EMERGENCY MANAGEMENT MANUAL

Ref: 333KENT

Merchant House

333 Kent Street
Sydney, NSW 2000

Issued 21/08/2024

This Document is Valid until 21/08/2029

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1. FOREWORD

This Emergency Management Manual has been prepared by First 5 Minutes Pty Ltd using the guidelines of Australian Standard (AS) 3745-2010 with a focus on the actions to be taken by the Emergency Control Organisation (ECO) and all occupants up to and once an emergency occurs. Specific response procedures have been inserted following an identification and analysis of potential emergencies likely to impact on the facility. It is designed to provide directions to ensure an appropriate response to an emergency up to the arrival of the attending emergency services.

Emergency Training

The Emergency Management Manual also provides guidance on training requirements for the Emergency Control Organisation and all building occupants.

The Emergency Control Organisation and all building occupants are required to be trained in emergency procedures. All staff members and Wardens should also be instructed on the actions necessary on the activation of the Sound System and Intercom System for Emergency Purposes (if applicable).

Recovery

Once the emergency has been dealt with and all threat to life safety has been removed, the implementation of an incident, disaster and/or Business Continuity Plan will usually be required. This document does not provide any guidance in relation to a Business Continuity Plan situation.

Security

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

Rules of Interpretation

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

(a) Headings are for convenience only and do not affect interpretation;

(b) The singular includes the plural and conversely;

(c) A gender includes Male, Female and non-binary;

(d) Where a word or phrase is defined, its other grammatical forms have a corresponding meaning.

First 5 Minutes Pty Ltd

First 5 Minutes Pty Ltd, Australia's leading fire and evacuation specialist, has been appointed to establish an Emergency Management Manual for **Merchant House, 333 Kent Street, Sydney, NSW 2000**.

Management/Occupants of this facility are reminded of their legal and moral obligations to make time available for Wardens and employees to participate in Emergency Control Organisation meetings and an annual evacuation exercise. This training will assist occupants in meeting their obligations under the *New South Wales Work Health and Safety Act 2011 and the Work Health and Safety Regulations 2017*.

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2. DOCUMENT CONTROL SCHEDULE

A revision of this document including all attachments is to be carried out immediately following an incident or whenever a change is made to the contents by a nominated "competent" person. All details of the revision are to be annotated in this schedule.

This document is valid for a period of five (5) years from the date of initial issue. At the end of the period of validity this document must undergo a full review and update prior to reissue.

Should First 5 Minutes Pty Ltd cease to provide services to this property this will become an uncontrolled document.

VERSION	DATED	REVISION DETAILS	NAME	SIGNATURE
333KENT_v1.00	21/08/2024	Initial issue.	Simon Robson	

Emergency Procedures

Simon Robson, First 5 Minutes Pty Ltd.

National Technical Services Manager/ Compliance

Fire Safety Advisor

Scope

Develop, approve and certify emergency evacuation procedures for the controlled evacuation of buildings, structures and workplaces during a fire emergency.

This Emergency Management Manual has been designed by First 5 Minutes Pty Ltd to meet the requirements of Australian Standard 3745-2010.

Please direct any queries relating to these procedures to any First 5 Minutes office. Contact details are available at www.first5minutes.com.au.

Note: There are performance Solutions for this property. A summary has been extracted from the E-LAB Consulting_FER_P00135_Revision 3_Dated 10.11.2023 and inserted in Section 34 of this document. All information contained in Section 34 is provided by and copyrighted to E-LAB Consulting.

3. HOW TO CALL ZERO ZERO ZERO (000)



Stay focused, stay relevant, stay on the line

The ZERO ZERO ZERO (000) service is the quickest way to get the right emergency service to help you. You can contact Police, Fire or Ambulance in life threatening or emergency situations.

Assess the situation

- Is someone seriously injured or in need of urgent medical help?
- Is your life or property being threatened?
- Have you just witnessed a serious accident or crime?

If you answered **YES** call ZERO ZERO ZERO (000).

Make your call

- Stay calm and call Triple Zero from a safe place;
- When your call is answered you will be asked if you need Police, Fire or Ambulance;
- If requested by the operator, state your town and location;
- Your call will be directed to the service you asked for;
- When connected to the emergency service, stay on the line, speak clearly and answer the questions.
- Don't hang up until the operator tells you to do so.

Providing location information

- You will be asked where you are;
- Try to provide street number, street name, nearest cross street and the area;
- In rural areas give the full address and distances from landmarks and roads as well as the property name.
- If calling from a mobile or satellite phone, the operator may ask you for other location information;
- If you make a call while travelling, state the direction you are travelling, and the last motorway exit or town you passed.

4. EMERGENCY CONTACT NUMBERS

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

CHIEF WARDEN CONTACT DETAILS

Company Name:	
Contact Person:	
Address:	
Telephone:	
Email:	

BUILDING OWNER CONTACT DETAILS

Company Name:	
Contact Person:	
Address:	
Telephone:	
Email:	

MANAGING ENTITY CONTACT DETAILS

Company Name:	
Contact Person:	
Address:	
Telephone:	
Email:	

NEIGHBOURING SITES

Company Name:	Address:	Contact Person:	Telephone:	Email:

EMERGENCY SERVICES	
Fire Emergency	ZERO ZERO ZERO (000)
Police Emergency	ZERO ZERO ZERO (000)
Medical Emergency (Ambulance)	ZERO ZERO ZERO (000)
SES	132 500
Poisons Information Centre	131 126

MEDICAL SERVICES	
Ambulance	ZERO ZERO ZERO (000)
Medical Practice - Business hours	
Hospital with comprehensive emergency facilities	

KEY INFRASTRUCTURE/PUBLIC SERVICES – KEY CONTACTS	
Local Government Authority	
Reportable Incidents – SafeWork NSW	
Environmental Protection Agency	

UTILITIES	
Water supply	
Gas supply	
Power supply	

Wardens Contact Details

The Managing Entity is responsible for ensuring that a register containing the contact details of the Wardens is kept up to date and a hard copy is printed off and inserted into this section. The hard copy record must be replaced each time that the register is updated/changed.

5. EMERGENCY MANAGEMENT MANUAL REQUIREMENTS

5.1 Introduction

This Emergency Management Manual detailing in part emergency response procedures has been developed for the guidance and information of the occupants of for **Merchant House, 333 Kent Street, Sydney, NSW 2000.**

During an emergency, all occupants may have to be evacuated from this facility to a safe place of assembly. These procedures have been designed to enable the safe evacuation of the occupants. It is mandatory that these procedures be actively supported and adopted by all occupants.

5.2 Induction and Annual Training of Employees in Fire Safety

A person conducting a business or undertaking must ensure that all employees **other than their Emergency Control Organisation (ECO) representatives** are advised of the procedures to be followed in the event of an emergency within the facility. This should include:

(a) The procedure to be followed in the event of an emergency incident;

(b) The means of escape from a building in the event of an emergency incident;

(c) The location and method of operating firefighting equipment, fire alarms or equipment warning of fire;

(d) The procedure for conducting visitors to an exit in the event of an emergency incident;

(e) If any person is not present at the designated safe place, reporting the fact to the person in charge of the building at the time.

The employees' training should be conducted within two days of commencement of work in the building and should be repeated annually.

5.3 General Requirements

The Building Owner/Managing Entity must ensure this Emergency Management Manual is kept in written or electronic form and is readily available to all building occupants.

5.4 Operation of the Building Emergency Management Manual

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

The risk of panic, personal injury and loss of property is significantly reduced by having an efficient Emergency Control Organisation, and in addition, all other occupants trained in emergency response procedures.

5.5 Types of Emergencies That Could Affect a Facility

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

- Bomb threat
- Bushfire
- Chemical, Biological and Radiological
- Civil Disorder
- Cyclones, including Storm Surge
- Earthquake
- Fire
- Flood
- Hazardous Substances Incidents
- Medical Emergency
- Severe Weather/Storm Damage
- Structural Instability
- Terrorism
- Lift Entrapment
- Building Services Failure

6. BUILDING OCCUPANCY DETAILS

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

Building Characteristics

The building has a rise in storeys of 17.

Building Classification

The classification of a building, or part of, is determined by the purpose for which it is designed, constructed or adapted to be used.
The classification for this building is *Class 5, Class 6, Class 7a, Class 7b*.

Approximate Number of Persons Occupying the Building

Number of persons: 1458

Number of Tenancies

Tenancies: 32

Hours of Occupancy

Monday	07:00 AM - 06:00 PM
Tuesday	07:00 AM - 06:00 PM
Wednesday	07:00 AM - 06:00 PM
Thursday	07:00 AM - 06:00 PM
Friday	07:00 AM - 06:00 PM

Outside these hours there will not be an effective Emergency Control Organisation (ECO) in place.

Note: *This refers to the period of occupancy when there are Warden Representatives for all areas of the facility.*

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

7. FACILITY EMERGENCY MANAGEMENT GROUP

7.1 Emergency Planning Committee

The Emergency Planning Committee (EPC) shall consist of no less than two people and shall represent the stakeholders in a facility. At least one member of the EPC shall be deemed competent in accordance with AS 3745-2010. The EPC shall meet at least annually, and a record of the meeting must be made and retained. In most facilities, the EPC would comprise of Senior Management, Tenants, Chief Warden and Facility Specialists.

Building owners, agents, occupiers, lessors or their representatives, should ensure that leases not only cover the safety of occupants in an emergency, but include obligations for occupants to participate in emergency planning and evacuation exercises and acknowledge the authority of designated wardens in emergency situations.

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

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

7.2 Indemnity – Employer to Employee

Employees are appointed to an Emergency Control Organisation (ECO) to support their employer to discharge an obligation that their employer has under health and safety legislation enacted in each State and Territory. When an employee is appointed to the ECO by their employer the role as a Warden should be deemed to be part of their normal employment duties and as such protected under the Vicarious Liability provisions applicable to an employer/employee relationship. All employers are bound by the Vicarious Liability principles applicable to all their employees for all reasonable employee actions during the normal course of their employment.

For further clarification please consult with a legal practitioner.

7.3 Emergency Control Organisation

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

7.4 Selection of ECO Members

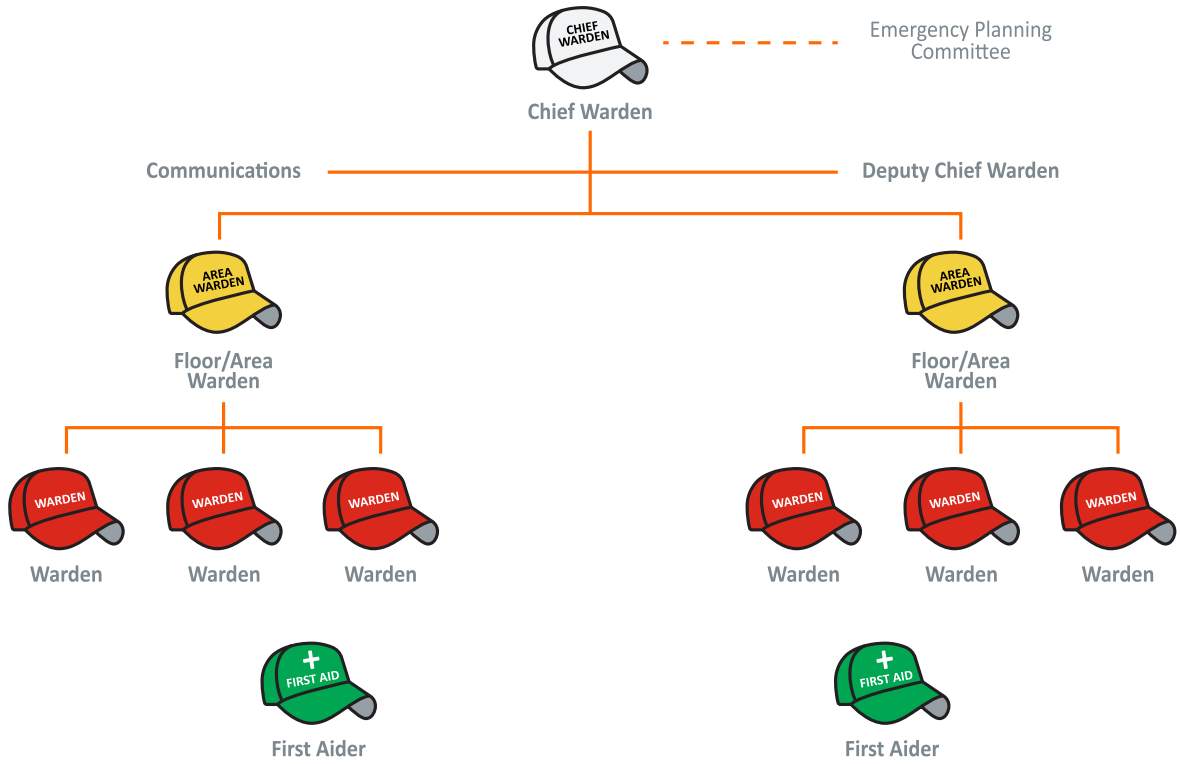
AS 3745-2010 recommends that persons appointed to the Emergency Control Organisation (ECO) should be physically capable of performing their duties, have leadership qualities and command authority, have maturity of judgment, have good decision-making skills, be capable of remaining calm under pressure,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

7.5 Number of ECO Members

AS 3745-2010 recommends that the number of Emergency Control Organisation (ECO) members shall be determined in accordance with: the size of the facility, floor or area; the number of occupants and visitors; the installed occupant warning equipment and the fire engineered and life safety features of the facility. There is no fixed ratio.

7.6 Identification of Emergency Control Organisation Members

During any emergency situation control will be greatly assisted by the quick identification of Wardens by occupants, members of the public and the Emergency Services. The use of either coloured caps, safety helmets, vests or tabards best achieve this identification. The appropriate colours are:



7.7 Warden Identification

The members of the Emergency Control Organisation shall be identifiable by the use of either helmets / caps / hats / vests / tabards.

EMERGENCY CONTROL ORGANISATION POSITION	COLOUR
Chief Warden	**WHITE**
Deputy Chief Warden	**WHITE**
Communications Officer	**WHITE**
Area / Floor Warden	**YELLOW**
Warden	**RED**
First Aid Officer	**GREEN (white cross on green background)**

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

7.8 Maintenance of the Emergency Control Organisation

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

(a) The nomination of suitable persons to carry out the duties of Wardens in the building to provide for the safety of occupants;

(b) A Warden Register containing the name, telephone number and location of all members of the Emergency Control Organisation within the building is implemented and maintained;

(c) Regular meetings of the Emergency Control Organisation should be convened to provide training for Wardens. Meetings should be held at intervals not greater than six-months; (Ref AS 3745-2010)

(d) Evacuation exercises shall be held annually for the Emergency Control Organisation and building occupants to practice the building's emergency procedures. A debriefing of the Emergency Control Organisation to identify any deficiencies in the procedures should follow each exercise. All occupants are encouraged to participate in evacuation exercises to ensure they are familiar with Emergency Procedures. Participation in these exercises will assist Building Owners/Tenant Principals/Managers in meeting some of their obligations under the .

8. EVACUATION ASSEMBLY AREAS

An Evacuation Assembly Areas have been established for this facility.

- **Evacuation Assembly Area 1 is located at the Corner of Kent Street and Erskine Street.**
- **Evacuation Assembly Area 2 is located at the Corner of King Street and York Street.**

In some instances, it may be considered appropriate to evacuate to another approved safe area as nominated by the Chief Warden or the attending Emergency Services.

8.1 Master Emergency Communication Point

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

- **The Master Emergency Communication Point for this building is located at the Fire Control Centre on the Ground Floor, adjacent to the main entrance.**

Should the Chief Warden be unable to continue manning the MECP, if possible, they shall notify the ECO of their relocation point.

8.2 Raising an Alarm

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

a) Ringing the Emergency Services, calling ZERO ZERO ZERO (000);

b) Someone witnessing the emergency (for example fire, gas leak, civil disorder) and reporting it to the Chief Warden;

c) Operating any device that will sound the Emergency Warning System.

8.3 Outside Normal Working Hours

If an incident occurs in the immediate area that could impact on occupant safety or the emergency warning system sounds outside normal working hours, persons working in the facility should alert others in their area (if it is safe to do so), activate the emergency warning system by any available means, notify the relevant Emergency Service on ZERO ZERO ZERO (000) and leave their area via the emergency exits.

If the assembly area is in a remote location where an individual's personal safety may be placed at risk, it is advisable (if it is safe to do so), for the evacuee/s to remain in a well-lit area in close proximity to the facility entrance where they can also pass on any relevant information to the responding Emergency Service.

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

Note: *If the alarm sounds or an incident occurs outside normal working hours, a person with special needs who cannot traverse the emergency exits should telephone the Emergency Services on ZERO ZERO ZERO (000) and pass on relevant information including their location within the building.*

8.4 Persons with Special Needs

A person with special needs is any person who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such impairment; or is regarded as having such impairment.

Consideration must be given to an accessible means of egress, safe holding areas and also the compilation of Personal Emergency Evacuation Plans (PEEPs). Refer to Section on Persons with Special needs for further information.

8.5 Use of Lifts

In a multi-level building an occupant or member of the public will normally have no indication of why an Emergency Warning System has sounded and as such, lifts should NOT BE USED by occupants or members of the public if the Emergency Warning System sounds or if there is physical evidence of a fire.

Lifts are not to be used in a fire, or suspected fire situation, because:

a) Lifts may stop owing to electrical or mechanical failure;

b) Smoke can enter lift cars and shafts;

c) The lift may be called to the fire-effected floor;

d) Lift doors with sensors may not close if smoke has broken the beam.

Certain lifts may be used to transport Emergency Services personnel or to evacuate a person with special needs strictly under the control of the attending Emergency Services.

8.6 Movement of Motor Vehicles During an Emergency

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

In the event of an incident requiring evacuation of the car park, measures must be implemented to immediately restrict the entry of vehicles into the car park and to allow occupants already in their vehicles to exit freely from the car park (if deemed safe to do so).

If the car park is equipped with boom gates, car park attendants or a nominated Warden must ensure the entry gate is locked in the down position to restrict entry and the exit gate is locked in the up position to allow all vehicles-in-transit to exit freely and drive away from the facility.

Care should be taken to avoid traffic jams in the immediate neighbourhood of the car park which could restrict the arrival of Emergency Services vehicles.

If this procedure cannot be implemented safely, or if a traffic jam occurs within the vehicle exit route from the car park, car park attendants and or Wardens are to instruct all drivers of vehicles-in-transit to stop engines, alight from their vehicles, secure their vehicles and evacuate the car park using the emergency exits. Drivers of evacuated vehicles must be restricted from re-entering the car park until the official All Clear is given by the Chief Warden or attending Emergency Services.

For this procedure to work effectively there needs to be a communication system in place to allow instructions to be given to car park attendants (and or designated Wardens). In the absence of any specific instructions from the Chief Warden, upon an incident occurring within or which may impact on the car park precinct, the procedure detailed above shall be implemented.

9. RESPONSE COLOUR CODES

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

TYPE OF EMERGENCY	RESPONSE COLOUR CODE
Evacuation	Orange
Fire/Smoke	Red
Cardiac Arrest/Medical Emergency	Blue
Bomb Threat	Purple
External Emergency	Brown
Personal Threat (armed hold-up, hostage, siege or other situation involving high risk or injury, unarmed confrontation e.g. psychiatric, assault, geriatric, violence, suicidal threat)	Black
Internal Emergency (failure of or threat to essential services, hazardous materials incident)	Yellow

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

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

9.1 All Clear

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

9.2 Employee Workplace Health and Safety Obligations

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

(a) To take reasonable and practicable steps to ensure that they do not do anything, or fail to do something that creates a risk or increases an existing risk to the health of the employee or other persons at the workplace;

(b) Not to willingly injure himself/herself or other persons at the workplace;

(c) To comply with employer instructions for workplace health and safety and to use appropriate personal protective equipment where this equipment has been supplied by the employer.

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

9.3 Emergency Control Organisation Personnel Training

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

a) Fire safety features including installed alarms;

b) The procedures for evacuation of the facility including the possibility of modification to set procedures where circumstances dictate a change is required;

c) The location of the evacuation assembly areas;

d) Emergency personnel identification;

e) Emergency personnel authorities;

f) The role and authority of each ECO member;

g) Communication methods and systems.

ECO personnel shall receive skills maintenance instruction at intervals not exceeding six-months. The skills maintenance sessions are to be used to maintain the interest of personnel and improve their knowledge and skills.

9.4 Evacuation Practice

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

Evacuation exercises may be conducted either as partial evacuation exercises or a total exercise covering a facility. In any case, all areas of a facility shall participate in at least one emergency response exercise involving an evacuation each year.

9.5 An Emergency during an Emergency Response Exercise

A pre-determined word 'NO DUFF' shall be disseminated to all ECO members, for use when an actual emergency incident takes place during an emergency response exercise. The word or phrase shall signify that the emergency response exercise has been terminated and that the ECO are to standby for further instruction.

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

9.6 Evacuation Practice Record

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

The evacuation practice record must state the following:

(a) The date of the evacuation;

(b) The times when the evacuation started and ended;

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

10. PREVENTION PROCEDURES

10.1 Maintenance of Exits by Occupiers of Buildings

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

10.2 Prevention

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

(a) Any accumulation of litter which may increase the danger of fire;

(b) Incorrect storage of flammable liquids;

(c) Incorrect storage of Dangerous Goods and/or Hazardous Materials;

(d) Any furniture, decoration, equipment or any other item that might restrict the width of the path of travel or impede access to the emergency exits;

(e) Missing, defective or discharged fire extinguishers;

(f) Any fire and smoke doors that are not kept shut (except during use) and any self-closing mechanism which is not operational. These doors should close and fully latch automatically and are not to be held open by wedges etc;

(g) Any obstructions in passageways;

(h) The storage of any article in fire hose reel cupboards;

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

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

10.3 Hot Work

A Hot Work permit system must be implemented for cutting, welding, brazing, soldering and other similar works. Hot work involving the isolation of an Essential Service must be strictly controlled by the person in charge of the workplace.

The following requirements are to be in place and followed when hot work is conducted on the premises.

(a) The person and or company conducting the hot work must be a holder of a current Work Cover, Public Liability insurance and Professional Indemnity Insurance;

(b) The person and or company conducting the hot work must be suitably qualified to perform the hot work;

(c) The person and or company conducting the hot work must be made aware of precautions which must be observed as far as is practicable whenever an Essential Service is made inoperative;

(d) Fire extinguishers are to be located immediately adjacent to the hot work area within 10 metres. Installed building fire extinguishers are not to be relied upon;

(e) The immediate surrounds of the work area are to be cleared of combustible materials;

(f) The person and or company conducting the hot work must be made aware of facility Emergency Response Procedures; and

(g) The person and or company conducting the hot work must at all times comply with Workplace Health and Safety Laws and Regulations.

If a fixed fire protection or detection system needs to be taken out of service approval is required for the impairment and the Fire System Log Book is to be filled in with details of the actions.

11. INSTALLED FIRE SAFETY SYSTEMS AND EQUIPMENT

The fire safety systems and equipment that are installed in your building is indicated as follows. This list was current at the date of publication of this Emergency Management Manual but may be subject to additions/deletions brought about by improvements or upgrades to this building/structure.

FIRE DETECTION	
	**FIRE CONTROL CENTRE (FCR)** – *Location: Ground Floor Foyer, adjacent to the main entrance.* A Fire Control Centre is provided as an area from which control of the building occupants by the Emergency Control Organisation can be exercised. It is also used by the Emergency Services to coordinate fire-fighting operations. The FCC will contain all equipment associated with the required fire services in the building.
	**FIRE DETECTION CONTROL & INDICATING EQUIPMENT (FDCIE)** – *Location: In the Fire Control Centre in the Ground Floor Foyer, adjacent to the main entrance.* A Fire Detection Control & Indicating Equipment (FDCIE) is an electric panel that is the controlling component of a fire alarm system. The panel receives information from environmental sensors designed to detect changes associated with fire, monitors their operational integrity and provides for automatic control of equipment, and transmission of information necessary to prepare the facility for fire based on a predetermined sequence. The FDCIE may also supply electrical energy to operate any associated sensor, control, transmitter, or relay (i.e. HVAC shutdown, security, electronic door locks etc).
	**ALARM SIGNALLING EQUIPMENT (ASE)** The primary purpose of the Alarm Signalling Equipment (ASE) is to monitor fire alarm signals to the fire brigade.

