Emergency Evacuation Management Plan

76 Burrows Road, Alexandria NSW 2015

March 2016

REVISION HISTORY

Name	Date	Reasons for Change	Version
Legal	March 2015	Initial release	1
Legal	May 2015	Update	2
Legal	March 2016	Update	3

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FOREWORD

This Emergency Evacuation Management Plan has been prepared by Dial A Dump Industries Pty Ltd with a focus on the actions to be taken by the Emergency Control Organisation (**ECO**) and all occupants up to and once an emergency occurs. Specific response procedures have been inserted following an identification and analysis of potential emergencies likely to impact on the facility. It is designed to provide directions to ensure an appropriate response to an emergency up to the arrival of the attending emergency services.

The Emergency Evacuation Management Plan also provides guidance on training requirements for the Emergency Control Organisation and building occupants. Once the emergency has been dealt with and all threat to life safety has been removed, the implementation of an incident or disaster recovery plan will usually be required.

This document does not provide for any guidance in relation to an incident or disaster recovery situation.

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

RULES OF INTERPRETATION

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

a. Headings are for convenience only and do not affect interpretation.
b. The singular includes the plural and conversely.
c. A gender includes both genders.
d. Where a word or phrase is defined its other grammatical forms have a corresponding meaning.

1. FACILITY OCCUPANCY DETAILS

The following details are a guide for the Emergency Control Organisation and representatives of a Regulatory Authority.

Site Use

Dial A Dump Industries Pty Ltd (**DADI**) is one of the State's leading waste management service providers.

It is a vertically integrated group of companies providing environmental solutions for the building and construction needs of households through to the largest construction sites.

DADI at 76 Burrows Road, Alexandria is licensed by the EPA to receive, store and transfer different types of waste to various facilities.

WASTE

DADI operates pursuant to a Development Consent issued on 4 February 1994 by what was then South Sydney City Council, Application number U93-01029. The conditions of the Development Consent are for the use of the premises at 76-82 Burrows Road, Alexandria, as follows:

> "*To use the premises as a material recovery facility and recycling centre/depot including greenwaste chipping as ancillary offices and workshop"*

Site Hours of Operation

The site is unrestricted by the Development Consent as to operating hours, however DADI currently observes the following hours of operation at the site:

Monday to Friday	6.00 am to 10.00 pm (last vehicle 9.45 pm)
Saturday	7.00 am to 1.00 pm (or later by arrangement)
Sunday and Public Holidays	By special arrangement

Site Owner Contact Details

Company Name	Carlewie Pty Ltd
Contact Person	Joi Feiertag
Address	PO Box 1040, Mascot NSW 1460
Telephone	9519 9999
Fax	9516 5559
Email	joifeiertag@dadi.com.au

Managing Entity Contact Details

The contact details for the Managing Entity are as follows:

Company Name	Dial A Dump Industries Pty Ltd
Contact Person	Ian Malouf/Chris Biggs
Address	PO Box 1040, Mascot NSW 1460
Telephone	9519 9999
Fax	9516 5559
Email	ianmalouf@dadi.com.au chrisbiggs@dadi.com.au

2. ESSENTIAL SAFETY MEASURES AND ALTERNATE SOLUTIONS

Fire Safety Systems and Equipment

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

These Include:

Active systems

- emergency Warning and Intercommunication Systems;
- emergency lighting;
- exit signs;
- fire hydrant systems;
- fire hose reel systems;
- portable fire extinguishers.

Installed Fire Safety Systems and Equipment

The fire safety systems and equipment that are installed on the site is indicated as follows.

This list was current at the date of publication of this Emergency Evacuation Management Plan (**EEMP**) but may be subject to additions/deletions brought about by improvements or upgrades to this facility.

FIRST ATTACK FIREFIGHTING EQUIPMENT

FIRE EXTINGUISHERS	Fire extinguishers are installed in accordance with AS 2444 to provide occupants with equipment to attack a fire in its initial stages.
FIRE HOSE REELS	Fire Hose Reels are installed to allow occupants to undertake fire extinguishment in the initial stages of the fire. The fire hose reel system must have fire hose reels provided so that the nozzle end of a fully extended fire hose fitted to the reel and laid to avoid any partitions or other physical barriers will reach every part of the floor of the storey and internally within 4 m of an exit. They are not to be used on fires with an associated electrical hazard.

Alternate Solutions

If construction work for a building on this site involved an alternative solution for a relevant performance requirement that includes a fire safety management procedure as a condition of the occupation and use of the building then the Alternate Solution/s are to be detailed in this section.

3. PREVENTION PROCEDURES

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

Litter Control

The site management shall:

a. Implement suitable measures to prevent the unnecessary proliferation of litter both on and off site; and
b. Inspect and clear the site and surrounding area, of litter on a daily basis.

Water Supply

Mains Supply Potable water is available to the site from Sydney Water Corporation.

Maintenance of exits by occupiers of buildings

The occupier of a building must ensure that all exits, paths of travel to exits and any external paths of travel to a road or open space required to be provided are maintained in an efficient condition and kept readily accessible, functional and clear of obstruction so that egress from the building or place is maintained.

Verification of Emergency Evacuation System Elements

Australian Standard 1851-2005 at Appendix G gives informative direction to the EPC/ECO for the verification of emergency evacuation system elements.

NOTE: Verification of other emergency evacuation system elements relevant to emergency response will increase the likelihood of a successful evacuation. Verification items set out in the

following tables are of an advisory nature and should be carried out as detailed in the Emergency Plan. They may be carried out by the Emergency Planning Committee, Emergency Control Organization (ECO), a consultant, building owner, supervisor or management.

The EPC/Managing Entity must ensure that checks of the emergency evacuation system elements are carried out at the intervals specified in the following tables:

EVACUATION ROUTES AND PATHS AND RECORDS

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Exit signs/Emergency Lighting	CHECK illumination by activating test button.	✓	✓	✓
Exit doors	CHECK that exit doors are free from obstructions and can function as required.	✓	✓	✓
Exit routes	CHECK that exit routes are clearly identified and free from obstructions.	✓	✓	✓
Fire doors	CHECK that fire doors close correctly.	✓	✓	✓

EMERGENCY RESPONSE & FIRE FIGHTING EQUIPMENT AND RECORDS

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Fire hose reels	CHECK that fire hose reels are identified, free from obstructions and the nozzle interlock is engaged.	✓	✓	✓
Fire extinguishers	CHECK that fire extinguishers are fully accessible, mounted, sign-posted and charged and/or sealed.	✓	✓	✓
ECO identification equipment	CHECK that equipment is available, accessible, correctly colour coded and functional.	✓	✓	✓

ALARMS, COMMUNICATION, DETECTION AND SUPPRESSION SYSTEMS AND RECORDS

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Radios (portable)	CHECK that signals are received and audible.	✓	✓	✓
Phones (portable & fixed)	CHECK that equipment is accessible, that signals are received and messages are audible.	✓	✓	✓

ECO AND EMERGENCY PROCEDURES AND RECORDS

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Identification	CHECK ECO member identification is readily available, e.g., helmet, tabard, cap etc.	✓	✓	✓
Diagrams	CHECK that evacuation diagrams as per AS 3745-2010 are in place, up to date with current area conditions.	✓	✓	✓
Availability of wardens	CHECK that ECO members are recorded, current, deputies available and aware of roles.	✓	✓	✓

HOUSEKEEPING AND RECORDS

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Rubbish disposal	CHECK that rubbish has not accumulated in area of responsibility.	✓	✓	✓
Fire hazards	CHECK that no fire hazards are identifiable in area of responsibility.	✓	✓	✓
Hazardous materials	CHECK that all hazardous materials are in a safe condition and registered in the area of responsibility.	✓	✓	✓

EMERGENCY EVACUATION PROCEDURES DOCUMENTATION AND RECORDS

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Distribution & availability of procedures	CHECK ECO members and supply a copy of the documented procedures for EPC directives.		✓	✓
Training records	CHECK that all trainees have been recorded and follow up on non-attendees.		✓	✓

EMERGENCY EVACUATION PROCEDURES TRAINING AND RECORDS

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Evacuation Exercises	CHECK that evacuation exercises have been conducted and observer's actions recorded for future action with the ECO.			✓
Scheduled training	CHECK that the scheduled training has been conducted and reported to the EPC.			✓
Management of ECO skills	CHECK that EPC directives for education training and exercises have been completed.			✓

EMERGENCY EVACUATION PROCEDURES MONITORING AND RECORDS

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Exit door release mechanisms	CHECK that the maintenance program has been conducted.			✓
All maintenance logbooks and records	CHECK all logbooks have the required number of entries.			✓
Essential services maintenance records	CHECK contractors have signed-off the required entries.	✓	✓	✓
Monitor testing of essential services	CHECK testing (selectivity) procedures.	✓	✓	✓
Monitor fault reporting of essential services	CHECK that faults have been reported	✓	✓	✓
Rectification of essentials services	CHECK that rectification work has been completed.	✓	✓	✓
Control of hot works	CHECK compliance with remote system as specified by the EPC.		✓	✓
Temporary fire safety impediment	CHECK that any impediments have been rectified	✓	✓	✓
Tactical fire plans	CHECK and test tactical fire plans.			✓
Passive systems	CHECK that any works carried out on passive fire protection systems (e.g., fire doors, fire stopping, collars) are rectified according to the facility procedures.		✓	✓
Emergency lighting	CHECK that tests have been completed.			✓

VERIFICATION OF EMERGENCY EVACUATION PROCEDURES AND RECORDS

M = Monthly; 6M = Six-monthly; A = Annually

Item	Action Required	M	6M	A
Reporting of ECO to management	CHECK ECO activities comply with AS 3745-2010 and are adequate and appropriate for the emergency response risk.			✓
Appointment of ECO/EPC management structure (including partial occupancy	CHECK that all tenancies are represented appropriately by both ECO and EPC.			✓
Emergency response budgetary planning	CHECK that all occupancies and tenancies have allocated emergency budgeting allowance.			✓
Emergency response compliance	CHECK that all planning, allocation of tasks, training and evacuation exercises, as required by AS 3745-2010, are completed.			✓
Fire safety compliance	CHECK that all relevant Standards and statutory requirements are complied with.			✓
Monitoring hazards and conducting risk analysis	CHECK that hazards and risk analysis recommendations have been implemented.			✓

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

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

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

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

WORK PERMIT SYSTEMS

The following compliance requirements are to ensure the safety of Contractors, occupants and visitors when Contractors are engaged to perform stipulated tasks on the premises.

- Holders of a current Work Cover Policy of insurance;
- Holders of Public Liability and/or Contract Works and/or Professional Indemnity Insurance;
- Suitably experienced to perform the tasks;
- In possession of all necessary licenses, permits and registrations required to perform the works safely and in compliance with relevant legislation's and regulations;
- Notified of any potential hazards associated with the location or use of area where the works are to be carried out;
- Made aware of Emergency Procedures;
- Made aware of precautions which should be observed as far as is practicable whenever an inoperative condition is planned;
- Briefed on the necessity to perform all works in a safe manner and where appropriate in accordance with legislation, regulations, codes of practice and Australian standards;
- At all times complying with Occupational Health and Safety Laws, Regulations, Codes of Practice and obligations, and also complying with all requirements of the relevant regulations regarding its employees.
- A Hot Work permit system should be implemented to control cutting, welding and other similar hazardous works. Hot work involving the isolating of a sprinkler system should be very strictly controlled.

