross Street:	Murramarang Road

Emergency Response Procedures



ERP Plan 15	Medical Emergency		
Problem	A medical emergency is considered likely to occur within any workplace.		
First Action	<ul style="list-style-type: none"> • Ensure there are no hazards or danger present • Attend to the normal first aid treatment – “D/R/S/A/B/C/D” • Treat the casualty until the arrival of the Emergency Services • Be aware of any occupants/visitors with a disability and any Personal Emergency Evacuation Plans (PEEP’s) in your area. 		
ECO Action Items		Completed	Time
<ul style="list-style-type: none"> • Keep area clear and occupants away • Assist first aid officer if requested • Use trauma tent / privacy screen if available • Collect an Automated External Defibrillator (AED) if available • Go outside and meet the Emergency Services on arrival and escort them direct to where the casualty is located • Maintain a record of events for later inclusion in the incident report. 			
MEDICAL EMERGENCY IN THE AFFECTED AREA <ul style="list-style-type: none"> • Arrange for the casualty to be brought to a safe area before treating • Advise the Chief Warden and/or attending Emergency Services of your location and provide a situational report. 			

Emergency Service:	Ambulance
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539
Cross Street:	Murramarang Road

Emergency Response Procedures



ERP Plan 17	Storm Surge - Tsunami
Problem	<p>Storm surges and tsunamis are generated by quite different phenomena. While both can cause inundation and significant damage in coastal regions, they have quite different characteristics.</p> <ul style="list-style-type: none"> • A <i>storm surge</i> is generated by weather systems forcing water onshore over a generally limited stretch of coastline. It will normally build up over a time frame of a few hours, as the cyclone or similar weather system approaches. Normally wind-waves on top of the surge will contribute to its effects • A <i>Tsunami</i> is generated by earthquakes, undersea landslides, volcanic eruptions, explosions or meteorites. These travel great distances, sometimes across entire oceans affecting vast lengths of coastal land.
First Action	<p>Are you under threat?</p> <p>If you live or work in the coastal tropics or subtropics, find out from your local Emergency Services or local council whether you are in a surge-prone area. If you are, decide where you will go in the event of a storm surge. You might have a friend living on higher ground with whom you could go and stay. Wherever your nearest safe high ground shelter might be, work out the safest way to get there.</p> <p>Are you ready to evacuate?</p> <p>Now is the time to plan what you would do in the event of evacuation. Will you have essential medicines? What about vital documents? What will you do with your pets? Talk with your local council or Emergency Services about what you plan to do.</p> <p>Time to evacuate!</p> <p>Be prepared to evacuate as soon as you are advised to do so. This makes it easier for Emergency Services to manage the difficult task of moving a lot of people all at once, especially if the weather is getting worse. If you choose to leave of your own accord, tell your neighbours.</p> <p>When a cyclone threat develops, keep listening to official warnings issued by the Bureau of Meteorology. These will advise if high tides and coastal flooding are expected.</p>

Emergency Service:	Fire & Rescue
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539
Cross Street:	Murramarang Road

Emergency Response Procedures



ERP Plan 19	Vehicle Incidents		
Problem	Vehicle crashing / impacting on the building, traffic accidents, leaking fuel, occupants / animals trapped in cars and the possibility of a fire involving a vehicle.		
First Action	<ul style="list-style-type: none"> • Notify your supervisor or Warden – notify Chief Warden and advise emergency services on triple zero • Assess any injuries and administer first aid • Protect and secure the area • Move able bodied occupants away from the immediate area if safe • Avoid disturbing evidence. <p>Follow all directions of the attending emergency services.</p>		
ECO Action Items		Completed	Time
Take control and advise emergency services on triple zero of the incident and estimated number of injuries			
Isolate the area, restrict entry and move people away. Gather witness statements if applicable			
Establish a command post and liaise with the emergency services upon arrival and follow their directions			
<ul style="list-style-type: none"> • Use trauma tent or privacy screen. 			
Arrange for the appropriate first aid treatment of those suffering any effects and liaise with attending Paramedics			
Cordon off scene/area to preserve for investigation / evidence			
Vehicle Fire: Extreme caution and safety is required due to the large amounts of toxic fumes and irritants that are given off			
Once the 'all clear' has been given allow the occupants to return			
Conduct a de-brief and compile incident report for the EPC			
Consider counselling service for occupants affected			

