

**EMERGENCY PLAN
&
EMERGENCY PROCEDURES MANUAL**

**Forrest Centre
219 - 221 St George's Terrace
PERTH WA**

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This publication is a description of the organisation, facilities and procedures to support the actions necessary in the event of a fire, bomb or other emergency.

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AMENDMENT CERTIFICATE

It is certified that the amendments in the undermentioned amendment list have been made in this Manual.

Amendment List		Amended by Printed Name & Initials	Reason for Amendment
Number	Date		
1	Feb 03	Steve MacCarthy MWA	Initial Release
2	Nov 06	Neil Hawkins ESC	Updated contact list
3	April 09	Neil Hawkins ESC	Major Update – Re-release
4	Sep 2011	David Fry ESC	Major review per AS3745:2010
5	Aug 2012	Neil Hawkins ESC	Update Assembly Area
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EMERGENCY NUMBERS

Emergency Services

- Fire & Emergency Services Authority (FESA) 000
- St John's Ambulance 000
- Western Australia Police Service 000 or 131 444 (*non emergency*)
- FESA Emergency Alert (Recorded Message) 1300 657 209
- FESA State Emergency Service 132 500
- FESA Website (Emergency Alerts) <http://www.fesa.wa.gov.au/internet/Alerts/default.aspx#>

Emergency Control Organisation (*Building*)

- **Chief Warden:** 9483 8100 / 0419 930 125 **Security:** 9483 8100
- **219 Emergency Control Centre:** left of building foyer (*behind concierge desk*)
- **221 Emergency Control Centre:** rear of lift lobby (*near Aroma Cafe entry*)
- **Emergency Assembly Area:** John Oldham Gardens (*Cnr Mounts Bay Rd & Freeway Off-ramp*)

Utility Services

- Western Power Corporation 13 13 51
- Alinta Gas Emergencies (*Non-Emergency 13 13 58*) 13 13 52
- Water Corporation 13 13 75
- Telstra Corporation 132 999/132 255
- Main Roads 138 138

Medical

- Poisons Information Centre 13 11 26
- Mental Health Emergency Response Line 1300 555 788

Hospitals (*Major Emergency Hospitals*)

- Royal Perth 9224 2244
- Sir Charles Gairdner 9346 3333
- Fremantle 9431 3333
- Princess Margaret 9340 8222
- King Edward Memorial 9340 2222

Crime Prevention

- WA Police (non-emergency) 131 444
- Crime Stoppers 1800 333 000
- National Security Hotline 1800 123 400

Neighbouring Sites

Name: St Georges Square
Address: 225 St Georges Terrace
Property Manager: _____
Telephone: 9322 5111 _____
Chief Warden: _____
Telephone: _____

Name: Governor Stirling Tower
Address: 197 St Georges Terrace
Property Manager: _____
Telephone: 9327 3200 / 0438 696 675
Chief Warden: _____
Telephone: _____

FOREWORD

The owners of the Forrest Centre delegate authority to the Emergency Control Organisation to conduct emergency evacuations when required in the event of an emergency and when required in accordance with the Western Australia Occupational Safety and Health Act 1984 and, Regulations 1996, Section 3.10.

The contents of these emergency procedures have been prepared for an all hazards approach that may arise within the property.

These procedures seek to achieve the following specific objectives:

- *Minimise and eliminate injury or distress through panic, lack of knowledge of the building, equipment, alarms, lack of instruction in appropriate actions and misunderstanding of procedures.*
- *Minimise and eliminate injury or distress, by ensuring the Emergency Services are informed and building occupants are made aware of the situation.*

The attached Emergency Procedures are to be read by all tenants, contractors and their staff, on receipt, at regular intervals and when any amendments are issued.

The information contained herein is by no means exhaustive, and are basic procedures, which reflect advice received from the Emergency Services and sourced from Australian Standard 3745. It is recommended that these broad guidelines of action, communication and knowledge of procedures are applied and therefore the potential hazards of dealing with emergency situations will be minimised.

Whilst the bulk of the procedures are generic and suitable for most sites, specific site information shall be included to cover specific risks, evacuation plans and so on.

These procedures will only be successful if all occupants co-operate with the Emergency Control Organisation, whether it be in an emergency, or during practice exercises. The owners accept their legal responsibility under the Occupational Safety and Health Act 1984, (Sections 19 and 22) for training and keeping their staff informed and updated on all matters related to these procedures.