	**SMOKE DETECTORS** Smoke detectors are designed to sense the presence of fire, indicate its location and advise the Fire Service.
	**CONCEALED DETECTORS** Where detectors are installed in areas to which access is restricted each area shall have a suitably labelled remote indicator installed outside the entry to the area. Examples of restricted access may include the following locked areas: shops (in arcades, malls and plazas), vaults, strongrooms, lift motor rooms, lift shafts, cool rooms, freezers, cupboards and electrical switch rooms.
	**MANUAL CALL POINT (MCP)** A Manual Call Point is used to allow building occupants to signal that a fire or other emergency exists within the building. They are usually connected to a central Fire Detection Control & Indicating Equipment (FDCIE which is in turn connected to an occupant warning system in the building and to the fire brigade or monitoring station. A Manual Call Point is operated by depressing the frangible face of the device. The body of a Manual Call Point shall be red in colour. A red Manual Call Point is mounted on the FDCIE ONLY.
	**EMERGENCY CALL POINT (ECP)** An Emergency Call Point (ECP) is similar in construction to a Manual Call Point (MCP) but is white in colour. They are installed for use by occupants to actuate the emergency warning system within the structure **ONLY** and will not advise the Fire Service. An Emergency Call Point is operated by depressing the frangible face of the device.

EMERGENCY WARNING SYSTEM (EWS)

	**EXTERNAL ALARM INDICATOR (RED STROBE LIGHT)** – *Location: Above the main entrance to the building on Kent Street.* The fire detection system shall operate one red strobe light to indicate a fire alarm. The strobe shall be located on the outside of the building, be visible from the main approach to the building and shall be as near as practicable to the Designated Building Entry Point. The word 'FIRE' shall be marked on or adjacent to the strobe in lettering not less than 25 mm in height on a contrasting background. The label shall be upright and clearly legible when the strobe is installed.
	**SPRINKLER ALARM BELL** The sprinkler alarm bell is to provide an audible alert that the sprinkler system has been activated. The bell shall be located on the outside of the building, be visible from the main approach to the building and shall be as near as practicable to the sprinkler installation. The bell can either be activated by water flow from the sprinkler system or by activation of a flow switch.
	**ALERT ALARM** The Alert Alarm is a slow repetitive BEEP which can either be actuated by activation of the fire detection system or manually by the Chief Warden.
	**EVACUATION ALARM** The Evacuation Alarm is a rise and fall tone that is the executive order for all occupants to immediately evacuate the building. It can be actuated by activation of the fire detection system or manually by the Chief Warden.

	**EVACUATION ALARM (with voice over commands)** The Evacuation Alarm is a rise and fall tone that is the executive order for all occupants to immediately evacuate the building. In addition, this Evacuation Alarm has systematic voice-over commands to reinforce with occupants of the need to evacuate the facility. It can be actuated by activation of the fire detection system or manually by the Chief Warden.
	**WARDEN INTERCOMMUNICATION PHONE (WIP)** Warden Intercommunication Phones are located in select locations to enable direct communication with the Chief Warden at the Master Emergency Communication Point.

FIRE SUPPRESSION SYSTEM

	**SPRINKLER SYSTEM** Automatically distributes water upon a fire in sufficient quantity either to extinguish it entirely or to prevent its spread.

FIRST ATTACK FIREFIGHTING EQUIPMENT

	**FIRE EXTINGUISHERS** Fire extinguishers are installed in accordance with AS 2444 to provide occupants with equipment to attack a fire in its initial stages.

	**FIRE HOSE REELS** Fire Hose Reels are installed to allow occupants to undertake fire extinguishment in the initial stages of the fire. The fire hose reel system must have fire hose reels provided so that the nozzle end of a fully extended fire hose fitted to the reel and laid to avoid any partitions or other physical barriers will reach every part of the floor of the storey and internally within 4m of an exit. Fire Hose Reels are not to be used on fires with an associated electrical hazard.
	**FIRE HYDRANTS** A fire hydrant system must be provided to serve a building having a total floor area greater than 500 m²; and where a fire brigade is available to attend a building fire. The internally located fire hydrant is to provide coverage throughout all areas of the building.

FIRST AID

	**FIRST AID KITS** – *Location: Within each tenancy.* A First Aid Kit is provided for the emergency treatment and life support for people suffering injury or illness. Contents of First Aid Kits should be suitable to the type of work carried out at the workplace. The First Aid in the Workplace Code of Practice advises that first aid kits for workplaces should not contain medications.

MEANS OF ESCAPE

	**EMERGENCY EXIT SIGNS** Emergency exits and the paths of travel to emergency exits are normally indicated by an illuminated EXIT and/or directional EXIT sign.

	**EMERGENCY LIGHTING** Emergency lights are designed to safeguard occupants from injury by providing sufficient lighting to allow occupants to safely negotiate the paths of travel to an exit in the event of a partial or major failure of the buildings' mains power.
	**EMERGENCY POWER GENERATOR** An emergency power generator which is diesel powered is installed in this building.
	**UNINTERRUPTIBLE POWER SUPPLY (UPS)** An Uninterruptible Power Supply, also Uninterruptible Power Source (UPS) or battery/flywheel backup, is an electrical apparatus that provides emergency power to a load when the input power source, typically mains power, fails. A UPS differs from an auxiliary or emergency power system or standby generator in that it will provide near-instantaneous protection from input power interruptions, by supplying energy stored in batteries. The on-battery runtime of most uninterruptible power sources is relatively short but sufficient to start a standby power source or properly shut down the protected equipment.
	**EXIT DOORS** Exit doors are provided to give occupants a means of egress from any part of the building.

	**FIRE RESISTANT DOORS** A fire-resistant door-set is installed across an opening in a fire wall to maintain the fire resistance rating of that fire wall. A sign to alert persons that the operation of fire doors must not be impaired must be installed where it can be readily seen on, or adjacent to, a required fire door providing direct access to a fire isolated exit on the side that faces a person seeking egress.
	**DOOR FAIL SAFE DEVICE** Specific doors are provided with a clearly identified fail safe control switch on both sides of the doors which temporarily open the doors to allow occupants to evacuate. The doors will close automatically when the occupant passes through. The door opening devices are fitted with a back-up power supply capable of opening and closing the doors for a minimum of 60 minutes in the event of a power failure.
	**EMERGENCY DOOR RELEASE (EDR)** An Emergency Door Release (EDR) is similar in construction to a Manual Call Point (MCP). The body may be green, white or yellow in colour but must have the wording "Emergency Door Release" in a contrasting colour on the device. They are installed for use by occupants to override electronic door locks.
	**FIRE ISOLATED STAIRS / CORRIDORS** Fire isolated stairs and or corridors are designed to provide occupants with a safe means of egress from the building in the event of a fire.
	**STAIRWELL PRESSURISATION** Stairwell pressurisation is installed to ensure that occupants have sufficient time to evacuate the building without their safety being jeopardised by the entry of effluents of a fire to the fire isolated stairs.

	**EMERGENCY LIFT** An emergency lift with fire rated lift shaft is installed in this building. Emergency lifts under the Building Code of Australia are required in all buildings over 25 metres in height and any class 9a building in which patient care areas are located at a level that does not have direct egress to a road or open space. Emergency lifts are provided for the fire services quick response to a fire emergency fire evacuation and also provides rapid evacuation of individuals who may be incapacitated.
	**AUTOMATIC AIR CONDITIONING SHUT DOWN** The fire detection and alarm system has an ancillary function to automatically shut down the air conditioning system upon activation of designated circuits.
	**SMOKE EXHAUST SYSTEM** A smoke exhaust system is installed to allow occupants sufficient time to evacuate before the paths of travel to the exits become untenable.

11.1 Performance Solutions

When a building is to be constructed the architects will sometimes create a structure that does not meet the National Construction code and therefore a Fire Engineer would be engaged to create what is called a Performance Solution. If a Performance Solution for a building includes a fire safety management procedure as a condition of the occupation and use of the building, then the Performance Solution/s are to be detailed in this section.

There are performance Solutions for this property. A summary has been extracted from the E-LAB Consulting_FER_P00135_Revision 3_Dated 10.11.2023 and inserted in Section 34 of this document. All information contained in Section 34 is provided by and copyrighted to E-LAB Consulting.

12. ROLE CHECKLIST – CHIEF WARDEN

✓	Pre-Emergency Tasks
❑	Maintain a current register of Emergency Control Organisation members;
❑	Maintain adequate numbers of Emergency Control Organisation members;
❑	Conduct regular exercises, and attend training and exercises as required;
❑	Ensure the Emergency Response Plan is updated regularly;
❑	Attend Emergency Planning Committee meetings;
❑	Ensure personal Emergency Control Organisation identification is available;
❑	Ensure PEEP's are in place;
❑	Ensure Emergency Control Organisation members are maintaining adequate emergency management housekeeping in their areas.

✓	Emergency Tasks
❑	Attend Master Emergency Control Point and take control;
❑	Determine nature of emergency and appropriate course of action;
❑	Call emergency services on 000 – ask for fire, ambulance or police;
❑	Notify Emergency Control Organisation members as appropriate;
❑	Ensure appropriate emergency processes are implemented;
❑	Evacuate **immediately** if there is danger to persons;
❑	Ensure Emergency Control Organisation are searching and evacuating their areas;
❑	Advise neighbouring facilities if necessary;
❑	Prevent all persons from re-entering premises until deemed safe;
❑	Receive reports from Area Wardens on areas searched, and record on evacuation log;
❑	Note reports from Emergency Control Organisation on refusals, injuries or mobility impairments, taking note of location;
❑	Nominate someone to direct emergency services to building entrance;
❑	Brief emergency services on arrival – type, scope & location of incident;
❑	Ensure all persons are accounted for at assembly area (where possible);
❑	Where large numbers of persons are at the assembly area, assign someone to manage the assembly area;
❑	Provide first-aid to injured persons whilst waiting for emergency help;
❑	Notify emergency services immediately of injuries, even minor ones;
❑	When advised by emergency services that event complete, advise occupants to return to facility.

✓	Post Emergency Tasks
❑	Organise security guards to provide 24-hour protection of premises;
❑	For persons that suffered injuries, ensure that you contact 'next of kin';
❑	Report the incident to your building manager or real estate agent;
❑	Contact your insurer & report the incident, including injuries to staff;
❑	Organise counselling for staff that are traumatised by the incident;
❑	Write a brief report on what happened, injures sustained & the actions you took;
❑	Contact tradespersons to secure the premises to prevent theft or further damage;
❑	After the incident, conduct a debrief with Emergency Control Organisation on what happened and why;
❑	Activate Business Continuity measures.

12.1 Role Checklist – Communications Officer (if appointed)

✓	Pre-Emergency Tasks
❑	Ensure personal proficiency in operation of facility communications equipment;
❑	Maintain records and logbooks and make them available for the Emergency Control Organisation to use during an emergency;
❑	Ensure all Emergency Control Organisation members are proficient in use of the facility communications equipment;
❑	Ensure that emergency communication contact details are up to date.

✓	Emergency Tasks
❑	Transmit instructions and information;
❑	Respond to calls by Emergency Control Organisation using phones and runners;
❑	Broadcast messages to occupants and Emergency Control Organisation;
❑	Manage alternate methods of communication including land line and mobile phones, runners, two way radios.

✓	Post Emergency Tasks
❑	Compile a report on actions taken during the emergency for the debrief;
❑	Participate in the debrief.

12.2 Role Checklist – Assembly Area Warden (if appointed)

✓	Pre-Emergency Task
❑	Ensure evacuation kit is maintained regularly.

✓	Emergency Tasks
❑	Take control at assembly area, ensuring all persons remain in their allocated areas;
❑	Report to Chief Warden any updates as required, for example, casualties, missing persons;
❑	Communicate with persons at assembly area with updates from Chief Warden or management;
❑	Dispatch first aid officers as required at the assembly area;
❑	When given the all clear from the Chief Warden, facilitate sending occupants back to the building;

✓	Post Emergency Tasks
❑	Compile a report on actions taken during the emergency for the debrief;
❑	Participate in the debrief.

12.3 Role Checklist – Area Warden

✓	Pre-Emergency Tasks
❑	Confirm sufficient wardens for area of responsibility;
❑	Coordinate the completion of Personal Emergency Evacuation Plan (PEEP) documentation if required;
❑	Report on deficiencies of emergency equipment;
❑	Ensure that wardens have communicated the emergency response procedures to all occupants within their nominated areas;
❑	Have an intimate knowledge of the area, including egress routes, the location of emergency equipment and the presence of hazardous substances;
❑	Ensure that occupants are aware of the identity of their wardens;
❑	Coordinate safety practices (e.g. clear egress paths, access to first-attack equipment and disposal of rubbish) by wardens throughout their area of responsibility;
❑	Attend training and emergency exercises, as required by the Emergency Planning Committee;
❑	Ensure personal Emergency Control Organisation identification is available.

✓	Emergency Tasks
❑	Implement the emergency procedures for their area;
❑	Ensure that the appropriate emergency service has been notified;
❑	Check the floor or area for any abnormal situation;
❑	Commence evacuation if the circumstances warrant this, or if evacuation tones are sounding;
❑	Search the floor or area to ensure all persons have evacuated;
❑	Ensure an orderly flow of persons into protected areas, e.g. stairwells;
❑	Assist persons with mobility impairments;
❑	Communicate with the Chief Warden using phones or whatever means available and act on instructions;
❑	Co-opt persons as required to assist a Warden during an emergency;
❑	Confirm that the activities of Wardens have been completed and report this to the Chief Warden;
❑	Be available for briefing police and other authorised persons during an emergency.

✓	Post Emergency Tasks
❑	Compile a report on actions taken during the emergency for the debrief;
❑	Participate in the debrief.

12.4 Role Checklist – Warden

If you detect a dangerous situation, commence an immediate evacuation of the area and notify the Chief Warden

✓	Pre-Emergency Tasks
❑	Ensure that all occupants are aware of the emergency response procedures;
❑	Carry out safety practices (e.g. clear egress paths, access to first-attack equipment and disposal of rubbish);
❑	Ensure personal Emergency Control Organisation identification is available;
❑	Attend training and emergency exercises, as required by the Emergency Planning Committee.

✓	Emergency Tasks
❑	Assuming control of their area in the absence of the nominated Floor or Area Warden;
❑	Operate the communication system(s) in place, for example the WIP (Warden Intercommunication Phones);
❑	Search the floor or area to ensure all people have evacuated;
❑	Check that any fire doors and smoke doors are properly closed;
❑	Close or open other doors in accordance with the emergency response procedures;
❑	Ensure orderly flow of people into protected areas, for example, stairways;
❑	IF SAFE TO DO SO and trained, operating first attack firefighting equipment, for example fire extinguishers and Fire Hose Reels;
❑	Assist occupants with Special needs;
❑	Act as leader of groups moving to nominated assembly areas;
❑	Report status of required activities to the floor or area warden on their completion.

✓	Post Emergency Tasks
❑	Compile a report on actions taken during the emergency for the debrief;
❑	Participate in the debrief.

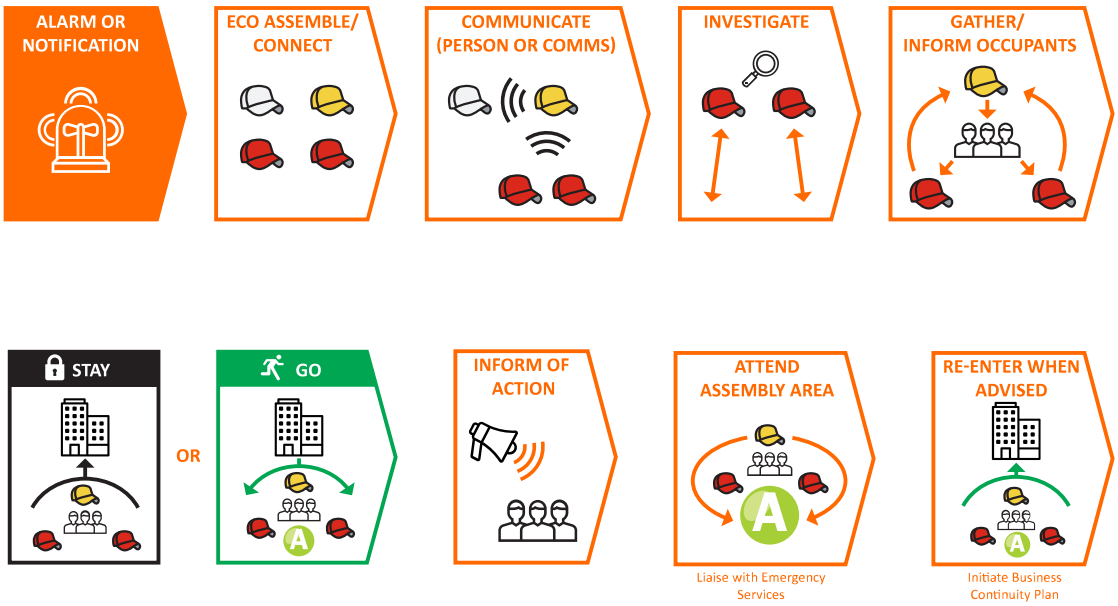
12.5 Role Checklist – First Aid Officer

✓	Pre-Emergency Tasks
❑	Ensure First Aid Kits are adequately stocked, and checked every six months;
❑	Ensure you are aware of where all First Aid Kits are located.

✓	Emergency Tasks
❑	Treat First Aid at injury location if evacuation is not required;
❑	During evacuations, follow instructions of Emergency Control Organisation members;
❑	Treat First Aid for casualties during evacuation either at location or assembly area;
❑	Establish triage area at assembly area during evacuations;
❑	Brief ambulance officers at status of casualties, actions taken etc.

✓	Post Emergency Tasks
❑	Compile a report on actions taken during the emergency for the debrief;
❑	Participate in the debrief.

12.6 ECO Summary



Not every emergency will pan out like the above, some steps might be missed or start at different points.

- Alarm or notification – You will now know that a situation might be happening.
- ECO Connect – Wardens will meet at the nominated control point or assemble elsewhere.
- Communicate – Discuss what needs to happen and delegate rolls.
- Investigate – Is the threat credible?
- Gather/inform occupants - Let everyone know what is happening.
- Stay or Go – The decision will be made, and everyone will be informed.
- If we evacuate - We attend the Assembly Area and liaise with Emergency Services.
- Re-enter when advised – Emergency Services will tell the Chief and the Chief will advise everyone else.
- There may be a need to do a staged re-entry.

13. PERSONS WITH SPECIAL NEEDS

Note: The procedures in this section, and in particular the information required of occupant's details, must take into account the requirements of the Australian Privacy Principles (APPs).For further information, go to Office of the Australian Information Commissioner (OAIC) web site at http://www.oaic.gov.au/.

Introduction

A person with special needs is defined in Australian Standard 3745-2010 as someone having physical, intellectual, visual or auditory disabilities or impairments, either temporary or permanent. There could be at least one person in any given building whose movement through emergency exits would be restricted in an emergency evacuation which will require special needs procedures being implemented within the workplace. Children may also be classified as a person who requires special assistance during an evacuation.

Consideration must be given to an accessible means of egress, safe holding areas and also the compilation of Personal Emergency Evacuation Plans (PEEPs).

13.1 Personal Emergency Evacuation Plans (PEEP)

The person in charge of a workplace must identify any person under their control who has an impairment that may restrict their movement in an emergency. Personal Emergency Evacuation Plans (PEEPs) must be compiled for each identified person with a special needs. The procedures must also include the details of person/s nominated to be the designated assistant/s.

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

An example of a PEEP, as detailed in Australian Standard 3745-2010, appears in the following section.

13.2 Impairments

There are five general categories of impairments:

- Mobility Impairment;
- Visual Impairment;
- Hearing Impairment;
- Speech Impairment; and
- Cognitive Impairment.

Mobility Impairment

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

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

Visual Impairment

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

Hearing Impairments

If a person cannot receive some or all of the information generated by an occupant warning system, like an alarm signal or Public-Address voice instructions, then that person has a hearing impairment that could affect his or her ability to evacuate in an emergency unless alternatives are provided.

Speech Impairments

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

Cognitive Impairments

Cognitive impairments can be caused by a range of conditions, including but not limited to developmental disabilities, alcoholism, Alzheimer's disease, Parkinson's disease, traumatic brain injury, stroke, and some psychiatric conditions, but all result in some decreased or impaired level in the ability to process or understand the information received by the senses.

All standard occupant warning systems require a person to be able to process and understand information in order to safely evacuate a building.

13.3 Assistance

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

Level of Assistance

Guidance

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

Minor Physical Effort

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

Major Physical Effort

- Operating a stairway descent device.

13.4 A Person with Special Needs in an Incident-Affected Area

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

In any other case where there is no direct access to a road or open space, once all other occupants have been evacuated, the person with special needs may be placed in a safe holding area, for example in a designated fire and or smoke isolated safe haven or on the landing in the emergency exits with a Warden or responsible person to provide comfort and reassurance.

13.5 A Person with Special Needs in a Non-Affected Area

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

13.6 Outside Normal Hours of Occupancy

Should the building Emergency Warning System sound in the area where a person with special needs is outside the normal hours of occupancy, that person should immediately ring ZERO ZERO ZERO (000) and ask for the Fire Service. Once connected they should pass on the following information to the operator:

- Their name and the address of the building and the fact the alarm system has sounded (or type of incident that has occurred);
- Their degree of assistance required; and
- Their location within the building.

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

14. PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

PEEP's are individualised emergency plans designed for mobility impaired occupants who may require assistance during an emergency.

To facilitate reference by Emergency Services, a copy of the PEEP should be kept with the relevant Warden and/or designated assistant and an additional copy kept in a central location which is readily accessible to the responding Emergency Service. The information on the PEEP shall be disseminated to all people responsible for its implementation.

Occupant Name:

Phone / Ext: Mobile:

Email:

Company Name:

Building Address:

Floor Number: Room Number:

Is an Assistance Animal involved? YES NO

Is the occupant trained in the emergency response procedures? (including the evacuation procedures) YES NO

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

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

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

Equipment required for evacuation:
(Please list)

Egress procedure:
(Give step by step details)

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

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

YES ☐ NO ☐

Are your designated assistants trained in the use of the evacuation equipment?

YES ☐ NO ☐

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

Insert the diagram showing: 1. The location of the person who requires assistance 2. The path of travel to the place of safety This diagram will ONLY be relevant to an individual and their location within the building and a generic diagram CANNOT be inserted.

Issue Date: _____ Review Date: _____

Occupant approved: _____ Date: _____

(Signature)

Assistant/Warden: _____ Date: _____

(Signature)

Chief Warden: _____ Date: _____

Please contact First 5 Minutes if you would like an electronic copy

15. EVACUATION PROCEDURES – CODE ORANGE

Introduction

The speed of an evacuation is driven by the slowest person within the means of egress. If a Warden notes that the pace of an occupant down a set of stairs is slowing the movement of others, then they must move that person aside on a landing until all others have passed (a Warden or responsible person must remain with this person to assist them to the external safe place).

Note: *This is also why ambulatory occupants are evacuated before semi-ambulatory or non-ambulatory persons.*

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

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

15.1 Evacuation Procedures

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

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

15.2 Authority to Initiate Evacuation

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

15.3 Stages of Evacuation

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

Stage 1 - Removal of Persons from the Immediate Danger Area

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

Stage 2 - Removal to a Safe Area

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

Stage 3 - Complete Evacuation of the Building

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

Note: If traversing a set of stairs, Wardens are to ensure that occupants do so in single file and that they maintain 3 points of contact with the handrail at all times.

15.4 Priority Groups for Evacuation

Occupants are divided into four priority groups for evacuation:

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

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

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

PRIORITY 4 - Aggressive, violent or resistive persons. These persons may place Wardens in danger.

Note: If circumstances permit, persons in Priority 1 may assist in the evacuation of occupants in Priority 2.

15.5 Persons Refusing to Comply with Wardens' Directions

Should a person refuse to comply with the directions given by a Warden from the Emergency Control Organisation, the Warden shall:

(a) Ensure the person has been clearly advised (twice) that they are to evacuate the facility because of an emergency situation;

(b) Notify the Chief Warden, who shall advise the senior Emergency Services Officer who, at their discretion, may take the appropriate action under law to remove the person.

15.6 Evacuation of Contractors during an Emergency

During an incident that will require the evacuation of the facility the Chief Warden is to ensure that the Contractor/Visitor Sign-in Register is checked to confirm if contractors are working within the building or its precincts. If it is found that there may be contractors on site, the Chief Warden is to ensure that personnel are dispatched to check the area/s they are working in (if safe to do so).

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

✓	Emergency Tasks
❑	Attend the Master Emergency Control Point and take control;
❑	Determine nature of emergency and appropriate course of action;
❑	Call emergency services on 000 – ask for fire, ambulance or police;
❑	Notify Emergency Control Organisation members as appropriate;
❑	Ensure appropriate emergency processes are implemented;
❑	Evacuate immediately if there is danger to persons;
❑	Ensure Emergency Control Organisation are searching and evacuating their areas;
❑	Advise neighbouring facilities if necessary;
❑	Prevent all persons from re-entering premises until deemed safe;
❑	Receive reports from Area Wardens on areas searched, and record on evacuation log;
❑	Note reports from Emergency Control Organisation on refusals, injuries or mobility impairments, taking note of location;
❑	Nominate someone to direct emergency services to building entrance;
❑	Brief emergency services on arrival – type, scope & location of incident;
❑	Ensure all persons are accounted for at assembly area (where possible);
❑	Where large numbers of persons are at the assembly area, assign someone to manage the assembly area;
❑	Provide first-aid to injured persons whilst waiting for emergency help;
❑	Notify emergency services immediately of injuries, even minor ones;
❑	When advised by emergency services that event complete, advise occupants to return to facility.