4. EVACUATION MANAGEMENT PLAN REQUIREMENTS

Introduction

This Emergency Evacuation Management Plan has been designed for the guidance and information of the occupants of the DADI Waste Transfer Station, at 76 Burrows Road, Alexandria.

During an emergency, all occupants may have to be evacuated from this facility to a safe place of assembly. These procedures have been designed to enable the safe evacuation of the occupants.

It is mandatory that these procedures be actively supported and adopted by all occupants.

General requirements

The site management must ensure the Emergency Evacuation Management Plan for the facility:

a. is kept in written form; and
b. includes:

(i) the evacuation diagrams of the site's buildings; and
(ii) if an evacuation diagram has been made for a part of a building - the evacuation diagram of the part of the building.

Operation of the Waste Transfer Station Emergency Evacuation Management Plan

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

This significantly reduces the risk of panic, personal injury and loss of property.

Australian Standard 3745-2010 lists the types of emergencies that could affect this facility. This can include:

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

Evacuation Assembly Areas

Evacuation Assembly Areas within the site have been established. Refer to the Assembly Area and Evacuation Route Diagrams in the Attachments to this Emergency Management Plan for the location. In some instances it may be considered appropriate to evacuate to an approved safe area as nominated by the Chief Warden or the attending Emergency Services.

Master Emergency Communication Point

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

Raising an Alarm

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

a. Ringing the Emergency Services, dialling 000.
b. Someone witnessing the emergency (for example fire, gas leak, civil disorder) and reporting it to the Chief Warden.

Outside Normal Working Hours

If incident occurs outside normal working hours in the immediate area that could impact on occupant safety, persons working in the facility should leave their area and exit the facility via the emergency exits. The occupant should notify others in their area (if it is safe to do so) and notify the relevant Emergency Service on “000”.

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

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

Movement of Motor Vehicles during an Emergency

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

Response Colour Codes

The following colour codes may be used for radio announcements for specific emergencies:

Type of Emergency	Response Colour Code
Fire/Smoke	**RED**
Cardiac arrest/medical emergency	**BLUE**
Bomb threat	**PURPLE**
Internal emergency *(failure of or threat to essential services, hazardous materials incident, unarmed confrontation)*	**YELLOW**
Personal threat (armed hold-up, hostage, or other situation involving high risk or injury)	**BLACK**
External emergency	**BROWN**
Evacuation	**ORANGE**

For *all clear* the relevant colour code shall be stated followed by *all clear.*

Notes:

1. *The response to Personal Threat (Code Black) should be developed in consultation with external services and agencies such as State authorities and police.*
2. *The colour green SHOULD NOT be used to indicate all clear.*
3. *Alternative forms of emergency identification rather than response colour codes, eg. Paging alert system using a number may be used if desired.*

All Clear

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

Induction and Annual Training of Employees in Fire Safety

The facility management must ensure that all employees are advised of the procedures to be followed in the event of an emergency within the site.

This should include:

a. The procedure to be followed in the event of an emergency incident.
b. The means of escape in the event of an emergency incident.
c. The location and method of operating firefighting equipment.
d. The procedure for conducting visitors to an exit in the event of an emergency incident.
e. If any person is not present at the safe place, reporting the fact to the person in charge of the site at the time.

Employee Workplace Health and Safety Obligations

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

Generally, this legislation requires employees:

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

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

Emergency Control Organisation Personnel Training

Emergency Control Organisation (**ECO**) personnel shall receive instruction relevant to the position to which they are appointed. The ECO training program shall cover issues specific to the facility emergency procedures and should include:

a. Fire safety features including installed alarms.
b. The procedures for evacuation of the facility including the possibility of modification to set procedures where circumstances dictate a change is required.
c. The location of the evacuation assembly areas.
d. Emergency personnel identification.
e. Emergency personnel authorities.
f. The role and authority of each ECO member.
g. Communication methods and systems.

ECO personnel shall receive skills maintenance instruction at intervals not exceeding six-months.

The skills maintenance sessions are to be used to maintain the interest of personnel and improve their knowledge and skills.

Evacuation Practice

Evacuation exercises shall be conducted to ensure that the procedures are satisfactory. Once it has been established that the procedures are satisfactory and workable, a program of evacuation exercises should be established for at least one year ahead. All evacuation exercises should be attended by observers with check lists. All evacuation exercises shall be prefixed by an announcement that indicates it is an evacuation exercise.

Evacuation exercises may be conducted either as partial evacuation exercises or a total exercise covering a facility. In any case, all areas of a facility shall participate in at least one exercise in each twelve-month period.

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 emergency response exercise has been terminated and that the ECO are to stand by for further instruction.

NOTE:

The word or phrase may be repeated in groups of three to overcome background noise and other distractions.

Fire and Evacuation Instruction Record

The site management must keep a record (a *fire and evacuation instruction record*), complying with the following paragraph for each occasion fire and evacuation instructions for the building are given to a person.

The fire and evacuation instruction record must state the following:

a. the name of each person who was given the instructions;
b. the name of the person who gave the instructions;
c. the date the instructions were given;
d. a brief description of the instructions given.

Evacuation Practice Record

The occupier of a building must keep a record (an *evacuation practice record*), complying with the following paragraph, of each evacuation of the building carried out.

The evacuation practice record must state the following:

a. the date of the evacuation;
b. the times when the evacuation started and ended;

c. any action to be taken as a result of the evacuation, including, for example, carrying out a review of the building's fire and evacuation plan or giving additional fire and evacuation instructions.

5. FACILITY EMERGENCY MANAGEMENT GROUP

Emergency Planning Committee

The EPC shall consist of not less than two people, and shall represent the stakeholders in a facility. At least one member of the EPC shall be deemed competent in accordance with AS 3745-2010. The EPC shall meet at least annually. A record of the meeting must be made and retained.

In most facilities, the EPC would comprise senior management, Chief Warden and site specialists.

The EPC shall determine the number of ECO personnel required consistent with the nature and risk of the facility. The EPC shall also ensure that the personnel are appointed to all positions on the ECO but particularly, the Chief Warden group, and that arrangements are made for the training of ECO personnel, including evacuation exercises.

The EPC shall arrange the immediate replacement of Wardens who are no longer available and nominate suitable persons to cover short term absences.

Indemnity

Employees are appointed to an Emergency Control Organisation to support their employer to discharge an obligation that their employer has under OH&S/WHS Regulations.

When an employee is appointed to the Emergency Control Organisation by their employer the role as a Warden should be deemed to be part of their normal employment duties and as such protected under the Vicarious Liability provisions applicable to an employer/employee relationship. All employers are bound by the Vicarious Liability principles applicable to all their employees for all reasonable employee actions during the normal course of their employment.

Emergency Control Organisation

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

Selection of ECO Members

AS 3745-2010 recommends that persons appointed to the ECO should be physically capable of performing their duties, have leadership qualities and command authority, have maturity of judgment, have good decision-making skills and be capable of remaining calm under pressure, be familiar with their future areas of responsibility, be available to undertake their appointed duties, have clear diction and be able to communicate with the majority of occupants and visitors and be willing and able to undertake relevant training.

Number of ECO Members

AS 3745-2010 recommends that the number of ECO members shall be determined in accordance with: the size of the facility, floor or area; the number of occupants and visitors; the installed occupant warning equipment and the fire engineered and life safety features of the facility.

Identification of Emergency Control Organisation Members

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

The appropriate colours are:

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

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

Objectives of the Emergency Control Organisation
The primary objective in an emergency is to ensure your own survival and safety. With this in mind, your objectives in order of priority should then be to:

a. protect people endangered by the emergency. This could include conducting an orderly evacuation of occupants, including members of the public who may be in the facility at the time, to a safe place of assembly;
b. protect property at risk by the incident;
c. assist the Emergency Services; and
d. restore normality to the affected area.

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

Maintenance of the Emergency Control Organisation

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

a. The nomination of suitable persons to carry out the duties of Wardens in the facility.

b. A Warden Register containing the name, telephone number and location of all members of the Emergency Control Organisation is implemented and maintained.
c. Regular meetings of the Emergency Control Organisation should be convened to provide training for Wardens. Meetings should be held at intervals not greater than six-months.
d. Evacuation exercises should be held annually for the Emergency Control Organisation and site occupants to practise the emergency procedures. A debriefing of the Emergency Control Organisation to identify any deficiencies in the procedures should follow each exercise.

All occupants are encouraged to participate in evacuation exercises to ensure they are familiar with Emergency Procedures. Participation in these exercises will assist Managers in meeting some of their obligations under the New South Wales *Occupational Health and Safety Act.*

Chief Warden

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

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

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

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

The Chief Warden should be aware of the likelihood of contractors or members of the public being in the facility.

Duties of Chief Warden

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

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

Deputy Chief Warden

The Deputy Chief Warden is the understudy of the Chief Warden and will assume the Chief Warden's responsibilities whenever the Chief Warden is absent from the site. The Deputy Chief

Warden is to assist the Chief Warden during an emergency, including acting as a Communications Officer if required.

It should be a matter of careful arrangement, for which the Chief Warden will be responsible, that either the Chief Warden or the Deputy Chief Warden is present during normal working hours.

Switchboard operators should be informed of the location of the person on duty.

Area Wardens

An Area Warden shall be appointed for each specific area of the facility to control the emergency evacuation procedures, generally as directed by the Chief Warden.
However, Area Wardens should commence evacuation if they consider the situation to be life threatening.

Duties of Area Wardens

The Area Wardens should be thoroughly familiar with:

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

Wardens

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

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

Wardens should direct persons towards the exits using:
– a calm but firm voice
– smooth and commanding hand signals.

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

Duties of Wardens

Wardens' duties may include:

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

6. PERSONS WITH SPECIAL NEEDS

Note: The procedures in this section, and in particular the information required of occupant's details, must take into account the requirements of the Commonwealth Privacy Act 1988.
This includes maintaining compliance with the Commonwealth Privacy Act 1988, Division 2- Information Privacy Principles:

Principle 1 - Manner and purpose of collection of personal information
Principle 2 - Solicitation of personal information from individual concerned
Principle 3 - Solicitation of personal information generally
Principle 4 - Storage and security of personal information
Principle 5 - Information relating to records kept by record keeper
Principle 6 - Access to records containing personal information
Principle 7 - Alteration of records containing personal information
Principle 8 - Record keeper to check accuracy etc. of personal information before use
Principle 9 - Personal information to be used only for relevant purposes
Principle 10 - Limits on use of personal information
Principle 11 - Limits on disclosure of personal information

A Current copy of the Commonwealth Privacy Act 1988 may be found at http://comlaw.gov.au.

Introduction

A person with special needs is defined in Australian Standard 3745-2010 as someone having physical, intellectual, visual or auditory disabilities or impairments, either temporary or permanent.

There could be at least one person in any given building whose movement through emergency exits would be restricted in an emergency evacuation which will require special needs procedures being implemented within the workplace. Children may also be classified as a person who requires special assistance during an evacuation.

