COMPLIANCE EMERGENCY PLANNING

Emergency Plan

66 King St

Sydney NSW 2000

11th August, 2020

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1 SECTION ONE

1.1 Revision Record

This Emergency Plan was developed by Compliance Emergency Planning (CEP) for the Emergency Planning Committee of 66 King St Sydney NSW 2000.

The revision record below applies to this Emergency Plan only.

Adequate steps are to be taken to ensure all copies of the emergency plan are maintained at the same revision.

This emergency plan is specific to the current site. Renovation, extensions, alterations to emergency and life safety equipment will require alteration to this procedure.

Document Version	Dated	Revision Details
1.0	11th August, 2020	Initial issue

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1.2 Definitions

Bomb	A device of any size or shape which can look obvious or be camouflaged may vary in its sophistication and may not necessarily explode (i.e. incendiary, toxins/noxious substances, sharps, animal, reptiles). Referred to as an IED.
Bomb Threat	Threats, 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, date, place or against any specific person. It is not necessary for any other action to be taken by the offender.
Emergency Plan (EP)	The written documentation of the emergency arrangements for the facility.
Emergency Planning Committee (EPC)	Persons responsible for the documentation and maintenance of the Emergency Plan.
Evacuation Diagram (ED)	Emergency and evacuation information about the facility, comprising a pictorial representation of the floor or area and other relevant information.
Improvised Explosive Device (IED)	A device placed or fabricated in an improvised manner incorporating destructive, lethal, noxious, pyrotechnic or incendiary chemicals and designed to destroy, incapacitate, harass or distract. It may incorporate military stores but it is normally devised from non-military components. Referred to as an IED
Mail Bomb	An IED sent through the postal system.
Emergency Control Point (ECP)	Location from which the Chief Warden can establish control, communication and co-ordination
Suspect Item	An item considered to be suspicious by response personnel (police, military or civilian) and requiring further investigation or specialist inspection. The term 'suspect' applies only to those items that are eventually declared safe and innocuous.

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1.3 List of Abbreviations

ABDC	**Australian Bomb Data Centre**
AS	**Australian Standard**
AS/NZS	**Joint Australian/New Zealand Standard**
BCA	**Building Code of Australia**
ECO	**Emergency Control Organisation**
ECP	**Emergency Control Point**
HB	**Handbook**
MCP	**Manual Call Point (red)**
PA	**Public Address System**
PEEP	**Personal Emergency Evacuation Plan**
s.s.e.p	**Sound system for emergency purposes**
WIP	**Warden Intercommunication Point**

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1.4 Distribution of Plan

The Emergency Plan will be distributed to:

- Members of the EPC
- Chief Warden
- On the intranet

Appendix C of the Emergency Plans will be provided to:

- Occupants
- Visitors

Personal Emergency Evacuation Plans will be retained by the relevant warden, with a copy held by the Chief Warden.

The following table records the distribution of hard copies:

Date	Location
11th August, 2020	Emergency Control Point:

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1.5 Period of Validity and Review Requirements

This Emergency Plan is valid for 5 years from the date of issue, provided that:

- There has been no variation in AS 3745;
- The critical emergency evacuation system elements are inspected and tested in accordance with AS1851.
- The Emergency Plan is inspected annually for relevance to the facility;
- The Emergency Response Procedures are tested annually by an emergency response exercise;
- Any feedback from the emergency response exercises are acted upon to improve the procedure;
- The essential safety measures installed in the building are maintained to perform to the standard to which they were installed;
- Paths of travel to exits are inspected by a competent person annually and found to be free of obstruction.

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1.6 Purpose and Scope

The Emergency Planning Committee has decided to implement appropriate measures to deal with emergencies at , 66 King St, Sydney NSW 2000.

This emergency plan has been developed in accordance with AS 3745:2010 Planning for Emergencies in facilities for , 66 King St, Sydney NSW 2000.

This document has been commissioned by the Emergency Planning Committee (EPC) to provide direction to the Emergency Control Organisation (ECO) and property occupants. This document provides information which will be of assistance to:

- Reduce the potential of emergencies.
- Reduce the potential results of emergencies.
- Make decisions in emergencies.
- Respond to emergencies.

The emergency response procedure relies on an ECO. It intends for the members of the ECO to be empowered to act within its guidelines, taking initiative to deal with the circumstances encountered. This procedure is not prescriptive for all possible circumstances and requires members of the ECO to act appropriately. As such, this information is intended for dissemination prior to the need to respond to emergencies.

When utilising these procedures, the first priority is to the safety of the occupants. It is expected that the ECO will take early action to ensure that occupants are always directed in a safe environment. When indicated by the emergency response procedure, actions – particularly those to deal with protection of property, records or other assets - should only be attempted if it safe to do so.

The scope of this document is to deal with emergencies until the arrival and assumption of control of the emergency services.

The EPC has also organised the creation of an ECO with roles and responsibilities as defined by this document.

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1.7 Emergency Planning Committee

1.7.1 Structure

Senior management, the Chief Warden and specialist facility personnel have been invited to form the Emergency Planning Committee (EPC).

1.7.2 Purpose

The EPC was formed to:

- Conduct a risk analysis of the facility to identify events that might give rise to emergency situations.
- Prepare this emergency plan in accordance with AS3745-2010 to prevent, prepare for and mitigate the emergencies identified. This emergency plan includes emergency response procedures
- Ensure resources are provided to implement this emergency plan.
- Distribute the Emergency Response Procedures and relevant parts of the emergency plan to appropriate persons.
- Establish and maintain an emergency control organisation (ECO).
- Implement this emergency plan through:
    - Disseminating information to occupants
    - Training the ECO and occupants based on the schedule in Section 1.14 - Training
    - Testing the emergency response procedures based on the schedule in Section 1.5 – Period of validity and review requirements
- Review the procedures and identify and correct deficiencies on a regular basis.
- Create, maintain current and make available a register of the ECO members.
- Establish strategies to ensure visitors are made aware of emergency response procedures.
- Create a mechanism to record events of any emergency that occurs at the facility.

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1.8 Facility Identification and Organisational Arrangements

This emergency plan documents the organisational arrangements and procedures relating to the response and management of emergencies for:

66 King St

Sydney NSW 2000

This facility is a 14 storey building, situated in the Sydney Central Business District. It consists of Lower Basement and Upper Basement; Ground floor; 13 floors of office space and a plant floor.

The office floor space is shared work-space, occupied by multiple customers of WeWork, who administrate and manage their customers. They provide concierge service.

The facility has a Building Manager who ensures the ongoing operation of the building.

1.9 Hours of Occupancy

Normal days of occupancy are Monday to Friday.

Normal hours of occupancy are 8.00am to 5.30pm.

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1.10 Threats Identified

The following potential emergencies have been identified for this building:

- Bomb
- Bomb Threat
- Armed confrontation or intruder
- Personal threat
- Chemical, biological and radiological / nuclear incidents
- Civil disorder
- Medical emergency
- Arson
- Explosion
- Suspect object
- Earthquake
- Fire and smoke
- Severe weather / storm damage
- Hazardous substance incidents
- Structural instability
- Toxic emissions
- Terrorism

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1.11 Emergency Colour Codes

A standardised colour code may be used for notification, identification and response activation in emergencies. The following codes may be used

Emergency	Colour
Evacuation	Orange
Fire and / or smoke	Red
Bomb Threat	Purple
Medical Emergency	Blue
Personal Threat e.g. persons threatening injury to others or themselves	Black
Internal emergency e.g. failure of essential services	Yellow
External emergency	Brown

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1.12 Emergency Response Equipment

The active fire and other safety systems installed in this facility are listed below. The building code to which the building was designed required these systems to work collectively with the emergency plan to maintain a safe environment. Failure by any component can dramatically impair the performance of other parts and introduce unsafe conditions.

1.12.1 Detection Systems

Fire Indicator Panel (FIP)	The fire indicator panel is also known as the 'fire control panel' or part of the control and indicating equipment.
Smoke detector	Smoke detectors sense the presence of smoke and indicate the alarm to the FIP
Thermal detector	Heat detectors sense that heat has passed a set temperature or rate of rise of temperature and indicate the alarm to the FIP
Red break glass alarm (Manual Call Point)	This device allows an occupant to raise the alarm manually. When the frangible element (that prevents accidental activation) is broken the device normally activates the occupant warning system and calls the fire service.
Automatic air conditioning shutdown	The control and indicating equipment has an ancillary function to automatically shut down the air conditioning system to prevent the system from spreading smoke from one zone to another.
Zone Smoke Control	Zone smoke control uses smoke detectors to distinguish a floor with smoke and isolate it from floors without smoke by exhausting the smoke floor and pressurising the adjacent non smoke floors. This is usually only applicable to buildings above 24m or 8 floors without sprinkler systems.

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1.12.2 Warning/Communication Systems

Emergency Warning and Intercommunication System (EWIS)	This system is designed to be automatically started by building fire detection systems; manually started by alarm initiating devices or by an operator; and provides emergency tones in the building and two-way communication between the communications officer and remote locations by warden intercommunication phones (WIP).
White break glass alarm – emergency call points	This device allows an occupant to raise the alarm manually. When the frangible element (that prevents accidental activation) is broken the device normally activates the occupant warning system only, but does not call the fire service.
Local, external bell	A bell that attracts attention to the location of the FIP or sprinkler control valve is mounted external to the building. It also warns persons about to enter the building that an alarm has been raised.
Alert Tone	The Alert Tone is a slow repetitive BEEP which can either be actuated by a signal from the FIP or suppression system; or manually by the communications officer.
Evacuation Tone	The Evacuation tone is a rise and fall tone, that communicates a directive to immediately evacuate the building. It can be activated by a signal from the FIP or suppression system; or manually by the communications officer
Public Address system	The communication officer can provide direction to the building occupants by using a public address system.
Visual Alarms	Lights or strobes are installed to indicate the alert and evacuate alarm to those with hearing impairment; or where environment noise is great e.g. plant rooms; or where sound is isolated e.g. recording studios.
Warden Intercommunication Phone (WIP)	Warden Intercommunication phones are linked to the EWIS panel so that the Chief Warden can have two-way communication with wardens in different parts of the facility.

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1.12.3 Suppression Systems

Sprinkler System / deluge system.	Sprinkler systems are designed to automatically suppress fires to prevent the destruction of the facility. The fire service is notified when it operates.
Hydrants	Fire hydrants have been installed to allow emergency service personnel to provide water to their equipment to fight a fire. These are not designed for occupant use.

1.12.4 First Attack Fire Fighting Equipment

Fire extinguishers	Fire extinguishers are installed to allow occupants to suppress fires in their initial stages.
Fire Hose Reels	Fire hose reels are installed to allow occupants to suppress fires in their initial stages.
Fire blanket	Fire blankets are installed for use on fires involving flammable liquids in containers e.g. cooking oil fires and/or a person whose clothes are involved in fire.