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

✓	Emergency Tasks
❑	Implement the emergency procedures for their area;
❑	Ensure that the appropriate emergency service has been notified;
❑	Check the floor or area for any abnormal situation;
❑	Commence evacuation if the circumstances warrant this, or if evacuation tones are sounding;
❑	Search the floor or area to ensure all persons have evacuated;
❑	Ensure an orderly flow of persons into protected areas, e.g. stairwells;
❑	Assist persons with mobility impairments;

❑	Communicate with the Chief Warden using phones or whatever means available and act on instructions;
❑	Co-opt persons as required to assist a Warden during an emergency;
❑	Confirm that the activities of Wardens have been completed and report this to the Chief Warden;
❑	Be available for briefing police and other authorised persons during an emergency.

Wardens - If an Evacuation is required (Code Orange)

✓	Emergency Tasks
❑	Assuming control of their area in the absence of the nominated Floor or Area Warden;
❑	Operate the communication system(s) in place, for example the WIP (Warden Intercommunication Phones);
❑	Search the floor or area to ensure all people have evacuated;
❑	Check that any fire doors and smoke doors are properly closed;
❑	Close or open other doors in accordance with the emergency response procedures;
❑	Ensure orderly flow of people into protected areas, for example, stairways;
❑	IF SAFE TO DO SO and trained, operating first attack firefighting equipment, for example fire extinguishers and Fire Hose Reels;
❑	Assist occupants with mobility impairments;
❑	Act as leader of groups moving to nominated assembly areas;
❑	Report status of required activities to the floor or area warden on their completion.

Note: *This action is more important than a later physical count of the occupants. A minimum of two people are required to conduct the final check. Report the details of any persons who are unaccounted for to the Chief Warden who will relay the information to the Emergency Services.*

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

15.7 Shelter in Place (No Evacuation)

Shelter in place (no evacuation) is a defensive emergency response option that allows occupants and visitors to remain inside the facility on the basis that an evacuation to an external-to-building location might reasonably expose evacuated people to a greater level of danger.

Irrespective of where you are sheltering in place the basic steps remain the same:

(a) Shut and lock all windows and doors;

(b) Turn off all air handling equipment (heating, ventilation, and/or air conditioning, both supply and exhaust) within your ability to do so;

(c) If no sheltering area has been determined or you cannot get to the designated shelter individuals are advised to remain where they are until further instructions become available;

(d) Use the internet or turn on a TV or radio and listen for further instructions;

(e) When the All Clear is announced, open windows and doors, turn on ventilation systems and go outside until the building's air has been exchanged with the now clean outdoor air.

15.8 R.A.C.E

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

R REMOVE

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

A ALERT

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

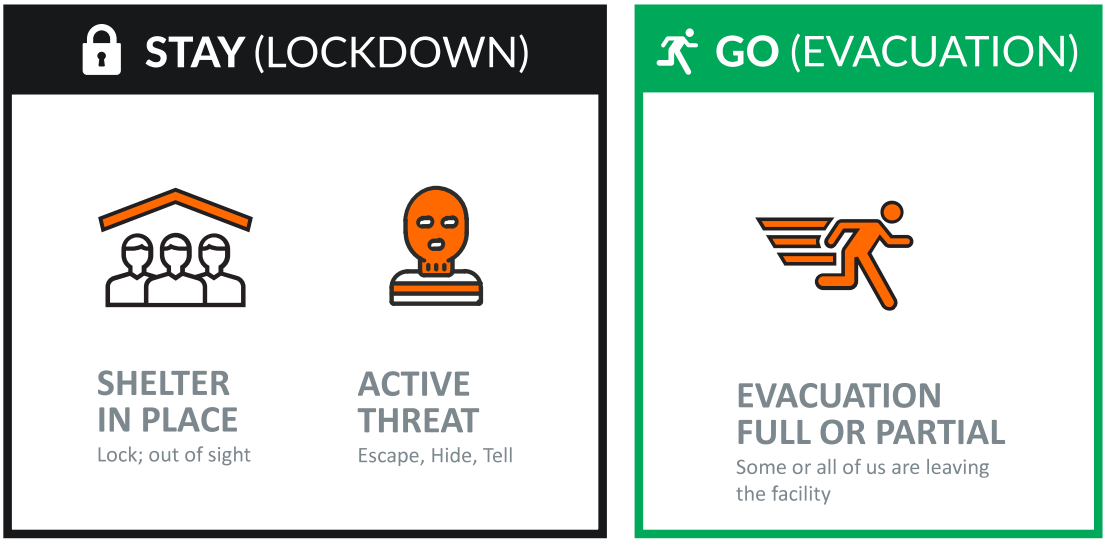
C CONTAIN / CONTROL

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

E EVACUATE / EXTINGUISH

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

15.9 STAY or GO



Lockdown (Armed Intrusion, Civil Disturbance)

- Alert staff
- Secure doors/windows
- Eliminate the movement of people to outside
- Direct occupants to seek cover if necessary
- Lock, turn off lights, out of sight

Shelter In Place (Fire In Adjacent Property, Flood, Storm)

- Alert staff
- Isolate occupants from external environment
- Close doors & windows

Active Armed Offender

Escape, Hide, Tell

- Looking after your own safety too
- Scattered event, Warden team may not be in communication
- EVERYONE contact emergency services, 000, 112, 106

Evacuation – Full or Partial

- Evacuate the premises

16. FIRE EMERGENCY PROCEDURES – CODE RED

If fire or the presence of smoke is noted, take the following action:

(a) Call ZERO ZERO ZERO (000) to notify the Fire Service, activate an alarm initiating device if installed, and notify the Chief Warden. Commence evacuation of occupants from the immediate area.

(b) Investigate the source of the fire or smoke and if trained in the use of the fire equipment and it is safe to do so, attempt to fight the fire with the correct fire extinguisher or a Fire Hose Reel.

(c) DO NOT enter smoke-filled spaces as smoke is TOXIC.

Note: If the decision is made to fight the fire, the person/s doing so must be trained in the use of the installed fire equipment and it must be safe to do.

Class & Type of Fire		Class A	Class B	Class C	Class D	Class (E)	Class F	
Type of Extinguisher	Colours	Wood, Paper, Plastic	Flammable & Combustible Liquids	Flammable Gases	Combustible Metals	Electrically Energised Equipment	Cooking Oils & Fats	
Water		✓	✗	✗	✗	✗	✗	Dangerous If used on Flammable Liquid, energised electrical equipment and cooking oils/fats.
Carbon Dioxide (C02)		LIMITED	LIMITED	✗	✗	✓	✗	Not suitable for outdoor use or large Class A fires.
Dry Chemical Powder (ABE/BE)		✓ AB(E) ✗ B(E)	✓	✓	✗	✓	✗ AB(E) ✓ B(E)	Look carefully at the extinguisher to determine if it is a BE or ABE unit.
Foam		✓	✓	✗	✗	✗	LIMITED	Dangerous if used on energised electrical equipment.
Wet Chemical		✓	✗	✗	✗	✗	✓	Dangerous if used on energised electrical equipment.
Fire Blanket		LIMITED	LIMITED	✗	✗	✗	✓	Fire Blanket effective for oil /fat fires within saucepans and are effective for extinguishing cloths that catch on fire. (ensure you replace after every use)

16.1 Fire Extinguisher Break Down



16.2 Use of Fire Extinguishers



To use Fire Extinguishers:

(a) Determine type of fire and exact location. Where possible, keep the doorway or path of escape at your back and have another person back you up with another fire extinguisher;

(b) Select right type of extinguisher;

(c) Be sure you know how to use the extinguisher. If in doubt, READ THE INSTRUCTIONS;

(d) Remove from bracket and whilst clear of the fire remove the anti-tamper seal and pin and test the fire extinguisher to ensure it will operate;

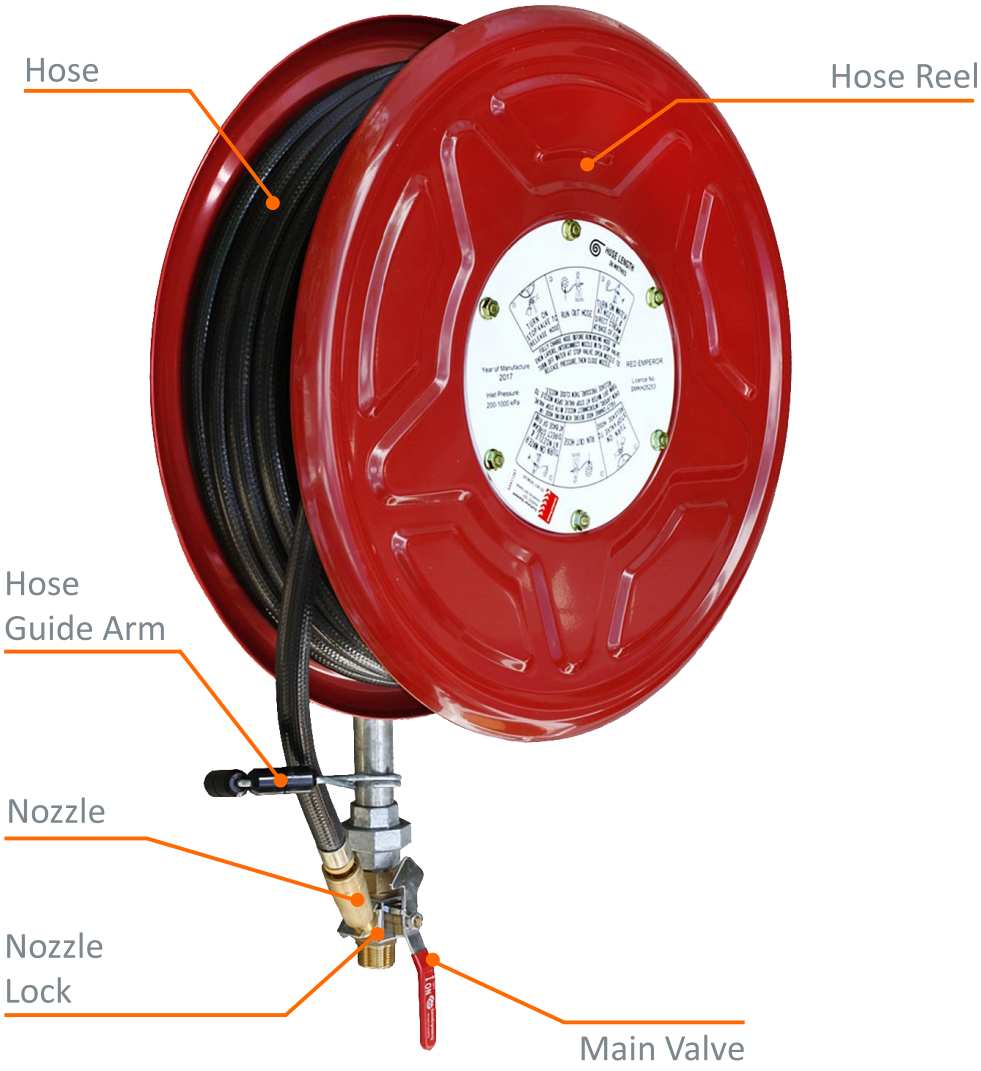
(e) Proceed to the area of the fire and initially from a distance of no closer than 2 metres direct the agent in a sweeping motion at the base of the fire. As the fire diminishes in intensity slowly approach the fire while discharging the fire extinguisher until the fire is extinguished;

(f) Keep low to avoid smoke;

(g) Remember, direct the extinguishing agent at the base of the fire, NOT at the smoke.

Note: *Dry Chemical Powder fire extinguishers can be of two distinctly different types. The powder in an A, B & E rated extinguisher may react adversely with cooking oils and/or fats.*

16.3 Fire Hose Reel Break Down



16.4 Use of Fire Hose Reels



All occupants should know the location and method of operation of any installed Fire Hose Reel/s.

Note: *If the decision is made to fight the fire, the person/s doing so must be trained in the use of the Fire Hose Reel and it must be safe to do so.*

To use a Fire Hose Reel:

(a) Try to remain calm and think. DO NOT panic;

(b) Warn everybody in the immediate vicinity and alert the Fire Service by Calling ZERO ZERO ZERO (000);

(c) Advise the Chief Warden;

(d) Do not use on electrical fires – REMEMBER water will conduct electricity;

(e) Whenever possible, two people should be used to unroll a hose from the Fire Hose Reel. That is, one to control the nozzle and one to ensure the hose runs off the reel freely and is not caught around doors or corners;

(f) Before using the Fire Hose Reel, ensure that the water is TURNED ON before proceeding to the fire. There is a stopcock lever (or tap) at the base of the Fire Hose Reel; (some will not release the nozzle out until this is done)

(g) Check the water is capable of being turned on and off at the nozzle;

(h) Direct stream at the base of the fire and apply in a sweeping motion.

✓	Chief Warden - On Becoming Aware of a Fire
❑	Attend Master Emergency Control Point and take control;
❑	Determine nature of emergency and appropriate course of action;
❑	Call emergency services on 000 – ask for fire, ambulance or police;
❑	Notify Emergency Control Organisation members as appropriate;
❑	Ensure appropriate emergency processes are implemented;
❑	An evacuation is required initiate evacuation procedures; and ensure all lifts are called to the ground floor and secured (if lift keys are available);
❑	Evacuate **immediately** if there is danger to persons;
❑	Ensure Emergency Control Organisation are searching and evacuating their areas;
❑	Advise neighbouring facilities if necessary;
❑	Prevent all persons from re-entering premises until deemed safe;
❑	Receive reports from Area Wardens on areas searched, and record on evacuation log;
❑	Note reports from Emergency Control Organisation on refusals, injuries or mobility impairments, taking note of location;
❑	Nominate someone to direct emergency services to building entrance;
❑	Brief emergency services on arrival – type, scope & location of incident;
❑	Ensure all persons are accounted for at assembly area (where possible);
❑	Where large numbers of persons are at the assembly area, assign someone to manage the assembly area;
❑	Organise first-aid to injured persons whilst waiting for emergency help;
❑	Notify emergency services immediately of injuries, even minor ones;
❑	When advised by emergency services that event complete, advise occupants to return to facility.

✓	Area Wardens - On Becoming Aware of a Fire
❑	Implement the emergency procedures for their area;
❑	Ensure that the appropriate emergency service has been notified;
❑	Check the floor or area for any abnormal situation;
❑	Commence evacuation if the circumstances warrant this, or if evacuation tones are sounding;
❑	Search the floor or area to ensure all persons have evacuated;
❑	Ensure an orderly flow of persons into protected areas, e.g. stairwells;
❑	Assist occupants with special needs;

❑	Communicate with the Chief Warden using phones or whatever means available and act on instructions;
❑	Co-opt persons as required to assist a Warden during an emergency;
❑	Confirm that the activities of Wardens have been completed and report this to the Chief Warden;
❑	Be available for briefing police and other authorised persons during an emergency.

✓	Wardens Emergency Tasks
❑	Assuming control of their area in the absence of the nominated Floor or Area Warden;
❑	Operate the communication system(s) in place, for example the WIP (Warden Intercommunication Phones);
❑	Search the floor or area to ensure all people have evacuated;
❑	Check that any fire doors and smoke doors are properly closed;
❑	Close or open other doors in accordance with the emergency response procedures;
❑	Ensure orderly flow of people into protected areas, for example, stairways;
❑	IF SAFE TO DO SO and trained, operating first attack firefighting equipment, for example fire extinguishers and Fire Hose Reels;
❑	Assist occupants with mobility impairments;
❑	Act as leader of groups moving to nominated assembly areas;
❑	Report status of required activities to the floor or area warden on their completion.

17. MEDICAL EMERGENCY PROCEDURES – CODE BLUE

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

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

REMAIN CALM: Do not panic.

17.1 Basic Life Support

D Check for **DANGER**. Ensure the area is safe for yourself, others and the patient.

R Check for **RESPONSE** – ask name – squeeze shoulders.

S Send for **HELP**. Call ZERO ZERO ZERO (000) for an ambulance or ask another person to make the call.

A **AIRWAY**. Open mouth if foreign material present. Clear airway with fingers.

B Check for **BREATHING**. Not breathing – start CPR. Normal breathing - place in recovery position & monitor breathing.

C Start **CPR**. Give 30 chest compressions (almost 2 compressions / second) followed by 2 breaths.

D Attach Automated External **DEFIBRILLATOR (AED**) if available and follow its prompts.

Note: *DO NOT stop CPR when applying pads. Continue Cardio Pulmonary Resuscitation (CPR) until qualified personnel arrive or signs of life return.*

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

17.2 Raise Alarm

Call for help – CALL ZERO ZERO ZERO (000) and ask for the Ambulance Service.

Advise your location, patient's age/sex, symptoms & signs, any prior medical illnesses, medication (see questions below).

17.3 Information That May Be Required for The Ambulance Service

1. YOUR LOCATION:
    a. Number Street name and suburb; and
    b. Nearest cross street, access point; and
    c. Street Directory map number and reference.
2. What is your contact number? (extension or mobile)
3. What is the medical problem?
    a. description of complaint (short breath / sweating / where & what type of pain)
4. How old is he / she? (approximate age if not sure)
5. Are they conscious? (YES OR NO)
6. Are they breathing? (YES OR NO)

17.4 Automatic External Defibrillator (AED)

SAFETY

- DO NOT operate an AED if under the effects of ALCOHOL or DRUGS.
- DO NOT use on children below 8 years or under 40 kg unless using paediatric (child) electrode pads.
- DO NOT use on conductive surfaces such as water, fluids or metal.
- DO NOT touch the patient when shock therapy is being delivered.
- DO NOT use in an explosive environment, e.g. oxygen enriched, gaseous or fume environment.

Note: *AEDs are NOT to be used on children under one year of age.*

If the AED indicates that a shock is required, make sure that everyone is "CLEAR" of the patient. Tell everyone assisting you to stay clear of the patient and ensure that you are clear of the patient as well. When everyone is clear of the patient press the shock button on the AED. (Fully automatic AED will shock the patient automatically and will give an audible warning prior to delivering the shock)

17.5 Step by Step Use of an AED

The AED will guide you through the entire process until help has arrived. Follow the visual and voice prompts of the AED.

1. Call ZERO ZERO ZERO (000).

If you see someone collapse, immediately call ZERO ZERO ZERO (000) and get the paramedics on-route. If there are other people there, nominate someone specific to call ZERO ZERO ZERO (000) and explain the situation. This decreases confusion about who should do what and ensures that the emergency call is made.

2. Check the patient's airway and breathing.

If someone has collapsed, you should immediately determine whether they are breathing. If the patient is breathing, you know that they have a pulse. If the patient is not breathing, check that the airway is clear. Once the patient's airway has been checked and cleared, check for breathing. If the patient is not breathing commence CPR.

3. Locate an AED.

If there is an AED nearby ask a bystander to take over CPR while you apply the AED chest electrode pads to the patient. Uninterrupted CPR is an important factor in increasing the recovery rate of a person who suffers a cardiac arrest. Always ensure that someone is providing CPR for the patient unless the AED machine is actively analysing or shocking the patient.

4. Turn on the AED.

Follow the visual & voice prompts of the AED.

5. Attach the electrode pads to the patient's bare chest. (Expose the patient's bare chest whether male or female)

First ensure that the adhesive AED pads are attached to a cable which is plugged into the AED machine. Once this has been done bare the patient's chest (including a female) and attach the adhesive AED pads in the appropriate locations. The AED should include a diagram (generally on the adhesive pads themselves) indicating where each pad goes. Some AEDs uses a one-piece chest pad that makes placement easy.

6. Always follow the instructions of the AED.

Note: CPR should not be interrupted while the adhesive electrode pads are being applied.

First Aid

Refer to Code of Practice "First Aid in the Workplace" in each jurisdiction for establishing first aid practices.

18. BOMB, IMPROVISED EXPLOSIVE DEVICES OR SUBSTANCE THREAT PROCEDURES – CODE PURPLE

18.1 Threat Overview

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

These procedures are designed to help you assess the level of the threat and, on the information available, decide on a course of action.

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

18.2 Telephone Threat Procedures

Any person receiving a telephone threat should observe the following:

(a) Keep calm. If possible attract the attention of a fellow worker or Raise the F5M Threat Check list and attract the attention of a fellow worker. The display of the form should immediately alert to the nature of the phone call;

(b) Keep the caller on the line as long as possible to gather information, do not hang up;

(c) Use the threat check list provided. The check list can be used as evidence against the perpetrator of the threat in any subsequent legal proceedings.

(d) Obtain as much detail as possible about the bomb and its location;

(e) Listen carefully for any background noises, speech mannerisms, accents or other details that might give a clue to the age, sex, identity and location of the caller;

(f) DO NOT discuss the call with other occupants in order to minimise distress; be discreet with the information and take direction from Chief Warden or a Manager;

(g) Immediately after the threat, contact your immediate supervisor, the Chief Warden and notify the Police;

(h) Complete the threat report form (reverse of check list) and hand it to the Chief Warden or, in their absence, the Police when they arrive.

18.3 Written Threat

Once it has been confirmed that a message is a bomb threat, the message and envelope or its container should be placed in a paper envelope or paper folder for further examination by Police/Forensics. Do not photocopy the letter or note.

18.4 Threat Received by Email

It is possible that a threat may be received as an email. In this event evidence is still available within the software. To preserve the evidence:

(a) Save an electronic copy of the email and any attachments;

(b) Print a hard copy of the email for referencing the details of the threat;

(c) Notify the Chief Warden and the Police.

18.5 Threat Evaluation

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

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

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

- Calling Triple Zero (000);
- Whether the item was hidden;
- Is it obviously a device;
- Is it similar to the original threat description;
- Is it typical of all other items in the area;
- Has there been a report of unauthorised persons being on site;
- Is there evidence of forced entry?

18.6 Assembly Area

The designated safe assembly area is to be well away from the building, out of line-of-sight and well clear of windows. The evacuation Assembly Areas should be searched by Wardens nominated by the Chief Warden. The Wardens used for this search should be from an area away from the threat. The designated safe assembly area is to be well away from the building, out of line-of-sight and well clear of windows. For biological threats evacuate upwind and upslope of the building. A minimum distance of 150 meters is recommended. More details on evacuation distances are given in the next section.

18.7 Detailed Room Search

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

(a) Listen for any unusual sounds;

(b) Conduct a passive search only (that is, look without touching);

(c) Operate with one team progressing clockwise and one team anti-clockwise, checking the area as follows:

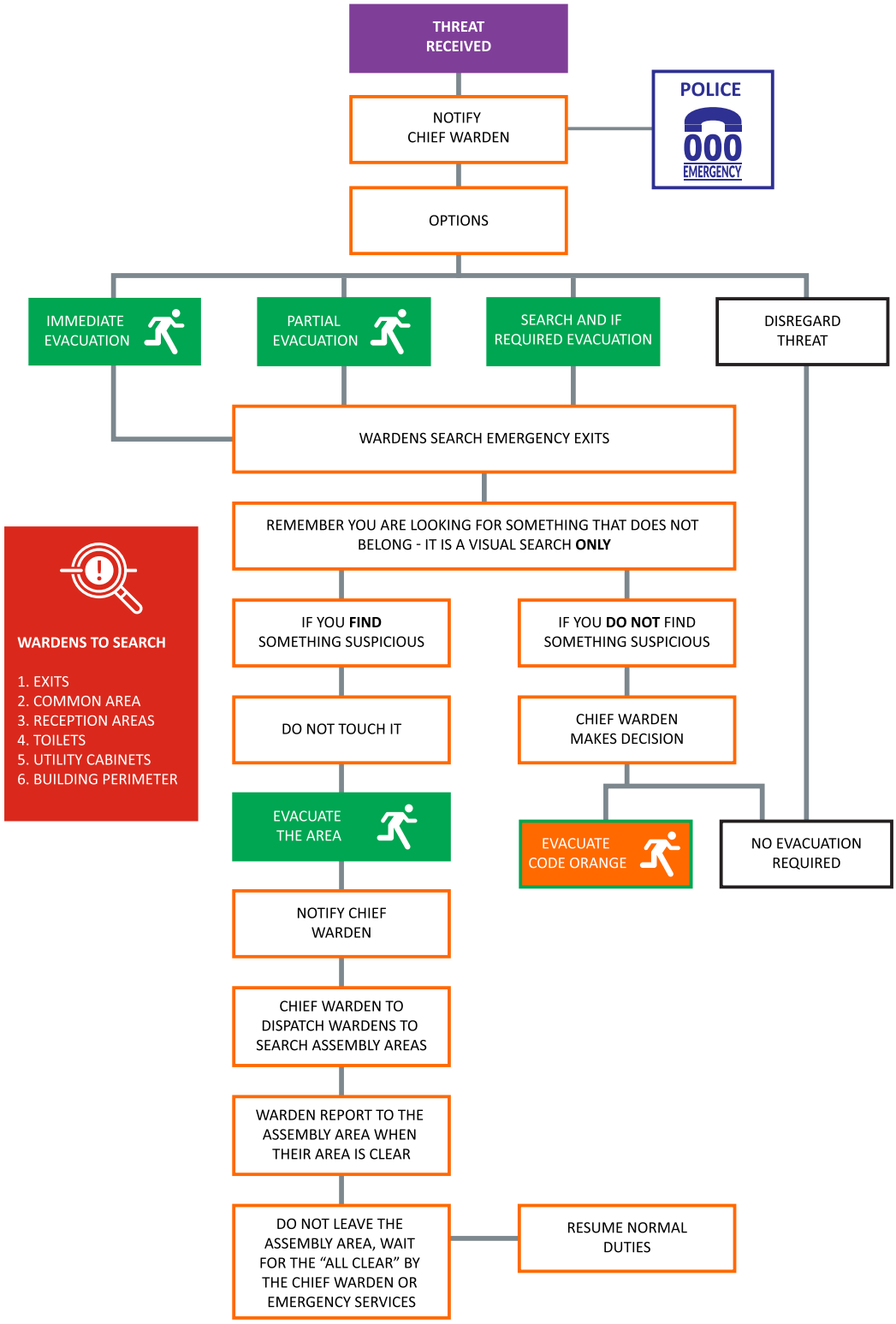
– Floor to waist level;

– Waist level to head level;

– Head level to ceiling.