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

Personal Emergency Evacuation Plans

The facility management must identify any person under their control who has an impairment that may restrict their movement in an emergency. Personal Emergency Evacuation Plans (PEEPs) must be compiled for each identified person with a disability.

The procedures must also include the details of person/s nominated to be the designated assistant/s.

Information on the PEEP shall be disseminated to all people responsible for its implementation. PEEPs should be held by the relevant Warden.

An example of a PEEP, as detailed in Australian Standard 3745-2010-2010, is attached as Annex D to this document.

Categories of Impairments

There are five general categories of impairments:

- Mobility impairment;
- Visual impairment;
- Hearing impairment;
- Speech impairment; and
- Cognitive impairment

Mobility Impairment

If a person cannot physically negotiate, use or operate stairs or door locks or latches in the path of egress then that person has a mobility impairment that would affect his or her ability to evacuate through the emergency exits in an emergency

Typical problems for people confined to wheelchairs includes manoeuvring through narrow spaces, going up or down steep paths, moving over rough or uneven surfaces, and negotiating steps or changes in level at the entrance/exit point of a building.

Visual Impairment

If a person cannot use or operate some part or feature in the path of egress or access displayed information like signage because that feature or information requires vision in order to be used or understood, then that person has a visual impairment that could affect his or her ability to evacuate in an emergency.

Hearing Impairments

If a person cannot receive some or all of the information generated by an occupant warning system, like an alarm signal or Public Address voice instructions, then that person has a hearing

impairment that could affect his or her ability to evacuate in an emergency unless alternatives are provided.

Speech Impairments

Speech impairments prevent a person from using building features that require the ability to speak. Speech impairments can be caused by a wide range of conditions, but all result in some level of loss of the ability to speak or to verbally communicate clearly.

Cognitive Impairments

Cognitive impairments can be caused by a range of conditions, including but not limited to developmental disabilities, alcoholism, Alzheimer's disease, Parkinson disease, traumatic brain injury, stroke, and some psychiatric conditions, but all result in some decreased or impaired level in the ability to process or understand the information received by the senses.
All standard occupant warning systems require a person to be able to process and understand information in order to safely evacuate a building.

Assistance

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

Level of Assistance

Guidance

- Explaining how and where the person needs to go to get to an emergency exit.
- Escorting the person to and or through an emergency exit.

Minor Physical Effort

- Offering an arm to assist the person to or through the egress path.
- Opening the door(s) in the egress path.

Major Physical Effort

- Operating a stairway descent device.

A Person with Special Needs in an Incident-Affected Area

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

In any other case where there is no direct access to a road or open space, once all other occupants have been evacuated, the person with special needs may be placed in a safe holding

area, for example in a designated fire and or smoke isolated safe haven or on the landing in the emergency exits with a Warden or responsible person to provide comfort and reassurance.

A Person with Special Needs in a Non-Affected Area

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

Outside Normal Hours of Occupancy

Should an incident occur where a person with special needs is outside the normal hours of occupancy, that person should immediately ring 000 and ask for the Fire Service. Once connected they should pass on the following information to the operator:

- their name and the address of the facility and the type of incident that has occurred;
- their degree of assistance required; and
- their location within the facility.

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

7. EVACUATION PROCEDURES - CODE ORANGE

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

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

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

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

During an evacuation should the Chief Warden be unable to continue manning the Master Emergency Communication Point (MECP) owing to the nature of the emergency or because of threat of injury, the Chief Warden is to advise all floors, if possible, that they are leaving the MECP.

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

Evacuation Procedures

The situation should be assessed before the decision to evacuate is made. Consideration should be given to the following factors:

- the location of the incident,
- the severity and extent of the incident,
- if a fire is involved, the proximity of any flammable material,
- if a fire is involved, whether the first attack appliances are controlling the fire,
- the nature and type of occupants in the vicinity,
- IF IN DOUBT - EVACUATE. It is better to have the trouble of resettling occupants than to risk loss of life.

Authority to Initiate Evacuation

The authority to evacuate an area is vested in the Warden present at the incident. Initiating an evacuation involving multiple areas of or the entire facility is vested in the Chief Warden pending arrival of the Fire Brigade and thereafter on the advice of the Officer in Charge of the Fire Brigade.

Stages of Evacuation

If there are no members of the Emergency Control Organisation present all occupants are to commence immediate evacuation of their area if their safety is threatened.
Initial evacuation should be conducted in three distinct stages depending on the severity of the emergency.

Stage 1 - Removal of Persons from the Immediate Danger Area

Occupants are removed from the affected compartment into the next compartment, for example from a room to the corridor. Doors should be closed to confine smoke and fire in the affected compartment.

Stage 2 - Removal to a Safe Area

If the severity of smoke or heat warrants further evacuation, occupants should be moved through fire and/or smoke control doors to safe areas on the same level.

Stage 3 - Complete Evacuation of a Floor

Should the emergency necessitate evacuation of the affected floor, Wardens are to direct occupants to the assembly area via the emergency exits.

Occupants are divided into three priority groups for evacuation:

PRIORITY 1. *Ambulatory persons* who require only a Warden to guide or direct them to a place of safety.

PRIORITY 2. *Semi-ambulatory* persons requiring just a helping hand.

PRIORITY 3. *Non-ambulatory* persons who have to be physically moved or carried.

Shelter in Place

Sheltering in place is a defensive action and is an alternative to evacuation where occupants can take to protect themselves against an incident originating outdoors, and for which there is forewarning. A shelter is a pre-determined interior room or area of the building, which, with special provisions, can provide a barrier to protect the occupants from the external environment. Buildings alone can provide protection to a varying degree, but are limited and effective only under certain conditions.

Irrespective of where you are sheltering in place is similar, and the basic steps remain the same:

a. Shut and lock all windows and doors.
b. Turn off all air handling equipment (heating, ventilation, and/or air conditioning, both supply and exhaust) within your ability to do so.
c. No sheltering rooms have been assigned at this time. Individuals are advised to remain where they are until further instructions become available.
d. Use the internet or turn on a TV or radio and listen for further instructions.
e. When the “all clear” is announced, open windows and doors, turn on ventilation systems and go outside until the building’s air has been exchanged with the now clean outdoor air.

Duties of Chief Warden during an Evacuation (Code Orange)

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

a. Proceed to the Master Emergency Communication Point (MECP) and take control.
b. Establish communications with the affected area and assess the nature and extent of the emergency.
c. If an evacuation of the site is required initiate evacuation procedures including notifying all staff members by radio or mobile telephone to proceed to their muster point.
d. Ensure the Emergency Services are notified.
e. If an unwanted (false) alarm or if the incident has been overcome, notify all areas.

Area Wardens - If an Evacuation is required (Code Orange)

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

a. Direct Wardens to assemble occupants at a muster point/s in preparation for an evacuation.

b. When all occupants have assembled at the muster point/s, direct Wardens to commence evacuation via the emergency exits to the evacuation Assembly Area. A Warden should be directed to lead the occupants to show the way.
c. Direct Wardens to conduct a final check of all areas to ensure it is clear of occupants. Instruct Wardens to check toilets, strong rooms and all occupiable spaces in their area.

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

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

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

(e) Proceed to the evacuation Assembly Area and remain in charge of occupants until the All Clear is given.

Wardens - When an Evacuation is required (Code Orange)

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

a. Wait until the emergency exits are clear before entering. If the emergency exits are congested, wait for a few moments and check again or use the alternative exit.
b. A Warden should lead the occupants in single file down any stairs to the Assembly Area. A second Warden should follow the evacuees and ensure they all stay together. Keep calm and avoid running or lagging behind.
c. Provide assistance to any person who falls or trips.
d. Ensure the noise level is kept to a minimum.
e. Allow room for Emergency Services personnel who may also be using the emergency exits.
f. When directed conduct a final check of all areas to ensure it is clear of occupants. Wardens are to check toilets, strong rooms and all occupiable spaces in their area.
g. Prevent any person from re-entering the area or building, unless authorised to do so by the Chief Warden or senior Emergency Services Officer.
h. Prevent substances such as food or drinks which could create a hazard, from being taken into the emergency exits.
i. Permit only non-bulky personal items, such as purses, wallets or handbags, to be carried into the emergency exits for an evacuation other than a bomb threat or IED incident.

R.A.C.E

Whilst each emergency can differ the RACE procedure offers a set of immediate generic responses which are easily memorised and appropriate in most circumstances.

They are:

R REMOVE

If safe to do so, remove or rescue any persons in immediate danger.

A ALERT

Alert other occupants. Notify the appropriate Emergency Services. This usually involves calling the Emergency Number and or operating the nearest Manual Call Point (Break Glass).

C CONTAIN / CONTROL

Close doors, and if safe to do so, deal with the threat.

E EVACUATE / EXTINGUISH

Evacuate to the Assembly Area and remain there until advised otherwise by a person in authority. Extinguish the fire only if trained in the use of the equipment and it is safe to do so.

8. MEDICAL EMERGENCY – CODE BLUE

For all **MEDICAL/FIRST AID** related incidents or emergencies call 000.

IN THE EVENT OF A SUSPECTED CARDIAC ARREST OR IF THERE IS A NEED FOR URGENT MEDICAL ASSISTANCE:

REMAIN CALM:	Do not panic.
BASIC LIFE SUPPORT	D - Check for Danger. Hazards / Risks / Safety R - Responsive? Unconscious? If not call 000. A - Open Airway. Look for signs of life. B - Give 2 Initial Breaths if not breathing normally C - Give 30 chest Compressions (almost 2 compressions /second) followed by 2 breaths D - Attach Automated External Defibrillator (AED) if available and follow its prompts Continue Cardio Pulmonary Resuscitation (CPR) until qualified personnel arrive or signs of life return.

Note: Never leave casualty alone. Do not move casualty unless exposed to a life threatening situation. Provide support and appropriate assistance until emergency help arrives.

RAISE ALARM: Call for help – **Ring 000** and ask for the Ambulance Service.
Advise your location, patients age/sex, symptoms & signs, any prior medical illnesses, medication (see questions below).

INFORMATION THAT MAY BE REQUIRED FOR THE AMBULANCE SERVICE:

1. YOUR LOCATION:

- Number Street name and suburb; and
- Nearest cross street, access point; and
- Street Directory map number and reference.

2. What is your contact number? (extension or mobile)

3. What is the medical problem?

- description of complaint (short breath / sweating / where & what type of pain)

4. How old is he / she? (approximate age if not sure)

5. Is he / she conscious? (YES OR NO)

6. Is he / she breathing? (YES OR NO)

9. FIRE EMERGENCY – CODE RED

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

a. Notify the Fire Service (000), activate an alarm initiating device if installed, and notify the Chief Warden. Commence immediate evacuation of occupants.
b. Investigate the source of the fire or smoke and if safe to do so, attempt to fight the fire with the correct fire extinguisher or hose reel.
c. Do not enter smoke-filled spaces as smoke is TOXIC.

Fire Extinguishers

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

Classification of Fires

The types of fire are classified as:

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

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

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

FOR CLASS 'B' FIRES, USE: Foam (Red with Blue Band)
Carbon Dioxide (Red with Black Band)

Dry Chemical (Red with White Band)
Vaporising Liquid (Red with Yellow Band)

CLASS C Fires involving flammable gases.