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1.12.5 Means of Escape

The following equipment has been installed to help safe egress from the building. The integrity of these systems may be maintained with passive fire protection products such as collars, fire rated mastics, mortars and pillows:

Exit doors	Exit doors allow occupants egress from the building
Fire doors	Fire doors maintain the fire resistance rating of a wall designated as a fire rated wall.
Emergency Lighting	Emergency lights provide light for occupants to safely navigate their path to an exit, for a limited period, if the power to the facility fails.
Exit Lights	Exit lights indicate a designated fire exit from an area or direction to a designated fire exit.
Fire isolated stairs	Fire stairs provide an egress path from a building that is separated from fire, heat and smoke. The stairwell integrity is maintained with fire doors.
Stairwell pressurisation	Stairwell pressurisation is a method of preventing smoke, from entering a stairway, allowing the stairway to be a safe means of escape for longer.
Smoke exhaust system	A smoke exhaust system has been installed to prevent an area from filling with smoke and to allow occupants time to escape.

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1.13 Emergency Control Organisation (ECO)

1.13.1 Authority

The ECO is a group of personnel who have been delegated the authority as wardens, to make decisions regarding the management and response to an emergency.

As mandated by AS 3745-2010 in an emergency all occupants are required to follow the instructions issued by ECO personnel and such instructions shall take precedence over the normal management structure. This authority is intended to ensure that life safety takes priority over asset protection, environmental considerations, production operations and business continuity during an emergency situation.

The authority of the ECO is confirmed by the requirements of the NSW Work Health and Safety Act and Regulation 2011 that requires an employee at work to cooperate with his/her employer with respect to any action taken by the employer to comply with a requirement of the Act including maintaining the workplace in a condition that is safe and providing instructions to employees to enable them to perform their work safely, without risk. When an ECO member gives a direction that is in accordance with the emergency response procedures, a person who refuses to follow the direction may be in breach of this Act.

1.13.2 Structure of the ECO

The ECO consists of wardens who are normally occupants of the building. During an emergency they take on specific roles, detailed below, with the authority that overrules the normal management. The wardens will be greatly assisted in their tasks if other occupants recognise their role and authority easily. Wardens are encouraged to explain the role and duties and seek out the co-operation of other occupants prior to any emergency. Other, temporary occupants such as visitors, members of the public and contractors will identify wardens by the identifying colours shown below on their identifying apparel. Hats, caps, helmets or vests with the wearer's ECO title can be used to identify wardens. The different roles are:

Role	Identifying Colour
Chief Warden	White
Deputy Chief Warden	White
Communications Officer	White
Floor wardens or area wardens	Yellow
Wardens	Red

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The ECO has a critical role during emergencies. The primary role is to ensure that life safety takes precedence over asset protection. As such, the specific duties described in this procedure are contingent on personnel proceeding only if it is safe to do so.

A team of people will be trained as Chief Warden empowering the first person of this team attending the Emergency Control Point to take control. Further members of this team who arrive at the ECP will act as directed by the Chief Warden.

A team of communications officers will be trained to operate the EWIS and / or OWS panel allowing the first person of this team attending the Emergency Control Point to assume this role. Further members of this team who arrive at the ECP will act as directed by the Chief Warden.

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ROLE OF THE CHIEF WARDEN

Pre-emergency

- Maintain a current list of ECO members
- Replace ECO members when a position becomes vacant
- Conduct regular exercises
- Ensure the ERP are kept up to date
- Attend EPC meetings
- Attend training and emergency response exercises
- Ensure personal ECO identification is available

The chief warden may become aware of an emergency by:

- Hearing an emergency tone from equipment installed in the building
- Witnessing a source of danger e.g. smoke
- Receiving notification from an occupant of the building
- Receiving notification from a member of the ECO
- Receiving notification from the emergency services
- Other method

Emergency

On becoming aware of an emergency, the Chief Warden will:

- Wear identifying equipment.
- Proceed to the Emergency Control Point (ECP) and take control.
- Communicate with wardens to ascertain the extent of the emergency and the affected area. If necessary, initiate searches.
- Determine the appropriate action.
- Ensure that the appropriate emergency service has been notified.
- Ensure that floor or area wardens receive appropriate information about the situation.
- If necessary, based on the information and resources available, initiate an action plan in accordance with the emergency procedures
- Brief the emergency services personnel upon their arrival. The briefing is to include type, scope and location of the emergency and status of any evacuation.
- Act on the direction of the emergency services senior officer's instructions.

Post-emergency

On receiving notification from the emergency services that the building is safe to re-occupy, advise the floor wardens and wardens, including those at the assembly area.

- Organise a debrief with ECO members (and any attending Emergency Service if appropriate).
- Compile a report for the EPC and management.

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ROLE OF THE DEPUTY CHIEF WARDEN

The deputy chief warden is appointed to ensure the duties of the chief warden are carried out if an emergency occurs when the chief warden is absent. This could be a planned absence; such as leave or unplanned – including the circumstance when the chief warden has been incapacitated by the emergency. If the absence to the chief warden is planned, the ECO and switch board operators should be made aware of the acting chief warden and an acting deputy chief warden should be appointed.

Pre-emergency

- Attend training and emergency response exercises.
- Ensure personal ECO identification is available.

Emergency

On becoming aware of an emergency the deputy chief warden will:

- Notify the chief warden.
- Wear identifying equipment (white).
- Proceed to the Emergency Control Point.
- Assist the chief warden as directed by performing duties such as:
    - Restrict access to the area affected by the emergency.
    - Controlling access to the building.
    - Liaising with emergency services when they arrive.

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ROLE OF COMMUNICATIONS OFFICER

Pre-emergency

- Ensure personal proficiency in operation of facility communication equipment.
- Maintain records and log books and make them available for emergency response.
- Ensure the ECO members are proficient in the use of facility communication equipment.
- Ensure the emergency communication details are up to date.
- Attend training and emergency response exercises.
- Ensure personal ECO identification is available.

Emergency

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

Post emergency

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

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ROLE OF FLOOR OR AREA WARDENS

Floor wardens are appointed for each floor to control the emergency procedures, under the general direction of the chief warden.

Pre-emergency

- Ensure that all occupants are aware of the emergency response procedures.
- Carry out safety practices.
- Attend training and emergency response exercises.
- Ensure personal ECO identification is available.
- Floor wardens are required to be familiar with:
    - The layout of their floor, all exits, alternate escape routes.
    - The location of other wardens. The Chief Warden should be notified of any changes in wardens on their floor.
    - The location and operation of any equipment – including firefighting equipment – installed to assist in emergency evacuation.
    - The circumstances of any mobility impaired person on the floor.
    - The circumstances under which visitors, such as members of the public or clients could be occupying their floor.
    - Any facilities on the floor that a person could be located in such as toilets, blind passages or storage areas.

Emergency

- Implement the emergency response procedure for their floor or area
- Ensure that the appropriate emergency service has been notified.
- Direct wardens to check the floor or area for any abnormal situation.
- Commence evacuation if the circumstances on their floor warrant this.
- Communicate with the Chief Warden by whatever means available and act on instructions.
- Advise the Chief warden as soon as possible of the circumstances and action taken.
- Co-opt persons as required to act as wardens during an emergency
- Confirm warden duties have been completed and report to the Chief Warden or attending Emergency Services.

Post-emergency

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

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ROLE OF WARDENS

Wardens are required to be familiar with:

- The layout of their floor, all exits, alternate escape routes.
- The location and operation of any equipment – including firefighting equipment – installed to assist in emergency evacuation.
- The circumstances of any mobility impaired person on the floor.
- The circumstances under which visitors, such as members of the public or clients could be occupying their floor.
- Any facilities on the floor that a person could be located in such as toilets, blind passages or storage areas.

Pre-emergency

- Ensure that all occupants are aware of the emergency response procedures.
- Carry out safety practices.
- Attend training and emergency response exercises.
- Ensure personal ECO identification is available.

Emergency

Wardens assist the floor warden during an emergency and will assume the role of floor wardens if they are absent.

During an emergency, wardens may be required to carry out duties including:

- Wear appropriate coloured equipment (red).
- Act as floor warden.
- Ensure emergency services have been notified.
- Operate the communication system.
- Check to ensure smoke and fire doors are appropriately closed.
- Close or open other doors in accordance with the emergency response procedures.
- Search the floor for occupants to ensure all have evacuated.
- Direct occupants to proceed in an orderly manner to protected areas
- Assist persons with disabilities.
- Lead groups to the assembly area.
- Report on all activities to the floor warden.
- Use equipment supplied to provide first attack firefighting.
- Search a floor for suspicious items.
- Ensure occupants do not use lifts to evacuate.

Post Emergency

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

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OTHER ROLES

First aid personnel

Wardens are not to be required to carry out first aid duties during an emergency. The role of warden and first aid personnel are separate and distinct. Where first aid personnel respond with the ECO, they shall be identified by a white cross on a green background.

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1.14 Training Arrangements

The EPC has specified a training program as follows:

EMERGENCY CONTROL ORGANISATION

Initial training will develop the skills and knowledge necessary to undertake the duties set out in the emergency response procedures.

Emergency Control Organisation (ECO) members shall attend a skills retention session at intervals not more than six months.

OCCUPANTS

All occupants in the facility shall receive training to enable them to act in accordance with the emergency response procedures.

Occupants shall attend a skills retention session at intervals not more than twelve months.

FIRST ATTACK FIRE FIGHTING

The EPC considers that Wardens and some key occupants will be required to follow the emergency response procedures in first-attack firefighting. These occupants will attend a skills retention activity in first-attack firefighting at intervals not greater than twelve months.

COMMUNICATION SYSTEM OPERATION

All ECO members will be instructed in the methods of communication available during an emergency.

The ECO will practice use of the communications systems.

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1.15 Emergency Response Exercise

A site specific emergency response exercise will occur at least every twelve months to determine the effectiveness of the emergency repose procedures, ECO actions and occupants' response.

The exercise should:

- Be conducted during normal hours of operation;
- Test the response to emergencies identified in the emergency plan;
- Be tested against simple objectives and outcomes;
- Be prefixed by an announcement to the occupants that it is an exercise only;
- Include a briefing and debriefing of the ECO; and
- Generate a report that is forwarded to the EPC that identifies any deficiencies that were identified at the debriefing session.

If an actual emergency occurs during the exercise, the ECO will use the term 'NO DUFF' to signify that the exercise has terminated and that a real emergency needs response.

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2 SECTION TWO

2.1 Communication

2.1.1 Communication Equipment

This building is fitted with an **Emergency Warning Intercommunication System** (EWIS) panel i.e. electronic tones (alert and evacuate), Public Address System (PA) and Warden Intercom Point (WIP) phones.

2.1.2 Methods of Communication

If an emergency occurs the alarm can be raised by:

- An occupant, member of the ECO or an outside observer notifying the emergency services by dialing 000.
- Reporting the emergency to the Chief Warden.
- Activating a manual call point for a fire smoke emergency.
- The automatic activation of the emergency tones.
- The Chief Warden advising the ECO through the use of the EWIS panel PA and/or WIP phones.

Occupants will be made aware of the emergency by:

- Tones or announcements made over the EWIS
- Information and instructions issued by ECO members

Neighbouring facilities may be notified by the Chief Warden or their nominee by phone or runner.

2.1.3 Communication with Occupants with Disabilities

The Chief Warden will refer to the Personal Emergency Evacuation Plan (PEEP) of occupants with a disability to arrange communication with those occupants.