(d) Mark the area as clear, using chalk marks, Post-It labels, etc.

18.8 Bomb Threat Strategy Flow Chart



18.9 Sample of First 5 Minutes Bomb Threat Checklist



first5 MINUTES

THREAT CHECK LIST

KEEP CALM. DON'T HANG UP.

WRITE DOWN EXACT WORDING OF THREAT

ACTION

Report call immediately to your Chief Warden.

Telephone number: _____

GENERAL QUESTIONS TO ASK

1. What is the threat? ☐ BOMB ☐ CHEMICAL ☐ BIOLOGICAL ☐ RADIOLOGICAL
2. When is the bomb going to explode? _____
   or
   When will the substance be released? _____
3. What type of bomb is it? _____
   or
   What type of substance is it? _____
   Is the substance ☐ LIQUID ☐ POWDER ☐ GAS ☐ OTHER _____
4. How large is the bomb? _____
   or
   How much of the substance is there? _____
5. Where did you put it? _____
6. What does it look like? _____
7. When did you put it there? _____
8. How will the bomb explode? _____
   or
   How will the substance be released? _____
9. Did you put it there? _____
10. Why did you put it there? _____
11. What is your name? _____
12. Where are you? _____
13. What is your address? _____

BACKGROUND NOISES

Street noises:	YES ☐	NO ☐	House noises:	YES ☐	NO ☐
Aircraft:	YES ☐	NO ☐	Local Call:	YES ☐	NO ☐
Voices:	YES ☐	NO ☐	Long distance:	YES ☐	NO ☐
Music:	YES ☐	NO ☐	STD call:	YES ☐	NO ☐
Machinery:	YES ☐	NO ☐			

Other: _____

OTHER CHARACTERISTICS

Sex of caller: MALE ☐ FEMALE ☐

Estimated Age: _____

CALL TAKEN

Date: ___/___/___ Time: _____

Duration of call: _____

Number called: _____

PERSON WHO RECEIVED CALL

Name (Print): _____

Telephone Number: _____

Signature: _____

THREAT DETAILS

CALLERS VOICE

Accent (specify): _____

Any impediments (specify): _____

Voice (loud, soft, etc): _____

Speech (fast, slow, etc): _____

Diction (clear, muffled): _____

Manner (calm, emotional, etc): _____

Did you recognise the voice? _____

If so, who do you think it was? _____

Was the caller familiar with the area? _____

THREAT LANGUAGE

Well spoken:	YES ☐	NO ☐
Incoherent:	YES ☐	NO ☐
Irrational:	YES ☐	NO ☐
Taped:	YES ☐	NO ☐
Message read by caller:	YES ☐	NO ☐
Abusive:	YES ☐	NO ☐

Other: _____

Hand completed card to chief warden or police

Please complete back page

*NOTE: *this checklist provided as an example only, useable versions can be obtained through your F5M client services consultant.*

19. EARTHQUAKES PROCEDURES – CODE BROWN

19.1 Personal Safety Guidelines

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

Indoors

(a) Try to remain calm and stay inside until the shaking stops;

(b) Move away from windows, outside walls, and anything that could fall;

(c) Restrict your movements to a few steps to a nearby structurally safe place such as a set of fire stairs;

(d) If possible, take cover from falling debris next to a desk or substantial table or move to an internal corner of a room or in a doorway, sit down and crouch and protect your face and head with your arms;

(e) DO NOT use lifts or escalators;

(f) DO NOT use matches, candles or any naked flame in case of broken gas lines;

(g) Only use telephones in an emergency (do not expect an immediate response from the Emergency Services);

(h) If trapped do not move about or kick up dust, cover your mouth with a handkerchief or clothing. Tap on a pipe or wall so rescuers can locate you. Shout only as a last resort as shouting can cause you to inhale hazardous quantities of dust.

REMEMBER – DO NOT ATTEMPT TO RUN FROM THE BUILDING

Outdoors

(a) Stay outside until the shaking stops;

(b) Keep well clear of buildings and other structures, power lines, trees and vehicles;

(c) Keep off roadways, footpaths and do not stand under shop awnings;

(d) If in a vehicle, stop in an open area and listen to your car radio for emergency broadcasts.

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

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

✓	Floor or Area Wardens and Wardens
When the earthquake stops Wardens should direct all occupants to remain in their present safe refuge points until they have carried out a safety check. Wardens should then inspect their area and report to their Floor or Area Warden, who will then report to the Chief Warden, on the following:	
❑	Any injuries; their nature, severity and who is giving first aid;
❑	Any hazards such as fallen or exposed electrical wires, precariously balanced material such as hanging ceilings, beams, etc;
❑	Any unfamiliar odours; and
❑	The condition of any stairway as far as they can see from their level; and
❑	If considered safe to do so, Floor or Area Wardens will direct occupants to assemble in safe areas, as close as possible to the Emergency Exits and await further instructions.

20. CIVIL DISTURBANCE PROCEDURES – CODE BROWN

20.1 Causes

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

20.2 Responsibility

The Chief Warden should coordinate the response to an incident until the arrival of the Police, to whom they should provide as much assistance as required.

20.3 Action

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

✓	Chief Warden's Actions
❑	Notify the Police and request assistance (call ZERO ZERO ZERO (000) and ask for the Police Operator);
❑	Notify supervisors;
❑	Restrict entry to the building; Secure if able;
❑	Confine the presence of demonstrators to the ground floor;
❑	Restrict contact between demonstrators and building occupants;
❑	Alert other members of the ECO;
❑	Offices should be locked. Cash, valuables and files should be secured. Windows, blinds and curtains should be closed, and staff directed not to agitate the demonstrators; and
❑	The Chief Warden should promote an air of confidence and calm.

21. SEVERE STORM – CODE BROWN

21.1 Introduction

There is technology to predict most extreme weather conditions. This means we can prepare for the majority for situations. This specific procedure is for situations where pre-warning has been received.

A severe storm is a local event that encompasses destructive winds and/or heavy rain and hail and in some cases severe lightning. The effects of a severe storm are principally facility damage and the disruption of the primary facility services. However, there is also risk to an occupant's health and safety due to the physical effects of high wind, hail and lightning.

21.2 Use of Lifts - Immediately before a storm hits

Close up all vents and openings in the top of the lift shaft to prevent water from getting into the lift shaft.

1. Make sure no one is left in the building who would need the lifts for egress.
2. If lifts are enclosed and not exposed to the elements, run each car to a stop near the centre of travel
3. If lifts are exposed to the elements, run your lifts to the floor below the top floor.
4. Shut down the lift with keyed switch and park it with doors closed.
5. In machine room, turn elevator electric disconnect switches to off. There is one switch for each lift; it's usually located adjacent to the machine room door.

21.3 Use of Lifts - During a storm

Never use lifts during a severe storm, even if your building has an emergency power generator. Rising water or wind-driven water can cause electrical short circuits that could disable a lift and lead to entrapments.

21.4 Use of Lifts - After the storm

Before power is restored to your lifts, a competent person must inspect the machine room for water on the floor or the control panels. Also check the pit area for water damage. If water is found in these areas, call your lift service company for an inspection before you operate the equipment.

Be sure to open any vents or openings at the top of the shaft if you sealed them just before the storm.

21.5 Severe Storm - WARNING

Employee's Action - Severe Storm - Warning

Where there is a possibility that the building may be exposed to a severe storm employees should take the following action:

✓	Employee's Actions
❑	Immediately advise their supervisor or Warden who will notify the Chief Warden;
❑	Remain in the area as directed by the Chief Warden unless it is unsafe to do so as leaving may expose them to possible risk. If individual employees do depart it may also create difficulties in accounting for them;
❑	Follow the directions of Wardens if there is a need to relocate within or evacuate the building;
❑	If shelter in place is required move to the designated floor or such other location as directed; and
❑	Remain at the designated location and follow the directions of the Chief Warden until the danger has passed.

Chief Warden Action - Severe Storm - Warning

The Chief Warden shall take the following action if the facility is threatened by the potential of a severe storm:

✓	Chief Warden's Actions
❑	Immediately log onto the Bureau of Meteorology (BoM) weather site and check the warnings. Maintain a regular watch of the warnings;
❑	Report the expected incident to the building Facility Manager;
❑	Ensure that torches are available;
❑	Consult with Supervisors to arrange measures to be implemented to mitigate the effects of a storm by securing external fixtures and fittings; and prepare to move occupants to safe areas within the building which are away from windows; and
❑	Ensure any person who advises of or is observed with any sign of distress is placed in the care of appropriate paramedical personnel.

Facility Manager Action - Severe Storm - Warning

The Facility Manager shall take the following action:

✓	Facility Manager's Actions
❑	Ensure that the Chief Warden has performed the nominated tasks;
❑	Action any task not yet performed by the Chief Warden;
❑	Ensure any person who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;
❑	Undertake a situation analysis to determine if the building has any potential vulnerability to the impending storm;
❑	Close the building if the threatened storm could cause harm to life safety;
❑	Pay special attention to securing/protecting critical elements that will impact upon the immediate functionality of the building;
❑	Consider the potential use of portable/temporary equipment to replace failed facility utilities/services; and
❑	Advise occupants of the on-going situation.

Organise contractors to be on stand-by to conduct repairs to any failed service, facility access, structural defect or structural protection that is critical to the safety or security of occupants and the immediate functionality of the facility.

21.6 Severe Storm - IMPACT

Employee Action - Severe Storm - Impact

When a severe storm impacts on the building employees should take the follow action:

✓	Employee's Actions
❑	Remain calm and advise their immediate supervisor or Warden of any injuries or situations that could affect the safety of other employees or members of the public;
❑	Move away from windows and outside walls;
❑	Take cover from debris, move to an internal corner of a room, sit down and protect both the face and head;
❑	Refrain from using the telephone, unless for serious injury; and
❑	DO NOT leave their area unless it is unsafe to remain.

Chief Warden Action - Severe Storm - Impact

The Chief Warden shall take the following action when a flood or severe storm impacts on the building:

✓	Chief Warden's Actions
❑	Report the incident to the Facility Manager;
❑	Ensure that employees and visitors have been relocated from those parts of the building that could be subjected to storm impact to a safe area within the building;
❑	Instruct employees to turn off electrical equipment that could be effected by power surges;
❑	After the storm has passed evaluate the need to evacuate the building; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building;
❑	Ensure any employee or visitor who advises of or is observed with any sign of distress is placed in the care of appropriate paramedical personnel; and
❑	Follow the directions of and assist the Emergency Services upon their arrival.

Facility Manager Action - Severe Storm - Impact

The Facility Manager shall take the following action when a severe storm has impacted on the building:

✓	Facility Manager's Actions
❑	Ensure that the Chief Warden has performed the nominated tasks;
❑	Action any task not yet performed by the Chief Warden;
❑	Ensure any person who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;
❑	Liaise with the facility security provider to secure the facility as soon as it is safe to do so;
❑	Advise occupants of the situation;
❑	Audit the facility to identify any damage resultant from the storm;
❑	Seek professional advice on any structural or facility system element where a visual inspection cannot determine the safety, security or functionality;
❑	Set up an incident control centre within the building or near to the building as necessary;
❑	Advise occupants of ongoing developments;
❑	Organise contractors to clean up and remove rubbish;
❑	Organise contractors to conduct interim repairs to any damage that is critical to the safety or security of Tenants and the immediate functionality of the building;
❑	Determine when it is safe to re-occupy the building and advise all occupants of this decision;
❑	Assess the permanent facility repair priority; and
❑	Arrange for contractors to carry out permanent repairs to the building and clean up the site.

21.7 Media Emergency Warnings

Bureau of Meteorology

www.bom.gov.au

New South Wales

For Warnings:

NSW SES	www.ses.nsw.gov.au
	132500
Fire Emergency	www.rfs.nsw.gov.au

22. PERSONAL THREAT PROCEDURES – CODE BLACK

This section refers to Active Armed Offenders, hostage situations, armed robbery and any other situation involving a human threat where there is a real or perceived intention to cause harm or risk life.

Note: *In all Active Threat incidents, organisations and facilities must aim to deny an offender/s access to site or area in the first instance. This should be achieved in accordance with an organisation's Lockdown procedures. The following guidelines outline the response and action required of individuals in the event of an ineffective Lockdown.*

22.1 Response Procedures to an Active Armed Offender

Note: *The following procedure is in accordance with Appendix C of the Active Armed Offender Guidelines for Crowded Places as documented in Australia's Strategy for Protecting Crowded Places from Terrorism.*

When attacks involving firearms and other weapons occur, being prepared to rapidly react is paramount. By understanding your options and actions in advance, you are more likely to make a quick and informed decision during an Active Threat incident. The Escape Hide Tell drill is a procedure that can aid individuals in responding to an armed threat in their immediate area - Escape if you can, Hide if you cannot escape, Tell as soon as it is safe to do so.

ESCAPE

Escape should always be the primary objective for individuals during an Active Threat event. The more time and space between an offender and a potential victim/s, the greater their chances of survivability.

When escaping, you must:

- Move with purpose and at best speed to leave your immediate area and get outside. This requires a sound understanding of an occupied building's layout and where all of the exit routes and points are.
- Once out of the building, continue to move away from the area - Increased time and space equals increased chance of survival.
- Whilst escaping the building and continuing to move away from the area, attempt to move between locations that provided cover and concealment.
    - **Cover** – material protection from high-velocity objects. For example, large trees, concrete walls, mounds of dirt and engine blocks of vehicles.
    - **Concealment** – obscured from the view of a threat but without material protection. For example, curtains, light furniture, plaster walls and vegetation.
- While escaping, warn others of the danger – However, do not stop.
- Once well clear of the threat area and in a position of cover and concealment, immediately Tell (call) 000 and await directions from first responders. Remain aware of your environment and the threat if possible. Monitor the situation and be prepared to move again.

HIDE

If you cannot escape the threat area, you must Hide. If possible, move into a room where you can lock the door, otherwise hide as necessary behind walls, furniture or in cupboards.

If you can get inside a room, you must do the best of your ability:

- Lock doors and windows
- Barricade doors with furniture
- Close any blinds or curtains
- Turn off lights
- Put phones on silent/ vibrate off
- Lie flat on the floor
- Stay silent

If you cannot locate a room to hide in, you must attempt to achieve the above points to the best of your ability within your hiding position.

Remember, Escape is the best course of action in the event of an Active Threat. Therefore, remain vigilant for opportunities to leave your hiding position and Escape the area if it is safe to do so.

TELL

Irrespective of whether you have escaped or are hiding, you must Tell (call) 000 as soon as it is safe to do so. The sooner law enforcement elements are able to attend the incident, the sooner the incident will be resolved.

000 operators will establish your location and why you require assistance. In addition, provide them with any information you have that will help coordinate a response. For example,

- Number of offenders and description of their appearance
- What type of weapons being used (knife, firearms held in one hand or two hands, military-style weapons)
- Number of casualties.

Do not assume that someone else will call 000. You must Tell as soon as it is safe to so; the sooner law enforcement elements are able to attend the incident, the sooner the incident will be resolved.

22.2 Response Procedures for Hostage Situations and Armed Robberies

In any situation where an armed threat has been identified, the first and immediate action for all individuals is to Escape Hide Tell.

However, if you have been unable to Escape or Hide from the armed offender, there is the possibility that the situation may be or become a hostage incident or armed robbery.

Note: *At any time during any type of threat situation, if an offender who was not actively engaged in killing or attempting to kill people begins to do so, you must Escape Hide Tell.*

22.3 Hostage Incident

In the event of a hostage incident, the following three phases will generally occur.

Phase 1 - Capture

This is the most dangerous period due to the high levels of adrenaline for all involved. Therefore, Phase 1 needs to be deescalated as soon as possible in order to move to Phase 2. To achieve this, you must:

- Remain as calm as possible;
- Follow the offenders' instructions;
- Not move unless told to do so by the offender;
- Keep eyes low and not staring at the offender;
- Not talk unless asked a question by the offender.

Phase 2 - Internment

The duration of this phase can range between minutes and days. During this time, you should concentrate on the three C's: Calm, Connect, Capitalise.

- **Calm** - Calm yourself and others.
- **Connect** – If possible, establish rapport with the offender by behaving in a compliant and friendly manner to encourage opportunities for dialogue, as this humanises yourself and other hostages. However, if the offender does not want to communicate, remain silent.
- **Capitalise** – use this time to mentally note information about the offender that may be useful to authorities after the event, such as height, complexion, accent, tattoos/scars and clothing.

Phase 3 - Resolution

At some point the hostage situation will be resolved, either by negotiated release or police/military rescue.

If a police/military rescue is initiated, you must:

- Not run at rescuers;
- Not make any sudden movements;
- Lie flat on the ground with hands visible;
- Listen for instructions from rescuers.

22.4 Armed Robbery

If the sole objective of an armed offender is to steal valuables from a site, it is likely that the event will not result in physical violence provide that the valuables are obtained without resistance. Therefore, anyone subject to an armed robbery should allow the event to unfold and finish as quickly as possible. In the event of an armed robbery, you must:

- Remain as calm as possible
- Follow the offenders' instructions and provide them with what they want
- Not move unless told to do so by the offender
- Keep eyes low and not stare at the offender
- Not talk unless asked a question by the offender

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

22.5 Information and advice

In life-threatening situations or in the case of an emergency, call ZERO ZERO ZERO (000).

Suspicious or unusual behaviour should be reported to local police by phoning 131 444 or by contacting the National Security Hotline on 1800 123 400, if the information is not time-critical.

For all other inquiries, contact police in your jurisdiction. Contact details can be found at www.nationalsecurity.gov.au/crowdedplaces.

23. LOCKDOWN PROCEDURES – CODE BLACK

23.1 Introduction

Lockdown procedures form an important part of an organisations plan for protecting individuals in the event of Active Threat incident and should not be confused with shelter-in-place procedures used during extreme weather events or natural disasters.

The optimum effect of a Lockdown is to deny a threat access to a facility in the first instance through the initiation of a Preventative Lockdown. If a successful Preventative Lockdown is unable to be achieved and a threat gains some level of access to a facility, then an Emergency Lockdown must be initiated.

23.2 Preventative Lockdown

Preventative Lockdowns enable an organisation to prevent an external threat from gaining internal access to a facility or site. This level of protection is achieved by electronically or manually securing/locking all external doors, windows, gates and any other point an offender may be able to exploit in order to gain internal access.

To enact a Preventative Lockdown, an organisation must concurrently:

- Publicly announce and initiate a Lockdown in accordance with the Emergency Management Manual;
- Immediately lock/secure all external entry points to all buildings;
- Enact the ECO.

To enact a Preventative Lockdown, all individuals must concurrently:

- Lock the doors and windows to their immediate workspace if possible or move to a predesignated safe-room;
- Turn off lights;
- Close any blinds or curtains;
- Barricade doors with furniture;
- Turn phones on silent with vibrate off;
- Remain silent and vigilant while awaiting direction from the ECO;
- Not open the doors of any secured spaces or announce your presence to anyone outside of your safe space until CW has officially ended the Lockdown.

Considerations for a Preventative Lockdown:

- The threat must be identified and the Preventative Lockdown initiated while the threat is still external to a facility or building.
- Successful Preventative Lockdowns are reliant on securing/locking all external entry points immediately after identification of an external threat. Therefore, electronically securing/locking entry points is significantly more effective than manually doing so.
- Planning, rehearsals and clear designation of roles, responsibilities and procedures are crucial to enacting a successful Preventative Lockdown.

23.3 Emergency Lockdown

In the event of an unsuccessful Preventative Lockdown and a threat gaining internal access to a facility or building, all individuals must conduct an Emergency Lockdown. The procedures for individuals during an Emergency Lockdown are the same as a Preventative Lockdown; the difference is in how and when the Emergency Lockdown is initiated. For a range of reasons, a Lockdown announcement may fail to be made during an Active Threat incident.

Therefore, upon detecting a threat incident in your building, such as screaming, gunshots or explosions, all individuals must immediately and concurrently:

- Lock the doors and windows to their immediate workspace if possible or move to a predesignated saferoom;
- Turn off lights;
- Close any blinds or curtains;
- Barricade doors with furniture;
- Turn phones on silent with vibrate off;
- Remain silent and vigilant while awaiting direction from the ECO;
- Not open the doors of any secured spaces or announce your presence to anyone outside of your safe space until officially directed to by law enforcement.

Note: *If the threat is in your immediate area or an attack is occurring in your occupied space, you must Escape Hide Tell.*

Considerations for an Emergency Lockdown:

- If the threat is now inside the building or facility and cannot be accounted for, deciding to individually move though the building in order to escape may be more dangerous than securing yourself in an appropriate saferoom.
- If for some reason a fire alarm is activated during an Active Threat incident, locked doors to spaces being used as safe-rooms may automatically unlock.
- It is unlikely there will be any communication or coordination from the ECO.
- Most Active Armed Offender incidents are over in less than 12 minutes.
- An appropriately secured safe-room can put considerable time between those inside and an offender.

If the threat is in your immediate area or an attack is occurring in your occupied space, you must *Escape Hide Tell*.

24. CHEMICAL, BIOLOGICAL OR RADIOLOGICAL EMERGENCY – CODE YELLOW

24.1 Introduction

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

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

24.2 Differences between a chemical and a biological agent

Chemical and biological agents can be dispersed in the air we breathe, the water we drink, or on surfaces we physically contact. Dispersion methods may be as simple as opening a container, using conventional (garden) spray devices, or as elaborate as detonating an improvised explosive device.

Chemical incidents are characterised by the rapid onset of medical symptoms (minutes to hours) and easily observed signatures (coloured residue, dead foliage, pungent odour, dead insects, fish, and animals).

Biological incidents are characterised by the onset of symptoms in hours to days. Typically, there will be no characteristic signatures because biological agents are usually odourless and colourless. Because of the delayed onset of symptoms in a biological incident, the area affected may be greater due to the movement of infected individuals.

24.3 Purposeful Introduction

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

24.4 Chemical Agents

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

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

The following are examples of more sinister chemical agents:

- Sarin gas
- Ricin toxin



If a volatile chemical substance is released inside a building or enclosed space, people should:

- Minimise the chance of exposure by moving away from the release and avoiding skin contact;
- Do whatever it takes to find uncontaminated air quickly – exit the enclosed space if they can do so without passing through a contaminated area or break a window to access clean air;
- Follow the directions of emergency responders; and When safely away from the chemical source:
    - Remove outer clothing if contaminated and place in a sealed plastic bag;
    - Wash with soap and water, flush skin with lots of water, and flush eyes with water if they are irritated;
    - Put on clean clothes if possible;
    - Seek medical attention if they have been exposed to the chemical, even if there are no immediate symptoms.

24.5 Chemical Agent Emergency Response Summary

The Chemical Agents emergency response summary is:

- Call ZERO ZERO ZERO (000) and advise the emergency services of a chemical incident including:
    - The exact location of the incident;
    - The wind direction to enable the emergency services to attend from an upwind approach;
    - The estimated number of victims;
    - The victims' symptoms.
- Shut down the air handling system. This includes all types of fans or air circulation equipment.
- Isolate the incident area and if inside move people outside. If outside move all people upwind and at all times to a level above the point of release.
- Follow the instruction of the attending emergency services.

If a volatile chemical substance is released in an outdoor or open space, people should:

- Avoid any obvious plume or vapour cloud;
- Consider wind direction and move upwind and uphill, if possible;
- If exposed, decontaminate as above;
- If not exposed, walk away from the site and into a building to shelter in place;
- Where possible, seal the building to create a temporary barrier between people and the contaminated air outside – this can include closing doors, closing windows, turning off fans and air conditioning systems, and sealing windows and doors with plastic sheeting and duct tape;
- Monitor the Internet, TV, and radio for official news and instructions as they become available.