FOR CLASS 'C' FIRES, USE: Dry Chemical (Red with White Band)

CLASS D Fires involving metals, for example potassium, sodium, magnesium. Special extinguishers are required.

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

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

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

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

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

Duties of Chief Warden during a Fire Emergency

On becoming aware of a fire within, or which impacts on, the building, the Chief Warden is to:

a. Proceed to Master Emergency Communication Point (MECP) and take control.
b. Establish communications with the affected area and assess the nature and extent of the emergency.
c. If an evacuation of the site is required initiate evacuation procedures including notifying all staff members by radio or mobile telephone to proceed to their muster point.
d. Ensure the Emergency Services are notified.

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

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

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

Wardens - On Becoming Aware of a Fire in Their Area

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

a. Remain calm and think. Do not panic.
b. Warn everybody in the immediate vicinity and alert the Fire Service by ringing “000” and advise the Chief Warden.
c. Determine type of fire and exact location.
d. Select right type of extinguisher.
e. Be sure you know how to use the extinguisher. If in doubt, READ THE INSTRUCTIONS.
f. Have another person back you up with another extinguisher.
g. Where possible, keep the doorway or path of escape at your back.
h. Keep low to avoid smoke.
i. Do not get too close to the fire.
j. Direct extinguishing agent at seat of the fire, NOT at the smoke.

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

Fire Hose Reels

All occupants should know the position and method of operation of any installed fire hose reel/s. If the decision is made to use a fire hose reel:

a. Do not panic. Try to remain calm and think.
b. Warn everybody in the immediate vicinity and alert the Fire Service by ringing “000”.
c. Advise the Chief Warden.
d. Do not use on electrical fires – REMEMBER water will conduct electricity.
e. Whenever possible, *two people* should be used to unroll a hose reel, that is, one to control the nozzle and one to ensure the hose runs off the reel freely and is not caught around doors or corners.
f. Remember to *turn on the water supply* at the reel before running out the hose.
g. Check the water is capable of being turned on and off at the nozzle.

Kitchens and Food Preparation Areas

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

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

Use of Fire Blankets

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

a. Do not panic. Try to remain calm and think.
b. Warn everybody in the immediate vicinity and alert the Fire Service by ringing “000”.
c. Advise the Chief Warden.
d. Carefully and slowly cover the burning object with the blanket.
e. Turn off heat source and leave the blanket in place until cool.

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

EARTHQUAKES – CODE BROWN

Earthquakes strike without warning.

Generally, the SAFEST PLACE to be is in the OPEN – away from buildings, however, if you are in a building when the earthquake strikes, you should NOT attempt to run from the building. Outside the building you may be met with falling debris and power lines.

It is safer for you to remain in the building.

Basic guidelines for personal safety in earthquakes are as follows:

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

If personnel are caught outside the building they should:

a. Seek refuge under archways and doorways which could offer protection from falling debris.
b. Keep off roadways, footpaths and do not stand under shop awnings.
c. Get away from high walls, overhead power lines or dangling electrical wires.
d. If driving, pull off the road (not under power lines) and stay in their car until they can assess the situation around them.

REMEMBER - DO NOT ATTEMPT TO RUN FROM THE BUILDING

Once the tremor has stopped, look around for injured persons and reassure others on your floor or area. The Chief Warden or a Deputy should call the building's Emergency Control Organisation into action as soon as possible after the earthquake.

10. BOMB OR SUBSTANCE THREAT PROCEDURES - CODE PURPLE

Introduction

HOT-UP is a term used to describe a process for making an initial assessment about unattended, doubtful or suspicious items. The 'HOT-UP' principle originated in the UK during the 1970s and was used by the British army to address the Irish Republican Army's bomb threats. It has since been used extensively in Australia for awareness training of police, volunteers and employees during significant events, including the 2000 Olympic Games in Sydney.

The HOT-UP principle relies on responses to the following:

Is the item:	Has there been:
Hidden?	Unauthorised access?
Obviously a bomb?	Perimeter breach?
Typical of its environment?	

HOT-UP is an assessment tool to be used by an Emergency Control Organisation in conjunction with the emergency services to help determine a course of action. Meeting HOT-UP considerations does NOT necessarily mean the item is an IED but it warrants further examination. If the suspect item fails any of the HOT-UP questions it should increase the Emergency Control Organisation's awareness and ability to make an informed decision ensuring the ongoing safety of occupants.

Remember, a threat is only a threat until something tangible is found.

Threat Overview

Bomb or substance threats are usually a form of communication, written or verbal, delivered by electronic (email, FAX etc), oral (telephone, tape recording), or other medium (letter) which are frequently used to disrupt business or cause alarm. These procedures are designed to help people respond to and deal with a threat in accordance with current directions provided by the Australian Federal Police and *Australian Standard 3745-2010.*

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

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

Any person receiving a telephone threat should observe the following:

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

Written Threat

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

Threat Evaluation

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

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

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

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

Other factors that may provide assistance are:

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

Person with Special Needs

On being notified that a threat has been received, Area Wardens should ascertain the location of any person with special needs in their area. If a decision is made to evacuate the building, the Chief Warden should arrange for a person with special needs to be removed from their area.

Search Procedure

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

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

Note Places of public assembly such as Cinemas, Assembly Halls, Auditoriums and places of entertainment cannot be searched while patrons are present.

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

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

Wardens should look for anything:

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

If a suspicious object is found:

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

The evacuation Assembly Areas should be searched by Wardens nominated by the Chief Warden.
The Wardens used for this search should be from an area away from the threat.
The designated safe assembly area is to be well away from the building, out of line-of-sight and well clear of windows. For biological threats evacuate upwind and upslope of the building.

Detailed Room Search

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

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

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

Courses of Action – The Decision to Evacuate

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

Option to do Nothing (Disregard Threat)

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

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

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

Option to Search with Partial Evacuation

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

Evacuate Immediately Without Search

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

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

Evacuation

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

Wardens are to:

a. Direct occupants to the nearest exit and instruct them to take all personal items with them. Guide them to the nominated Assembly Area using a path of egress away from the suspect item if the location is known. Wardens should ask occupants to visually check their area for any suspicious articles as they leave their floor or area.
   Note: In some buildings it may be necessary to direct occupants to another floor or area or to use a specific exit or escape route.
b. Conduct a final check of all areas including toilets, strong rooms, plant rooms, store rooms and all other occupiable spaces to ensure they are clear of occupants.
c. Advise the Chief Warden when the floor has been evacuated. Ensure internal doors, except fire doors, are left open if possible, and that occupants do not re-enter the building.

d. Proceed to the nominated Assembly Area and remain in charge of occupants until directed to return to the building.
Note: Never assemble personnel in front of, or directly below glassed areas.

Threat after Hours

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

The Decision to Reoccupy

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

Australian Bomb Data Centre *"Bombs: Defusing the Threat"*

The Australian Bomb Data Centre *"Bombs: Defusing the Threat"* handbook contains procedures and recommendations derived from the experiences of national and international police, and security and law enforcement agencies. It provides clear guidance on how to develop in-house policy and strategies to counter bomb threats.

Further, it aims to:

- examine the threat
- briefly describe different types of IEDs
- introduce liaison with police
- advise how to handle threats if and when they occur.

Bombs: Defusing the Threat complements Australian Standard 3745-2010.

For more information relating to the *"Bombs: Defusing the Threat"* handbook visit the Australian Bomb Data Centre website at www.afp.gov.au/services/operational/abdc.

With acknowledgment to the Australian Bomb Data Centre, Australian Federal Police Weston ACT for the use of extracts of material on Bomb Threat Procedures included in this Emergency Evacuation Management Plan and the sample threat check list at Annex B.

Bomb or Substance Threat Strategy Flow Chart

Notify Chief Warden (CW)

11. IMPROVISED EXPLOSIVE DEVICES – CODE PURPLE

An Improvised Explosive Device (IED) is a device fabricated in an ad hoc manner which contains explosive components designed to, or capable of, causing unlawful injury or damage Improvised Explosive Devices (IEDs) can be mail bombs; courier delivered bombs; placed bomb or Vehicle Borne Improvised Explosive Device (VBIED) and can be explosive, noxious or incendiary in nature. IEDs are easily disguised and the size and shape can vary greatly.

Suspicious objects must be reported to management to determine if the object belongs to anyone. If the ownership cannot be proven, these procedures should be initiated.

The Chief Warden and Police are to be notified and the object's potential threat is to be evaluated.

Incendiary Devices

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

Mail Bomb

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

Mail bombs are normally about envelope size. The maximum size of a device is restricted by Australia Post limitations on the weight and dimensions of an article that can be sent through the Australia Post system. Mail bombs could of course be distributed by means other than Australia

Post such as couriers. Irrespective of size, mail bombs have the potential to cause death or serious injury. Mail bombs normally fall into three categories, HIGH EXPLOSIVE, INCENDIARY and NOXIOUS devices all designed to cause damage, injury or death.

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

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

Stage 1

Stage 1 is carried out on the initial receipt of the article where the recipient will conduct a visual inspection.
The recipient would be looking for:

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

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

Stage 2

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

Caution must be exercised in the movement of the article at both Stage 1 and Stage 2 if there is any suspicion about the object.

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

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

Stage 3 to 5

The 3rd Stage will involve specialist assistance such as the Police or Military Bomb Technicians who are armed with an array of detection equipment. The items they have at their disposal include fluoroscopes, x-ray equipment, explosive vapour detectors and explosive detection dogs.

If at Stage 3 the Technician confirms that the article IS NOT an IED then the recipient will normally deliver the article to the addressee.

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

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

Courier Delivered Bomb

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

A courier delivered bomb differs from a mail bomb in that the perpetrator has the ability to set a timer or trip/motion device when it is delivered. This means that a courier delivered device has

the potential to detonate without any further intervention by the perpetrator. Once an item has been identified as suspicious it MUST NOT be touched or moved from that point on.

The degree of warning for a courier delivered bomb will vary. It may not be accompanied by a warning, it could have a written threat or there could be a telephone bomb threat after delivery. In all cases of a suspected courier delivered bomb immediate evacuation of the area must be carried out. Notify the Chief Warden, your own Management and the Police and under no circumstances must the item be touched or moved. The evacuation route should avoid the area where the suspect item is placed even if this means selecting an alternative safe evacuation pathway that would not normally be used in emergencies.

Placed Bomb

Placed bombs come to attention either as an accidental discovery or after a warning and subsequent search. Placed bombs can take on many shapes from the obvious such as a stick of commercial explosive with a burning fuse to the indistinguishable such as a sealed package. In all cases of a suspected placed bomb immediate evacuation of the area must be carried out. Notify the Chief Warden, your immediate supervisor and the Police and under no circumstances must the item be touched or moved. The evacuation route should avoid the area where the suspect item is placed even if this means selecting an alternative safe evacuation pathway that would not normally be used in emergencies.

Vehicle Borne Improvised Explosive Device (VBIED)

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

A VBIED is any means used to deliver a large amount of explosive usually to the external boundary of a building, structure or workplace.