Persons with hearing and / or speech disability can report emergencies to the emergency services with the use of a teletypewriter using the 106 TTY emergency service, provided by the Australian Communications Exchange National Relay System. Details are available at:

http://www.relayservice.com.au/making-a-call/emergency-calls/

Specific communication to occupants with disabilities will be as per their Personal Emergency Evacuation Plans (PEEP).

Occupants with a disability should only work within the building after hours in accordance with the employer's guidelines for safe working conditions. If a person with a disability becomes aware of an emergency while occupying the building after hours, they must immediately contact the emergency service on 000. They should advise the fire service of the building address, their location within the building and the nature of their disability.

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2.1.4 Emergency Control Point (ECP)

The ECP is a logical position from which the chief warden can take control of an emergency. Ideally, it needs to be close to the communication system, near an exit and have access to the arrival of the emergency services. In this property, emergencies pertaining to specific building can be controlled rom the following locations:

Emergencies pertaining to the whole campus can be controlled from:

EWIS Panel in main foyer; or

Assembly Area

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2.2 Emergency Contact Numbers

Organisation	Phone Number	Comments
NSW Fire & Rescue Service	000	In an emergency use 000, do not call local services. Digital mobile phones can dial 112.
NSW Police	000	
NSW Ambulance Service	000	
NSW Fire Brigades Hazardous Materials Unit (HAZMAT)	000	In an emergency use 000.
State Emergency Services (SES)	132 500	Flood or major storm damage
Sydney Water Corporation	13 1375	Leaks and faults
Building manager	0401 831 414	Paul McKimm

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2.3 Evacuation Procedure (Code Orange)

On becoming aware of an incident, the chief warden proceeds to the ECP.

The chief warden makes the decision to evacuate the building based on the information available. In making this decision, the chief warden can gather information from:

- The person raising the alarm.
- The floor wardens or wardens asked to report.
- The emergency services.
- Other information at hand.

The Chief Warden will decide if a full evacuation, partial evacuation or shelter in place is required, using the procedure for the relevant emergency.

2.3.1 Partial or full evacuation

A partial evacuation of a floor or area may be warranted as an initial response to an emergency. Examples may include the discovery of noxious fumes in a specific area. The initial response may be to evacuate people from the affected area while the cause and solution are investigated.

2.3.2 Staff, visitors or resident arriving on site during an evacuation

Staff, visitors or resident arriving on site during an evacuation must not enter the building.

2.3.3 Initiating the evacuation

The chief warden can initiate evacuation by:

- activating the emergency tones (if available)
- directing the ECO by:
    - Public address system.
    - Phone.
    - Runner.
    - Personally advising the floor/area wardens.

If the chief warden decides to use a different assembly area to the usual site (as nominated in Appendix A), the chief warden is to communicate this to the ECO.

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2.3.4 Actions in the event of an evacuation

Floor (or Area) Wardens

On hearing the evacuation alarm or being advised by the ECO, floor wardens, are to:

- Wear appropriate coloured equipment (yellow);
- Ensure sufficient wardens are allocated to search the floor for occupants;
- Ask others to act as additional wardens if needed;
- Allocate a warden if numbers are sufficient to lead the occupants through the exits to the assembly area;
- Ensure persons with a disability are provided with adequate assistance;
- Report to the chief warden on the status of the evacuation, including the number of any refusals and the location and number of any persons with a mobility impairment. Only advise the chief warden that the floor is 'all clear' if all occupants have left the floor.

  Note: this function is of more importance than a physical count of those evacuated.
- Accompany occupants leaving the floor through the emergency exit and marshal occupants to the assembly area;
- Keep occupants at the assembly area unless it is unsafe to do so or if advised by the emergency services that it is safe to re-enter the building.

Wardens

On hearing the evacuation alarm or being advised by the ECO, wardens, are to:

- Wear appropriate coloured equipment (red);
- Advise occupants in a clear voice to move towards the nearest emergency exit;
- Search the floor in a methodical manner, advising occupants to leave and indicating the nearest emergency exit. Mark areas that have been searched for occupants. Once completed, retrace the search and advise any remaining occupants to leave for a second time. Make note of any occupant who refuses to leave (refusals);
- Ensure fire and smoke doors are properly closed.
- Notify the floor warden of any refusals. Only advise the floor warden that the floor is 'all clear' if no occupants are left on the floor;
- Accompany occupants leaving the floor through the emergency exit. If there are enough wardens, a warden should lead the occupants through the exit to the assembly area. Other wardens should marshal occupants to the assembly area. Ensure that occupants do not hinder the access of emergency vehicles.

Other Occupants

On hearing the alert alarm or being advised by wardens, occupants are to:

- Safely shut down equipment,
- Gather personal items such as wallet/hand bag; and
- Prepare to evacuate.

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2.3.5 Vehicle movement

During an emergency, vehicle movement around or near the property should not be permitted.

2.3.6 Occupants with a disability

To prepare and mitigate the effects of an emergency a member of the ECO will work with each person with a disability to prepare a personal emergency evacuation plan (PEEP). The PEEP will follow the format provided in Appendix B.

The PEEP will be held by the local warden and a copy held by the Chief Warden.

(a) When the person is on the floor affected by the incident

Wardens should guide the person to the nearest safe exit and advise the chief warden. If the exit leads directly to the exterior of the building, evacuate immediately.

If the exit does not lead directly to the exterior of the building, evacuate other occupants and then place the person with the disability in the safe refuge area. This is normally the landing of the emergency stair way. The chief warden and emergency services are to be notified on the location of the person. A warden or other responsible person should stay with the person.

(b) When the person is not on the floor affected by the incident

The person should be notified so they can prepare to be relocated. Consideration should be given to evacuating the building or relocating to safe shelter such as a fire isolated stairwell. Wardens should consider that the stairway may be used by occupants to evacuate from other floors. The person with a disability should not occupy a fire isolated stairwell until all movement in the stairway is complete.

2.3.7 After hours procedure

Building occupants can only have confidence that the ECO is able to assist during emergencies during normal business hours. If the alarm is raised outside normal working hours, occupants should exit the building without waiting for further instruction. If the emergency tones have not commenced, occupants should, if it is safe to do so, advise the emergency services and other occupants in their area.

- Occupants should proceed to the assembly area if it is safe to do so.
- Occupants should advise the emergency services on their arrival of any relevant information.
- Do not re-enter the building until the emergency services advise it is safe to do so.

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2.3.8 Specific actions during an evacuation for fire:

If you discover smoke / fire:

- Raise the alarm by activating a manual call point (if installed) and;
- Phone or send a runner to the chief warden.
- Commence the evacuation: If safe to do:
    - search the floor
    - direct individuals to the nearest exit.
    - note any refusals.
    - accompany occupants to the assembly area.
    - report status to the chief warden, particularly if a floor / building is 'all clear' or may still have occupants
    - complete any further tasks allocated by the Chief warden.

If you hear the evacuation tone:

- Commence the evacuation as above.

If the evacuation has been initiated due to a fire emergency, the following specifics should be considered:

- If the fire is on their floor, floor wardens should organise trained personnel to use firefighting equipment (if safe to do so).
- if the fire cannot be contained, direct wardens to evacuate all personnel.
- Evacuate the affected area first then evacuation can be extended beyond this as required.
- Wardens are to direct occupants to leave property to ensure they are unencumbered and the evacuation paths remain open.
- In general, doors are to be closed to limit the spread of smoke, heat and fire.

2.3.9 Specific actions during an evacuation for Improvised explosive device or bomb threat.

If the evacuation has been initiated due to an Improvised Explosive Device or bomb threat emergency, the following specifics should be considered:

- The Chief Warden should direct an ECO member to search the normal assembly area to ensure no suspicious items are located there. If in doubt as to the safety of the assembly area the Chief Warden should nominate an alternate assembly area and advise the ECO.
- The Chief Warden should direct an ECO member to search paths of travel to the nominated assembly area for suspicious items.
- Wardens are to direct occupants to take personal property with them to allow suspicious items to be identified more readily.
- In general, doors are to be left open to limit the effect of an explosion. Fire doors should be kept closed.

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2.4 Shelter in Place or Lockdown Procedure

This measure is an emergency response option that allows occupants to remain inside a facility on the basis that an evacuation to an external-to-building location may expose evacuated people to an even greater danger.

The Chief Warden will decide if a full evacuation, partial evacuation or lockdown (shelter in place) is required, using the procedure for the relevant emergency. However, situations where lockdown may be appropriate include:

- Car bomb adjacent to the only exit door.
- Armed intruder outside a building.
- Civil disorder outside the facility.
- Bomb threat at adjacent facility.

2.4.1 Chief Warden actions to implement a lockdown:

- Communicate to all wardens. The instruction to Lockdown can be communicated by a number of methods as described in the Communication Section.
- Direct a warden to attend to each entrance and if safe to do so, lock the entrance to prevent entry.

On receiving the instruction to Lockdown:

Wardens are to:

- close and lock the door and windows of the room they are in. Turn off lights.
- shut any blinds or curtains fitted to the room.
- Seat occupants on the floor, preferably close to walls and out of sight from windows.
- not admit anyone to the room/building during lockdown unless they are absolutely certain they are not a threat to any person. E.g. individuals who were outside when the lock down was announced.
- not accept incoming phone calls
- remain in lockdown until the all clear is declared.

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2.5 Lockout Procedure

Lockdown is a procedure used when there is an immediate threat to the facility e.g. intruders. Lockout minimises access to the facility and lockdown secures occupants in rooms. As part of this procedure, everyone must remain in the room until the situation has been declared safe by an authorised person.

Chief Warden actions to implement a lockout:

- Communicate to staff. The instruction to Lockout can be communicated by a number of methods as described in the Communication Section.
- Direct wardens to attend each entrance, if safe to do so, to:
  - Lock the entrance
- If necessary, implement lockdown procedures.

2.6 Media Response

Occupants are not authorised to contact print or electronic media during or after the emergency. No media statement is to be made unless authorised by the management of the facility.

2.7 Provision for People Unfamiliar with the Building

Visitors to the building include those meeting regular occupants, contractors to conduct work in the building and general public. It is expected that all visitors proceed through the established security/reception protocols. At these points visitors will be issued with the visitor summary in Appendix C..

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2.8 Fire Safety

2.8.1 Fire Prevention

Fires, and the extent of their impact, can be prevented and reduced by taking the following steps as part of a duty of care to keep the work place safe. It is everyone's duty to report or correct issues that can reduce safety.

Reduce sources of fuel for unplanned fires

- Keep the workplace tidy;
- Remove rubbish;
- Do not collect and store flammable material in the work place
- Store flammable liquids and gas correctly;
- Only handle flammable liquids using correct procedures;
- Clean up and stop leaks immediately;
- Reduce the use of flammable material when it can be replaced with a substitute.

Reduce the sources of ignition

- Replace faulty electrical wiring or appliances;
- Do not overload power points;
- Remove uses of open flame and take special precautions if needed for special use e.g. welding;
- Heat sources such as cooking equipment and radiators to be used only as designed;
- Observe 'No Smoking' rules.

2.8.2 Reduce the impact of fires

Report:

- Items that inhibit access to exits or firefighting equipment or the visibility of signs showing the exit route and emergency signs;
- Items that are stored in fire escape routes;
- Missing safety equipment;
- Safety equipment that is faulty or not ready to use such as discharged fire extinguishers;
- Fire rated doors that are held open.