Emergency Service:	Fire & Rescue and Ambulance
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539
Cross Street:	Murramarang Road

Emergency Response Procedures



ERP Plan 20	Wildlife		
Problem	<ul style="list-style-type: none">Animals in the wild are susceptible to being injured or killed and often face such dangers as other animals, humans, cars, bushfires, floods and land developmentCaution is required with any animal capable of deadly bite, stings or scratches and in these cases the animal should not be approached.		
First Action	<p>Dangerous Animals:</p> <ul style="list-style-type: none">Contact your local animal rescue groupRemove any threat to the animal if safe to do soMonitor the animal at a safe distanceMake no attempt to pick up or feed the animalCordon off the area and keep occupants away. <p>Injured Wildlife:</p> <ul style="list-style-type: none">Contact your local animal rescue groupRemove any threat to the animal if safe to do soApproach with caution as it may react aggressivelyWear gloves and use a blanket for protectionWear glasses for eye protectionTry make the animal comfortablePlace a towel or blanket over the animal, then gently place in a box.Put the box in a warm, quiet, dark room and do not disturb.Seek advice.		
WIRES		www.wires.org.au	1300 094 737

Emergency Service:	Police and Local Animal Rescue
Building and Address:	Willinga Park 134 Forster Drive, Bawley Point NSW 2539
Cross Street:	Murramarang Road

Training Schedule and Arrangements

General

Training shall be conducted for:

- At least one member of the EPC, to enable the EPC to competently execute their obligations
- ECO members
- Facility occupants.

Emergency Planning Committee

Training provided to EPC members to enable them to competently execute their obligations should address, but not necessarily limited to the following:

- Developing, managing and maintaining an emergency plan
- The duties of the EPC and ECO as described in the emergency response procedures and emergency plan
- The conduct of site specific emergency identification and analysis
- Establishing and maintaining an ECO
- The management of appropriate documentation
- The management and development of assessment activities
- The development and implementation of training activities including emergency exercise management
- Emergency mitigation, emergency preparedness and emergency prevention
- The installed life support systems
- Liaison with Emergency Services
- Post-evacuation management.

Emergency Control Organisation

General

All ECO members, including nominated deputies, shall be trained to develop the skills and knowledge necessary to undertake the duties set out in the emergency response procedures. There shall be sufficient personnel trained in all positions within the ECO to allow for projected absences.

Note: Retraining should be conducted following a revision of the emergency response procedures.

Training shall address, but not necessarily be limited to the following:

- The duties of the ECO as described in the emergency response procedures and emergency plan
- Procedures for specific emergencies contained in the emergency plan
- Responding to alarms and reports of emergencies
- Reporting emergencies
- Communication during emergencies
- Pre-emergency, emergency and post-emergency activities
- Occupants and visitors with disabilities – personal emergency evacuation plan (PEEP)
- Human behaviour during emergencies

- The use of installed emergency response equipment
- The performance of life support systems during a fire or other emergency.

Chief Warden, deputy Chief Warden and communications officer

In addition to the training for all ECO member's persons appointed to the positions of Chief Warden, deputy Chief Warden and communications officer, along with nominated deputies for each position, shall have additional training including, but not limited to the following:

- Their roles and responsibilities within the emergency plan
- Duties of the EPC
- Decision making, command and control
- Record keeping
- Actions for specific emergencies contained in the emergency response procedures
- Coordination of communication(s) during emergencies, including use of any installed specialised communications equipment
- Liaison with Emergency Services
- Coordination of evacuation activities
- Implementation of post-emergency activities in accordance with the emergency plan.

First attack firefighting

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

The training for first attack firefighting shall address, but not necessarily be limited to the following:

- The duties of the ECO and Emergency Response Team (ERT) where it exists
- Preparing for site specific fires
- Reporting fires
- Evacuating from endangered areas
- Identifying, reporting and correcting unsafe conditions
- Responding to fire emergencies
- Identifying the classes of fire
- Selecting the correct first attack equipment
- Safe operating procedures for first attack equipment
- Determining if it is safe and appropriate to use first attack equipment
- Procedures to be followed after first attack equipment has been used
- Post evacuation activities.