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

In a situation where a VBIED is evident, the evacuation of a building's occupants must be controlled. In some circumstances the evacuation of occupants may not be possible. It may be safer to remain within the building, structure, or workplace provided that people are assembled as far away from the device as possible and provided people are not in the line of sight of the device.

IEDs of this size and nature historically detonate within a short period of being placed. However, if sufficient time is available occupants should be directed to a path of egress that is furthest away from the VBIED and, if possible, this means of egress should be protected by walls or other structural supports.

Evacuation

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

a. Direct occupants to the nearest exit that is away from the location of the IED and guide them to the nominated assembly area unless informed of an alternative location by the Chief Warden or responding Emergency Services officers. (If time permits, the assembly area and evacuation route must be searched prior to occupants reaching it to ensure that it is safe).
   Note: Never assemble personnel in front of, or directly below glassed areas of a building.
b. If safe to do so, conduct a final check of all areas including toilets, strong rooms, plant rooms, store rooms and all other occupiable spaces to ensure they are clear of occupants.
c. Advise the Chief Warden when the floor has been evacuated. Ensure internal doors, except fire doors, are left open if possible.
d. Proceed to the nominated assembly area taking personal items with you and remain in charge of occupants until directed to return to the building.

Vehicle Movement

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

If a Device Detonates

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

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

Reducing the Risk

All occupants of a building should be alert and made aware of the importance of advising the relevant authorities, such as the local police, of any concerns or suspicious activities.
A National Security Hotline has been established to further strengthen Australia's national security arrangements. It complements the activities being undertaken as part of the Commonwealth Government's national security public information campaign.

The Hotline is set up to receive information from members of the community who wish to report any activity which they feel may be relevant to national security and warrant further investigation.

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

Issues to be considered should include:

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

With acknowledgment to the Australian Bomb Data Centre, Australian Federal Police Weston ACT for the use of extracts of material on Bomb Threat Procedures included in this Emergency Evacuation Management Plan (EEMP) and the sample threat check list at Annex B.

12. EARTHQUAKES – CODE BROWN

Personal Safety Guidelines

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

Basic guidelines for personal safety in earthquakes are as follows:

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

If personnel are caught outside the building they should:

a. Seek refuge under archways and doorways which could offer protection from falling debris
b. Keep off roadways, footpaths and do not stand under shop awnings
c. Get away from high walls, overhead power lines or dangling electrical wires
d. If driving, pull off the road (not under power lines) and stay in their car until they can assess the situation around them

REMEMBER – DO NOT ATTEMPT TO RUN FROM THE BUILDING

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

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

Duties of the Emergency Control Organisation

Chief Warden
The Chief Warden shall:

a. Stand by to record reports from each Floor Warden.
b. Direct security staff, where available, to inspect all public areas and report back any structural damage, hazard or injured personnel.
c. As a precaution against possible broken or fractured lines it may also be necessary to isolate electrical and plumbing services.
d. Unless conditions otherwise dictate Floor Wardens should be advised to direct their personnel to remain where they are until the immediate danger is over. Conditions outside could be worse than inside.

Area Wardens
When the earthquake stops Wardens should direct all personnel to remain in their present safe refuge points until they have carried out a safety check. Wardens should then inspect their floor area and report to their Floor Warden, who will then report to the Chief Warden, on the following:

a. Any injuries; their nature, severity and who is giving first aid.
b. Any hazards such as fallen or exposed electrical wires, precariously balanced material such as hanging ceilings, beams, etc.
c. Any unfamiliar odours.
d. The condition of the fire stairwell as far as they can see from their floor level.
e. If considered safe to do so, Floor Wardens will direct personnel to assemble in safe areas, as close as possible to the Emergency Exits and await further instructions.

13. CIVIL DISORDER - CODE BROWN

Causes

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

Responsibility

The Person in Charge of the facility and the Emergency Control Organisation should coordinate the response to an incident until the arrival of the Police, to whom they should provide as much assistance as required.

Action

As soon as the Chief Warden or Person in Charge of the Workplace is aware of civil disorder occurring inside or in the vicinity of the site, the following action should be taken:

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

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

The Person in Charge of the Workplace should promote an air of confidence and calm.

14. WORKPLACE CONFRONTATION – CODE BLACK

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

General Procedures

If you are confronted by an armed or unarmed intruder:

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

i. Exclude all members of the media from the area and allow only the person in charge of the area, the Chief Executive Officer or authorised person to make statements.

During an Armed Incident Procedure

During an incident:

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

Precautions

There are steps you can follow for your safety:

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

After an Incident

After an incident as the offender leaves:

a. Gauge height using markers on door, if provided.
b. Lock yourself in.
c. If safe, observe which direction offender goes, the type of car, its colour and its registration number.
d. Do not touch any areas the offender touched.
e. Cordon area off.
f. Keep witnesses there until Police arrive.

g. Post sign on front door *Closed Due to Robbery/Security Incident.*

Describing the Offender

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

Here are some prompts to help you with your descriptions:

BUILD	Thin, fat, normal, stocky, pot-bellied, solid, lean, angular.
AGE	Lines around eyes, wrinkled forehead, age spots or lines on hands, lines on neck.
NAME	Offenders might use nick-names or a name that can be associated with one of the offenders.
HAIR	Think about the style as well as the colour. Was hair short, long, straight, curly, in a pony-tail, wavy, receding, afro, woolly, thick, crew-cut?
EYES	Colour and shape. Wide, close together, narrow, sleepy, squinting, deepset, protruding, blood-shot, slit, closed.
COMPLEXION	Skin tone and colour can indicate the offender's ethnicity. Descriptive terms could include fair, dark, olive-skinned, tanned, pimply, acne scarred, Latin, Anglo-Saxon or Aboriginal.
MANNERISMS	Think about the posture. Descriptive terms could include slouched, round shouldered, erect or relaxed.
FACE	Bushy eyebrows, big nose, thin lips, pouting lips or dimpled cheeks. Look for a beard, moustache, moles, broken or missing teeth, capped or bad teeth, pimples, freckles, scars, etc.
CLOTHING	What was on the upper body? Lower body and feet? Any rings? Wearing gloves, sunglasses (what type), spectacles, ear-ring/s, or a watch? What disguise was worn? Ski mask, balaclava, stocking, overalls, raincoat, etc.
HANDS	Tattoos, rings, missing digits, colouration, scars, staining.

Describing the Weapon

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

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

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

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

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

Most guns have a brand or logo prominently displayed on the handle or barrel. If circumstances permit, check for that identification. Look for distinguishing marks or scratches on the weapon. Never assume that the gun is a fake! Many of the more unusual brands of guns look like toys and most fake guns look more real than the original.

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

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

One of the first responses from a victim is a feeling of being totally alone and not understood. Often struggling with the acceptance of what has happened, victims allow bureaucratic systems such as a Police investigation to take over their lives. These procedures, whilst necessary, often leave the victim feeling helpless, confused and resentful of others doing things to and for them. It is normal to be scared and it is imperative for you to remember that you are not on your own. If you prefer to handle the problem independently the Victims of Crime Association will provide further advice.

Summary

PERSONAL THREAT **For all workplace incidents/emergencies relating to a PERSONAL THREAT, ARMED OFFENDER etc call** **"000" immediately.** **PERSONAL THREAT INCLUDE ASSAULT, ARMED HOLD-UPS, ROBBERY, PERSONS AT RISK (Suicide etc)**	
REMAIN CALM	DO NOT panic or raise your voice. Avoid direct eye contact. DO NOT make any sudden movements.
DO NOT TAKE RISKS	Hand over whatever is requested. Do not do anything which may antagonise the offender.
DO ONLY WHAT YOU ARE TOLD	DO NOT volunteer any additional information.
NOTE OFFENDER'S CHARACTERISTICS	Sex, height, voice, clothing, tattoos, jewellery, any distinctive clothing and note areas the offender has touched (after the offender has left, ensure other persons do not contaminate areas that the offender has touched). Note type of vehicle used for escape, registration number if possible and last known direction.
ALERT	If safe to do so without endangering yourself alert other staff members.
ISOLATE	Remain in a secure area such as locking your office door. Stay away from windows and if possible close blinds.
TELEPHONE	REMAIN CALM. Ring "000" immediately and follow the instructions given by the operator including giving your name and location and details of the incident.
RECORD	Record the offender's description and details such as serial numbers of any items taken or any other details you feel may be relevant to the Police.

Listen out for instructions from either the Floor/Area Warden or responding emergency services personnel.

15. CHEMICAL, BIOLOGICAL OR RADIOLOGICAL INCIDENTS – CODE YELLOW

Introduction

Incidents that may be encountered may include chemical, biological or radiological (CBR) agents.

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

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

Accidental Dissemination

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

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

In a water-cooled air-conditioner the water tower is dosed with strong antibacterial chemicals, which neutralises bacteria prior to entering the air intake system. Later in the cycle the same air is dehumidified and reheated further neutralising most harmful bacteria.
In refrigerated air-conditioners the temperature is reduced initially to a level which kills many varieties of airborne bacteria after which the same air is dehumidified and reheated once again further neutralising most harmful bacteria.

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

Purposeful Introduction

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

Chemical Agents

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

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

The following are examples of more sinister chemical agents:

- Sarin gas
- Ricin toxin

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

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

The emergency response summary is:

- Call “000” and advise the emergency services of a chemical incident including:
  - The exact location of the incident.
  - The wind direction to enable the emergency services to attend from an upwind approach.
  - The estimated number of victims.
  - The victims’ symptoms.

- Shut down the air handling system. This includes all types of fans or air circulation equipment.
- Isolate the incident area and if inside move people outside. If outside move all people upwind and at all times to a level above the point of release.
- Follow the instruction of the attending emergency services.

Biological Agents

Biological agents are typically non-volatile and are imperceptible to the naked eye. Biological agents will usually be imbedded in a delivery medium such as a powder or liquid. They can be disseminated by a dispersion device such as an aerosol sprayer. Biological agents are normally

ingested or inhaled and while they are not absorbed through the skin these agents can penetrate through an open wound.

The following provides some examples of biological agents:

- Plague bacteria
- Smallpox virus
- Anthrax bacteria

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

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

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

The emergency response summary is:

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

Radiological Agents

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

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

The types of radiation are:

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

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

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

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

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

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

The emergency response summary is:

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

Summary

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

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

Some of the characteristics could be

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

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

The following is a list of precautions for guidance:

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

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

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

Annex A Definitions

For the purpose of this document, the definitions from AS 3745-2010, the Building Code of Australia (BCA), Occupational Health and Safety legislation (OH&S), Australian Federal Police Bomb Data Centre and those below apply.

Alternative Solution

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

Area

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

Bomb

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

Bomb threat

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

Improvised Explosive Device (IED)

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

Courier-delivered bomb

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

Mail bomb

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

Placed bomb

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

Vehicle bomb

Vehicle Borne Improvised Explosive Device (VBIED). An incident in which a vehicle is used as the means of delivery of a large IED.

Building, Structure and Workplace

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

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

Designated Building Entry Points (DBEPs)

In compliance with AS1670.1 each building with an Automatic Fire Alarm that is required to be connected to a Fire Brigade or independent monitoring centre must have a Designated Building Entry point (DBEP). The DBEP will normally be the main entrance to the building. The regulatory authority may require large buildings to be equipped with multiple DBEPs.