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2.8.3 What to do if a fire or smoke is discovered (Code Red)

- If safe to do so, remove any person in immediate danger to safety;
- Notify the fire service by dialling 000, the chief warden and alert others in the area;
- If safe to do so, determine if the fire is minor, where evacuation may not be required or major, where immediate evacuation is required.

A factor that will decide if the fire is minor or major is the extent to which the smoke will affect occupants. If the smoke affects breathing or visibility, the fire should be considered major. If the fire is minor, if it safe to do so and the person has confidence in their ability to fight the fire, attempt to extinguish the fire using the correct firefighting equipment.

The use of first aid firefighting equipment such as fire extinguishers and hose reels should only be undertaken by trained personnel, with experience in determining if a fire can be extinguished with the available equipment and only after ensuring the fire services have been contacted by dialling 000. The Chief Warden is to be advised.

2.8.4 Selecting the right fire extinguisher

Classes of Fire

To assist in selection of appropriate firefighting equipment, fires have been classified as followed:

A	Ordinary combustibles (wood, paper)
B	Flammable Liquids
C	Flammable Gases
D	Combustible metals
E	Fires involving electrically energised equipment
F	Oils and fats

Fire Extinguishers

Table 2.8.4 illustrates the types of extinguisher and their application on different classes of fire. Always read the label on the specific extinguisher in your workplace to determine the specific types of fires it can be used on.

Foam extinguishers – AFFF vs ARC

Various types of foam have been used in Foam fire extinguishers. The most common type is Aqueous Film Forming Foam (AFFF). This is designed for use on common petroleum based flammable liquid fires. A second variant is Alcohol Resistant Concentrate (ARC) foam, that is specifically designed for alcohol based fires. Be sure to identify the type of foam in the extinguisher before applying it to a flammable liquid fire. Never use Foam extinguishers on fires involving electrically charged equipment

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Dry chemical powder (DCP) ABE vs BE vs Metal fire powders

Various types of DCP have been used in DCP fire extinguishers. The most common types are known as ABE and BE powders, but there are many different variations within these two groups. While both are affective on flammable liquid (B class) fires and can be used on fie involving electrically energised equipment (E Class), only the ABE powder has a rateable effect on A class fires. Note that some, but not all, BE class powders have rateable effectiveness on F class fires. Only some, highly specialised powders are suitable for combustible metal fires.

Never use water, foam or wet chemical extinguishers on electrically energised equipment.

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TABLE 2.8.4

Extinguisher Selection & Use Chart							
Extinguisher Types		Fire Class					Comments
		A	B	C	E	F	
Colour Code	Location Sign	Wood, Paper & Plastic	Flammable & Combustible Liquids	Flammable Gasses	Energised Electrical Equipment	Cooking Oils & Fats	
		✓	✗	✗	✗	✗	Dangerous if used on flammable liquid, live electrical equipment and cooking oil/fat fires.
ABE		✓	✓	✓	✓	LIMITED	Special Powders are available specifically for various types of metal fires. Seek expert advice.
BE		✗	✓	✓	✓	✓	Special Powders are available specifically for various types of metal fires. Seek expert advice.
		LIMITED	LIMITED	✗	✓	✗	Generally not suitable for outdoor fires. Suitable only for small fires.
		✓	✓	✗	✗	LIMITED	Dangerous if used on electrical fires.
		✓	✗	✗	✗	✓	Dangerous if used on electrical fires.

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2.8.5 Operation of Fire extinguishers

The acronym **'PASS'** serves as a quick way to remember the four steps in operating a fire extinguisher:

P Pull the pin

The pin is designed to stop the accidental operation of the extinguisher and is usually held in place by an anti-taper device such as a plastic tie. Some pins can be twisted to allow the tie to be snapped. Alternatively a sharp pull will remove the tie.

A Aim the extinguisher

The fire suppressing agent will be discharged through the hose or nozzle, depending on the design. Aim the hose or nozzle at the fire.

S Squeeze

Hold the extinguisher upright and squeeze the upper operating lever and the lower carrying handle together. Release the two to stop the flow.

S Sweep

Discharge the agent by sweeping the flow back and forth across the base of the fire. Start at the front and at the bottom and work toward the back and top of the fire.

2.8.6 Operation of Hose Reels

Hose reels provide a stream of water to fight Class A fires such as ordinary combustibles. It should never be used on electrically energised equipment, or where the discharged water can pool and extend to electrically energised equipment.

Most hose reels are designed to ensure the water flow is turned on at the hose reel before the nozzle can be disengaged. Most nozzles also have the ability to turn flow on and off.

To use a hose reel:

- Turn on the water flow at the reel and disengage the nozzle from the keeper assembly;
- Pull on the hose to unroll it from the reel. A second person may assist to ensure it unrolls freely;
- Turn the water on at the nozzle, aim at the base of the fire and sweep the nozzle from side to side.

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2.9 Bomb (Code Purple) or substance threat procedures

Threats can be made to building occupants to disrupt the workplace or cause confusion and alarm. These threats can involve bombs or substances such as biological, chemical or radiological agents being brought to or dispersed throughout the building by various means. (See the definition of bomb threats). Sometimes the threat carries information about an actual attack that has or will commence. Sometimes no actual action has occurred and the threat is only a cruel prank. At the time the threat is received it is not easy to immediately distinguish between threats that are just threats and those that relate to real actions. Therefore, all threats must be treated with a serious procedure. The extent of disruption caused by a threat alone can be minimised by a planned and rehearsed procedure.

The following procedure is based on the principles provided by AS 3745 – 2010 Planning for emergencies in facilities and the Australian Federal Police via their publication:

Bombs, diffusing the threat'

https://www.afp.gov.au/sites/default/files/PDF/bombs-defusing-the-threat.pdf

In general, the Chief Warden will make decisions about the appropriate action, based on information obtained about the threat, the threat evaluation process and the time available. The Chief Warden should consider the following facts:

- A threat is only a threat till something tangible is found;
- Determined bombers infrequently give warnings of an impending explosion/incendiary attack;
- Threats are an excellent mechanism to disrupt productivity without actually risking life, limb and/or property;
- The consequences for conviction of 'threatening' are not necessarily as serious as those that could result from the actual placement /initiation of an IED.

Note that each threat is different and a detailed procedure cannot be planned for each contingency. The ECO should use the principles of the procedure to decide a course of action in each case.

2.9.1 Methods of receiving a threat

Written Threat

- If an actual document is received, preserve it to maintain its integrity. Place in a paper envelope. Do not photocopy. Restrict access as this is evidence that should be submitted to the police.
- If received electronically, print and save.
- Alert the Chief Warden a threat has been received.

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Telephone threat

- The person receiving the call should use the bomb (or substance) threat check list (Appendix D) to record information and ask questions. Persons who regularly receive incoming calls should be equipped with the checklist and trained in its use.
- If they do not have the checklist during the call, they should attract the attention of someone close by to get a checklist. This person can also listen in to the call to increase information retention.
- If the call is completed without the checklist, the checklist should be completed immediately after receiving the call to maximise retention of information.
- Gather as much information as possible using the checklist as a guide. Most important questions are:
    - Where is the bomb?
    - What time will it go off?
    - What does it look like?
    - What kind of bomb is it?
    - Why are you doing this?

  At this stage, information that helps determine if there is a bomb or just a threat is more important than information that determines the identity of the offender.

- Do not hang up the phone –as directed by AS 3745

Suspect object

- If a suspect item is observed, report it to the Chief Warden.
- Follow the procedure for suspect items discovered in a search (2.9.2).

Relayed from another source

Note that statistically it is most likely that a threat will come by telephone. However, it is possible that it could be relayed by another source e.g. media or police. A specific example is where the police decide to act on a large scale threat by initiating Sydney Alert (see section 8).

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2.9.2 Evaluation of the Threat

Once a threat has been received, the Chief Warden must assess the threat to determine the appropriate reaction.

Categorise the threat

a) Specific Threat

A specific threat has higher risk of being real. It is characterised by detailed information, particularly in relation to the questions in the Bomb or Substance Threat Checklist

b) Non Specific threats

Very little specific information is given. The caller may state a device has been placed and hang up. This sort of threat has lower credibility.

Decide appropriate action

The Chief Warden must decide on the appropriate action based on the information available and in consultation with the emergency services. One of the options is to try to obtain more information by searching the building for suspicious items, before making a final decision. While guidelines maybe be helpful for the Chief Warden in this decision, policies on when to evacuate have several disadvantages. For example:

- A policy to evacuate on receipt of all threats will cause considerable disruption and may actual encourage hoax threats from those who wish to cause disruption. A determined bomber, knowing this policy, might place a bomb in the assembly area or normally used exit path.
- A policy to discount threats and not evacuate may lead a hoax caller to escalate the threat and actually place a bomb. While statistically not many threats are credible, some bombs have been located in connection with threats. This policy could also affect employee morale.

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Four alternatives should be considered

1. Assess and discount the threat

This decision may be made if the evidence leads the Chief Warden to be sure the threat is a hoax. The emergency services may offer advice to support this decision.

2. Assess and Evacuate immediately

This decision may be made if the evidence leads the Chief Warden to believe the threat is a high risk. Contributing factors may be the specific nature of the threat and if a deadline has been nominated that suggest imminent detonation. The Chief Warden should act to evacuate if 20 minutes or less time is available before the deadline.

A variation on this alternative is to partially evacuate immediate and then conduct a search of the area. This could be an option if the threat has nominated a floor, area or location, but the threat itself is assessed as low risk. By evacuating the occupants from the nominated area, the Chief Warden is showing due diligence based on the information available.

3. Search and then evacuate if a suspicious item is found.

This decision may be made if the evidence leads the Chief Warden to be sure the threat is low, but wishes to obtain more information. If a suspicious item is found, evacuation is justified and can proceed on the new information. If no suspicious item is found the Chief Warden may decide to discount the threat.

4. Shelter in place.

In some instances, the Chief Warden may decide to advise the occupants to shelter within the building. This may be an instruction from the emergency services such as the Sydney Alert initiative. If a IED such as a car bomb, is found blocking an egress path from the building, particularly if an imminent detonation time is given, the Chief Warden may decide to notify the emergency services and advise the occupants to shelter in place. In this situation, the occupants may be advised to shelter in the most structurally sound part of the building, usually a fire isolated stairwell, or position this structure between them and the expected direction of the explosion.

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Procedure for searching for suspicious items.

It should not be assumed that the police will search a building for suspicious items, but will request the ECO to perform the search. This is because the ECO will be familiar with the layout of the building and will more readily recognise out of place, unusual items. The ECO can be asked to conduct a search discretely without the need to advise all occupants of a threat.

A complete and systematic search takes time. Wardens should be asked to search their floor/area and report back to the Chief Warden. Wardens should also be delegated to search the proposed assembly area and paths of travel to the exits. The Chief Warden should consider the recommendation of the Australian Bomb Data Centre to choose a safe area to assemble that is out of line of sight of the building, over 150 metres away and clear of windows, and glassed areas. A well resourced ECO can perform the search efficiently.

Indicators of a suspicious item include (UFHO):

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

Other considerations

- Package is labelled suspiciously
- Similarity to item described in the threat
- Suspicious in size, shape, weight and sound
- Signs of footprints, scrapes etc.