Emergency response skills training

Training specific to the emergencies identified in the emergency plan shall be developed and carried out. In addition to first attack firefighting above response skills training shall address but not necessarily be limited to the following:

- Command and control
- Safe, effective actions to take control of workplace emergencies
- Pre-emergency planning
- Reacting safely to emergencies
- Emergencies that may occur
- Procedures for specific emergencies

- Specialised equipment use
- Pre-and post-emergency servicing requirements
- Responding to identified emergencies.

Occupants and Visitors

All occupants working at a facility shall receive training to enable them to act in accordance with the emergency response procedures. The training should be provided for all new occupants including casual occupants/employees at commencement of their duties in a workplace or their occupancy of a structure.

The training should include, but not necessarily be limited to the following:

- Occupant responsibilities within the emergency response procedures
- The types of emergencies contained in the emergency plan
- How to report emergencies including activation of alarm systems, if installed
- Recognising and reporting unsafe conditions and correcting when appropriate
- The authorities, roles, responsibilities and identification of ECO members
- Reacting safely to emergencies and alarms
- Evacuation procedures
- The location of internal and external staging and assembly areas as contained in the emergency plan
- The location of egress routes
- Post-emergency protocols
- Procedures for specific emergencies.

Occupants not working at a facility

Occupants of a facility who do not work at that facility, should receive training to enable them to act in accordance with the emergency response procedures. The training should include, but not necessarily be limited to the same requirements for occupants and visitors above. If training is not given, equivalent information should be provided.

Visitors

Visitors should be provided with appropriate information on the emergency response procedures, as determined by the EPC.

Skills Retention

ECO members, including nominated deputies, shall attend a skills retention activity at intervals not greater than 6 months.

Skills retention activities shall:

- Be determined by the EPC, based on the specific requirements for Willinga Park and its emergency plan
- Include revision of roles and responsibilities as set out in the emergency response procedures
- Include instructions on the operation of the communications system (if installed).

Skills retention activities may also include, but not necessarily be limited to, table-top exercises and evacuation exercises for the ECO.

Occupant skills retention

In workplaces, occupants should participate in skills retention activities at intervals not greater than 12 months, to enable them to act in accordance with the emergency response procedures.

Occupants skills retention activities shall address the following:

- Responding to alarms and reports of emergencies
- Personal emergency evacuation plans (PEEP's)
- Procedures for specific emergencies as contained in the emergency response procedures
- Identification of ECO members.

Occupants skills retention may be delivered by various method (e.g. verbal, classroom, diagrams and online).

First attack firefighting

Where first attack firefighting by specific occupants is included in the emergency procedures, these occupants shall attend a skills retention activity in first attack firefighting at intervals not greater than two years

Emergency response skills training

ERT members shall attend a skills retention activity in their specific procedures at intervals not greater than one year.

Six Monthly Training and Annual Evacuation	
Example Month	Schedule
March	<ul style="list-style-type: none"> • Warden Training • Chief Warden Training • EPC Meeting (maybe organised separately)
September	<ul style="list-style-type: none"> • Warden Training • Emergency Response Exercise (Evacuation) • Annual Review of Emergency Plan

Communication Systems

All ECO members shall be instructed on the operation of the communication system (if installed)

Regular checks should be carried out, either at monthly intervals, or as determined by the EPC and records shall be retained. These checks provide ECO members the necessary practice in the effective use of the system and the timely identification of any system faults.

Training Materials

The ECO members shall be supplied with training materials appropriate to each person's role and level of responsibility as determined by the emergency plan and shall be site specific.

Emergency Response Exercise

A program of site-specific emergency response exercises shall be developed to determine the effectiveness of the emergency response procedures, ECO actions and occupants' response, both when first developed and on an ongoing basis.