Emergency Control Organisation (ECO)

A competent person or persons who implement the emergency procedures.

Emergency/Incident

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

Emergency Evacuation Management Plan

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

Emergency Planning Committee (EPC)

Persons responsible for the documentation and maintenance of an emergency management plan.

Emergency Prevention

The measures taken, including the regulatory and physical measures, to ensure that emergencies are prevented or their effects mitigated. The goal of emergency prevention is to eliminate or reduce the incidence or severity of emergencies.

NOTE: Examples of emergency prevention are: good house-keeping measures including reduction removal of excessive fuels loads; and policies/procedures and training in the safe use of installed equipment.

Emergency Procedures

A documented scheme of assigned responsibilities, actions and procedures within a designated section of the emergency management plan, to respond to and manage emergencies as identified in the hazard assessment.

Emergency Alarm Initiating Device

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

Emergency Warning and Intercommunication System (EWIS)

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

Emergency Warning Systems (EWS)

A system to provide a distinctive audible signal, verbal address, and visible signals as required, for emergency alarm purposes.

Evacuation

The orderly movement of people from a place of danger.

Evacuation diagram

A graphical representation of a floor or area of a facility.

Evacuation Route

1. An ***evacuation route***, in relation to a building, means:
   a. a path of travel from any place in the building, through a final exit of the building, to a place of safety outside the building; or
   b. otherwise, a path of travel from a common area of the building, through a final exit of the building, to a place of safety outside the building.
2. An *evacuation route* includes the space above a path of travel.

Evacuation time

Evacuation time means the time calculated from when the emergency starts for the occupants of the building to evacuate to a safe place appropriate to:

a. the number, mobility and other characteristics of the occupants; and
b. the function or use of the building; and
c. the travel distance and other characteristics of the building; and
d. the fire load; and
e. the potential fire intensity; and
f. the fire hazard; and
g. the fire hazard properties; and
h. any active fire safety systems installed in the building; and

i. fire brigade intervention.

Facility

A structure or workplace that is, or may be occupied by people (occupants).

NOTE: See relevant Commonwealth, State and Territory occupational health and safety statutes for the definition of 'workplace'.

Fire Safety System

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

a. warn people of an emergency; or
b. provide for safe evacuation; or
c. restrict the spread of fire; or
d. extinguish a fire, and includes both active and passive systems.

Fire Service

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

Fire and Evacuation Instructions
Fire and evacuation instructions for a building, means general evacuation instructions, first-response evacuation instructions or evacuation coordination instructions for the building.
Managing Entity (Occupier)

The managing entity, of a multi-occupancy building, means the entity that is the occupier of, or in control of, the general access areas of the facility.

Examples of entities that may be managing entities of buildings include a body corporate or the owner of a building.

Manual Call Point

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

Master Emergency Communications Point (MECP)

The location within the building from where a warning system can be activated and from where instructions can be relayed to the Warden Intercom Points.

Occupant

People at a facility, whether inside or outside it, whether permanent or temporary.

Occupier

The entity that is the occupier of, or in control of, the general access areas of the facility.

Persons with Special Needs

A person who is unable to effectively, or who requires assistance to respond to an emergency in, or participate in an evacuation from a facility.

Safe place

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

Warden Intercom Point (WIP)

The location on a floor or evacuation zone, where equipment is provided through which instructions can be received from the controlling emergency control panel via the emergency intercommunication system.

Workplace

Any place where work is, or is to be, performed by:

a. a worker who does work whether the person engaged works for gain or reward or on a voluntary basis; or
b. a person conducting a business or undertaking.

NOTE: This definition includes places commonly recognized as workplaces, such as offices, shops, factories, construction sites and hospitals. It also includes many other types of less obvious workplaces, such as mines, underground tunnels, railway stations, care facilities, goals, etc.

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

Annex B Emergency Calls

Persons in charge of a workplace should ensure that a list of all emergency contacts is maintained.

This list must contain, but not be confined to, the Emergency Services number – “000”, individual local area Emergency Services (station) contact numbers, local authority (council), Environmental Protection Agency, electrical authority, private electrical contractor, gas supplier/authority and plumber.

000

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

Telstra, as the designated universal emergency call service provider, currently operates the “000” emergency call service from two centralised emergency call centres in New South Wales and Victoria. Telstra's role in operating the “000” service is to connect callers to the nearest and most appropriate emergency service organisation as quickly as possible. The local emergency service organisation (police, fire or ambulance) is then responsible for sending help to the correct location.

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

112*

The “112” number cannot be dialled from the fixed network.

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

When dialling “112” on GSM mobile phones, access is provided regardless of the presence or validity of the SIM card within the phone, or whether the keypad is locked.

- “112” can be dialled anywhere in the world with GSM coverage and callers will be automatically translated to that country's particular emergency number.
- A caller is able to connect to the emergency services answering point if GSM mobile coverage is available from any carrier's network at the location of the call.

106 (Text-based emergency call service)

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

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

Emergency Alerts

Alerts are issued by emergency services authorities such as fire, emergency services, and police in each State or Territory. Each State and Territory has people trained in using the system and they will decide if a telephone alert needs to be issued to a community. It is for use in a range of emergency situations, including bushfires and other extreme weather events.

Emergency Alerts are sent by emergency services to landline telephones based on the location of the handset, and to mobile phones, based on the billing address. In the case of an emergency, you may receive a voice message on your landline or a text message on your mobile phone. If you receive an Emergency Alert and want more information, follow the instructions in the message or find your local emergency service at http://www.emergencyalert.gov.au/.

Who sends these alerts? Alerts are issued by emergency services authorities such as fire, emergency services, and police in each State or Territory. Each State and Territory has people trained in using the system and they will decide if a telephone alert needs to be issued to a community.

When warnings are issued you need to understand the level of warning. There are three levels, each increasing in importance:

1. Advice – a bushfires or other extreme weather event has started – general information to keep you up-to-date with developments.
2. Watch and Act – a bushfires or other extreme weather event is approaching you, conditions are changing; you need to start taking action now to protect your life and your family.
3. Emergency Warning – you are in imminent danger and need to take action immediately. You will be impacted by the bushfires or other extreme weather event.

While the emergency services will do their best to provide official warnings, you should not wait to receive a warning to leave. Incidents such as bushfires can be threatening lives and homes within minutes of starting.

Just because you don't receive a warning, does not mean there isn't a threat; and do not expect a fire truck.

You need to remain alert, monitor the outside environment for signs of the event and actively seek information. Tune into your emergency broadcasters: ABC and commercial radio stations, and SKY News TV, for fire updates and warnings during the fire season.

Fire Danger Rating (FDR)

CATASTROPHIC
EXTREME
SEVERE
VERY HIGH
HIGH
LOW TO MODERATE

Points to remember:

- Emergency Alert is operated and activated by authorised personnel from emergency services organisations. It allows for localised, community based warnings to be issued by area or geographic region.
- In the case of an emergency, you may receive a voice message on your landline or a text message on your mobile phone. It is for use in a range of emergency situations, including bushfires and other extreme weather events.
- It is important that you do not rely on receiving an alert: you and your community must still prepare yourselves and have an action plan in case of an emergency.
- The alert you receive will direct you to either seek further information from a website or, radio station or it may give you advice on what you should do.
- If you provide your children with mobile phones, it is important to explain to them what to do if they receive an alert. If your child receives an alert when they are at school, they must follow the emergency management arrangements currently in place at their school.
- Alerts do not replace existing workplace emergency arrangements. You must follow current emergency management arrangements in place at your workplace.
- You will receive the alert regardless of who provides your telephone service.

WEB SITES:

BUREAU OF METEOROLOGY (BOM)
http://www.bom.gov.au

QUEENSLAND
QFRS http://www.fire.qld.gov.au/
QLD RFS http://www.ruralfire.qld.gov.au
SES http://www.emergency.qld.gov.au/ses

VICTORIA
MFB http://www.mfb.vic.gov.au/
CFA http://www.cfa.vic.gov.au
SES http://www.ses.vic.gov.au

WESTERN AUSTRALIA
FESA http://www.fesa.wa.gov.au/
SES http://www.ses-wa.asn.au/

SOUTH AUSTRALIA
SAMFS http://www.samfs.sa.gov.au

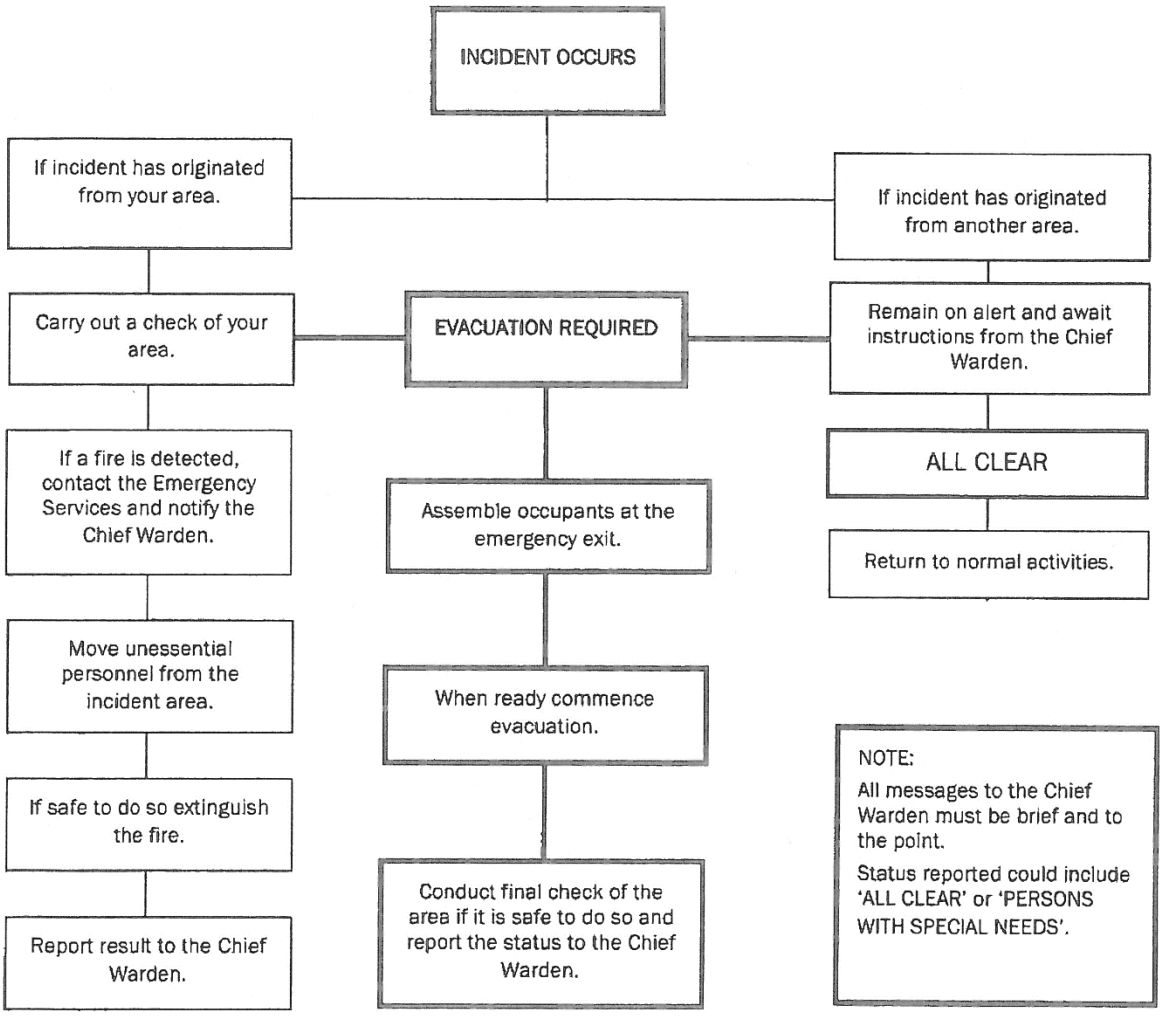
Country Fire Service http://www.cfs.sa.gov.au
SES http://www.ses.sa.gov.au