If a suspicious item is identified

- Do not touch
- Clear people away from immediate vicinity
- Inform the Chief Warden
- Inform police
- Secure the area
- Initiate an evacuation.

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2.9.3 Procedure for evacuation due to a bomb threat

Chief Warden should instruct Wardens to evacuate and provide any specific instruction regarding:

- Assembly area location – this may not be the usual area
- Exits that may not be available – e.g. due to the presence of a suspicious item.

Wardens should:

1. Instruct occupants to:
   - Take their personal items with them
   - Use the nearest exit
   - Proceed to the assembly area.
2. Conduct a sweep the floor to ensure all occupants have left.
3. If timely and appropriate, consider leaving internal doors open. Fire doors should not be chocked open.
4. Advise the Chief Warden of any refusals or if the floor is clear of occupants.
5. Accompany occupants to the assembly area, ensuring occupants move safely to and remain at the nominated place.
6. Use their initiative to deal with events that lead the normal procedure to be unsafe.

2.9.4 Reoccupation

The decision to reoccupy will be depend on the reason taken to evacuate. If evacuation occurred due to a deadline for imminent detonation, a minimum of twenty minutes should be allowed to elapse after the deadline prior to assessing for re-occupation. A search for suspect items should be conducted as part of the re-assessment process.

Where a suspicious item has been located, the police should attend and provide direction on when reoccupation is permitted.

The Chief Warden will decide when reoccupation is permitted, in conjunction with emergency services.

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2.10 Improvised Explosive Devices (IEDs)

An IEDs is a device placed or fabricated in an improvised manner incorporating destructive, lethal, noxious, pyrotechnic, or incendiary chemicals and designed to destroy, incapacitate, harass or distract.

They can arrive at a facility via a number of methods:

- Mail
- Courier
- Placement
- Vehicle

Mail Bombs

An IED delivered by the mail has had to withstand the rigours of the journey without detonation. For this reason, they generally are robust and do not detonate based on motion or timing devices.

The Australian Bomb Data Centre recommends the following security screening system.

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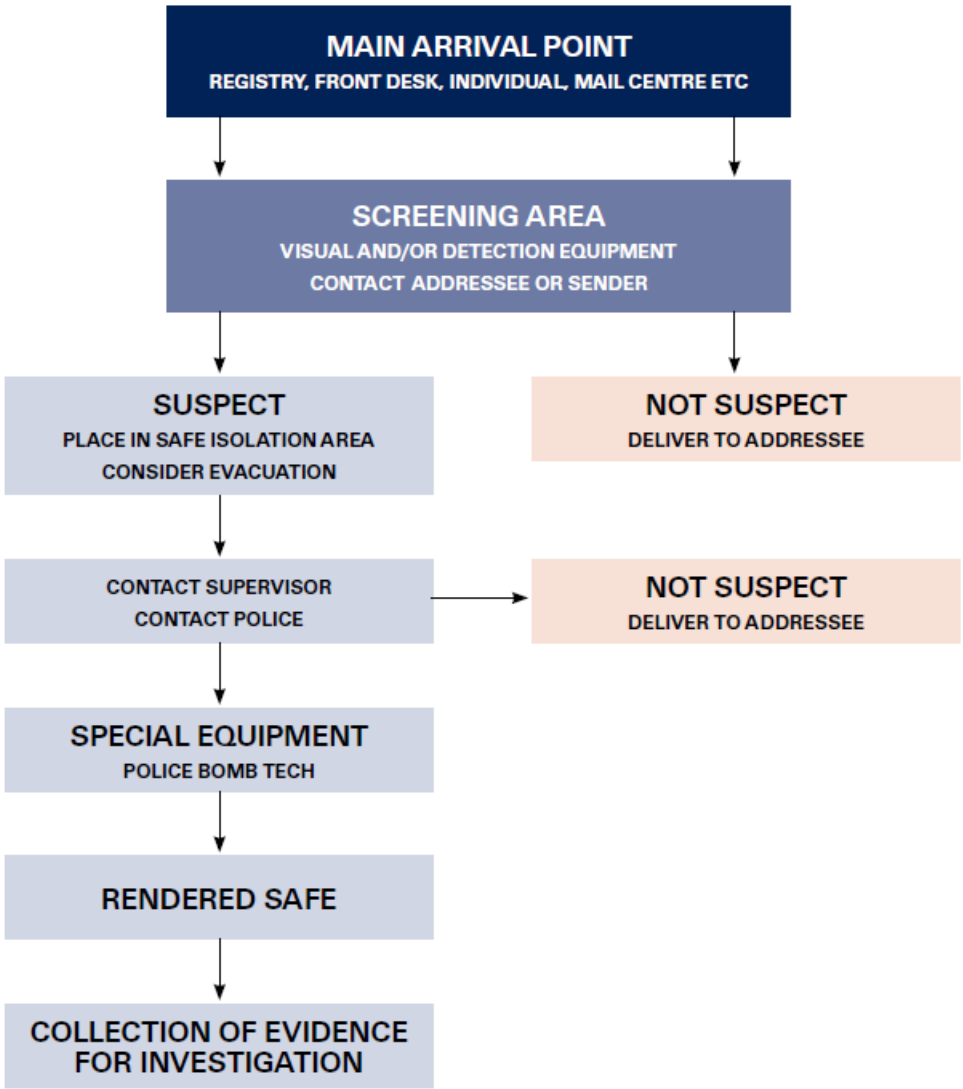

Detection in the first two steps relies on visual detection performed by the recipient or detection equipment. The following recognition points can be used to assist in identifying a suspect item.

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EXCESSIVE SECURING MATERIAL	**P**ROPER NAMES AND TITLE NOT, OR INCORRECTLY USED
XCESSIVE WEIGHT	**A**DDRESS – HANDWRITTEN OR POORLY TYPED
PROTRUDING WIRES OR TIN FOIL	**R**ESTRICTIVE MARKINGS E.G. 'CONFIDENTIAL'
LOPSIDED OR UNEVENLY WEIGHTED	**C**OMMON WORDS MISSPELT
OILY STAINS AND DISCOLOURATIONS	**E**ITHER UNUSUAL OR FOREIGN ORIGIN
STIFF OR RIGID ENVELOPE	**L**ACKS ADDRESS OF SENDER
IS PACKAGE EXPECTED	
VISUAL DISTRACTIONS	
EXCESSIVE POSTAGE	

However, the most common recognition points are:

- Excessive weight
- Excessive securing material
- Unknown source
- Lopsided or uneven envelope
- Protruding wires
- Excessive postage

It is recommended that a screening point is established for mail in a designated mail area. HB 328 – 2009 suggests measures for mailroom security. If any mail identified as suspect the following steps should be taken:

- Contact the Chief Warden.
- Confirm it came through the postal system.
- Check with the addressee.
- Check with the address of origin (if present).
- Isolate the item in a designated area and contact the emergency services for assistance.
- Consider partial or full evacuation if the item is suspected of being explosive. The extent of evacuation is dependent on the size of the item and degree of threat.

Do not:

- Attempt to open.
- Immerse in water.
- Place is a confined space that may intensify destructive force from an explosion.
- Transport the item through congested areas.

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Courier Delivered Bomb

Unlike mail bombs, bombs delivered by courier can be armed after delivery with a timing or motion device. Suspect courier delivered items should not be touched.

Partial or full evacuation should be initiated and the Chief Warden and emergency services contacted. Any evacuation should be planned to avoid the area the suspect item is isolated.

Placed Bomb

Like Courier delivered bombs, placed bombs can be armed after delivery with a timing or motion device. Suspect items discovered by accidental discovery or during a search after a threat has been received should not be touched.

Partial or full evacuation should be initiated and the Chief Warden and emergency services contacted. Any evacuation should be planned to avoid the area the suspect item is isolated.

Vehicle Bomb

International experience of vehicle bombs has been of large amounts of explosives with extremely destructive power. Exposure to this emergency can be reduced through perimeter security (including searches of vehicles approaching the building) and, reduction in places a vehicle can be parked near the building.

If a vehicle bomb is evident, contact the Chief Warden and emergency services. The Chief Warden must judge the advantages of an evacuation versus shelter in place. Shelter in place may be indicated if the egress route will place occupants in the proximity of the vehicle bomb. If shelter in place is chosen, the occupants should be directed to the side of the building most distant from the vehicle bomb and preferable behind structural strong points of the building such as fire stairs.

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2.11 Medical Emergency (Code Blue)

Call Emergency Services

For all medical/ first aid related incidents or emergencies call 000 and ask for the Ambulance Service.

Information that may be required by the ambulance service:

Location

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

Your contact details

d. Landline number and extension, or
e. Mobile phone number.

Casualty Details

f. Patients age/ sex;
g. Any prior medical illnesses or existing conditions;
h. Medication required or taken by casualty;
i. Emergency tag or bracelet information.

Description of Symptoms and signs

j. Short breath/ sweating/ where and what type of pain
k. How old is he/ she? (approximate age if not sure)
l. Is he/ she conscious? (yes or no)
m. Is he/ she breathing? (yes or no)

Dispatch First Aid Officer

If a first aid officer is available, dispatch them to assist.

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2.12 Armed confrontation or Intruder (Code Black)

Reasonable steps are to be taken to reduce the risk of an armed intruder creating an incident in the facility. These steps can include:

- Reduction / relocation / modification of activities likely to attract armed conflict. E.g. reduce cash kept on premises;
- Adequate physical security to isolate occupants involved in such activity from intruders. E.g. conduct cash transactions within the facility with key access required;
- Increasing security or other action if a short term incident or issue concerning an occupant is raised to the ECO. E.g. unusually intense domestic dispute of an employee;
- Appropriate handling of employee terminations and ongoing support.

Unexpected confrontation can be further reduced before it commences by:

- Recognising unusual behaviour or persons acting with agitation or carrying possible hidden weapons;
- Recognising persons with potential conflict with occupants;
- Minimise uncontrolled points of entry.

During an incident, occupants confronted by an armed intruder should:

- Keep calm and plan to survive the event, not foil the intruder;
- Speak when spoken to and only offer information requested;
- Obey commands of the offender;
- Refrain from argumentative language;
- Do not suggest modifications to the offender's plan, particularly anything that would involve others;
- Observe the offender's mannerisms, clothes, instructions, speech etc. Avoid direct eye contact. Note the height of the offender against a point of reference e.g. door or picture on the wall.

After an incident:

- Contact the Chief Warden and call 000;
- Record the items observed e.g. details of the offender and actions taken;
- Record the direction the offender left in, vehicle details, registration number etc.;
- Isolate any areas touched by the offender;
- Isolate the facility and witnesses until police arrive.

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Active shooter

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases shooters use firearms and there is no pattern to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the Police are required to stop the shooting and mitigate harm.

However, active shooter incidents can be over in 10 to 15 minutes before the emergency services can arrive.

The Australian National Security guidelines for an Active armed offender are:

ESCAPE:

Your priority action should be to remove yourself and others from close proximity to the offender/s, or areas that they might reasonably access. The following actions may influence the decisions you make in safely assessing your available options:

Under immediate attack – Take cove initially, but attempt to leave the area as soon as it is safe to do so.