24.6 Biological Agents

Biological agents are typically non-volatile and are imperceptible to the naked eye. Biological agents will usually be imbedded in a delivery medium such as a powder or liquid. They can be disseminated by a dispersion device such as an aerosol sprayer. Biological agents are normally ingested or inhaled and while they are not absorbed through the skin these agents can penetrate through an open wound.

The following provides some examples of biological agents:

- Plague bacteria
- Smallpox virus
- Anthrax bacteria

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

- Put the package down and try not to disturb it any further;
- If possible, cover it/seal it;

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

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

24.7 Biological Agent Emergency Response Summary

The Biological Agents emergency response summary is:

- If indoors isolate the area and move those who have not been exposed outdoors and upwind of the point of release;
- Prevent others from entering the area;
- Call ZERO ZERO ZERO (000) and advise the emergency services of the suspected biological incident including:
    - The description of the potential contaminant and the package/device.
    - The action taken to isolate the area.
    - Visible signs of distress.
- Follow the instructions of the attending emergency services.
- After getting clear of the incident area, consider removing your outer garments if you think there may have been airborne radioactive particles
- If inside move outside but keep well away from others. If outside move upwind again keeping away from others to prevent cross-contamination.
- Wash exposed skin and hair area;
- Seek immediate medical advice.

24.8 Summary

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

Product identification and gathering of information starts from the moment that the incident has been noticed. Some of the characteristics could be:

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

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

The following is a list of precautions for guidance:

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

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

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

25. SUSPECTED BIOLOGICAL ITEM (WHITE POWDER) – CODE YELLOW

25.1 Mail Handling Emergency Procedure Guidelines

All employees must be aware of the following points when handling mail:

25.2 Responding Authority

The Fire Services in all parts of Australia are the Authority who are equipped and trained to deal with a response to a Chemical, Biological, Radiological or Nuclear (CBRN) incident.

The Police will be the responding Authority for all Improvised Explosive Device (IED) incidents.

25.3 Mail Opening Procedures

- If possible, a dedicated room should be set aside for mail handling / opening;
- Personal Protection Equipment (PPE) and other equipment must be available – impermeable gloves (e.g., disposable surgical gloves), face mask, large garbage bags or disposable plastic paint drop sheets, A4 sized plastic sleeves;
- Risk assessments for level of threat should be conducted on a regular basis;
- During periods that are assessed as low risk, staff may possibly open mail without having a face mask fitted but in the interest of hygiene it is recommended that impermeable disposable surgical gloves be worn at all times;
- As the perceived level of threat increase so too does the importance of utilising all available PPE;
- All incoming mail must be screened for suspicious items dependent on the risk assessment;
- Employees who will be opening mail must receive training in mail handling procedures;
- Warning / instructional signs should be displayed in the room.

25.4 Identifying Suspicious Mail Items

When looking for suspicious items the following features should attract attention:

- Unexpected deliveries left in the office;
- Handwritten or poorly typed address;
- Excessive postage has been paid;
- Incorrect titles;
- The weight is unexpectedly high for the size of the article;
- Titles but names omitted;
- There are holes that could have been made by wires;
- Misspelling of common words;
- There are stains or grease marks;
- No return address;
- Letters have stiffening in them;
- Excessive securing material such as tape or string;
- Foreign mail, air mail and special delivery items;
- An unusual odour.

25.5 GUIDE - Suspected Biological Item - Contained

Remain calm at all times to prevent unnecessary alarm to other employees or members of the public.

- All occupants must remain in the room. This is to prevent possible cross contamination of other staff members who have not been directly exposed. Remember you are not in immediate danger;
- Ensure you are wearing a face mask and impermeable gloves;
- Close all entrances and windows to isolate the immediate area;
- Place envelope / item into an A4 plastic sleeve then place this into a second A4 plastic sleeve and place in a prominent location;
- Shut off fans and or air-conditioning plant where possible to do so without leaving the room;

Note: *If a Manual Call Point is available operating this device will normally shut down the air conditioning system*

- Call ZERO ZERO ZERO (000) and ask for the Fire Service Operator (HAZMAT) and give them the details of the suspect item. Move as far as is practicable away from the suspect item;
- Contact your building Chief Warden.

Critical Points for Employees

Keep your hands away from your face, especially the mouth and eyes.

T.E.S.T.

Avoid:

TOUCHING

EATING

SMELLING

TASTING

If possible after following the procedures wash any contaminated skin. Use extreme care if removing contaminated clothing.

25.6 GUIDE - Suspected Biological Item - Spillage

Remain calm at all times to prevent unnecessary alarm to other staff or members of the public.

- All occupants must remain in the room. This is to prevent possible cross contamination of other employees who have not been directly exposed. Remember you are not in immediate danger;
- Ensure you are wearing a face mask and impermeable gloves;
- Close all entrances and windows to isolate the immediate area;
- Where practicable cover the suspected contaminant with an upturned waste receptacle or other covering such as plastic garbage bag, plastic sheet, coat or similar. All action must be in a smooth and calm way to prevent creating turbulence which may cause the agent medium (e.g. powder) to become airborne;
- Shut off fans and or air-conditioning plant where possible to do so without leaving the room;

NOTE: If a Manual Call Point is available operating this device will normally shut down the air conditioning system

- Call ZERO ZERO ZERO (000) and ask for the Fire Service Operator (HAZMAT) and give them the details of the suspect item. Move as far as is practicable away from the suspect item;
- Contact your building Chief Warden.

Critical Points for Employees

Keep your hands away from your face, especially the mouth and eyes.

T.E.S.T.

Avoid:

TOUCHING

EATING

SMELLING

TASTING

If possible after following the procedures wash any contaminated skin. Use extreme care if removing contaminated clothing.

26. HAZARDOUS MATERIAL (HAZMAT) – CODE YELLOW

26.1 Introduction

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

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

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

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

26.2 Risk Assessment

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

- Small spillage action;
- Large spillage action;
- Small fire action;
- Large fire action;
- Location of hydrants or other equipment;
- Clean up and disposal equipment; and
- Personal protection equipment (PPE) for each material.

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

26.3 Safety Data Sheets (SDS)

A Safety Data Sheet (SDS), previously called a Material Safety Data Sheet (MSDS), is a document that provides information on the properties of hazardous chemicals (HAZCHEM) and how they affect health and safety in the workplace. For example an SDS includes information on:

- The identity of the chemical;
- Health and physicochemical hazards;
- Safe handling and storage procedures;
- Emergency procedures;
- Disposal considerations.

The SDS should always be referred to when assessing risks in the workplace.

26.4 Reviewing SDS

An SDS must be reviewed periodically to keep it up to date, for example when any new or significant information becomes available on the hazards of the material. Otherwise, a SDS must be reviewed and re-issued every 5 years.

26.5 Duties under the WHS Regulations

The Work Health and Safety Regulations (WHS Regulations) require the manufacturer or importer of a hazardous chemical to prepare an SDS for the chemical. Additionally, a supplier must provide the manufacturer or supplier's current SDS for the hazardous chemical on first supply to a workplace and upon request.

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

26.6 Personnel Health and Safety

Any hazardous material can affect personnel by:

- Inhalation;
- Absorption;
- Ingestion.

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

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

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

26.7 (GHS) Global Harmonized Systems for Dangerous Goods

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

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

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

26.8 Class Labels for Dangerous Goods

Australian Standard (AS) 1216 sets out details of the design and selection of labels appropriate to the classes, divisions and subsidiary risks of dangerous goods as designated in the Australian Dangerous Goods Code (ADG Code).

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

The main subdivisions for dangerous goods are:

Class 1 - Explosives

Class 2 - Gasses

Compressed, liquefied or dissolved under pressure, e.g., acetylene, compressed nitrogen and liquid oxygen.

Class 3 - Flammable Liquids

Note: That the term flammable has now replaced the more confusing but equivalent term inflammable.

Class 4 - Flammable Solids of Substances

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

Class 5 - Oxidising Substances

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

Class 6 - Poisonous (Toxic) and Infectious Substances

These include materials which may cause death or serious injury to human health if swallowed, inhaled or by skin contact; and disease producing organisms.

Class 7 - Radioactive Substances

Class 8 - Corrosives

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

Class 9 - Miscellaneous Dangerous Substances (Not included in the above groups)

26.9 Signs

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

- At the entrance to the site;
- Outside the storage building/area;
- Outside the room in which the material is stored;
- On storage tanks.

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

26.10 HAZCHEM Code

The HAZCHEM Code advises on:

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

26.11 Numerals

The numerals in the code denote the firefighting media:

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

If the code has the numeral "1" then all other agents can be safely used. "2" use fog, foam or dry agent. "3" use foam or dry agent. "4" use dry agent only.

As we can see we can come down the list but agents above cannot be used.

26.12 Letters

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

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

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

The letter V means that the material can be violently or explosively reactive.

The letter E means you should consider evacuation if there is any doubt on the ability to contain the situation.

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

26.13 HAZCHEM Emergency Action Code

The HAZCHEM emergency action code provides emergency services personnel with information on the correct initial action to be taken to prevent the escalation of an incident. It is used in New Zealand for the transport of bulk dangerous goods and is also often used on dangerous goods stores. It is shown on Emergency Information Panels and may also be found on the labels of chemical products.

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

HAZCHEM Emergency Action Code

FOR FIRE OR SPILLAGE

Substance	Class Label
UN No.	
HAZCHEM	
Contacts	

1	COARSE SPRAY
2	FINE SPRAY
3	FOAM
4	DRY AGENT
•	ALCOHOL RESISTANT FOAM

P	V	LTS	DILUTE
R			
S	V	BA & FIRE KIT	
T			
W	V	LTS	CONTAIN
X			
Y	V	BA & FIRE KIT	
Z			

E	PUBLIC SAFETY HAZARD

Additional Information

DRY AGENT
Water must not be allowed to come into contact with the substance at risk.

ALCOHOL RESISTANT FOAM •2 OR •3
Alcohol resistant foam is the preferred medium. If not available:
- If •2 – use Fine Spray or Water Fog
- If •3 – use Normal Protein Foam

V
Substance can be violently or even explosively reactive, including combustion.

LTS
Liquid-Tight Chemical Protective Suit with BA. Full FIRE KIT should also be worn for thermal protection if the substance is:
Liquid Oxygen
or Liquefied Toxic Gas (Division 2.3)
or Toxic Gas with sub-risk 2.1 or 5.1
or Class or sub-risk 3
or Division 5.1 PG1 with sub-risk 6.1 or 8
or carried at temperature > 100°C

DILUTE
May be washed to drain with large quantities of water.

CONTAIN
Prevent, by any means available, spillage from entering drains or water course.

E
People should be warned to stay indoors with all doors and windows closed, – but evacuation may need to be considered. Consult Control, Police, and product expert.

26.14 Emergency Numbers & Information

IN AN EMERGENCY, CALL 000 FOR EMERGENCY SERVICES (FIRE BRIGADE, AMBULANCE, POLICE)

HELP THEM TO HELP YOU BY GIVING THE FOLLOWING INFORMATION:

Identification:

- Your Name/Organization
- Call Back No./Location

Event:

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

Other Helpful Information:

- Consignor/Origin
- Carrier
- Consignee/Destination
- Car/Truck/Trailer/Flight No.
- Bill of Lading/Waybill No.

IN CASE OF POISONING

CALL POISONS INFORMATION CENTRE

131 126

27. ELECTRIC VEHICLES (EVs) & ELECTRIC SCOOTERS / BIKES (LEV) EMERGENCY PROCEDURES

Introduction

Electric Vehicles (EVs)

Electric Vehicles (EVs), Electric Scooters / Bikes (LEV) in apartments, offices etc. can be convenient and environmentally friendly however, can cause other issues.

EVs and petrol-powered vehicles have distinct fire risks. EVs can catch fire due to battery thermal runaway, which can occur after a severe collision or battery malfunction. Though rare, these fires pose challenges for firefighters due to the need for specialised techniques and water-resistant extinguishing agents. On the other hand, petrol vehicles are more likely to catch fire during accidents due to flammable liquids. However, EVs often have a lower risk of fires during normal operation, lack tailpipe emissions, and benefit from ongoing safety advancements. Balancing these risks, both vehicle types require proper safety protocols and fire response strategies.

Furthermore, EV fires can result in water pollution as firefighters use large quantities of water to cool down the battery and suppress flames, potentially contaminating nearby water sources. Therefore, parking in designated spots and away from exits is crucial to ensure rapid access for emergency responders and safe evacuation for occupants, minimising the potential hazards associated with EV fires.

Fire process:

a) Extinguish the fire.
b) Observe jet flames or, if extremely difficult to extinguish.
c) Is it the Battery?

Consequences of Internal Combustion (IC) vs EV in an underground/undercroft carpark: **s**pooling from concrete due to increased release rate (let flames) and depending on the carpark. Floor loading may also be an issue as EV's weigh more based on battery pack design (10 - 30%+ heavier).

EV fires start by "off gassing" first, then ignite. If batteries are detected as being in distress when charging them, cutting the power significantly reduces the risk of ignition.

Usually detecting the off gas is very difficult. Electrolyte vaporizing is typically seen as a "cloud" of gas prior to ignition. In all cases the gasses are extremely toxic.

Off gassing is the first stage of Thermal Runaway and by the time this is observed it is most likely too late. It must be noted that concentration of the gas may not actually incite ignition.

Smoke from battery fires, in most cases, is not easily detected by standard detectors, it's the other things that burn that will be detected.

Fire suppression: Typically to cool the external skin of the pack as thermal runaway has already occurred and cannot be stopped to try and prevent other nearby combustibles igniting.

Many new EVs have a hose connection allowing fire service to introduce water to the battery compartment to assist in keeping cells not in thermal runaway cool. This doesn't mean that they still won't ignite.

Detection: Hydrogen Cyanide, whilst produced by lithium batteries, can also be detected from exhaust fumes from petrol engines. Typically, heat detection is probably the best early detection. In all cases of detection, there's no real difference based on costs. Typically, it's the location of where they are being charged which warrants consideration regarding detection.

Fire Service Response: Fire Service will evaluate the EV fire, consider exposures and deal with protection of them, then if there are no further risks or exposures then will consider letting the fire burn itself out. In a car park scenario, they will focus of asset protection, stopping the spread then consider how to manage the vehicle carcass and battery packs.

Portable Extinguishers: Even though extinguishing agents do exist (F500), strongly suggested that in general, occupants should not be encouraged and do not have the appropriate protection to fight the fire. Simply let it burn and evacuate to clear air. Any extinguishing agent must be applied directly to the battery pack to have any chance of slowing down the burn.

Small Battery Fires: In scenarios where it is a small device fire (phone etc.) a F500 extinguisher could be assistive to buy time to evacuate, NOT TO PUT OUT THE FIRE.

Most small battery devices will be close to extinguished (burnt out) by the time the Fire Service arrive.

Battery fires have no defined burn time and crews will class the fire as out, once the battery has been at 30°C or less for at least 60mins. However, they have been identified as reigniting potentially weeks later in some cases.

A battery is in its most stressed state when it has gone from 0% to 100% in a short time frame (rapid charge), which is why it is suggested to take off charge when full. All batteries when shipped are usually around 50% capacity.

Considerations Electric Vehicles / Scooters / Bikes / Etc.

ITEM		YES	NO	COMMENTS
A	EVs produce huge amounts of toxic smoke. Therefore, is there an extraction system? If not, are there openings or an outside carpark?			
B	Can the EVs be in close proximity to a hydrant?			
C	Is the carpark sprinkler protected if no consider sprinkler protection in the vicinity of the parked EVs.			
D	Can the EVs carpark slots be made larger to enable a greater gap between parked cars?			
E	Park EVs away from Egress routes.			
F	Bollard off the parking area to minimise the risk of other cars colliding while parked.			
G	Indicate on the building block plans and evacuation diagrams EV parking spaces.			
H	Appropriate warning signage is implemented (location of isolation switch, non-storage of combustibles).			
I	Set aside a space to park scooters and bikes.			
J	Don't charge scooters and bikes in apartments or offices.			
K	Consider the impact of water pollution.			
L	Review Tenancies within the building where occupants are bringing in their personal scooters. Ensure appropriate risk assessments and procedures have been done and are implemented.			
M	If a shopping centre, signage is to be installed around general power out (GPO) not to be used for charging or change GPO to USB charging points.			
N	Is training of occupants in relation to storage, charging, ensuring these devices are not located in egress paths being carried out?			

Recommendations for EVs

Role Checklist – Chief Warden

✓	Pre-Emergency Tasks
❑	Regular inspections of the areas to ensure Electric Scooters/ Bikes are not being charged in non-approved areas.
❑	Ensure that these devices are not in any Egress Path or area that could restrict evacuation.
❑	If charging bays installed in facility the area is to be inspected regularly to ensure no combustible materials are being stored in these areas.

✓	Emergency Tasks
❑	Attend Master Emergency Control Point and take control;
❑	Determine nature of emergency and appropriate course of action;
❑	Call emergency services on 000 – ask for fire, ambulance, or police;
❑	Notify Emergency Control Organisation members as appropriate;
❑	Send wardens to the area to investigate and report back.
❑	Advise immediate evacuation of the area and have the wardens keep the area clear until Emergency Services arrive. Evacuate **immediately** if there is danger to persons;
❑	Advise neighbouring facilities if necessary;
❑	Prevent all persons from re-entering premises until deemed safe;
❑	Note reports from Emergency Control Organisation on refusals, injuries, or mobility impairments, taking note of location;
❑	Nominate someone to direct emergency services to emergency area;
❑	Brief emergency services on arrival – type, scope & location of incident;
❑	Arrange for first aid to any injured persons whilst waiting for emergency help;
❑	Notify emergency services immediately of injuries, even minor ones;
❑	When advised by emergency services that event complete, advise occupants to return to facility.

✓	Post Emergency Tasks
❑	Organise security guards to provide 24-hour protection of premises;
❑	For persons that suffered injuries, ensure that you contact 'next of kin';
❑	Report the incident to your building manager or real estate agent;
❑	Contact your insurer & report the incident, including injuries to staff;
❑	Organise counselling for staff that are traumatised by the incident;
❑	Write a brief report on what happened, injures sustained & the actions you took;
❑	Contact tradespersons to secure the premises to prevent theft or further damage;

❑	After the incident, conduct a debrief with Emergency Control Organisation on what happened and why;
❑	Activate Business Continuity measures.

Role Checklist – Warden

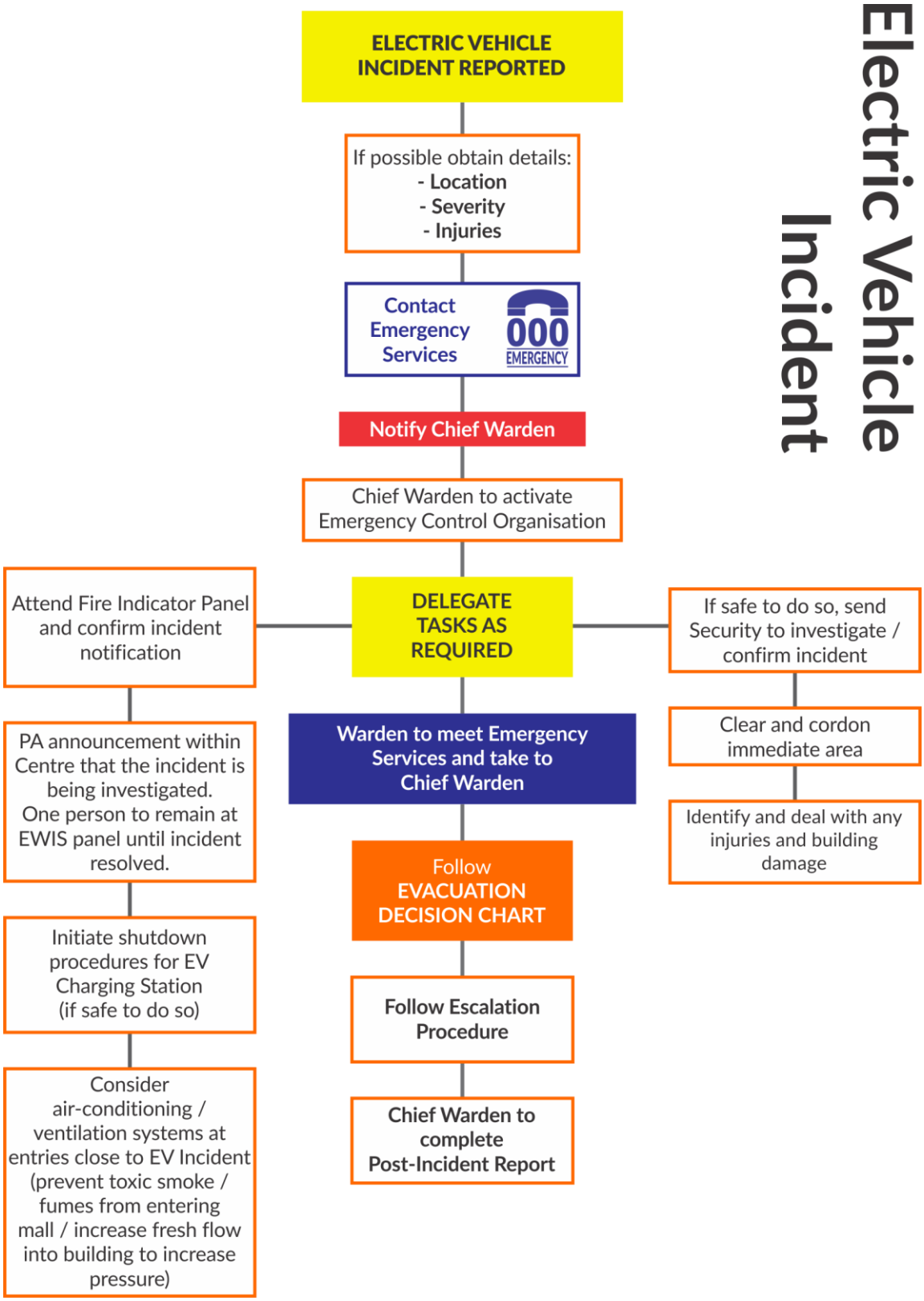
If you detect a dangerous situation, commence an immediate evacuation of the area and notify the Chief Warden.

✓	**Pre-Emergency Tasks**
❑	Ensure that all occupants are aware of the emergency response procedures;
❑	Carry out safety practices (e.g. clear egress paths, access to first-attack equipment and disposal of rubbish);
❑	Ensure personal Emergency Control Organisation identification is available;
❑	Attend training and emergency exercises, as required by the Emergency Planning Committee.

✓	**Emergency Tasks**
❑	Assuming control of their area in the absence of the nominated Floor or Area Warden;
❑	Operate the communication system(s) in place, for example the WIP (Warden Intercommunication Phones);
❑	Search the floor or area to ensure all people have evacuated;
❑	Check that any fire doors and smoke doors are properly closed;
❑	Close or open other doors in accordance with the emergency response procedures;
❑	Evacuate the area immediately.
❑	Ensure area is kept clear of all persons until the Emergency Services arrive.
❑	Report status of required activities to the floor or area warden on their completion.

✓	**Post Emergency Tasks**
❑	Compile a report on actions taken during the emergency for the debrief;
❑	Participate in the debrief.

Electric Vehicle Incident



28. BUILDING SERVICES / SYSTEMS FAILURE PROCEDURES – CODE YELLOW

28.1 Introduction

Building services/systems will include statutory features installed within a building to protect the health and safety of the occupants. The range of building services/systems includes services such as Electrical Power, Lighting, Lifts, Gas Service, Heating Ventilation and Air Conditioning systems (HVAC), Fire Safety Systems (Fire Detection/Suppression Systems), Emergency Evacuation Lighting, Communication Systems, Waste Treatment and Water Supply.

The temporary failure of an individual service or system may not present a risk to the health and safety of the occupants that requires either evacuation or an immediate shut down of the building. However, the temporary failure of a combination of features (for example all the fire safety systems and the evacuation lighting) or the temporary failure of a particular service during adverse conditions (for example the failure of the HVAC system during extreme weather conditions) may require the evacuation of part or the entire building until the service(s) are restored.

Building services / systems that could be involved include:

Air Conditioning Services

Services Sewerage Systems

Mains Power Supply

Bathroom and Toilet Facilities

Fire Alarm Systems

Emergency Warning Systems

Gas Supply

Security Systems

Lift Services

Escalator

28.2 Occupant's Action

In the event of a building services/systems failure occupants should consider the following action:

(a) Immediately advise their workplace manager, immediate supervisor or Warden who will notify the Chief Warden;

(b) Remain calm and continue with their normal work activities provided the temporary failure allows them to do so;

(c) Ensure that they do not use building services such as lifts/toilet facilities and so on that may not be functioning correctly;

(d) Follow the directions of Wardens if there is a need to evacuate the building;

(e) Move to the designated assembly area; and

Remain at the evacuation assembly area until directed to return by the Chief Warden or the officer in charge of the responding Emergency Service.