TASMANIA
Tasmanian Fire Service http://www.fire.tas.gov.au
SES http://www.ses.tas.gov.au/

NEW SOUTH WALES
NSW Fire Brigade http://www.nswfb.nsw.gov.au/
Rural Fire Service http://www.rfs.nsw.gov.au/
SES http://www.ses.nsw.gov.au/

Annex C Warden Emergency Procedure Flow Chart

WARDEN EMERGENCY PROCEDURES



Annex D Example of a "Personal Emergency Evacuation Plan"

PERSONAL EMERGENCY EVACUATION PLAN

Occupant's Name: _____

Location: _____

Building/Facility _____

Floor _____

Room Number _____

Is an Assistance Animal involved? YES ☐ NO ☐

Are you trained in the emergency response procedures(including the evacuation procedures)? YES ☐ NO ☐

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

_____

Preferred method for Notification of Emergency: (Please state, e.g. visual alarm, personal vibrating device, SMS, etc.)

_____

Type of assistance required: (Please list procedures necessary for assistance.)

_____

_____

_____

Equipment required for evacuation: (Please list.)

_____

_____

_____

Egress procedure: (Give step by step details.)

1. _____

2. _____

3. _____

Designated assistants and contact details: (Please list name, phone, mobile, email.)

_____

_____

_____

The designated assistants have been trained in the emergency response procedures: (including the evacuation procedures)

YES ☐ NO ☐

The designated assistants have been trained in the evacuation equipment:

YES ☐ NO ☐

The following diagram details the preferred route for assisted evacuation.

(INSERT DIAGRAM)

Date of Issue: _____ Review Date: _____

Occupant approved: _____ Date: _____

(signature)

Annex E Bush Fires

Introduction

When preparing for bushfires and what to do in the event of a bushfire the following must be considered:

- you must prepare, and decide, well before a fire occurs, whether to leave early or stay and defend your home or business; and
- adhere to the following principles:
  - the safest option is always to leave early rather than to stay and defend,
  - not all buildings are defendable in all circumstances and you are advised to undertake an individual assessment of defendability,
  - unless a building is defendable the advice is to leave early,
  - the impact of topography, fire weather and fire intensity on defendability should be factored into building assessments,
  - the risks of staying to defend includes the risk of physical injury and death,
  - contingencies are needed as the best-made plans may fail,
  - even if a plan is to stay, preparations to enable leaving should also be made, including the preparation of a 'relocation' kit specifying the location of designated community fire refuges,
  - there could be psychological impacts of staying to defend a property,
  - it is inadvisable for children to be present during the defence of properties,
  - families with young children, older people, and disabled people are advised to plan for early relocation,

Emergency Alerts

Alerts are issued by emergency services authorities such as fire, emergency services, and police in each State or Territory. Each State and Territory has people trained in using the system and they will decide if a telephone alert needs to be issued to a community. It is for use in a range of emergency situations, including bushfires and other extreme weather events.
Emergency Alerts are sent by emergency services to landline telephones based on the location of the handset, and to mobile phones, based on the billing address. In the case of an emergency, you may receive a voice message on your landline or a text message on your mobile phone.

If you receive an Emergency Alert and want more information, follow the instructions in the message or find your local emergency service at http://www.emergencyalert.gov.au/.
Who sends these alerts? Alerts are issued by emergency services authorities such as fire, emergency services, and police in each State or Territory. Each State and Territory has people trained in using the system and they will decide if a telephone alert needs to be issued to a community.

When warnings are issued you need to understand the level of warning. There are three levels, each increasing in importance:

1. Advice – a fire has started – general information to keep you up-to-date with developments.
2. Watch and Act – a fire is approaching you, conditions are changing; you need to start taking action now to protect your life and your family.

3. Emergency Warning – you are in imminent danger and need to take action immediately. You will be impacted by fire.

While the fire service will do its best to provide official warnings, you should not wait to receive a warning to leave. Bushfires can be threatening lives and properties within minutes of starting. Just because you don't receive a warning, does not mean there isn't a threat; and do not expect a fire truck.

You need to remain alert, monitor the outside environment for signs of fire and actively seek information. Tune into your emergency broadcasters: ABC and commercial radio stations, and SKY News TV, for fire updates and warnings during the fire season.

Leave Early or Stay and Defend

With proper preparation, most buildings can be successfully defended from bushfire. People need to prepare their properties so that they can be defended when bushfire threatens. They need to plan to leave early, or plan to stay and defend them.

NB: It must be recognised that in certain instances, some buildings, due to their construction methods, construction materials, the site they are located on or their proximity to high and unmanageable fuel loads, cannot for all practical purposes be defended against high intensity bushfires. In these circumstances, householders should be encouraged to relocate early if the intensity of an approaching bushfire is likely to make conditions unsafe. IF YOU ARE UNSURE CONSULT WITH YOUR LOCAL FIRE SERVICE AS PART OF YOUR PREPLANNING.

Bushfire Alert Levels

Alert Level	Fire Behaviour	Impact Potential	What Should I Do?
CODE RED	Fires may be uncontrollable, unpredictable and fast moving - flames will be higher than roof tops. Thousands of embers will be blown around. Spot fires will start, move quickly and come from many directions, 20km or more ahead of the fire.	People may die or be injured. Thousands of properties and businesses may be destroyed. Well prepared, well constructed and well defended buildings may not be safe during the fire. Do not expect a fire truck.	**If you live in a bushfire prone area the safest option is to leave the night before, or early in the morning.** Leaving is the safest option for your survival if you live in a bushfire prone area - finalise your options for relocation. Activate your Bushfire Survival Plan - Now. Prepare to leave - check your Fire Ready Kit. Monitor the weather and fire situation in any way you can: through fire service website, ABC or local radio, TV and newspapers.
EXTREME:	Fires may be uncontrollable, unpredictable and fast moving - flames will be higher than roof tops. Thousands of embers will be blown around. Spot fires will start, will move quickly and come from many directions, up to 6km ahead of the fire.	People may die and be injured. Hundreds of properties and businesses may be destroyed. Only well prepared, well constructed and actively defended buildings are likely to offer safety during a fire Do not expect a fire truck.	**The safest option is to leave early in the day if you live in a bushfire prone area and your Bushfire Survival Plan is to leave. Only stay if your property is well prepared, well constructed and you can actively defend it.** Activate your Bushfire Survival Plan - Now. Prepare for the emotional, mental and physical impact of defending your property - if in doubt, leave. Monitor the weather and fire situation in any way you can: through fire service website, ABC or local radio, TV and newspapers.
SEVERE:	Fires may be uncontrollable and move quickly - flames may be higher than roof tops Expect embers to be blown around Spot fires may occur up to 4km ahead of the fire.	There is a chance people may die and be injured. Some properties and businesses may be destroyed Well prepared and actively defended buildings can offer safety during a fire Do not expect a fire truck.	**The safest option is to leave early in the day if you live in a bushfire prone area and your Bushfire Survival Plan is to leave. Only stay if your property is well prepared and you can actively defend it.** Prepare for the emotional, mental and physical impact of defending your property - if in doubt, leave. Only stay if your property is well prepared and you can actively defend it. Check your Bushfire Survival Plan - Now. Monitor the weather and fire situation in any way you can: through fire service website, ABC or local radio, TV and newspapers.
VERY HIGH:	Fires can be difficult to control - flames may burn into the tree tops. Embers may be blown ahead of the fire. Spot fires may occur up to 2km ahead of the fire.	There is a low chance people may die or be injured. Some properties and businesses may be damaged or destroyed. Well prepared and actively defended buildings can offer safety during a fire.	**If you live in a bushfire prone area and your Bushfire Survival Plan is to leave, the safest option is to leave at the beginning of the day.** If you live in a bushfire prone area and you plan to leave; finalise your options and leave early on the day. Only stay if your property is well prepared and you can actively defend it. Check your Bushfire Survival Plan - Now. Monitor the weather and fire situation in any way you can: through fire service website, ABC or local radio, TV and newspapers.
HIGH:	Fires can be controlled. Embers may be blown ahead of the fire. Spot fires can occur close to the main fire.	Loss of life is highly unlikely and damage to property will be limited. Well prepared and actively defended buildings can offer safety during a fire.	**Check your Bushfire Survival Plan.** Make sure your family and property are well prepared for the risk of bushfire. Review and practise your bushfire plan for different scenarios (e.g. kids at school/home, visitors). Know where to get more information - fire service website.
LOW-MODERATE:	Fires can be easily controlled.	There is little to no risk to life and property.	**Check your Bushfire Survival Plan.** Make sure your family and property are well prepared for the risk of bushfire. Review and practise your bushfire plan for different scenarios (e.g. kids at school/home, visitors). Know where to get more information - fire service website.

Bushfire Survival Plan

Once the plan is completed, it is important that you practise and review your plan regularly. This will mean that if you need to activate your plan in a real bushfire, you will have already gone through the process and be able to respond appropriately. You MUST have pre-planned where you will go in the event that you decide to leave early (*it must be a safe place such as a designated community fire refuge – consult with your local Fire Service if you are unsure of what would be a safe location*).

With proper preparation, most buildings can be successfully defended from bushfire. People need to prepare their properties so that they can be defended when bushfire threatens. They need to plan to leave early, or plan to stay and defend them.

NB: It must be recognised that in certain instances, some buildings, due to their construction methods, construction materials, the site they are located on or their proximity to high and unmanageable fuel loads, cannot for all practical purposes be defended against high intensity bushfires. In these circumstances, householders should be encouraged to relocate early if the intensity of an approaching bushfire is likely to make conditions unsafe. IF YOU ARE UNSURE CONSULT WITH YOUR LOCAL FIRE SERVICE AS PART OF YOUR PREPLANNING.

The 'stay and defend' option draws on three principal conclusions from research:

- buildings are 'more likely to survive' if someone is there to protect them (noting that fire agencies cannot attend every property)
- most buildings lost in bushfires ignite from small fires caused by sparks and embers and, by extinguishing those ignitions, adequately skilled and equipped people can save a building that would otherwise be lost in a fire
- the most important aspect of preparation is the creation and maintenance of a 'defendable space' within which a property can be defended against embers and radiant heat.