The following should apply for all emergency response exercises:

- Consistent with the identified emergencies in the emergency plan
- Simple objectives and outcomes identified
- Observers appointed and a checklist should be used to record details
- Prefixed by an announcement that it is an exercise only
- Debriefing session held
- A report shall be forwarded to the EPC and shall include any deficiencies identified.

Notes:

- Emergency response exercises should be conducted during normal operating hours
- These exercises are to gauge ECO response and to identify and correct any deficiencies
- The outcomes should include:
 - ECO initiates the emergency procedures without waiting for instructions
 - ECO responds to alarms
 - ECO searches their allocated area without delay
 - ECO report the location of any occupants and visitors with a disability
 - Simulated calls made to the Emergency Service as appropriate
 - Effective ECO communication
 - Chief Warden exercises control at their emergency control point
 - Evacuation sequence is carried out in accordance with the procedures.

Initial Testing and Implementation

Once the EPC has established that the emergency response procedures are satisfactory and workable and the ECO trained, the emergency response procedures should be tested within the first 12 months with an evacuation exercise.

All occupants and ECO members shall have participated in an evacuation exercise in the first 12 months. It should be accepted by management that the emergency response procedures be properly tested and that all ECO members have sufficient practice to ensure their effectiveness in an emergency.

Ongoing Program

A program of site-specific emergency response exercises shall be developed and include a program of evacuation exercises.

All areas shall participate in at least one exercise in each 12-month period. These exercises may be conducted either as partial or total covering Willinga Park.

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

- The aim is to have all occupants participate in at least one exercise per year
- For training purposes, exemptions may be treated by the ECO as refusals and should be reported to the Chief Warden.

ECO Briefing

When planning an emergency response exercise consideration shall be given to briefing the ECO and may address, but not be limited to the following:

- Location of planned scenario and identity of Wardens
- The types of alarms (if installed)
- Actions the ECO is to take
- Method of reporting emergencies
- Location of emergency response team control points for ECO members
- Evacuation routes, external assembly area(s) and procedures for occupants and visitors with a disability
- Approved exemptions
- Identification of any current hazards, known systems failure and what is required at the completion of the exercise.

Observers Checklist

An observers' checklist shall be prepared and should be completed for each exercise and provide the basis for discussion at the debriefing.

Debriefing Session

Immediately after an exercise, the ECO and other key participants shall attend a debriefing session conducted by the Chief Warden.

The observers' checklist shall be analysed during debriefing and any deficiencies shall be reported to the EPC.

An Emergency During an Emergency Response Exercise

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

Review and Maintenance

Emergency Plan

The emergency plan developed shall be inspected, tested and maintained.

Checking and testing of the emergency plan elements are categorised (Australian Standard AS 1851) as follows:

- Critical emergency evacuation system elements
- Other emergency evacuation system elements and procedures.

Any deficiency in the emergency plan or associated elements shall be reported to management at the completion of the inspection and testing and shall be rectified with the minimum of delay. Confirmation of the rectification shall be forwarded to the EPC.

Records shall be kept of all inspection, testing and maintenance activities.

Communication System

Regular checks of the communication system (if installed) should be carried out, either at monthly intervals, or as determined by the EPC and records shall be retained. These checks provide ECO members the necessary practice in the effective use of the system and the timely identification of any system faults.

Appendices

Bomb Threat Checklist

If you discover a Suspect / Suspicious Object

Fire Extinguisher Usage Chart

How to Use an Extinguisher and Fire Hose Reel

Description of Offender Form

Occupant/Visitor with a Disability Register

Personal Emergency Evacuation Plan (PEEP)

Incident Report Form

Emergency Planning Committee Minutes

Response Exercise Observers Checklist

Development, Approval, Maintenance and Amendment Registers

Evacuation Diagrams

Training and Other Site Reports

Updated Warden Register

BOMB THREAT CHECKLIST

Remember to keep calm

Important questions to ask

1. Where did you put it ?
2. When is the bomb going to explode ?
or When will the substance be released ?
3. What does it look like ?

General Questions to ask

1. What type of bomb is it ?
2. Why did you do this ?
3. Why are you making these threats ?
4. When did you put it there ?
5. How will the bomb explode ?
OR How will the substance be released ?
6. Did you put it there ?
7. Why did you put it there ?
8. What do you want ?
9. What is your contact number ?