28.3 The Chief Warden Shall Consider the Following Action

✓	Chief Warden's Actions
❑	Immediately report the building services/systems failure to the Facility Manager;
❑	Place the Emergency Control Organisation (ECO) on standby and allocate some ECO members to control the use of affected services/systems;
❑	Ensure that building occupants do not use building services such as lifts that may not be functioning correctly;
❑	Implement a manual system of communication; and
❑	Evaluate the need to evacuate the building; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building.

Note: *If there is a failure of the building electrical system or fire safety systems the evacuation of occupants must be ordered and completed before the battery power for the emergency lighting system for example, emergency lights and/or exit signs (especially in stairwells) begins to fail.(especially in stairwells) begins to fail.*

28.4 The Facility Manager Shall Consider the Following Action

✓	Facility Manager's Actions
❑	Take control of the incident;
❑	Ensure that the Chief Warden has performed the nominated tasks;
❑	Action any task not yet performed by the Chief Warden;
❑	Conduct a situation analysis to determine the impacts of the temporary services/system failure;
❑	Liaise with the building security provider to ensure the security of the entire building;
❑	Make contact with the provider of the defective service or such other utility service provider to determine the timing when services will recommence;
❑	Advise occupants of the situation including advice on the estimate period of temporary failure;
❑	Make provisions to ensure that the subsequent commencement of supply (such as power surge) does not create further emergency/crisis/issues;
❑	Organise contractors to conduct interim repairs to any system/service that is critical to the safety or security of occupants and the critical functionality of the building systems including all emergency warning systems;
❑	Consider the use of temporary/portable substitutes to counter the temporary failure;
❑	Advise occupants of ongoing developments;
❑	Audit the facility to identify any secondary damage resultant from the incident; and
❑	Arrange for contractors to carry out permanent repairs to the faulty building system.
❑	Once an emergency is completed and/or at an appropriate time, the Facility Manager must conduct a debriefing of the incident. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.

29. LIFT ENTRAPMENT – CODE YELLOW

The temporary failure of lifts may cause stress to those persons entrapped so quick response to rectify the situation and to provide moral support is required. It will also have a short-term impact on entering and leaving the building for other occupants.

Every situation is different. In every case, the Chief Warden should make a determination regarding the course of action to take.

Caution: *The safety of those inside the lift car is of primary importance. Emergency evacuation is dangerous and should only be done by a professional lift technician or trained Fire Service personnel.*

Step 1

The Chief Warden or their delegate is to establish contact with the people in the lift through the communication system (phone or intercom) or through the lift doors. Explain that the lift is experiencing a temporary problem and that qualified personnel are being called to release them. Assure passengers that they are safe and MUST NOT attempt to free themselves by prying doors or similar dangerous activities. Try to determine the location of the car in the lift shaft, the number of people and if anyone is injured or if any life-threatening situation exists. Find out if the lights are on in the lift car and what happened immediately before the lift car stopped.

Passengers should be asked if anyone tripped the stop button. If so, the button should be returned to its original position. This could solve the problem immediately.

Try to keep passengers calm and assure them that you will get them out as quickly and safely as possible. Either the operator or a designated person should stay in communication with passengers.

Contact the Facility Manager.

Step 2

The Facility Manager will call the lift service company and request emergency service. Tell them that people are in a stalled lift. Ask the operator to provide you with the Estimated Time of Arrival (ETA) of support personnel.

Step 3

Once emergency notification is completed, let the people in the lift know that help is on the way, and give them an ETA if possible. Keep them informed.

Note: *If a life-threatening emergency exists and the lift company's ETA is too long, call the Fire Service.*
Building ECO personnel should never attempt any evacuation without lift service company or Fire Service personnel involvement.

Instruction of Employees

Ensure that employees are appropriately instructed on how to react in the event of elevator entrapment.

Entrapped Person Procedures

- Do not attempt to open the elevator doors. This is very dangerous and could result in injury to your or others in the lift car;
- Press the button that is marked, 'Push to call'. Please note, you must hold down the button for 5 seconds;
- A monitoring centre operator will answer your call for help:
- Once the operator receives your call, please tell the operator;
    - Your name and building address;
    - Your situation;
    - Your lift number (located above the panel) and building location.

30. DEFINITIONS

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

First 5 Minutes Pty Ltd acknowledges the origination of the definitions and that it has no copyright interest with those used from the above nominated published sources.

Active Armed Offender

An armed offender who is actively engaged in killing or attempting to kill people, and who demonstrated their intention to continue to do so while having access to additional potential victims. In accordance with ANZCTC Active Armed Offender Guidelines for Crowded Places.

Area

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

Assembly Area(s)

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

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. incendiaries, toxic/noxious substances, sharps, animals/reptiles). May be referred to as an improvised explosive device (IED).

- **Bomb threat**
  A threat, written or verbal, delivered by electronic, oral or other medium, threatening to place or use an improvised explosive, chemical, biological, or radiological device at a time or date or place or against any specific person or organization.
- **Courier-delivered bomb**
  An improvised explosive device (IED) delivered by a courier.
- **Improvised Explosive Device (IED)**
  A device fabricated in an ad hoc manner, which contains explosive components designed to, or capable of, causing unlawful injury or damage.
- **Mail bomb**
  An improvised explosive device (IED) sent through the postal system.
- **Placed bomb**
  An improvised explosive device (IED) hand-delivered or purposefully placed.
- **Vehicle bomb**
  Vehicle Borne Improvised Explosive Device (VBIED). An incident in which a vehicle is used as the means of delivery of a large IED.

Bomb Threat

A threat, written or verbal, delivered by electronic, oral, or other medium, threatening to place or use an explosive, chemical, biological, or radiological device at a time, date, place or against a specific person or organization. It is not necessary for any other action to be taken by the offender.

Building, Structure and Workplace

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

Chief Warden

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

Designated Building Entry Points (DBEPs)

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

Emergency Control Organisation (ECO)

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

Emergency

An event that arises internally, or from external sources, which may adversely affect the occupants or visitors in a facility, and which requires an immediate response.

Emergency Management Manual

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

Emergency Plan

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

Emergency Planning Committee (EPC)

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

Emergency Planning Consultant

A person who has acquired through training, education, qualification and experience the knowledge and skill enabling him/her to advise on human behaviour, fire safety systems, evacuation methodology, emergency preparedness and response and the development of an emergency plan.

Emergency Prevention

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

Emergency Response Procedures

A documented scheme of assigned responsibilities, actions and procedures within a designated section of the emergency plan, to respond to and manage emergencies.

Emergency Response Team (ERT)

Specialist personnel, appointed to attend specific incidents, to contain, control or eliminate the emergency using emergency response equipment.

Evacuation

The orderly movement of people from a place of danger.

Evacuation Diagram/Sign

Emergency and evacuation information about the facility, comprising a pictorial representation of a floor or area and other relevant emergency response information.

Evacuation Exercise

An emergency response exercise in which the exercise simulates an emergency that requires an evacuation.

Emergency Alarm Initiating Device (EAID)

An Emergency Alarm Initiating Device (EAID) is part of the group which has the broad term Emergency Call Point (ECP). It is similar in construction to a Manual Call Point (MCP) but is white in colour. They are installed for use by occupants to actuate the EWS within the structure ONLY and will not advise the Fire Service.

Emergency Call Point (ECP)

The term Emergency Call Point (ECP) refers to a group of devices that are used to raise an alarm. The devices include, Manual Call Points, Emergency Alarm Initiating Devices, Pull Alarms, Duress Alarms and Emergency Telephones.

Emergency Door Release (EDR)

An Emergency Door Release (EDR) is similar in construction to a Manual Call Point (MCP) but is green/white in colour. They are installed for use by occupants to override electronic door locks.

Emergency Warning and Intercommunication System (EWIS)

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

Emergency Warning Systems (EWS)

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

Evacuation Route

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

Evacuation Time

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

a) The number, mobility and other characteristics of the occupants; and

b) The function or use of the building; and

c) The travel distance and other characteristics of the building; and

d) The fire load; and

e) The potential fire intensity; and

f) The fire hazard; and

g) The fire hazard properties; and

h) Any active fire safety systems installed in the building; and

i) Fire brigade intervention.

Facility

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

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

Fire Safety System

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

a) Warn people of an emergency; or

b) Provide for safe evacuation; or

c) Restrict the spread of fire; or

d) Extinguish a fire, and includes both active and passive systems.

Fire Service

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

Fire and Evacuation Instructions

Fire and evacuation instructions for a building, means general evacuation instructions, first-response evacuation instructions or evacuation coordination instructions for the building.

Managing Entity (Occupier)

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

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

Manual Call Point

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

The body of a Manual Call Point shall be red in colour.

Master Emergency Communications Point (MECP)

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

Occupant

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

Occupant Warning Equipment

Systems and devices that operate to alert people within a facility to an emergency.

Notes:

1. *Examples of occupant warning equipment are emergency warning and intercommunication systems (EWIS), sound systems for emergency purposes (S.S.E.P.), smoke alarms, pagers, visual warning systems including strobe lights, hand-held alarm devices, and intercom systems.*
2. *Occupant warning equipment may operate as part of a fire detection and alarm system and may function in conjunction with other emergency detection systems, such as those for storms, earthquakes and bomb threats.*

Occupier

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

Performance Solution

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

Person Conducting a Business or Undertaking (PCBU)

A person conducting a business or undertaking (PCBU) is the main duty holder under the WHS Act. They are usually the employer and may be a partnership, company, unincorporated body or association, a sole trader, a government department or statutory authority.

A volunteer organisation is a PCBU if it employs one or more paid workers.

Throughout this document a PCBU may be referred to as an 'occupier'.

Persons with Special Needs

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

Refuge

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

1) Safe place;
2) A place of safety within a building:
    a) Which is not under threat from a fire; and
    b) From which people must be able to safely disperse after escaping the effects of an emergency to a road or open space; or
3) A road or open space.

Staging Area

An area in a facility where occupants and visitors are intended to gather in preparation for an evacuation.

Visitor

A person who is within a facility who is temporarily visiting the facility and is not—

a) Employed at or for the facility, either on a permanent casual, temporary, contracting basis;
b) A resident/inmate; or
c) Studying at the facility.

Note: *Visitors include customers and clients.*

Warden Intercom Point (WIP)

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

Workplace

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

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

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

See relevant Commonwealth, State and Territory Workplace Health and Safety statutes.

31. EMERGENCY ALERTS

Emergency Alert is the national telephone warning system used by emergency services to send voice messages to landlines and text messages to mobile phones within a defined area about likely or actual emergencies.

Emergency Alert is just one way of warning communities and will not be used in all circumstances. Emergency Alert relies on telecommunications networks to send messages, and message delivery cannot be guaranteed.

There are a range of reasons why you may not receive a text message on your mobile phone including your text message inbox was full or your mobile phone was switched off or not in coverage.

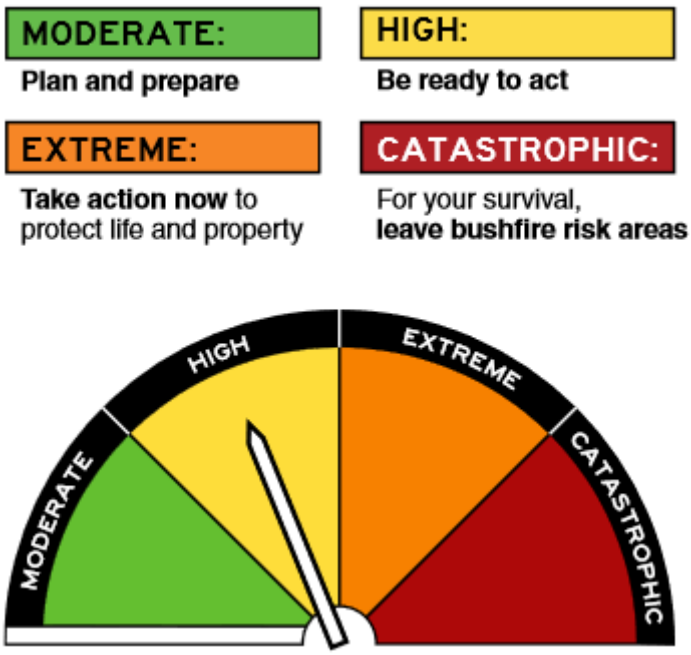
You need to remain alert, monitor the outside environment for signs of the event and actively seek information. Tune into your emergency broadcasters: ABC and commercial radio stations, and SKY News TV, for fire updates and warnings during the fire season.

31.1 Fire Danger Rating (FDR)

The Bush Fire Danger Ratings give you an indication of the possible consequences of a fire, if one was to start.

Bush Fire Danger Ratings are based on predicted conditions such as temperature, humidity, wind and the dryness of the landscape.

The higher the fire danger rating, the more dangerous the conditions.



Fire Danger	MODERATE	HIGH	EXTREME	CATASTROPHIC
Key Message	**Plan and prepare.**	**Be ready to act.**	**Take action now** to protect your life and property.	For your survival, **leave bushfire risk areas.**
Fire Behaviour	Most fires can be controlled.	Fires can be dangerous.	Fires will spread quickly and be extremely dangerous.	If a fire starts and takes hold, lives are likely to be lost.
Supporting Messages	• Stay up to date and be ready to act if there is a fire.	• There's a heightened risk. Be alert for fires in your area. • Decide what you will do if a fire starts. • If a fire starts, your life and property may be at risk. The safest option is to avoid bushfire risk areas.	• These are dangerous fire conditions. • Check your bushfire plan and ensure that your property is fire ready. • If a fire starts, take immediate action. If you and your property are not prepared to the highest level, go to a safer location well before the fire impacts. • Reconsider travel through bushfire risk areas.	• These are the most dangerous conditions for a fire. • Your life may depend on the decisions you make, even before there is a fire. • Stay safe by going to a safer location early in the morning or the night before. • Homes cannot withstand fires in these conditions. You may not be able to leave, and help may not be available.
Monitor conditions and official sources for warnings. Adhere to local regulations governing fire activity. Ensure any industrial or agricultural activities adhere to relevant industry guidelines. If a fire starts near you, take action immediately to protect your life. Do not wait for a warning.				

AFDRS Community Messaging Framework – June 2022 – 1

31.2 Resource Websites

Bureau of Meteorology

www.bom.gov.au

New South Wales

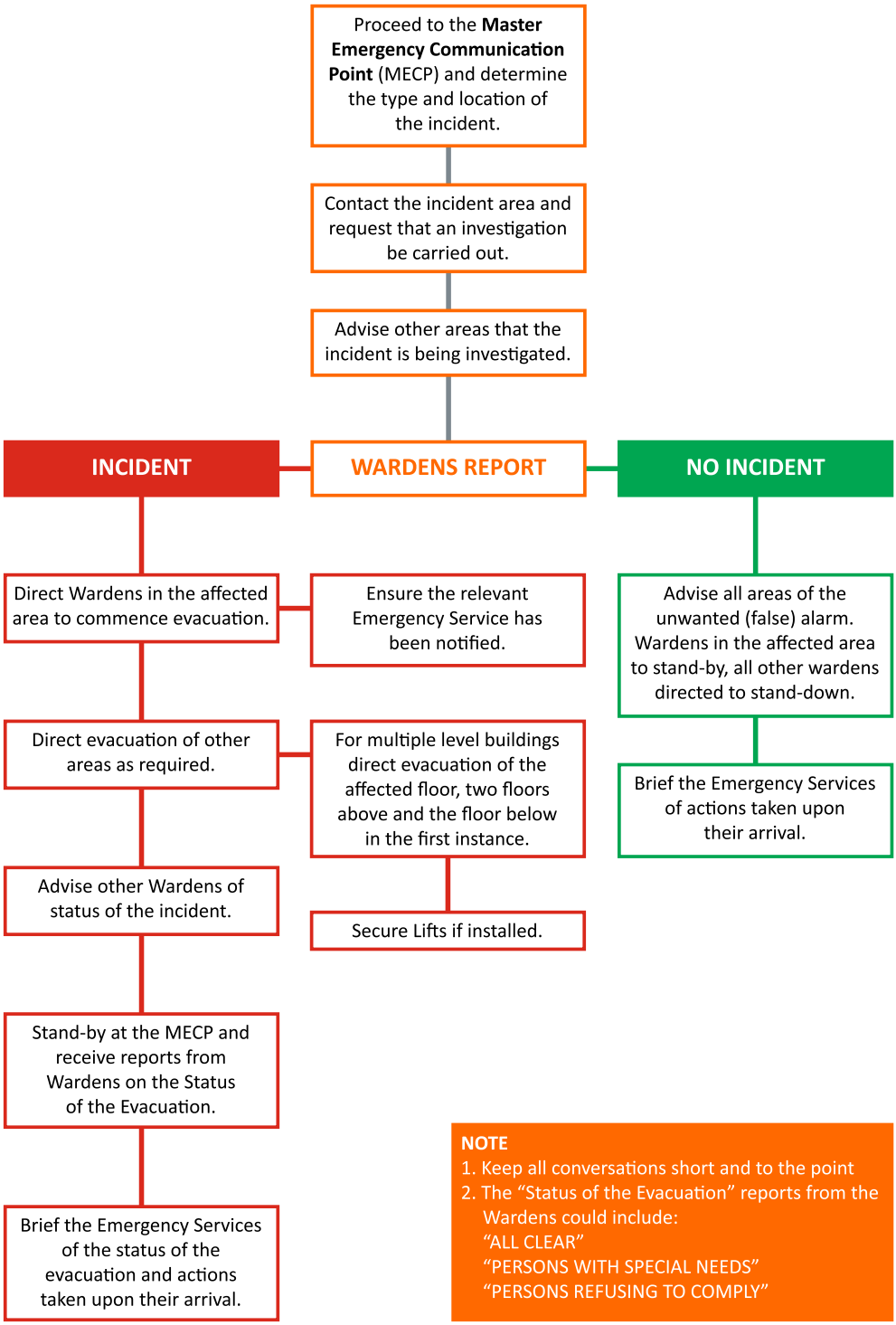
Fire and Rescue NSW www.fire.nsw.gov.au

Rural Fire Service www.rfs.nsw.gov.au

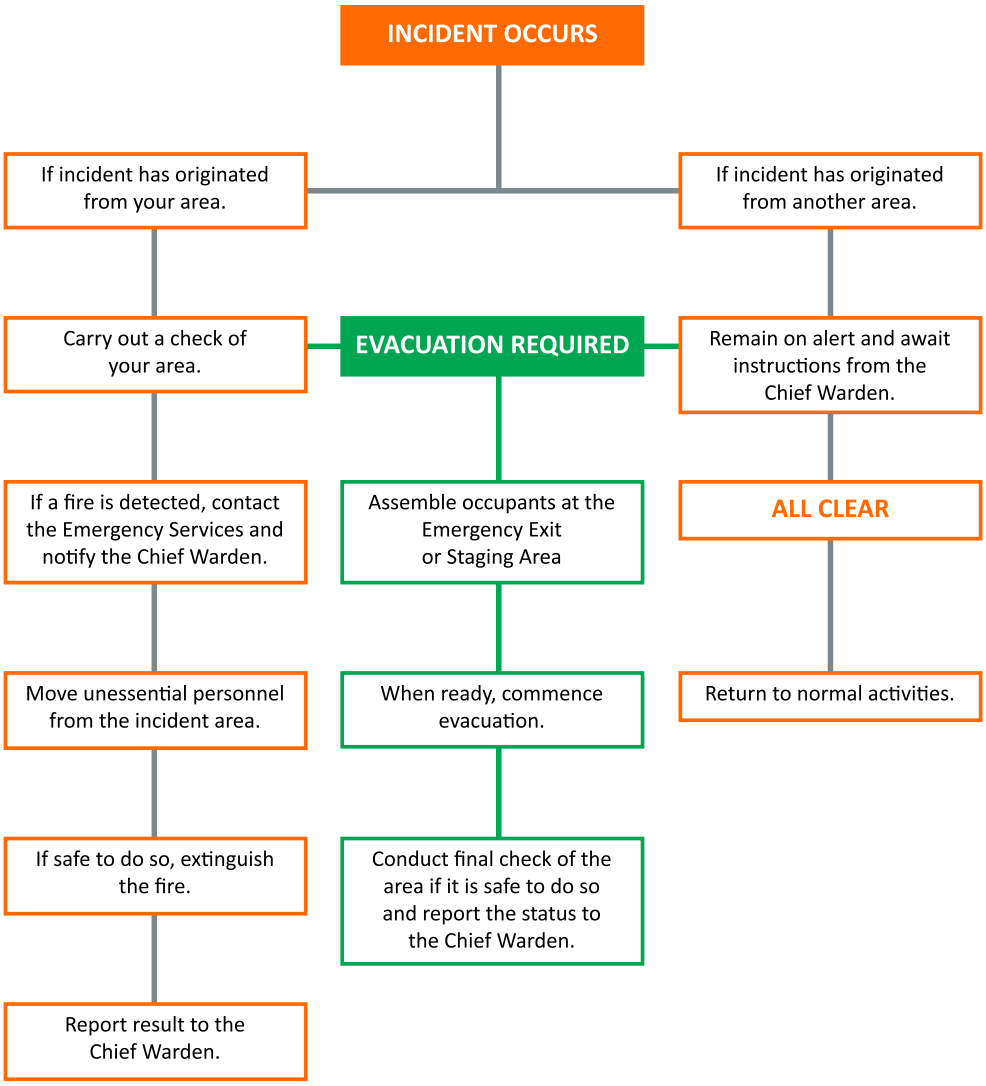
SES www.ses.nsw.gov.au

32. EMERGENCY PROCEDURE FLOW CHARTS

32.1 Chief Warden Emergency Procedures Flow Chart



32.2 Warden Emergency Procedures Flow Chart



NOTE
1. Keep all conversations short and to the point
2. The "Status of the Evacuation" reports to the Chief Warden could include:
   "ALL CLEAR"
   "PERSONS WITH SPECIAL NEEDS"
   "PERSONS REFUSING TO COMPLY"

EMERGENCY PROCEDURES

000
EMERGENCY

POLICE

FIRE

AMBULANCE

WHEN YOU DIAL

Ask for the relevant service operator (Police, Fire, Ambulance) and pass on the following details.

- The type of emergency
- Street name & number and nearest cross street
- Suburb
- Street Directory reference (if known)
- Any other information requested by the operator

STAY (LOCKDOWN)

- Gather people together out of sight
- Close and lock windows & doors
- Close blinds & turn off lights
- Switch mobile phones to silent
- Switch off mobile phone vibrate function
- KEEP CALM & REMAIN QUIET
- Barricade door with furniture if necessary
- Await instructions of lockdown completion
- In a life threatening emergency call 000

GO (EVACUATION)

- Commence evacuation when directed
- Switch off plant & equipment
- Assist mobility impaired persons
- DO NOT RUN
- Go to designated assembly area
- DO NOT re-enter building until instructed
- In a life threatening emergency call 000



Pull

Pull the pin (test).



Aim

Aim the nozzle at the base of the fire.



Squeeze

Squeeze the operating handle while holding hose.



Sweep

Sweep the extinguishing agent from side to side at the base of the fire.

BOMB OR SUBSTANCE THREAT PROCEDURE

- Remain calm
- Record exact wording of threat
- Keep the caller talking - try to obtain as much information as possible using the Threat Checklist
- Do not hang up receiver
- Report call to the CHIEF WARDEN, YOUR MANAGEMENT and POLICE on "000"
- Record details of caller's voice and background noise
- Await instructions from authorised persons



first5 MINUTES

EMERGENCY PROCEDURES

000
EMERGENCY

POLICE

FIRE

AMBULANCE

WHEN YOU DIAL

Ask for the relevant service operator (Police, Fire, Ambulance) and pass on the following details.

- The type of emergency
- Street name & number and nearest cross street
- Suburb
- Street Directory reference (if known)
- Any other information requested by the operator

RESPONSE TO AN EMERGENCY

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

A ALERT — Notify appropriate personnel or combating authority. This usually involves calling the Emergency Number and operating the nearest fire alarm.

C CONTAIN/ CONTROL — Close doors, and if safe to do so, deal with the threat.

E EVACUATE/ EXTINGUISH — Remove all other persons from danger. Evacuate to the Assembly Area and remain there until advised otherwise by the Chief Warden.

KNOW YOUR EXITS





Pull

Pull the pin (test).



Aim

Aim the nozzle at the base of the fire.



Squeeze

Squeeze the operating handle while holding hose.

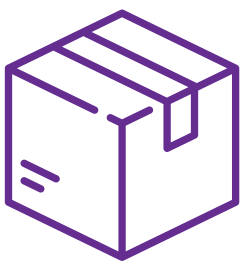


Sweep

Sweep the extinguishing agent from side to side at the base of the fire.

BOMB OR SUBSTANCE THREAT PROCEDURE

- Remain calm
- Record exact wording of threat
- Keep the caller talking - try to obtain as much information as possible using the Threat Checklist
- Do not hang up receiver
- Report call to the CHIEF WARDEN, YOUR MANAGEMENT and POLICE on “000”
- Record details of caller’s voice and background noise
- Await instructions from authorised persons



first5 MINUTES

33. EMERGENCY IDENTIFICATION AND ANALYSIS

Identification and analysis of potential emergencies likely to impact on the facility was undertaken to determine which events required consideration as emergencies in this document.