FOLLOW THESE STEPS

Identify the Fire Danger Rating
Identify and use the Fire Danger Rating for the day to guide which plan to activate.

Activate your Bushfire Survival Plan
Activate your plan that is relevant to the Fire Danger Rating. Someone must take charge and lead the family through the process by communicating clearly what needs to be done. Make sure you know who is doing what and when.

Prepare yourselves
Retrieve your survival kit and put on personal protective clothing.
Prepare to leave early
Pack your relocation box into the car and relocate to a safer place. Make sure you have plenty of time to leave and do not return until it is safe to do so.
OR
Prepare to stay and defend
Ensure you have the necessary equipment ready and are mentally prepared to actively defend.

Bushfires – Knowledge of the risk in your environment

Most Australians will face some level of bushfire risk each summer. You don't have to live in a rural area to be at risk of bushfire. Suburban businesses' and properties can also be destroyed by bushfires.

Bushfires occur in many areas of Australia. This includes where urban areas meet the bush, in urban areas where buildings have grassland or bush around them and in rural and remote areas.

Understanding the environment in which you live, and the associated risk level, is the first step in minimising your risk from a bushfire.

Take a look around your local area and to determine what the types of plants and foliage surround you. This will determine if you're likely to be affected by bushfire.

The amount and type of vegetation around your area, along with local terrain including hills and valleys, may affect the intensity of a bushfire.

The type of vegetation around you will influence bushfire behaviour. A bushfire in a forest will be very hot yet may not move quickly, while a fire in grassland may be less intense but will burn very quickly. Bushfires in coastal scrub burn very hot yet do not move as fast as a grass fire.

While all these bushfires may burn differently, they all have the potential to claim lives and destroy property.

Weather conditions such as extreme heat, gusting winds and low rainfall dramatically increase the level of bushfire risk. Prolonged drought dries vegetation making it easier to burn. The combination of drought with hot, dry and windy days means bushfires can quickly become uncontrollable, placing life at risk.

As well as vegetation, population density and vehicle access contribute to your level of risk.
If you live in a suburb or town that is densely populated it may be more difficult to leave the area once alerted to a bushfire. Poor road access, such as narrow streets, may make it difficult for firefighting vehicles to manoeuvre through the streets. It may also make it difficult for people to leave an area safely once they know there is a bushfire in the area.

Many businesses' and properties on the outskirts of metropolitan and regional cities are surrounded by paddocks, grassland, bush or forest. In most instances, these fringe urban areas are a combination of urban and semi-rural or bushland environments. These areas can be heavily, moderately or sparsely vegetated with scrub, forest and grass, which create the risk of an extremely dangerous bushfire.

There is substantial risk of ember attack, which is burning bits of twigs, leaves and debris landing around buildings and starting fires. If buildings are close together there is the added potential for structure-to-structure fire spread. Buildings are at risk from ember attack even if a forest is several kilometres away.

Bushfire Knowledge Summary

Understand the environment in which you live. If you live near bush, grassland or the coast you may be at risk from bushfire.
Remember you don't need to live in the bush to be at risk of bushfire. Suburban areas are at risk as well. Several factors influence the risk of bushfire in your area including vegetation, weather, population and vehicle access. The type of vegetation around you will affect your bushfire risk.

Bushfires in grass will burn and spread quickly, however will be less intense. Bushfires in a forest will burn slower than in grass however they will be more intense.

The drier and taller the grass is the higher the bushfire risk. The denser the undergrowth in a forest and more difficult it is to see through the more intense a bushfire will be

Consider the environment in which you live and the vegetation that surrounds you.
How bushfires spread

A bushfire spreads in three ways:

- Burning embers – when embers land on fine fuels they can start small fires. If left unchecked, these fires smoulder, grow and spread. Sometimes this creates many smaller fires ahead of the main fire
- Radiant heat – sufficient radiant heat can heat fuels in front of the fire until they ignite and then continue to burn
- Direct flame contact – flames move forward and continue to ignite dry fuels ahead of the fire.

Ember attack is one of the main ways buildings are set alight during bushfires. Ember attack occurs when small burning twigs and leaves carried by the wind land on a building. It can happen during all stages of a bushfire: before, during and after the fire front passes. Places where debris accumulates, such as in gutters, are a good indicator of where embers may land and start fires. If left unchecked, the fires can destroy buildings.

The heat that radiates from a bushfire is very intense. Radiant heat can ignite exposed surfaces without direct flame or even ember contact. Radiant heat can crack or break windows, allowing embers to enter a building.

Plastics used as wall cladding can be distorted badly or melted to expose timber framing.

Radiant heat is extremely dangerous to people if they are unprotected by a building or shelter. The distance between the fire and a building will determine how much direct flame contact and or radiant heat the building is subjected to. If the distance from the fire is doubled, the radiant heat load on the building can be reduced up to four times.

The chance of direct flame contacting a building is increased when winds bend the flames closer toward the ground. The length of time that direct flame contact and or radiant heat lasts depends on how much fuel there is to burn and how quickly this burns. You can greatly reduce radiant heat and direct flame contact to your building by carefully managing the vegetation around your building.

By managing the vegetation around your property you can create some space around your building that will reduce bushfire intensity. This is known as defendable space. Creating such a space limits the ability of a moving fire to spread directly to your building through flame contact or radiant heat.

As a general rule you may need much more defendable space if there is dense forest all around you. However, if you are surrounded by grass or manicured gardens you will need less.
This needs to be considered for up to 100 metres around your building/s. However, there is a critical 10 metre space around your building/s. This is known as the inner zone.

General Guidance:

Create a space around your building by having a 10 metre area (inner zone) with:

- Grass no higher than 10 centimetres
- No plant-based mulch or leaf litter more than one centimetre deep.
- No shrubs next to or below windows. In many bushfires, burning shrubs that are up against a building have cracked windows and allowed embers to enter the building
- No shrubs over one metre
- No overhanging tree branches

Further out from the 10 metres to your property boundary, or where possible, manage the vegetation up to 100 metres so that only half the area has shrub coverage and grass is kept short.

Severe fires are less likely to occur without fine fuels, ladder fuels and shrubs underneath them and there are breaks between clumps of vegetation. This makes it more difficult for the fire to move from one area to another and reduces the fire intensity.

Some government bodies give residents who own their property the right to:

- Remove, destroy or lop any vegetation within 10 metres of a building used for accommodation
- Remove, destroy or lop any vegetation, except for trees (ie. ground fuel), within 30 metres of a building used for accommodation
- Remove, destroy or lop any vegetation for a combined maximum width of four metres either side of boundary fences. You need to have prior written permission from the landowner.

During the bushfire season there is maintenance activities that will help keep you fire ready:

- Clean leaves out of gutters
- Clear accumulated leaf litter and other fine fuels from around the building. On days of strong winds you will notice where leaf litter accumulates around the building/s. This is where embers will land during a bushfire
- Remove flammable items from around the building/s, such as paper, boxes and crates
- LPG cylinders have a vent pipe that should be faced away from the building
- Move woodpiles away from the building
- Store fuel supplies and chemicals away from the building.

REMEMBER

It must be recognised that in certain instances, some buildings, due to their construction methods, construction materials, the site they are located on or their proximity to high and unmanageable fuel loads, cannot for all practical purposes be defended against high intensity bushfires. In these circumstances, householders should be encouraged to relocate early if the intensity of an approaching bushfire is likely to make conditions unsafe. IF YOU ARE UNSURE CONSULT WITH YOUR LOCAL FIRE SERVICE AS PART OF YOUR PREPLANNING.
WEB SITES:

BUREAU OF METEOROLOGY (BOM)
http://www.bom.gov.au

QUEENSLAND
QFRS http://www.fire.qld.gov.au/
QLD RFS http://www.ruralfire.qld.gov.au
SES http://www.emergency.qld.gov.au/ses

VICTORIA
MFB http://www.mfb.vic.gov.au/
CFA http://www.cfa.vic.gov.au
SES http://www.ses.vic.gov.au

WESTERN AUSTRALIA
FESA http://www.fesa.wa.gov.au/
SES http://www.ses-wa.asn.au/

SOUTH AUSTRALIA
SAMFS http://www.samfs.sa.gov.au
Country Fire Service http://www.cfs.sa.gov.au
SES http://www.ses.sa.gov.au

TASMANIA
Tasmanian Fire Service http://www.fire.tas.gov.au
SES http://www.ses.tas.gov.au/

NEW SOUTH WALES
NSW Fire Brigade http://www.nswfb.nsw.gov.au/
Rural Fire Service http://www.rfs.nsw.gov.au/
SES http://www.ses.nsw.gov.au/

Annex G Hazardous Materials

Introduction

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

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

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

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

RISK ASSESSMENT

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

This would include

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

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

MATERIAL SAFTEY DATA SHEETS (MSDS)

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

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

- Emergency contacts.

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

HEALTH AND SAFETY

Any hazardous material can affect personnel by:

- Inhalation;
- Absorption;
- Ingestion.

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

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

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

General Group Classification System for Dangerous Goods.

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

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

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

Class labels for dangerous goods

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

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

The main subdivisions for dangerous goods are:

Class 1 - explosives:

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

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

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

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

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

Class 7 - radioactive substances.

Class 8 - Corrosives - includes solids or liquids which possess in their original state, the common property, or being capable of damaging tissue. In addition, the substance may cause damage to other goods or the means of transport or storage if leakage occurs from its container, e.g., sulphuric acid, sodium hydroxide.

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

SIGNS

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

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

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

HAZCHEM CODE

The HAZCHEM Code advises on:

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

NUMERALS

The numerals in the code denote the firefighting media:

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

If the code has the numeral “1” then all other agents can be safely used. “2” use fog, foam or dry agent. “3” use foam or dry agent. “4” use dry agent only. As we can see we can come down the list but agents above cannot be used.

LETTERS

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

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

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

The letter V means that the material can be violently or explosively reactive.
The letter E means you should consider evacuation if there is any doubt on the ability to contain the situation.

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

HAZCHEM Code

The HAZCHEM emergency action code provides emergency services personnel with information on the correct initial action to be taken to prevent the escalation of an incident.

It is used in New Zealand for the transport of bulk dangerous goods and is also often used on dangerous goods stores. It is shown on Emergency Information Panels and may also be found on the labels of chemical products.

- Firefighting media.
- Personal protection requirements.

- Risk of violent reaction.
- Spillage handling.
- Evacuation consideration.

EMERGENCY NUMBERS AND INFORMATION IN AN EMERGENCY, CALL 000 FOR EMERGENCY SERVICES (FIRE BRIGADE, AMBULANCE, POLICE) HELP THEM TO HELP YOU BY GIVING THE FOLLOWING INFORMATION:

Identification:

Your Name/Organization
Call Back No./Location

Event:
Product(s) Involved
Quantity
Type of vehicle/Container
Deaths/Injuries
Time/Exact Location
Help: on site/to be called

Other Helpful Information:
Consignor/Origin
Carrier
Consignee/Destination
Car/Truck/Trailer/Flight No.
Bill of Lading/Waybill No.

IN CASE OF POISONING, CALL POISONS INFORMATION CENTRE 131 126

HAZARDOUS SUBSTANCES ON SITE

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

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