- Leave most of your belongings behind (except for mobile phone).
- Do not congregate in open areas or wait at evacuation points.
- Provide guidance to people that might be unfamiliar with the area.
- Make good use of available cover and concealment opportunities.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.

Nearby attack – Leave the area immediately and move quickly from where the attack is located, but only if it is safe to do so.

Cover from gunfire

- brickwork or concrete walls
- vehicles (engine block area)
- large trees and fixed objects
- earth banks/hills/mounds.

Concealment from view *(in a ptions)*

- building walls and partitions (internal and external)
- vehicles
- fences and other large structures
- blinds/curtains.

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HIDE:

If you don't believe you can safely evacuate, then you may need to consider sheltering in place. Constantly re-assess the situation and your options based on the best available information.

- Avoid congregating in open areas, such as corridors and foyers.
- Consider locking or barricading yourself and others in a room or secure area.
- Secure your immediate environment and other vulnerable areas.
- Move away from the door, remain quiet and stay there until told otherwise by appropriate authorities, or you need to move for safety reasons.
- Silence mobile phones and other devices that may identify your presence.
- Try to contact police (000) or others to advise of your location and situation.
- Assess and re-assess better options for sheltering in place either within your current location or at an alternative location.
- Choose a location which may enable access to a more secure area.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.

TELL:

The more information you can pass on to the police or owners and operators the better, but NEVER at the risk of your own safety or the safety of others.

If it is safe to do so, think about obtaining the following information:

- exact location of the incident
- description of the offender/s and whether they are moving in any particular direction
- details of any weapons being used
- number of people in the area and any that have been injured
- the motive or intent of the offender/s (if known or apparent).

Provide this information immediately to the police via 000 if this can be achieved safely. You may be asked to remain on the line and provide further that the operator requests or if the situation changes.
Consider providing information and advice to others that may be in your area that may be unsure of the current location of the threat and what they should do. Whether you are able to safely do this, and the communication methods available to you, will be determined by the circumstances and your own assessment of the situation.

(Source: Australian Government website. Australian National Security.

https://www.nationalsecurity.gov.au/Securityandyourcommunity/Pages/active-armed-offender-guidelines-for-crowded-places.aspx)

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2.13 Infrastructure and other internal emergencies (Code Yellow)

2.13.1Chemical, Biological or Radioactive (CBR) Substance Incidents

The incidence of one of these substances polluting a facility can cause injury, death and disruption to the function of the facility.

Substances can be released accidentally, such as fumes from engines or deliberately through similar means to IEDs. Accidental dissemination will be minimised through good work practices and adequate resources. While air conditioning systems can have processes that prevent the growth and spread of some biological contaminants, the system itself can distribute airborne pollutants.

Deliberate introduction of CBR substances can occur through the mail, courier delivery, placed device or other means.

If a **Chemical agent**, such as sarin gas or ricin toxin has been released, occupants may experience dizziness, choking, vision problems – including tears and irritation, muscular twitching and nausea/vomiting.

Individual can protect themselves by:

- Avoiding breathing the agent by holding their breath, covering airways with a cloth;
- If the incident is indoors, move out doors and upwind of the source;
- If outside, move upwind of the source;
- Wash off any physical contamination with cold water;
- Seek medical advice with respect to symptom.

To deal with the emergency:

- Advise the Chief Warden;
- Call 000 and advise the emergency services of a chemical incident and any known factors such as exact location; wind direction; estimated number of victims and their symptoms;
- Prevent circulation of the agent by shutting down the air conditioning or ventilation systems;
- If safe to do so, isolate the source and move occupants upwind of the source.

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Biological agents can include anthrax, plague and smallpox bacterium. Delivery mediums include liquid, powder and aerosols sprays and can be further complicated by inclusion in an IED or by introduction to the air conditioning systems. Occupants can be exposed by ingesting or breathing the agent or through an open wound.

If a biological agent is encountered, avoid physical contact or breathing in. Move away from the source, but all exposed personnel should stay together, isolated from others to prevent further spread.

The symptoms of these agents are not quickly apparent. Exposed occupants may not realise until sometime later, so, if exposure is suspected, medical attention should be sought before symptoms present. Medical assistance can be directed to all victims if they stay together.

To deal with the emergency

- Advise the Chief Warden;
- Call 000 and advise the emergency services of a biological incident and any known factors such as the potential contaminant; how it was dispersed; and action taken to isolate the source;
- Prevent circulation of the agent by shutting down the air conditioning or ventilation systems;
- If safe to do so, isolate the source and move occupants upwind of the source.

Radiological Agents produce radiation that can cause the following symptoms:

- Vomiting
- Fatigue
- Skin burns
- Bleeding
- Hair loss

In the first instance of realising a radiological agent is present

- Minimise exposure by covering the source with thick material and relocating.
- Change clothes
- Keep away from others and downwind
- Wash exposed areas

If exposure is suspected medical attention should be sought before symptoms present.

To deal with the emergency:

- Advise the Chief Warden;
- Call 000 and advise the emergency services of a radiological incident and any known factors such as suspect material, and if exposed to fire; location; wind direction; number of people exposed;
- If safe to do so, minimise exposure by covering the source with thick material and relocating;
- If safe to do so, isolate the source and move occupants upwind of the source.

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2.13.2 Structural Instability

In a situation of suspected or actual structural instability the following procedure is to be followed:

- Alert other building occupants (provided it is safe to do so)
- Report the situation to the Facility Manager
- Where appropriate, contact and liaise with external Emergency Services
- If the integrity of the structure is doubted, the occupants should initiate the evacuation procedure (refer to Evacuation Procedure Section 2.3)

2.14 External Emergency (Code Brown)

2.14.1 Advice from emergency services

The Chief Warden may be advised of an external emergency by the emergency services. Examples include an area / neighbourhood wide hazard such as fire, source of noxious fumes (transport spill), storm or civil disorder. The Chief Warden should follow the instructions of the emergency services and respond with the appropriate action e.g.:

- Lock down, with or without air conditioning systems system shut down as appropriate
- Evacuation

2.14.2 Severe Storms

Preparations

Prior preparation by the Emergency Control Organisation can mitigate any life threatening issues associated with severe storms. Prior to a storm if you get a storm warning:

- Identify a safe place to evacuate to or shelter in should a large storm eventuate.

Before and on hearing a severe storm warning

- Secure all doors.
- Store any important documents in an area that will not be easily damaged by water penetration.
- Heed evacuation warnings if you are in the affected area.
- Ensure all occupants stay indoors as the storm approaches.
- Turn off and unplug electrical appliances.

During

- Ensure all occupants stay indoors and away from windows and doors.
- Don't venture outside until you know it's safe to do so.
- Don't use a landline phone during a storm. Use a mobile, but only in emergencies.

After

- Stay well away from fallen power lines. Always assume they are 'live' and dangerous. Report them immediately to 000.

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- If you experience tingles or shocks from an electrical appliance or water taps, call electricity supplier immediately and call your licensed electrical contractor to check building electrical wiring immediately.
- Don't use any electrical appliances that are wet or damaged. Have them checked by your licensed electrical contractor.
- Alert neighbours if you think there may be any danger.
- Don't go sight-seeing.

Around Fallen Power Lines

High winds and flying debris can bring down overhead power lines. Take care when cleaning up as fallen power lines hidden in branches, debris or water can be extremely dangerous. Don't take chances and if you find something you think might be a power line, always assume it is 'live' and dangerous even if it's not sparking.

Keep well away, warn others and call 000.

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2.14.3 Earthquake

What to do before an earthquake:

- Reduce the risk of being hurt by falling objects by:
  - Storing heavy objects on lower shelves.
  - Securing shelves / book cases to walls.
  - Install doors on cabinets and keep them securely fastened.
  - Brace overhead light fixtures and top heavy objects.
  - Secure heavy furniture such as fridges to the wall or floor.
- Store breakable items that will create hazards, such as glass bottles, in low, closed cabinets.
- Install flexible fittings to gas and water mains.
- Repair cracks in ceilings, walls or foundations. Keep electrical and gas distribution systems maintained.
- Distinguish door ways that are strongly supported, load bearing doorways from those of light construction.
- Create safe places by installing furniture that is sturdy and can be used for shelter.
- Keep a corner clear of furniture as an alternate shelter location.
- Prepare an emergency kit including battery operated radio, torch, drinking water, whistle to attract attention, first aid kit, protective gloves.

What to do during an earthquake

- Drop to the ground, take cover and hold on.
- If there is no cover to provide shelter, cover your face and head with your arms and crouch in an internal corner of the building.
- Do not try to run outside.
- Stay away from glass, windows, external walls or anything else that can fall.
- Only shelter under load bearing doorways.
- Stay inside till the shaking stops.
- Do not use lifts.
- Be aware of fires, activated sprinkler systems, exposed electrical wires, gas leaks and power failure.
- If outdoors:
  - Stay there
  - Move away from buildings, street poles, utility wires.
  - Wait for shaking to stop.

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What to do immediately after an earthquake

- If trapped;
  - do not light a match – gas leaks may ignite.
  - prevent inhaling dust by covering nose/mouth with a handkerchief / sleeve; do not kick up dust; be aware shouting may increase dust inhalation.
  - attract attention by tapping. Shout as a last alternative.
- Assess if it safe to move about in the building. If so, exit the building.
- Be prepared for aftershocks.
- Be prepared to extinguish small fires.
- Listen to the radio to obtain information and advice from emergency services.
- Isolate or clean up spills of dangerous substances, including gas, fuel, chemicals, medicines, other flammable liquids, sewerage.
- Isolate exposed electrical wires.
- Do not re-enter buildings.
- Contact emergency services.

Lead evacuees to a safe assembly area free of danger from aftershocks.

2.14.4 Civil Disorder

Industrial unrest, emotional international situations or unpopular political decisions may lead to public demonstrations that could threaten the security of the facility. These can be unrelated to the facility and involve the property only due to the proximity of the unrest; or be aimed at a particular tenant/occupant of the building.

If a Civil Disorder incident is developing, the following procedure is to be followed:

- Advise the Chief Warden;
- Dial 000 and ask for Police assistance;
- Restrict entry to the facility;
- Confine the presence of demonstrators to the ground floor;
- Restrict contact between demonstrators and building occupants;
- Alert other members of the ECO to ask occupants to shelter in place;
- 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;

Confidence and calm should be promoted by all in authority.

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2.14.5 Sydney Alert

Sydney CBD Emergency Sub Plan

Special arrangements have been established to manage a serious emergency event in the Sydney or North Sydney CBD. These arrangements have been put in place to ensure police and emergency services can manage the high concentration of people in these business districts - small, confined geographic areas.

North Sydney includes North Sydney CBD and sections of Milsons Point and Crows Nest.

The plan provides advice for workers, visitors and residents in the CBD area during a serious emergency. There are also detailed plans in place to transport people home, keep them safe while waiting to return to work or home, or to temporarily accommodate them.

What will happen?

If an emergency event occurs in the Sydney CBD, you should remain in your building until you are given instructions.

If your building is directly affected by the event you should use your building's normal evacuation procedure.

Your building's emergency wardens will be advised of what you need to do. Listen to and follow their directions.

Emergency services personnel will give one of four directions:

- Stay at work;
- Shelter in place;
- Evacuate to a safety site;
- Return to work.