Facility Risk Assessment Matrix

DESCRIPTION OF TASK			RISK RATING	
Persons At Risk A. Staff Members B. All Occupants C. Public	**Likelihood** 1. Rare 2. Possible 3. Likely 4. Almost Certain 5. Certain (ISO 31000)	**Consequences** 1. Insignificant 2. Low 3. Moderate 4. Major 5. Catastrophic (ISO 31000)	1-3 - Tolerable (T)	No further action is required unless circumstances change. Monitor situation.
			4-8 - Moderate (M)	Satisfactory, additional minor actions may be required. Re-assess at review date.
			9-15 - High (H)	Unsatisfactory, priority action must be taken. Review current methods and re-assess.
			16-25 - Very High (V)	Serious and imminent danger. Immediate action must be taken. Re-assess after control measures.

	Hazard Identified	Persons at Risk	Control Measures In Place		Likelihood 1-5	Consequences 1-5	Risk Score = Consequence X Likelihood	Are Existing Control Measures Adequate
	1	Fire – Minor Internal	A, B, C	Fire equipment in place. Fire detection system in building. Expected rapid response from Fire Brigade. Emergency Response Procedures in place. ECO trained in reacting to fires.	1	2	2 Tolerable	Yes
	2	Fire – Major Internal	A, B, C	Fire equipment in place. Fire detection system in building. Expected rapid response from Fire Brigade. Emergency Response Procedures in place. ECO trained in reacting to fires.	1	5	5 Moderate	Yes
	3	Medical Emergency	A, B	Emergency procedures in place. If necessary trained First Aid personnel and First Aid kits available. Refer to Code of Practice "First Aid in the Workplace" for requirements.	3	2	6 Moderate	Yes
	4	Bomb or Substance Threat	A, B, C	Bomb and Substance threat procedures in place. ECO trained in Bomb and Substance threat procedures.	2	3	6 Moderate	Yes

	5	Earthquake	A, B, C	Emergency response procedures in place. ECO trained to be self-reliant as impact will be extensive.	2	4	8 Moderate	Yes
	6	Civil Disturbance	A, B, C	Emergency response procedures in place. Expected rapid response from emergency services.	1	3	3 Tolerable	Yes
	7	Severe Storm	A, B	Emergency response procedures in place. Pre-incident procedures to prepare occupants and protect the infrastructure and equipment. The building is assumed to be constructed to meet the current wind rating standard for the area.	2	4	8 Moderate	Yes
	8	Personal Threat	A, B	Emergency response procedures in place. ECO trained in Personal Threat response. Access security in place. Expected rapid response from emergency services.	2	3	6 Moderate	Yes
	9	Active Armed Offender	A, B, C	Emergency response procedures and control measures in place. ECO trained in Active Armed Offender response. Expected rapid response from emergency services.	2	4	8 Moderate	Yes
	10	Chemical, Biological or Radiological Emergency	A, B, C	Emergency response procedures in place. ECO trained in reporting procedure. Expected rapid response from emergency services.	1	5	5 Moderate	Yes
	11	Hazardous Materials Incident	A, B, C	Emergency response procedures and control measures in place. Expected rapid response from emergency services.	2	4	8 Moderate	Yes
	12	Electric Vehicles (EV) and Electrical Bikes/ Scooters (LEV)	A, B, C	Fire equipment in place. Fire detection system in building. Sprinkler Systems and Hydrants Expected rapid response from Fire Brigade. Emergency Response Procedures in place. ECO trained in reacting to fires.	2	3	6 Moderate	Yes

	13	Building Services / Systems Failure	A, B	Emergency response procedures in place. Possible delay in response from Emergency Services and Utilities.	2	2	4 Moderate	Yes
	14	Lift Entrapment	A, B	Emergency response procedures in place. Expected rapid response from emergency services and contractors.	2	2	4 Moderate	Yes

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34. SUMMARY OF PERFORMANCE SOLUTIONS

Building Description

BCA Classification

The project characteristics have been noted in Table 4 based on the information provided.

Table 4: BCA Characteristics

BCA CLAUSE	DESCRIPTION	PROJECT DETAILS
A1.1	Effective Height	56m
A3.1	Occupancy Classification	5, 6, 7a, 7b
C1.1	Construction Type	Type A
C1.2	Rise in storey	17
C2.2	Floor area and volume	26,101 m²
		52,432 m³

Building Location

The project is located at 333 Kent Street, Sydney 2000.



Figure 2: Building location

Occupant Characteristics

The expected building occupant have been described using Table 2 – 'Occupancy Characteristics' from BS 9999 [10].

OCCUPANT DESCRIPTION	CHARACTERISTICS	DISCUSSION
Staff	Awake and Familiar	Building staff, office workers
External patrons	Awake and Unfamiliar	Members of the public, visitors

Egress Routes

The final egress points out of the development are shown below.

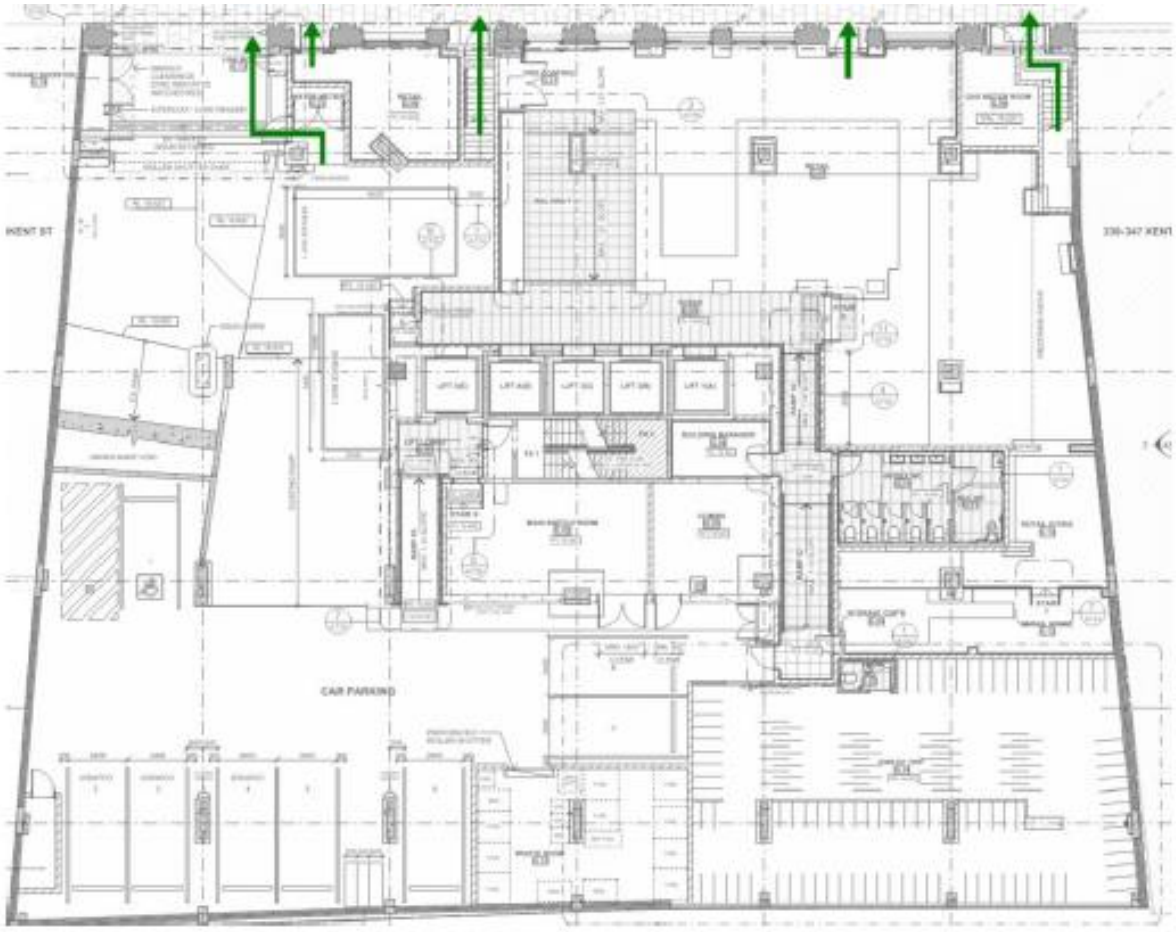


Figure 3: Egress Routes

Fire Service Access

Distance to FRNSW station

Fire and Rescue NSW The Rocks Fire Station is located approximately 700m away as shown by Figure 4.

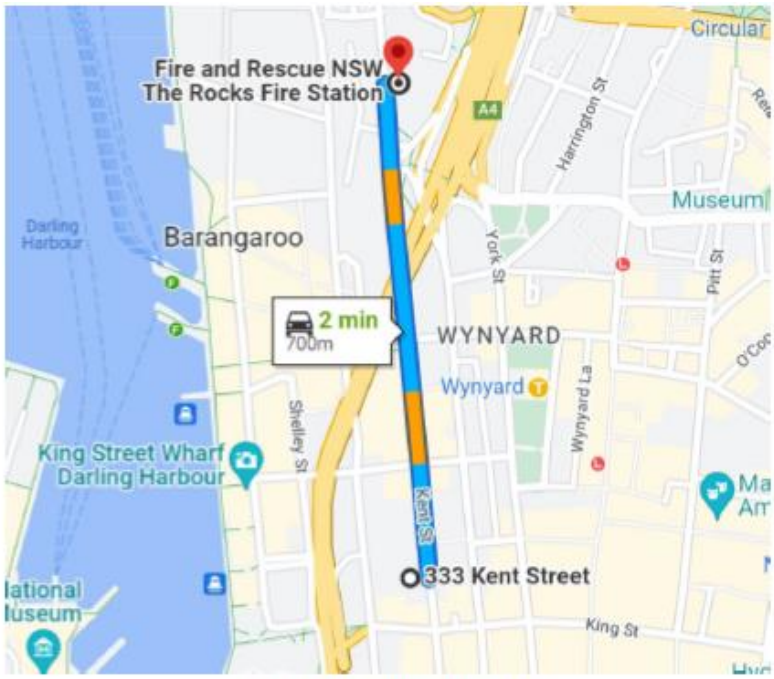


Figure 4: Distance to nearest fire station

Fire Brigade Access

Fire Brigade access to the building is available via Kent Street

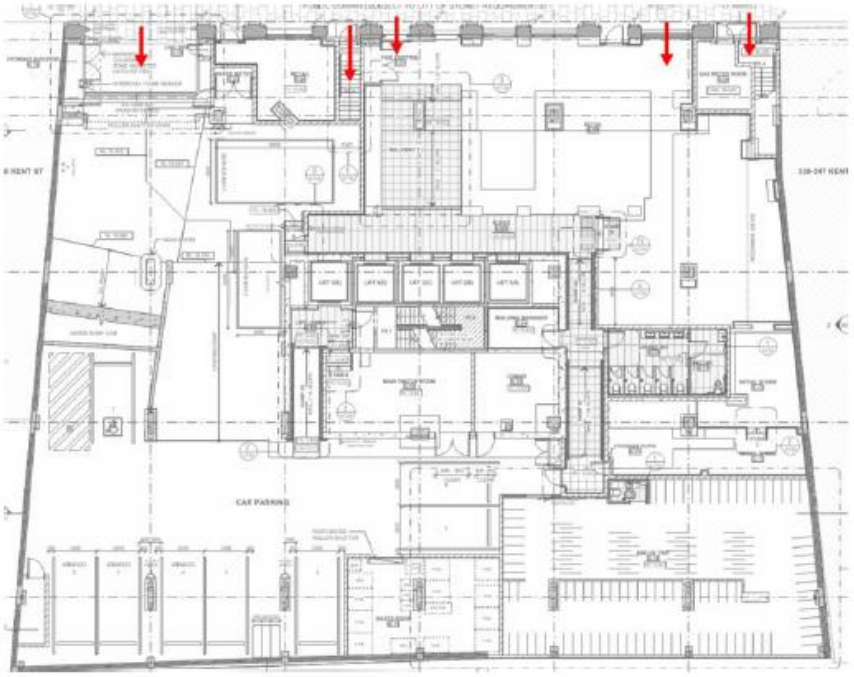


Figure 5: Brigade access points

Fire Hazard Assessment

Fire hazard can be defined as the potential harm and degree of exposure from a fire starting and the spread of fire, smoke, and gases. A fire hazard can be defined by two categories, they are:

- The possibility of a fire occurring; and
- The severity of consequences of that fire.

The purpose of a hazard analysis is to identify potential scenarios and design fire of greatest risk as well as consider the characteristics of the building(s) and occupants that increase or decrease the associated risk. A hazard review can be characterised under three main headings:

1. The fire (fuel loads and ignition sources)
2. The occupants (building specific occupant characteristics)
3. The design (the architectural plans)

Building Description

The building is an extension of the existing 10 storey commercial building located at 333 Kent St Sydney. This report covers the refurbishment of this building and the addition of 7 storeys on top of the existing building.

Fire Safety Measures

FIRE SAFETY REQUIREMENTS

The following fire safety requirements are listed below with any modifications and additional requirements listed under the relevant Fire Safety System.

Construction

3.1.1	Ground floor retail FRLs are rationalised down to 120 minutes from 180 minutes.

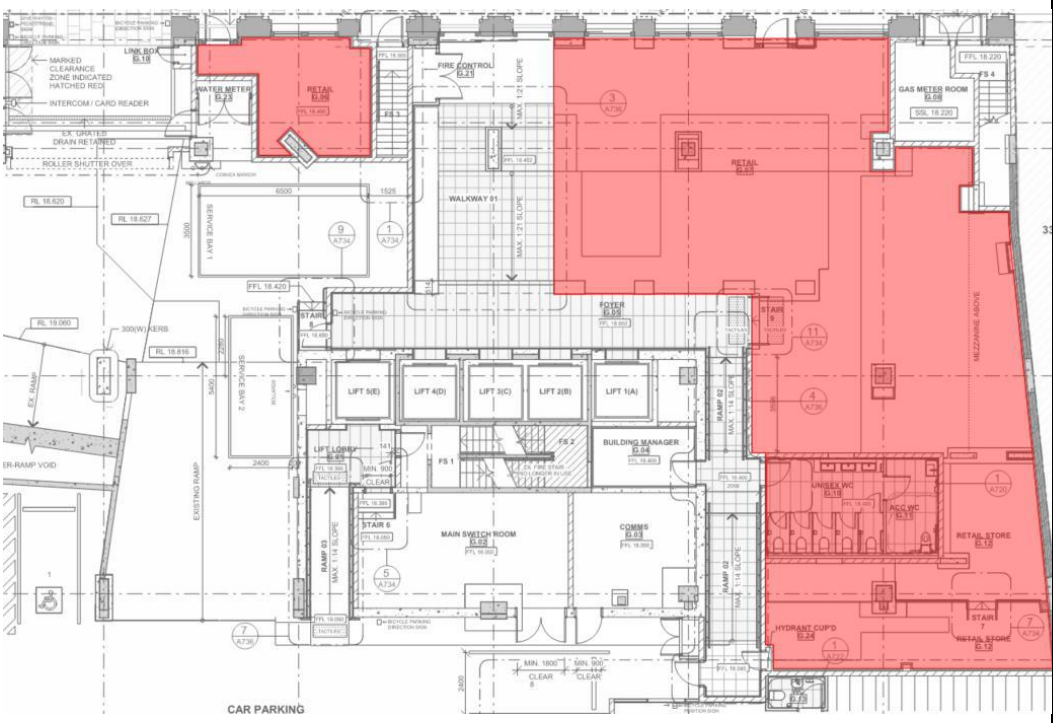


Figure 7: Ground floor retail compartments

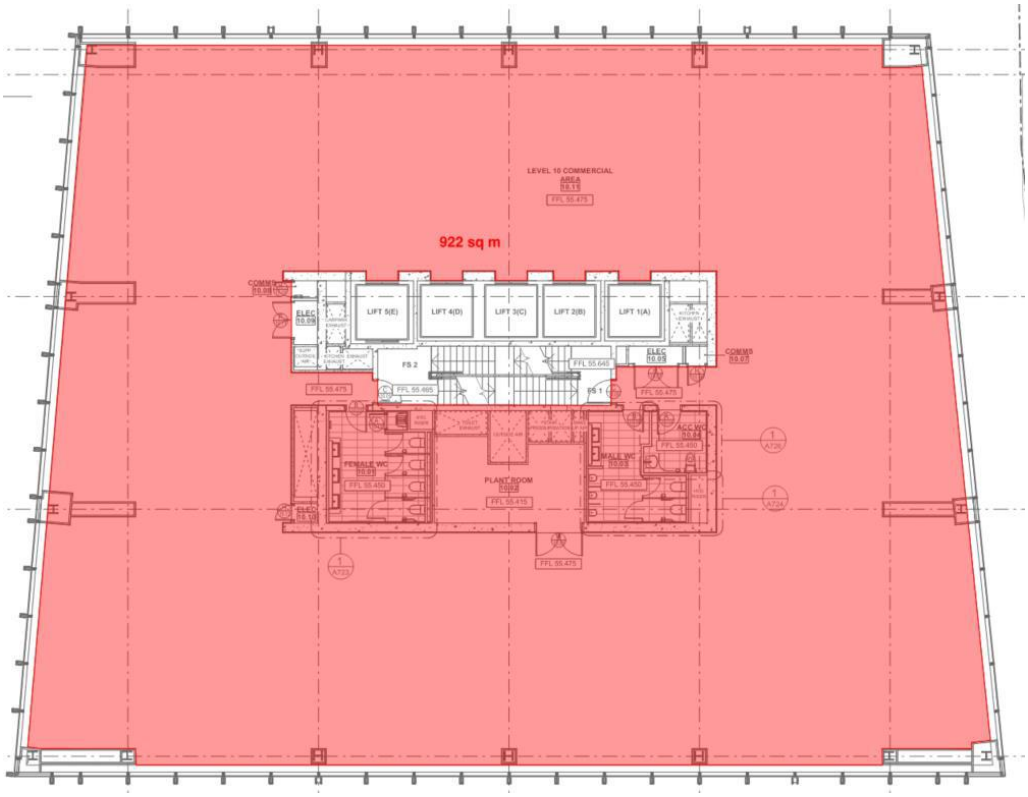
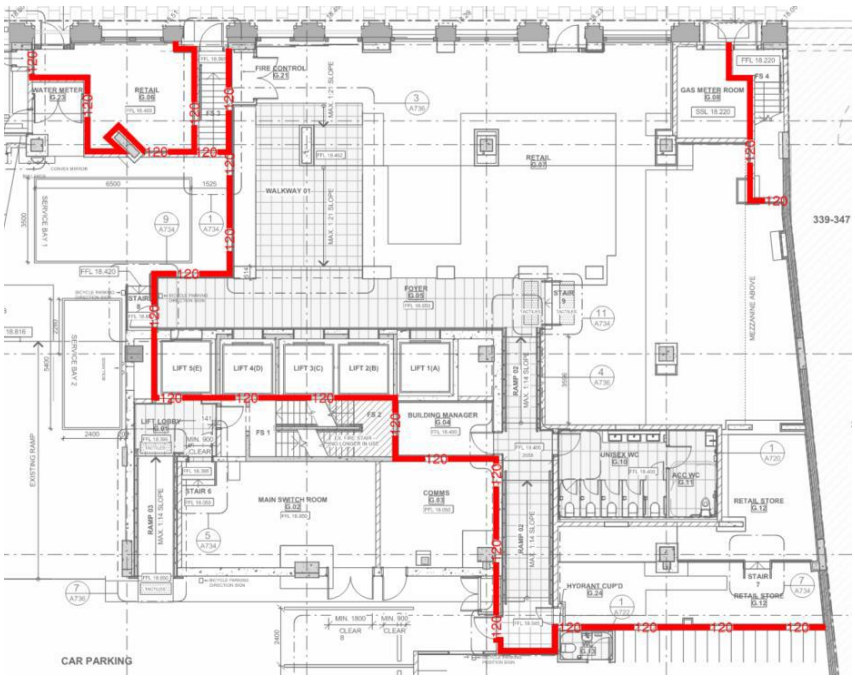
3.1.2	Commercial floor plate FRLs from Level 9 to 15 are rationalised down to 90 minutes from 120 minutes.  Figure 8: Commercial floorplate compartments
3.1.3	The retail and foyer spaces are to be separated from the carpark by minimum 120 FRL construction at Ground Floor and the mezzanine storey as shown in the figures below. 

Figure 9: Separation of retail and carpark - Ground

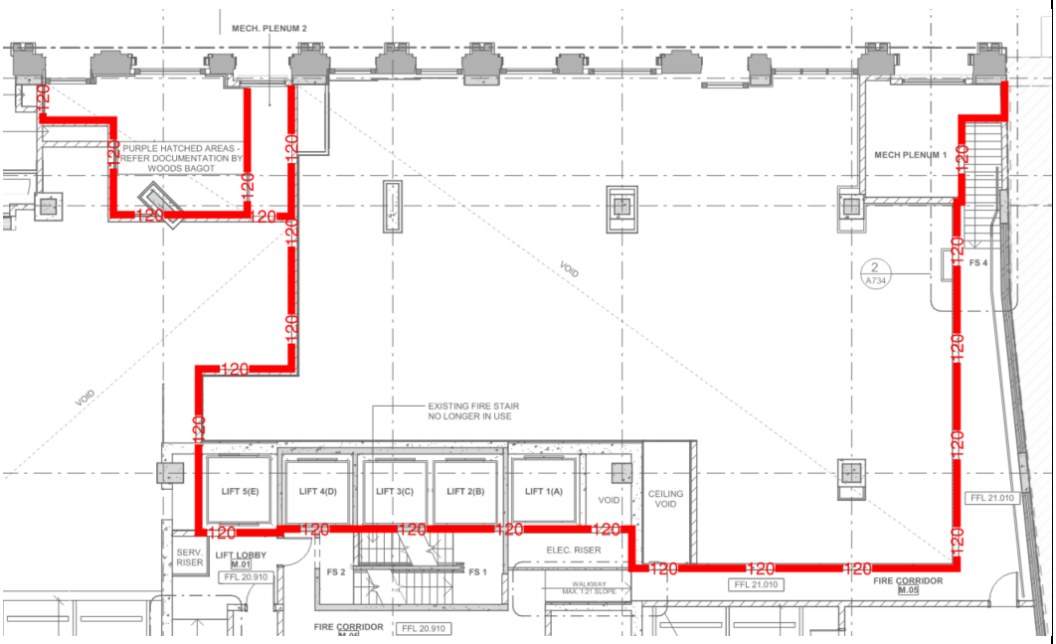


Figure 10: Separation of retail and carpark – Mezzanine

3.1.4 Both lift doors to the ground floor goods lift are protected by a minimum -/60/- FRL in line with BCA Clause C3.10.