Is the threat, Chemical / Biological or Radiological?

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 ?

Exact wording of the threat

Details of caller

ESTIMATE AGE

____ YEARS

VOICE

☐ STD ☐ MOBILE ☐ PUBLIC PHONE

PHONE

☐ MALE ☐ FEMALE ☐ ACCENT

SPEECH / THREAT LANGUAGE

☐ FAST ☐ SLOW ☐ STUTTER ☐ WELL SPOKEN

☐ NASAL ☐ TAPED ☐ UNEDUCATED ☐ IMPEDDED

☐ NERVOUS ☐ IRRATIONAL ☐ MESSAGE WAS READ

MANNER

☐ CALM ☐ ANGRY ☐ EMOTIONAL ☐ DEMANDING

☐ LOUD ☐ SOFT ☐ ANXIOUS ☐ FAST

☐ PLEASANT

BACKGROUND NOISES

☐ MUSIC ☐ CHILDREN ☐ STREET NOISES ☐ HOUSE NOISES

☐ BABY ☐ AIRCRAFT ☐ TRAINS / TRAMS ☐ MACHINERY

Call Taken

Duration of call ?

Number Called ?

Who received the call

Name:

Your Telephone Number:

Date call received:

Time received:

Signature

Action


Reported the call to:

Contact phone number:

IF YOU DISCOVER A SUSPECT / SUSPICIOUS OBJECT.

Suspect objects are usually found by staff / security personnel or a member of the public. This object could be a package sitting in an area where it shouldn't be, or an object that has been left unattended. It can also be objects / packages that may be leaking an unknown substance, or a document found with chemical substances / powder traces. In these circumstances, the package should not be handled.

To assist with your assessment,

- Follow the **HOT-UP** principle, this relies on responses to the following: 
- If so, then **DO NOT TOUCH, TILT, MOVE or TAMPER** with the suspect object.
- At the first opportunity, notify Chief Warden / Warden and / or Management and advise them of the suspect object. Ensure the Emergency Services (Police) are advised of the emergency.
- Endeavour to prevent other people from getting near the suspect object.

HOT-UP

IS THE OBJECT:
H - Hidden?
O - Obviously a bomb?
T - Typical of its environment?

HAS THERE BEEN:
U - Unauthorised access?
P - Perimeter breach?

If a search of the premises is required:

- The Chief Warden will co-ordinate the search using available resources.
- The prime objective of the search is to ensure that it is conducted in a safe, thorough, timely and effective manner. You should record all information such as level, location of object and detailed description of suspect item.

The Key Search Criteria is:

- **Unusual in appearance**
 - **Foreign to a given setting**
 - **Ownership or origin questionable**
 - **Hidden from view**
- This does not discount obvious items above.




NOTE: Immediate total evacuation may be an undesirable response. An evacuation may place occupants at a greater risk. As a general rule, the easiest area in which to plant an object is in the areas where the public has the easiest access. Immediate evacuation through these areas might increase the risk of injury. eg entrances, corridors, assembly areas. Also consider the costs associated with uncontrolled evacuation, loss of productivity, equipment downtime, disruption to services and stress on staff and customers.

EXAMPLE OF WHAT TO LOOK FOR IN SUSPECT MAIL



BOMB THREAT / SUSPECT OBJECT

FIRE EXTINGUISHER USAGE CHART

TYPE OF EXTINGUISHER	A Wood, paper & plastics	B Flammable + combustible liquids	C Flammable gases	E Energised electrical equipment	F Cooking oils and fats	YES NO	COMMENTS (Refer Appendix A of AS.2444)
Colour scheme AS 2444						 	

 WATER							Dangerous if used on flammable liquid, live electrical equipment and cooking oil / fat fires.
 FOAM							Dangerous if used on electrical fires.
 DCP POWDER AB(E)							Special Powders are available specifically for various types of metal fires. (Seek Expert Advice)
 CO2 CARBON DIOXIDE							Generally not suitable for outdoor use. Suitable only for small fires.
 WET CHEMICAL							Dangerous if used on electrical fires.
 VAPOURISING LIQUID							Check the characteristics of the specific extinguishant.
 FIRE HOSE REEL							Ensure you maintain a path of egress between you and nearest exit (DO NOT USE NEAR ELECTRICAL EQUIPMENT / COMPUTERS)
 FIRE BLANKET							Use as a Blanket to wrap around a Human Torch. (Ensure you replace after every use)

REFERENCED: Australian Standards AS 2444 - (Portable Fire Extinguishers and Fire Blankets)

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 metals) use only special purpose extinguishers and seek expert advice.