These will be passed to the community using our layered communications approach, which includes Sydney Alert, direct advice from emergency services personnel, media alerts and street communication systems.

Stay at work

If you are asked to stay at work, your area is not immediately threatened by the emergency. You should:

- Continue with normal work but avoid leaving the building;
- Not attempt to use public transport;
- Listen to the radio and log onto **www.emergency.nsw.gov.au** for updates.

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Shelter in place

If you are asked to shelter-in-place, your area is at risk from the effects of the emergency. Staying deep inside your building has been assessed as the safest place to be. You should:

- Stay inside your building. You may need to turn off air conditioning and in some cases move to lower floors;
- Listen to the radio and log onto **www.emergency.nsw.gov.au** for updates;
- Use a landline phone to contact family and make arrangements for children. Avoid using mobile phones if possible;
- Be prepared to evacuate your building if directed.

Evacuate

If you are asked to **evacuate,** your building could be directly affected by the emergency. You should:

- Follow the directions of building emergency wardens;
- Take essential medication, a water bottle, your wallet or purse with you. Change into comfortable shoes if possible. If you are being evacuated from home, bring your pets as you may not be able to return to your building for some time;
- Evacuate the building as directed;
- Move to the building Assembly Area. If you are directed to by your warden, move to the nearest Sydney Safety Site;
- On arriving at the Safety Site, be prepared to wait for up to some hours. During this time information will be provided via the media and special information teams - Safety Site Marshals - who will be easily identifiable;
- In a serious emergency, transport is likely to be disrupted. When transport is available, you may be directed to make your way to a railway station, bus terminal, ferry wharf or to walk home. You may also have to use a different mode of public transport or begin your journey from a new location;
- In some cases it may be more efficient to walk home than to wait for transport links to return to normal;
- If you have been evacuated you may not be able to return to retrieve your parked vehicle until the area is declared safe. This may be hours or days.

Return to work

If you are asked to return to work, your building is no longer threatened by the emergency. This direction may be given progressively as the emergency is resolved.

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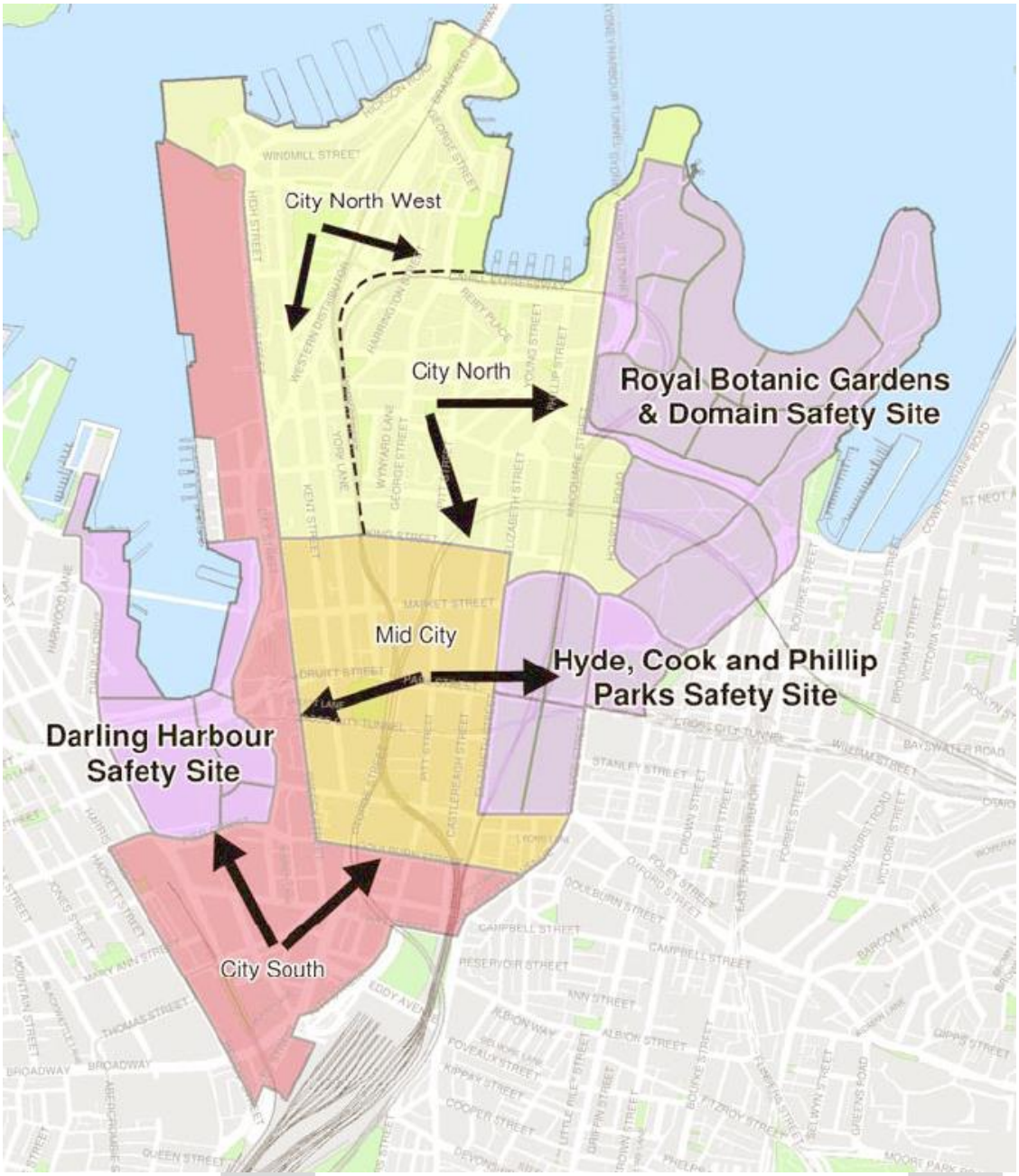

Sourced from http://www.sydneyalert.nsw.gov.au/

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2.15 Terrorism

Terrorism is recognised as the potential motivation or cause of certain emergencies. Terrorism may refer to violent acts that are intended to create fear (terror); are perpetrated for a religious, political, or ideological goal; and deliberately target or disregard the safety of non-combatants.

The term is emotive and often dependent on the political or religious point of view of the user.

The nature of the attack may include many of the emergencies previously identified. These include arson; bomb threat; explosion caused by IED or hijacking of transport e.g. motor vehicle or plane; biological, chemical or radioactive attack; armed intruder; or medical emergency.

The Australian Government has established a national terrorism public alert system. This is to be referred to for information on the current assessed risk of terrorist attack to Australia.

http://www.nationalsecurity.gov.au/Securityandyourcommunity/Pages/NationalTerrorismPublicAlertSystem.aspx

The EPC should conduct a risk analysis whenever a change in status occurs and introduce relevant security and emergency response measures.

Procedures

On receiving a threat motivated by terrorism or becoming aware of an act of terrorism, the Chief Warden should respond using the appropriate procedure for the nature of the threat / action. Due to the criminal component of the incident, the Chief Warden should also contact:

- the Police 000
- and the National Security Hotline 1800 123 400

Consideration should be made that the immediate threat / action is only part of a more extensive plan of violent acts. The Chief Warden should seek advice on potential escalation from the above services and take appropriate action to warn or protect other potential victims. This may extend to:

- Other related offices
- Family or friends
- Organisations or individuals who may be targets for the same reasons as the terrorist attack.

Refer to the section on Media to deal with any interest from media or the public.

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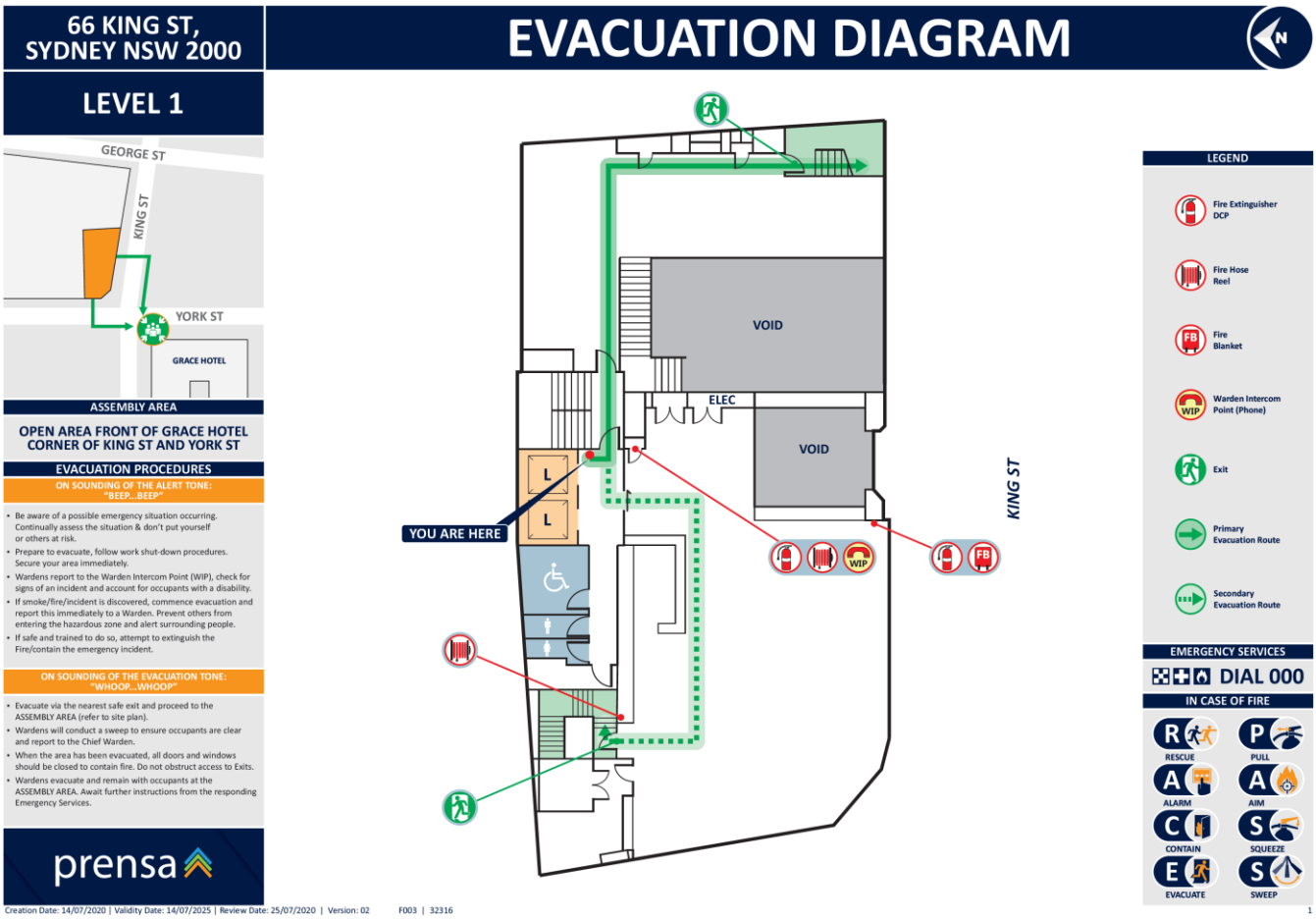
APPENDIX A EVACUATION DIAGRAMS FOR:

66 KING ST, SYDNEY NSW 2000.



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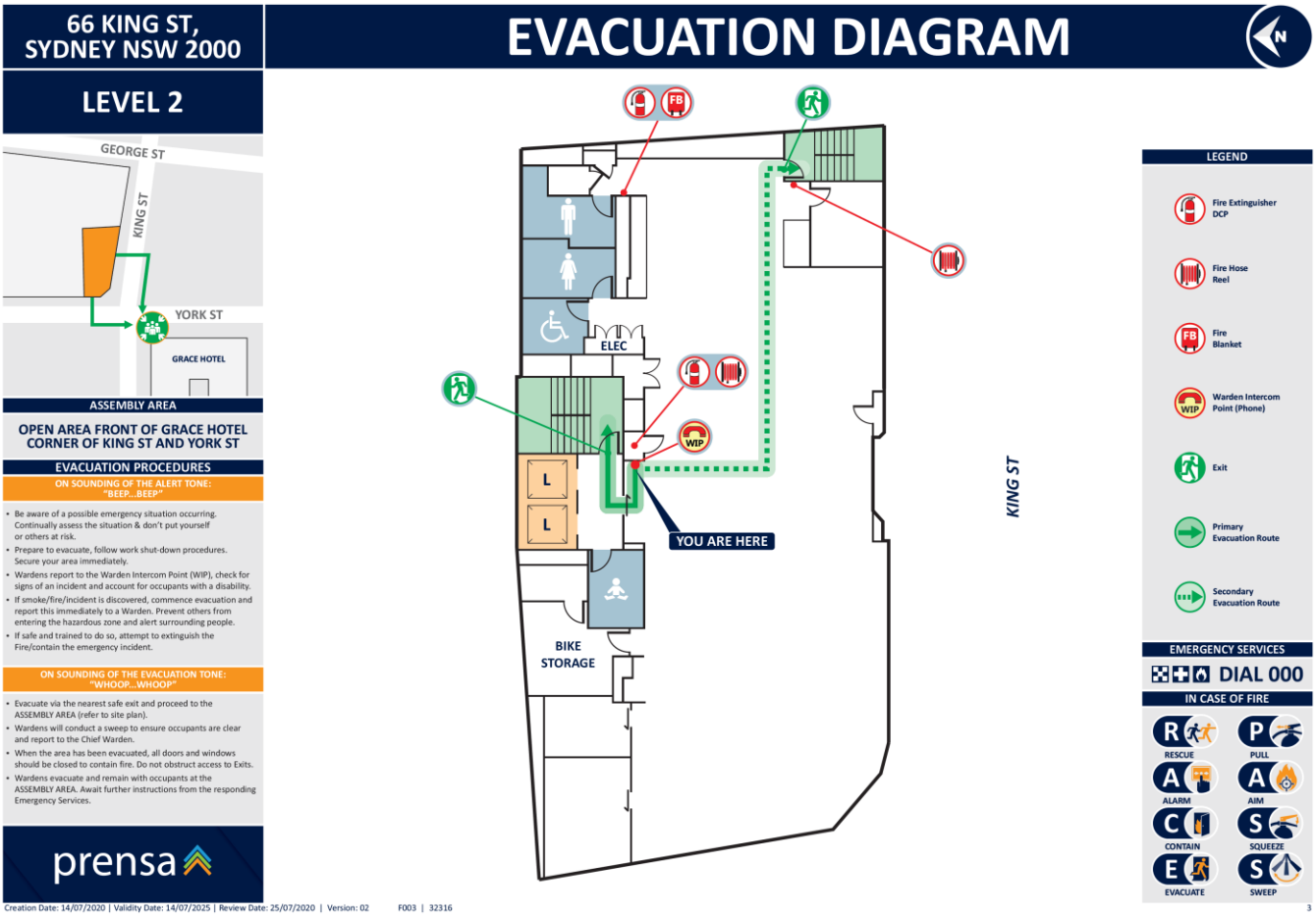
Levels 2-13 have similar evacuation routes as shown by this typical Evacuation Diagram.



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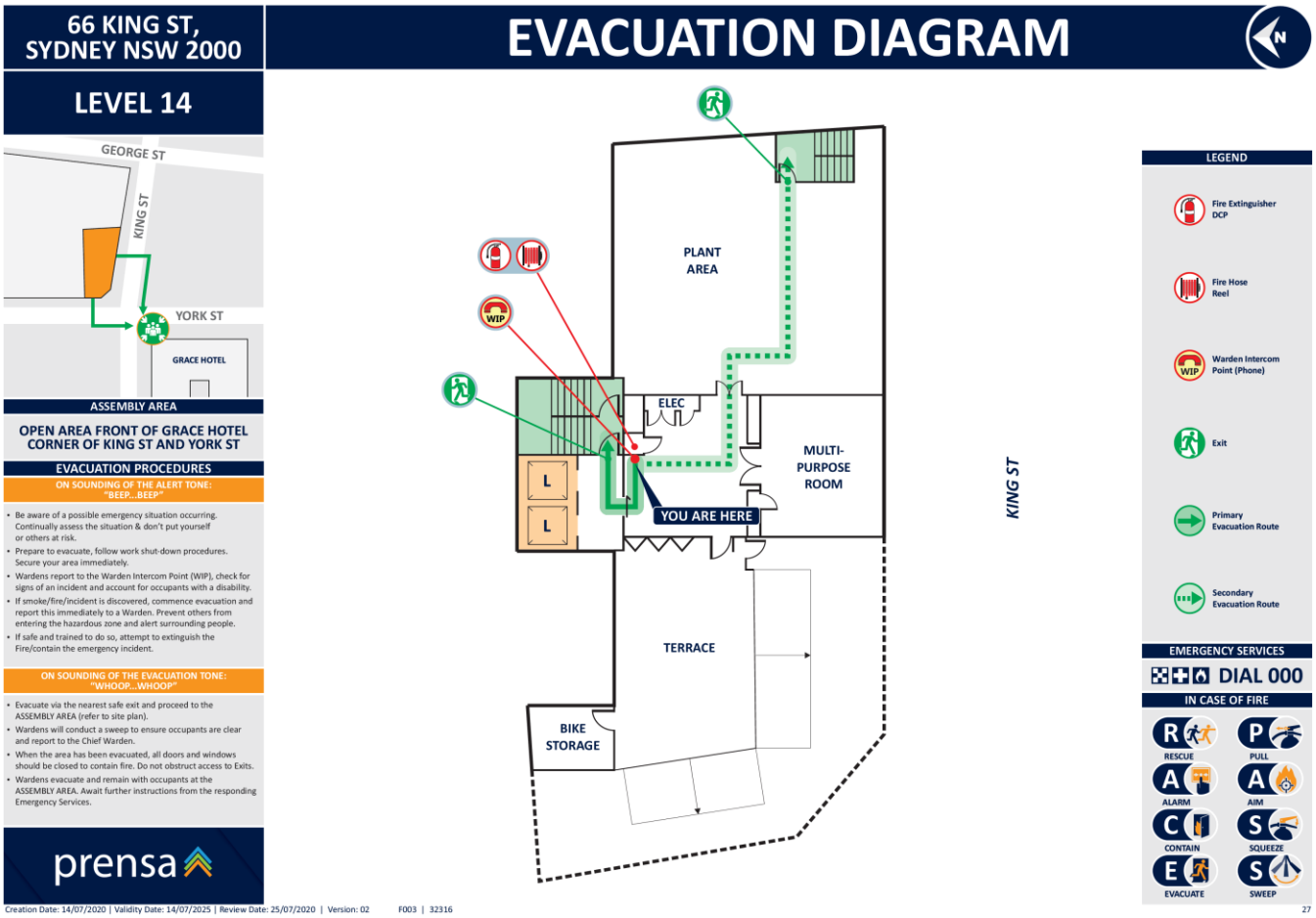

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APPENDIX B

FORMAT FOR PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

Occupant's Name: .....

Location

Building/ Facility: .....

Floor: .....

Room Number / Location on Floor: .....

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: e.g. text, email, Braille etc.

.....

Preferred method for Notification of Emergency

Please state. E.g. audible alarm, visual alarm, personal vibrating device, SMS etc.

.....

Type of assistance required:

.....

.....

Equipment required for evacuation:

.....

.....

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Egress procedure:

1. .....

2. .....

3. .....

4. .....

Designated assistant/s and contact details:

Name/ s: .....

Phone: .....

Mobile: .....

Email .....

Location: .....

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

Yes ☐ No ☐

Are your designated assistants trained in the evacuation equipment?

Yes ☐ No ☐

Diagram of preferred route for assisted evacuation:

Issue date: .....

Review Date: .....

Occupant approved

Signature: .....

Date: .....

Chief Warden

Signature: ..... Date .....

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APPENDIX C

EMERGENCY RESPONSE INFORMATION FOR PERSONS UNFAMILIAR WITH THE FACILITY

It is a condition of your visit to this building that you comply with the emergency response procedures of this building.

This building has many essential safety measures designed to maximise occupant safety. An Emergency Control Organisation has been appointed and trained to assist with your safety in an emergency. The effectiveness of these measures and your safety depend on your compliance with the emergency response procedures.

In the event of an emergency, follow the directions of the Emergency Control Organisation. Emergency Control Organisation personnel are identified by wearing Red, Yellow or White hats or vests.

If you hear the Alert Tone 'Beep, Beep', prepare to evacuate.

If you hear the Evacuate tone, 'Whoop, Whoop', evacuate using the stairs, if safe to do so. Do not use the lifts.

It instructed to Lockdown or 'Shelter in Place' by the Emergency Control Organisation stay in the building, in the area nominated.

Report incidents to the person responsible for your visit or to a member of the Emergency Control Organisation

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APPENDIX D BOMB OR SUBSTANCE THREAT CHECKLIST

Information provided by the Australian Federal Police's Australian Bomb Data Centre (ABDC) which is Australia's primary source of information and intelligence relating to the unlawful use of explosives

THIS IS A COPY OF THE BOMB THREAT CARD

BOMB THREAT CHECKLIST
QUESTIONS TO ASK

1. When is the Bomb going to explode?
2. Where did you put the Bomb?
3. What type of Bomb is it?
4. What is in the bomb?
5. What does it look like?
6. When will the substance be released?
7. How will the substance be released?
8. What kind of substance is in it?
9. Is the substance a liquid, powder or gas?
10. How will it explode?
11. What will make it explode?
12. Did you put it there?
13. When did you put it there?
14. Why did you put it there?
15. How much of the substance is there?

EXACT WORDING OF THREAT

ACTION

Report call immediately to
Chief Fire Warden and Police

REMEMBER KEEP CALM-
DON'T HANG UP
NOW – PLEASE
FILL IN THE THREAT REPORT

CALLER'S VOICE

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

THREAT LANGUAGE

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

BACKGROUND NOISES

Street noises: House noises:
Aircraft:
Voices: Music:
Machinery: Mobile:
Number displayed:
Other:

OTHER

Date: ……./……../…….. Time:
Duration of call:
Number called:

RECIPIENT

Name (print):
Telephone number:
Signature:

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