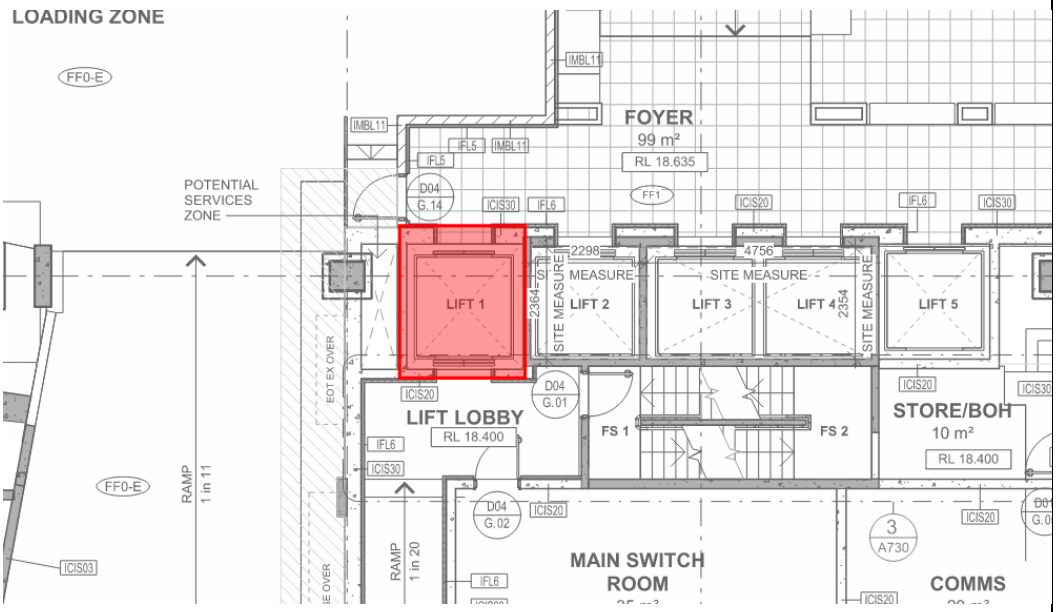
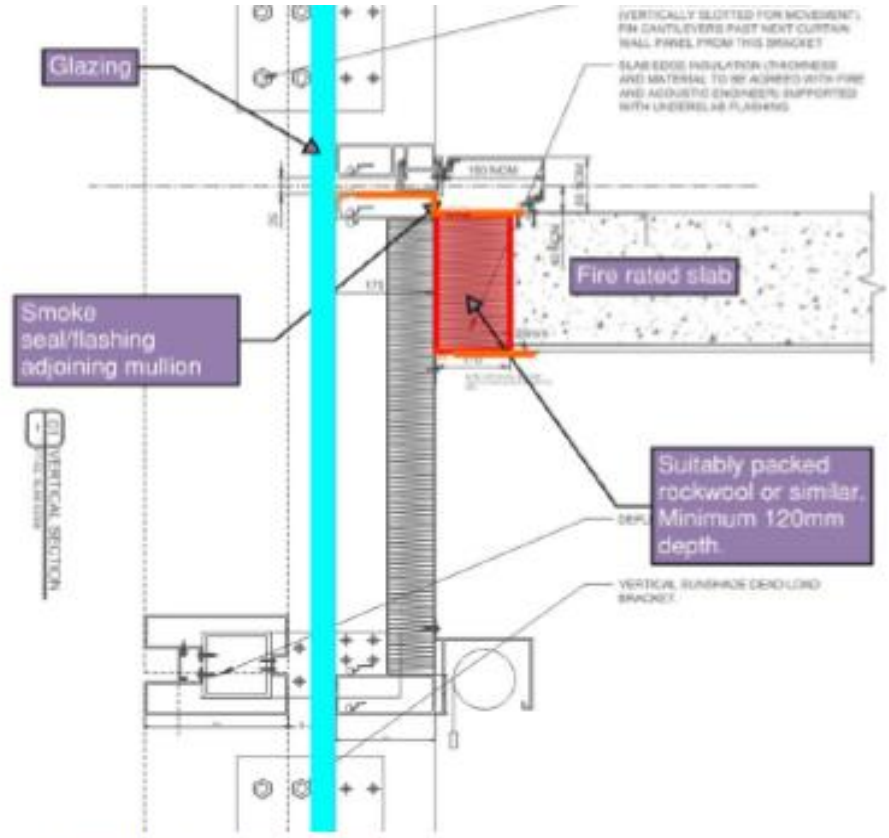
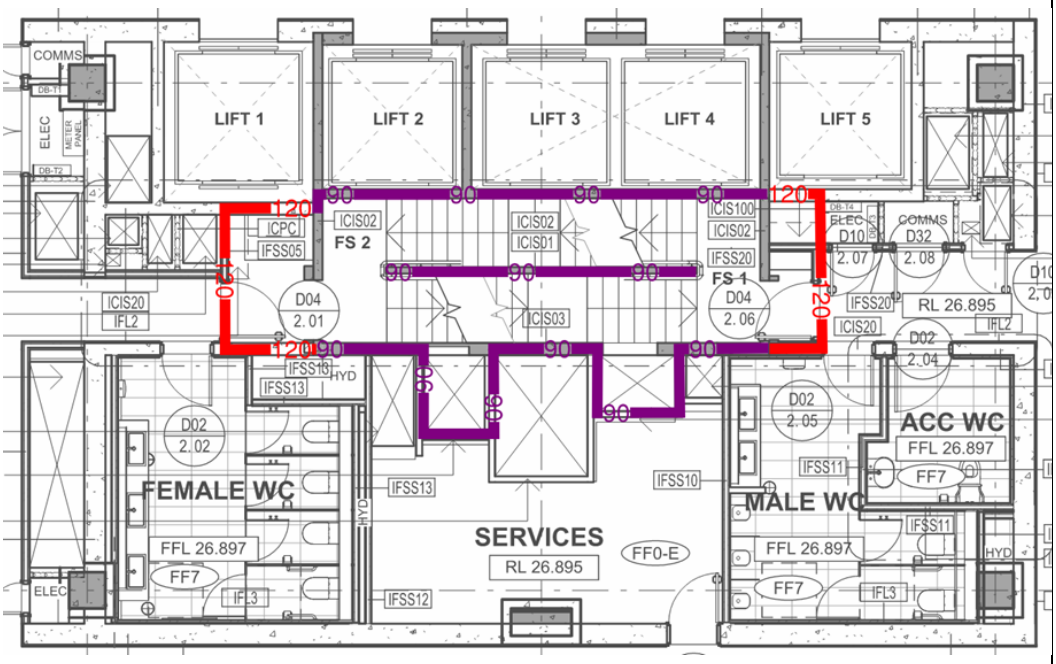
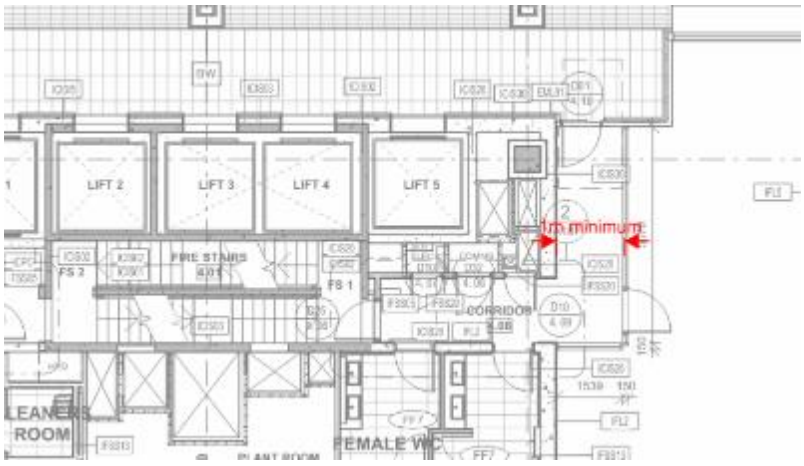


Figure 11: Goods lift location

3.1.5	Upon activation of the building alarm the ground floor roller shutter across the carpark entry is to fully close to provide a barrier between the carpark and booster assembly.
3.1.6	Openings within 3m of the site boundaries are to be fitted with minimum 6mm thick heat strengthened glazing and are to be fixed closed. Where doorways are provided in the western façade, they are to either be in an area further than 3m from the boundary or are to be self-closing glazed doors of the same type as the façade, being minimum 6mm heat strengthened glazing. All other glazing within 3m of the boundary are to be fixed closed
3.1.7	The performance-based slab edge to façade design shall be as follows: • Smoke flashing is to be permanently fixed from the slab edge to the façade wall above the rockwool layer. Smoke flashing is to be capable of withstanding 200˚C for 30 minutes. • The gap below the smoke flashing/seal shall be packed with rockwool insultation or similar for a minimum depth of 120mm. • Any gap unable to be packed with rockwool shall be sealed with intumescent mastic or fire rated sealant that is tested to achieve a minimum 120-minute FRL. • Where façade brackets are exposed below the rockwool layer they are to be fire rated to the DtS requirements of the BCA if any.
	 *Figure 12: Typical slab to curtain wall seal*

3.1.8	The dividing wall and separating walls of the scissor stair are permitted to be rated to 90 FRL in lieu of the required 120 FRL. This is applied up to the top storey plant.  Figure 13: Fire rating of scissor stair dividing wall
3.1.9	Where the hydrant ring main passes between the two scissor stairs, the penetrations are to be fire and smoke sealed as per BCA Clause C3.9.
3.1.10	Ground Lobby Sliding doors are provided with a push to exit button. The button is to be between 0.75 – 1m from FFL (finished floor level), located within the inside of the lobby adjacent to the doors. The operability of the button is to cater to the abilities of children and the elderly. Signage is required to be located adjacent to the push to exit buttons in the Ground Floor lobby stating “Push button to exit” in a font 15mm tall and on a colour contrasting background. The sliding doors and button are to be provided with a backup battery source or connected to essential power such that will power the door in the event of power loss from the main supply.

3.1.11	A common corridor that is accessible to building occupants is to be provided to provide access into the southern fire stair from the terrace. This is to provide a minimum clear width within the corridor of 1m as shown in the figure below. Figure 14: Corridor to fire stair 1. 
3.1.12	The following design requirements apply for the installation/construction of the green wall and planter box: Table 8: Design Requirements of Green Wall and Planter Boxes.

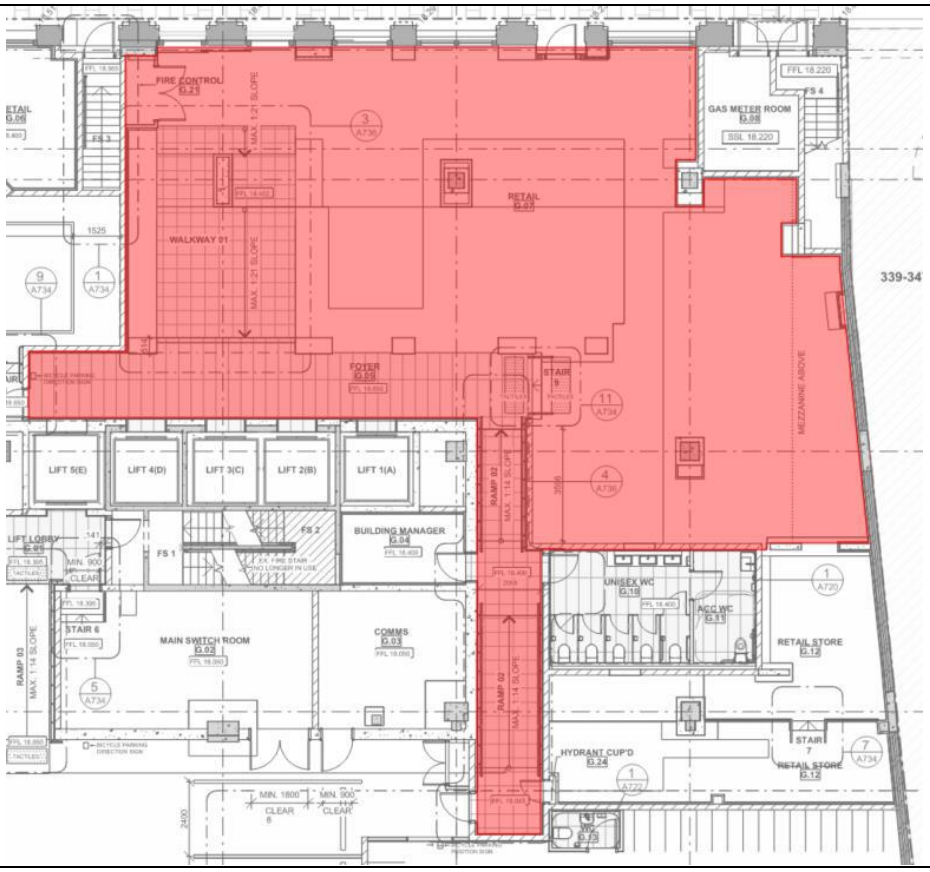
ITEM	GREEN WALL	PLANTER BOX
1	Any part of the vertical green wall design is not to be located directly above or adjacent to a horizontal exit.	The planter boxes are proposed constructed from aluminium and oth combustible elements. As such, the l of these planter boxes are permitte above or adjacent to horizontal exits
2	Any exposed electrical components of the design are to be properly insulated to re ignition sources.	
3	A design that incorporates limited combustible elements is to be used to restrict th load and heat release rate of the green structures.	

3.2 Suppression

3.2.1	A suppression system is installed within the building in accordance with BCA Clause E1.5, referencing AS2118.1-2017 and AS2118.6 – 2012. Fast response sprinkler heads with an RTI of less than 50(m.s)0.5 are fitted throughout the ground floor carpark and mezzanine carpark compartments.

3.3 Detection

3.3.1	Smoke detectors have been provided throughout the building in accordance with BCA Clause E2.2, referencing AS1670.1-2018 as required.
3.2.3	A reduced detector spacing of 10x10m in lieu of the required 15x15m spacing under AS1670.1 Section 7, is required within the ground floor retail front of house and lobby.

	
3.3.3	Level 4 has detection in accordance with BCA Clause E2.2, referencing AS1670.1-2018 (Section 7) with a reduced spacing from 15x15m to 10x10m.
3.3.4	Where fitouts present extended travel distances on levels 1-15 of up to 30m to a point of choice, 50m to an exit and 70m between exits, detection in accordance with BCA Clause E2.2, referencing AS1670.1- 2018 (Section 7) with a reduced spacing from 15x15m to 10x10m implemented for the storey.

3.4 Alarm

3.4.1	An Emergency warning and Intercom System (EWIS) system is installed in accordance BCA Clause E2.2 and E4.9 referencing AS1670.4-2018 as required.

3.5 Smoke Hazard Management

3.5.1	The smoke hazard management systems are installed as required in the building in accordance with BCA Clause E2.2 and AS1668.1-2015.
3.5.2	The door into the fire pump room at the mezzanine carpark is permitted to not achieve the 1m/s velocity across its doorway during testing of the stair pressurisation system. Other doors in the system are to be tested as per the DtS requirements.

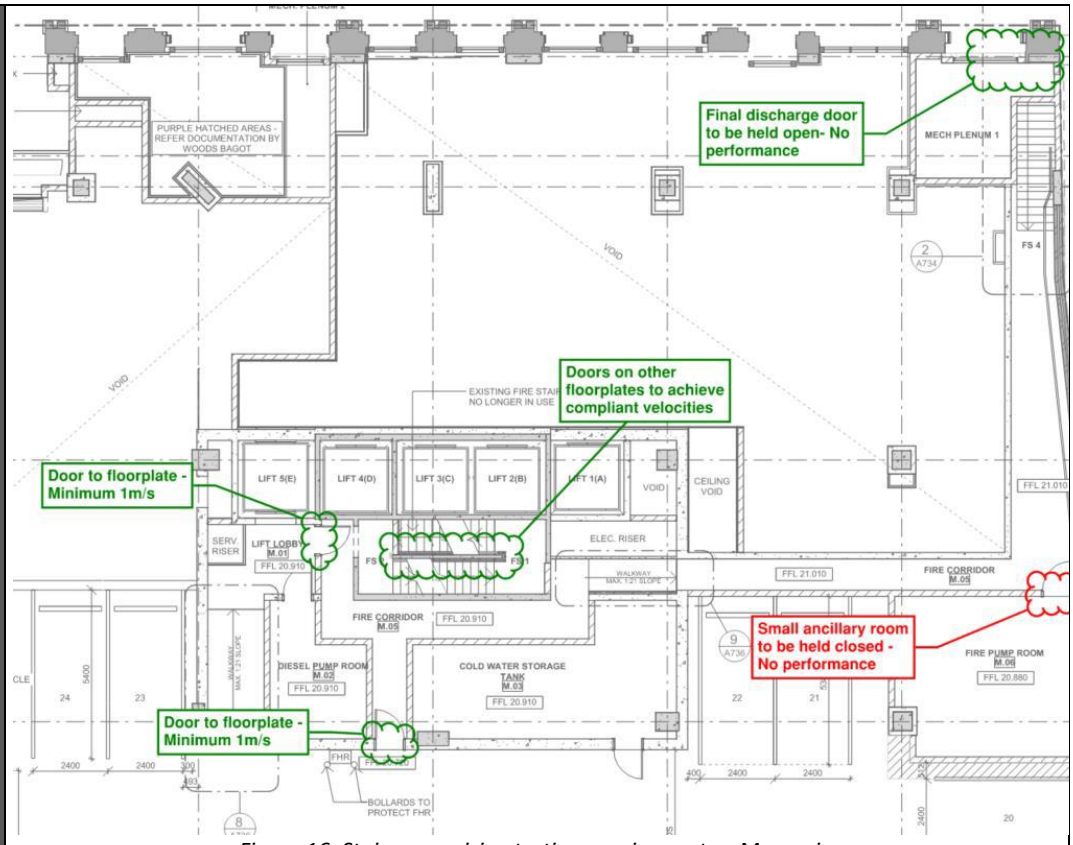


Figure 16: Stair pressurising testing requirements – Mezzanine

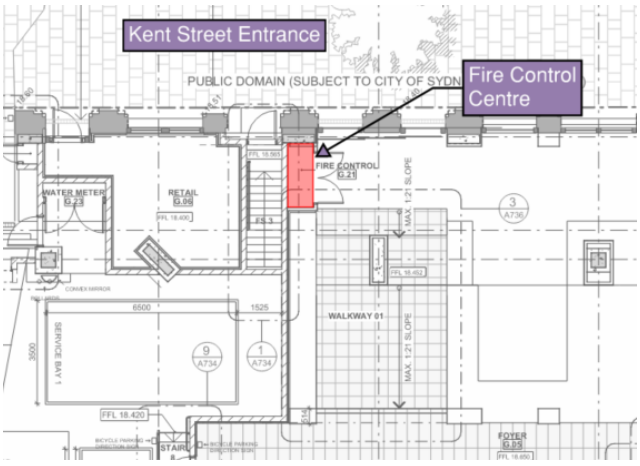
3.5.3	Stair pressurisation has been provided to the subject levels fire stairs in accordance BCA Clause E2.2 and AS1668.1-2015, with the exception that each stair need only be tested with 2 doors open as well as the final discharge door.
3.3.4	All doors opening into the ground floor +mezzanine fire compartment fire stairs are protected with Medium Temperature smoke seals tested in accordance with AS1530.7.

3.6 Hydrant System

3.6.1	The hydrant system is installed in accordance with BCA E1.3, referencing AS2419.1-2005 as required.
3.6.2	The hydrant and sprinkler booster is permitted to be: • Located away from the main entrance • Positioned at 90° to the street The following additional booster provisions are to be implemented: • A line marked area of adequate area in front of the fire hydrant booster is to be provided and maintained to mitigate the risk of vehicles parking in front of the booster and preventing fire brigade access. • The booster is located outside of any shutter or gates that closes across the driveway. • a strobe is installed above the booster assembly on Kent Street which is to trigger upon activation of the building alarm. • Block plans at the fire indicting panel should clearly detail the location of the booster assembly as well as other fire services required to be accessed by FRNSW. • Upon activation of the building alarm the ground floor roller shutter across the carpark entry is to fully close to provide a barrier between the carpark and booster assembly.
3.6.3	The fire pump room exhaust is designed in line with AS2419.1-2021. The pump room exhaust system it to designed such that the ductwork is capable of safely discharging the exhaust gasses such that they do not accumulate within the building.
3.6.4	The sprinkler control valves are to be designed so that all storeys control valves can accessed from a single fire stair (Fire Stair 1).

3.7 Fire Control Centre

3.7.1	A fire control centre is installed in the ground floor foyer in accordance with the following: • Fire control centre facility in accordance with Specification E1.8 Clause 1 through to 5. • Signage stating “FIRE CONTROL CENTRE” in letters not less than 50 mm high and of a colour which contrasts with that of the background. • Required red strobe marking the location of the fire control centre. • Fire Control Centre is to be located adjacent to the main entrance foyer from Kent Street. A block plan will be provided at the hydrant booster assembly outlining the location; • Provision of a telephone directly connected to an external telephone exchange; • Required relevant Block Plans to be place along the inside of the cabinet walls.



3.8 Emergency Lifts

3.8.1	Emergency lifts are installed in the building in accordance with Clause E3.4 of the BCA.

3.9 Fire Hose Reels

3.9.1	Fire hose reels are installed in accordance with BCA Clause E1.4, complying with AS2441-2005 with the following exception: • Fire hose reels have been omitted from the ground floor retail compartments and are to be replaced one for one with portable fire extinguishers. • Hose reels are omitted from the small fire rated comms and switch rooms. A portable fire extinguisher is to be provided within these compartments.

3.10 Portable Fire Extinguisher

3.10.1	Portable fire extinguishers are installed in the building in accordance with BCA Clause E1.6, complying with AS2444-2001 with the following variation: • Notwithstanding BCA Clause E1.6, portable 4.5kg (ABE), minimum 10A, fire extinguishers are to be provided in the locations where the removed fire hose reels would otherwise be located under BCA Clause E1.4.
3.10.2	The fire rated comms and switch rooms have a dedicated 4.5kg (ABE) fire extinguisher within the compartment in proximity to the egress door from each room in lieu of a fire hose reel.

3.11 Emergency Lighting and Exit Signage

3.11.1	Emergency Lighting and exit signs are installed within the building in accordance with AS2293.1-2018
3.11.2	Block plans indicating the location of key fire services is required to be installed at the FIP and within the lobby entrance to the development.
3.11.3	Emergency Evacuation plans are to be provided in accordance with AS3745-2002.
3.11.4	Block plans at the fire indicting panel should clearly detail the location of the booster assembly as well as other fire services required to be accessed by FRNSW.

3.11.5	Signage is to be provided within the Fire Control Centre and at the Booster assembly is to state "SPRINKLER VALVE ACCESS VIA FS1" and should incorporate lettering that is at least 25mm in height and of a colour contrasting the background.
3.11.6	Signage is required to be located adjacent to the push to exit buttons in the Ground Floor lobby stating "Push button to exit" in a font 15mm tall and on a colour contrasting background.

Reference A. **E-LAB CONSULTING_FER_P00135_REVISION 3_DATED 10.11.2023_333 KENT STREET_SYDNEY**

This summary has been extracted from the E-LAB Consulting_FER_P00135_Revision 3_Dated 10.11.2023_333 Kent Street Sydney (Reference A) as an Essential Fire Safety Feature maintenance compliance guideline for the building owner/managing agent. For full details of the methodology used to verify the Performance Solutions please refer to Reference A

List of Performance Solution

Table 9 lists the identified non-compliances with the BCA DtS provisions and are to be addressed by Fire Engineering Performance Solutions.

ISSUE	PERFORMANCE SOLUTION	DTS CLAUSE(S)	PERFORMANCE REQUIREMENT(S)	ASSESSMENT METHOD	IFEG SUB SYSTEM
1	Loading Dock and Bike Storage Separation and EOT and Office Separation	C1.1, Spec C1.1, C2.8	CP1, CP2	A2.2(2)(b)(ii) A2.2(2)(d)	A, C
2	Reduction of FRLs	C1.1, Spec C1.1, C2.8	CP1, CP2	A2.2(2)(b)(ii)	A, C
3	Protection of Openings in Fire Walls	C3.5	CP8	A2.2(2)(b)(ii)	B, C
4	Number of Exits – Ground Retail	D1.2	DP4	A2.2(2)(b)(ii)	E
5	Sliding Door	D2.19	DP2	A2.2(2)(b)(ii)	E
6	Booster Assembly and Pump Provisions	E1.3	EP1.3	A2.2(2)(b)(ii)	F
7	Fire Control Centre in lieu of a Fire Control Room	E1.8, Spec E1.8	EP1.6	A2.2(2)(b)(ii) A2.2(2)(d)	F
8	Openings in External Walls	C3.2, C3.4	CP1, CP2	A2.2(2)(b)(ii)	A, B, C
9	Permit Green Wall and Planter Design	C1.9, C1.14	CP2, CP9	A2.2(2)(b)(ii)	A, C

ISSUE	PERFORMANCE SOLUTION	DTS CLAUSE(S)	PERFORMANCE REQUIREMENT(S)	ASSESSMENT METHOD	IFEG SUB SYSTEM
10	Slab Edge Seal	C1.1, Spec C1.1, C3.16	CP2	A2.2(2)(b)(ii) A2.2(2)(d)	A, B, C
11	Stair Pressurisation Testing	E2.2	EP2.2	A2.2(2)(b)(ii)	B, E, F
12	Number of Exits – Mezzanine Carpark	D1.2, D1.4	DP4, EP2.2	A2.2(2)(b)(ii)	D, E
13	Omission of Fire Hose Reels – Ground Floor Retail	E1.4	EP1.1	A2.2(2)(b)(ii)	D, E
14	Heritage Timber Windows	C1.9, Spec C1.1	CP1, CP2, CP4, CP8	A2.2(2)(b)(ii) A2.2(2)(d)	C, D
15	Reduced Exit Widths	D1.6, D2.20	DP4, DP6, EP2.2	A2.2(2)(b)(ii)	E
16	Extended Travel Distance	D1.4, D1.5	DP4, EP2.2	A2.2(2)(b)(ii) A2.2(2)(d)	A, B, C, D, E
17	FRL of Fire Stair and Riser Construction	C1.1, Spec C1.1	CP2, DP5	A2.2(2)(b)(ii)	B, C, E, F
18	Vertical Sections in Ring Mains	E1.5, Spec E1.5	EP1.3, EP1.4	A2.2(2)(b)(ii)	F
19	Reduced Pumproom Heights and Widths	E1.3, AS2419.1-2005, D1.6	EP1.3, EP1.4, DP4	A2.2(2)(b)(ii)	E, F
20	Plastic Packers to level Elements in External Walls	C1.9, C1.14	CP2	A2.2(2)(b)(ii)	A, C, D
21	Rationalisation of Stair Pressurisation testing	E2.2	EP2.2	A2.2(2)(b)(ii)	B, E
22	Rationalisation of EWIS Provisions	Specification E2.2a, E4.9	EP2.2, EP4.3	A2.2(2)(b)(ii)	B, E

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