WHEN USING AN EXTINGUISHER REMEMBER P.A.S.S.



Note: Fire Extinguishers should only be used if safe to do so

WHEN USING A FIRE HOSE REEL



Note: Fire Hose Reels should only be used if safe to do so

DESCRIPTION OF OFFENDER FORM

To be compiled immediately after incident. A separate form is required for each person/offender. Place a tick as applicable. If answer is unknown, write 'UK' against the heading. **Do not** consult others during compilation. Once complete hand the forms to the police.

NAME or NICKNAMES USED		APPROXIMATE AGE		YEARS
SEX	<input type="checkbox"/> M <input type="checkbox"/> F	EYE COLOUR	ACCENT / ETHNIC ORIGIN	
COMPLEXION		VOICE		
<input type="checkbox"/> Fair	<input type="checkbox"/> Dark	<input type="checkbox"/> Pale	<input type="checkbox"/> Fresh	<input type="checkbox"/> Clear
<input type="checkbox"/> Rugged	<input type="checkbox"/> Suntan	<input type="checkbox"/> Pimp		<input type="checkbox"/> Thick
WALK (GAIT)		<input type="checkbox"/> Loud		
<input type="checkbox"/> Quick	<input type="checkbox"/> Springy	<input type="checkbox"/> Limp	<input type="checkbox"/> Slow	<input type="checkbox"/> Slang
<input type="checkbox"/> Pigeon Toed				<input type="checkbox"/> Accent
HAIR		<input type="checkbox"/> Stutter		
<input type="checkbox"/> Long	<input type="checkbox"/> Crewcut	<input type="checkbox"/> Bald	<input type="checkbox"/> Straight	<input type="checkbox"/> Familiar
<input type="checkbox"/> Curly	<input type="checkbox"/> Thick	<input type="checkbox"/> Colour		
SPECTACLES		CLOTHING		
<input type="checkbox"/> Colour	<input type="checkbox"/> Shape	<input type="checkbox"/> Tinted	<input type="checkbox"/> Brand	<input type="checkbox"/> Hat
<input type="checkbox"/> Thick Glass				<input type="checkbox"/> Jacket
HANDS		<input type="checkbox"/> Shirt		
<input type="checkbox"/> Small	<input type="checkbox"/> Large	<input type="checkbox"/> Hairy	<input type="checkbox"/> Scars / Marks	<input type="checkbox"/> Dress
<input type="checkbox"/> Tattoos	<input type="checkbox"/> Calloused	<input type="checkbox"/> Soft	<input type="checkbox"/> Deformed	<input type="checkbox"/> Hood
<input type="checkbox"/> Nails	<input type="checkbox"/> Missing Fingers			<input type="checkbox"/> Shoes
BODY TYPE		<input type="checkbox"/> Mask		
<input type="checkbox"/> Thin	<input type="checkbox"/> Medium	<input type="checkbox"/> Stout	<input type="checkbox"/> Short	
<input type="checkbox"/> Tall	<input type="checkbox"/> Overweight			
		TEETH		
		<input type="checkbox"/> White		
		<input type="checkbox"/> Good		
		<input type="checkbox"/> Bad		
		<input type="checkbox"/> Coloured		
		<input type="checkbox"/> Missing		
		<input type="checkbox"/> Protruding		
		<input type="checkbox"/> Unevenly Spaced		
		SCARS / FACIAL HAIR / DISTINGUISHING MARKS		
		<input type="checkbox"/> Tattoos		
		<input type="checkbox"/> Scars		
		<input type="checkbox"/> Beard		
		<input type="checkbox"/> Moustache		
		<input type="checkbox"/> Facial Hair		
		<input type="checkbox"/> Skin Discolouration		
		EYES		
		<input type="checkbox"/> Squint		
		<input type="checkbox"/> Narrow		
		<input type="checkbox"/> Wide		
		<input type="checkbox"/> Deep set		
		LIPS / EARS / NOSE		
		<input type="checkbox"/> Small		
		<input type="checkbox"/> Large		
		<input type="checkbox"/> Piercing		
		<input type="checkbox"/> Scars		
		POSTURE		
		<input type="checkbox"/> Erect		
		<input type="checkbox"/> Stooped		
		<input type="checkbox"/> Fidget		
		<input type="checkbox"/> Slouchy		