Finally, while all due care and diligence was applied in preparing these procedures, the Management and their agents accept no liability for any error or omission contained herein and qualify this by stating that these procedures are guidelines which should be adopted by all staff in an effort to minimise injury through lack of direction in dealing with emergency situations; and that it is a legal responsibility for employers to ensure that their staff are fully informed of the proper procedures, and building facilities.

CB Richard Ellis
Managing Agent

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INTRODUCTION

This Emergency Plan has been designed for the guidance and information of staff at the Forrest Centre. The procedures are generic in nature and so are able to be easily adapted to a wide range of emergency situations.

During an emergency, all occupants may have to be either protected or evacuated from the building or site. The procedures have been designed to enable the safety of the occupants and it is mandatory that these procedures are actively supported and adopted by all occupants and employees.

Aims, Objectives and Scope

The Aims of the Emergency Plan and Evacuation Procedures are:

- To provide an effective means of assessing and communicating the nature and potential of an emergency condition as it arises and develops within the building.
- To provide a pre-determined and delegated counter action by which to safely control the emergency or evacuation response to a threatening condition.

The Objectives of the Emergency Plan and Evacuation Procedures are:

- To ensure that the orderly and sequential corrective action is initiated without delay.
- To eliminate or minimise personal injury or distress to any occupant of the building during an emergency condition.
- To eliminate or minimise damage to the building, its services or its contents during an emergency condition.
- To restore the normal day-to-day activities of the building as quickly and as safely as possible.

The Scope of the Emergency Plan and Evacuation Procedures can be applied to:

- Fire.
- Medical Emergency.
- Serious Threats.
- Internal Emergency, failure of essential services, chemical spill, non-threatening security incident.
- Security Incidents, workplace violence, armed intrusion, civil disturbance.
- External Emergency, storm or cyclone, earthquake, chemical or gas leak.
- Any other incident requiring the Emergency Control Organisation response.

GLOSSARY OF TERMS

Alarm System	<i>Facilities provided in a building to give an alarm of fire or other event.</i>
Alarm Signal	<i>A signal given by fire alarm at the Fire Indicator Board.</i>
Alert Tone (Beep, Beep, Beep...)	<i>An audible and/or visual signal to alert wardens to commence the prescribed actions whilst other building occupants wait for instruction.</i>
Assembly Area	<i>An area outside of the building or site where occupants assemble following an evacuation.</i>
Chief Warden	<i>The person in overall control during an emergency within the building.</i>
Emergency Control Organisation (ECO)	<p><i>A group of occupants who exercise control over emergency conditions within the building. Consisting of:</i></p> <ul style="list-style-type: none"> • <i>Chief Warden & Deputy</i> • <i>Area Wardens & Deputies</i> • <i>Any other Wardens</i>
Emergency Control Centre (ECC)	<p><i>The location within the building from where the warning system can be activated and from where instructions can be relayed to the Wardens.</i></p> <p><i>Behind the Security Office in the Basement.</i></p>
Emergency Exit	<p><i>A fire resistant escape route within the building designed to allow safe travel to the outside of the building.</i></p>
 	
Emergency Planning Committee (EPC)	<p><i>A group of occupants who plan and maintain the emergency procedures.</i></p> <p><i>It consists of:</i></p> <ul style="list-style-type: none"> • <i>Property Owners / Representatives</i> • <i>Chief Warden & Deputy</i> • <i>Co-opted specialists</i> • <i>Senior Branch/Tenant representatives</i>
Evacuation Tone (Woop, Woop, Woop...)	<i>An audible or audible and visual signal to indicate to wardens and building occupants that an evacuation is necessary.</i>
EWS or EWIS	<i>Emergency Warning System (Public Address system) or Emergency Warning and Intercommunication System (Warden Telephone System).</i>
Fire Hose Reel	<i>An assembly designed for permanent connection to a water supply and consisting of a hose with a shut off nozzle and a hose guide.</i>
Fire Indicator Board	<i>A control and indicating panel containing the alarm zone facility. It is in the Emergency Control Centre (ECC).</i>

Manual Call Point (MCP) (“Break-Glass”) 	<i>A device that allows someone to manually activate an automatic system during an emergency. Also known as a “break-glass” alarm or switch.</i>
Muster Point	<i>A predetermined area where building occupants assemble prior to evacuation from the floor.</i>
Portable Fire Extinguishers	<i>A first attack fire-fighting appliance, which is designed to be carried and operated by hand.</i>
Warden	<i>A member of the Emergency Control Organisation who assists with building control during an incident.</i>
Warden Inter-communication Point (WIP phone)	<i>A red emergency telephone that allows bi-directional communication between the Chief Wardens and wardens within the building.</i>

EMERGENCY MANAGEMENT

Emergency Management is a process, supported at all levels of business which endeavours to:

- Protect Life
- Minimise Damage
- Speed Up Recovery
- Fulfil Moral Responsibilities
- Facilitate Compliance with Statutory Requirements
- Reduce Exposure to Civil or Criminal Liability
- Reduce Costs
- Enhance the Corporate Image

Emergency Management is a comprehensive approach to dealing with potential emergency situations and addresses Prevention (Mitigation), Preparedness, Response and Recovery. These elements are essential to the successful management of an emergency but should not be seen as sequential steps, in many instances the elements overlap so activities are occurring simultaneously.