FIRE ARMS

HANDGUNS



Large Automatic



Long Barrel Revolver

SAWN OFF SHOTGUNS



Bump Action

OTHER WEAPONS

KNIVES



SYRINGE / NEEDLES



SCREW DRIVERS / CLUB or OTHER...

SKETCH OF WEAPON USED

VEHICLE (mark any damage, accessories etc.)

DRIVERS SIDE



PASSENGERS SIDE



TYPE:

SEDAN BICYCLE
STATION WAGON COMMERCIAL VAN
UTILITY PANEL VAN

MOTOR BIKE

State Reg.
Registration No.
Year
Make
Model
Colour

DESCRIPTION OF OFFENDER

HAIR COLOUR

EYE COLOUR

GLASSES

FACIAL HAIR

COMPLEXION

SCARS

TATTOOS

PIERCING



BALACLAVA / BEANIE HAT / CAP / HELMET

SHIRT / T-SHIRT

COAT / JACKET

WATCH / JEWELRY

BELT BUCKLE

PANTS / TROUSERS

SOCKS

SHOES / BOOTS

WRITE DOWN SPECIFIC DETAILS YOU REMEMBER:

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

[illegible]

Willinga Park | Issued: 21 Oct 2016 | Amended: 21 Oct 2016 | Validation Date: 21 Oct 2021
Uncontrolled if printed



PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

Occupant's Name:

Building Address:

Area:

Room Number:

Workstation Location:

Is animal assistance involved?

☐

Yes

☐

No

Are you trained in the emergency response procedures?

☐

Yes

☐

No

Preferred method of receiving updates to the emergency response procedures:

Text / Email / Braille

(Please circle one option)

Type of assistance required:

Equipment required for evacuation:

Egress Procedure: (give step by step details)

--	--

Designated assistants and contact details:			
Are your designated assistants trained in the emergency response procedures?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are your designated assistants trained in the evacuation equipment?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Issue date:		Review date:	
Occupant approved:		Date:	
Chief Warden:		Date:	
Employer:		Date:	

INCIDENT REPORT FORM

Type of incident:			
Date:	Start time:	Finish time:	
Areas involved:			
Cause of incident / evacuation:			
Did the Emergency Services attend?			
Reports and Comments			
Each area:			
In the exits:			
At the assembly area:			
What worked well:			
Needs Improving:			
Contact Details			
Name	Area	Phone	Position

Emergency Planning Committee Minutes

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

Response Exercise Observers Checklist

[illegible]

Development, Approval, Maintenance and Amendment Registers

Development and Approval of Emergency Plan			
Revision Date	Description	Consultant / Client	Reviewed / Approved By
21/10/2016	Draft emergency plan developed	Ciaran Gerrard	
14/2/2016	Emergency Plan approved	Willinga Park	Chadd Percival

Distribution of Emergency Plan (Hard Copy)		
Distribution Date	Distributed to:	Distributed By

Annual Review of Emergency Plan			
Revision Date	Description	Pages Affected	Reviewed By
	Annual review of the emergency plan and emergency response procedures		
	Annual review of the emergency plan and emergency response procedures		
	Annual review of the emergency plan and emergency response procedures		
	Annual review of the emergency plan and emergency response procedures		

Amendment Register of Emergency Plan			
Revision Date	Description	Pages Affected	Amended By

Evacuation Diagrams

Training and Other Site Reports



Updated Warden Register