Prevention (Mitigation) of emergencies is often expressed as a social responsibility and is accomplished through legislative requirements, building codes, occupational safety and health programs and staff awareness of responsibilities. Risk assessment is a critical aspect of prevention and all risk assessments should be regularly reviewed and updated.

Preparedness refers to the processes put into place before an emergency occurs and includes provision of resources such as portable fire fighting equipment, providing education and training for staff and visitors and conducting drills and exercises to reinforce training and test procedures.

Response is the process for dealing with emergencies. The priority should always be the protection of life, protection of assets, infrastructure or the environment can be considered provided that it does not endanger staff. To this end it is recommended that only staff that have specific training in the use of emergency equipment attempt to directly respond to the emergency.

Recovery is the return to normal operations as quickly as possible. The recovery process usually is included in separate Business Continuity or Resilience Plans. These plans should include making the scene safe, providing for the psycho-social welfare of affected staff through counselling or higher-level treatment and ongoing monitoring, and the reconstruction and recommissioning of equipment and resumption of business.

It should be noted that the responsibility for recovery within tenancies is the responsibility of the tenant.

A key element of emergency management is the regular review of plans and procedures, this should be conducted annually, or whenever any change in the sites structure or process could impact on the plans and after any drill or incident that requires the activation of the plan.

EMERGENCY PLANNING COMMITTEE

Under Australian Standard AS 3745 Forrest Centre is to form an Emergency Planning Committee (EPC) to oversee the emergency plan for the site.

The role of the Emergency Planning Committee is to monitor and maintain the emergency plan. This may include scheduling training or exercises, reviewing plans after an incident or ensuring compliance with legislation, standards and policies.

Membership of the EPC should include key stakeholders for the building and may include building management, tenant staff, contractors, consultants or an emergency services representative as appropriate.

The EPC shall meet at least once a year and all meetings shall have minutes.

The emergency planning committee is responsible for ensuring:

- That the emergency plan is maintained and reviewed annually.
- That site risk assessments are reviewed and updated.
- That sufficient resources are available to implement the emergency plan.
- That the ECO has sufficient members to enact emergency plans.
- That the emergency plan is tested regularly (evacuation exercises).
- That a list of wardens and other emergency contacts is available and maintained.
- That any reports or records are maintained in accordance with the relevant policies.

AUTHORITY

“Directions given by Emergency Control Organisation Personnel shall be observed in all aspects by all persons on the premises being evacuated and to the extent that if any such directions are inconsistent with those given by the management of any tenancy, the directions of the Emergency Control Organisation shall prevail.”

“Australian Standard AS3745: 2002 Emergency Control Organisation and Procedures for Buildings”.

REFUSING TO COMPLY WITH WARDENS DIRECTIONS

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

- Ensure the person has been clearly advised they are required to evacuate the building because of an emergency situation.
(i.e. ... *“There is an emergency situation you are required to”*)
- Notify the Chief Warden, who will advise the Officer-in-Charge of the attending Emergency Service who, at his discretion, may take the appropriate action under law to remove the person/s.
- Do not physically manhandle a person who refuses to move; nor waste valuable time in an emergency situation remonstrating or discussing their actions.

PROTECTION

“A good Samaritan does not incur any personal civil liability in respect of an act or omission done or made by the Good Samaritan at the scene of an emergency in good faith and without recklessness in assisting a person in apparent need of emergency assistance.”

Civil Liability Act (WA) 2002, Section 1D, Paragraph 5AD

No one has an obligation to assist during an emergency, unless they already have a duty of care over people affected by the emergency. Wardens should be volunteers, and as such are protected from liability by the Civil Liability Act (WA) 2002.

This protection is provided unless an action is considered negligent. To find negligence it is likely that all of the following will need to be proven; that an injury, damage or loss occurred; that the injury loss or damage was as a direct result of an action on the part of the warden; and that a normal person in the same situation would consider the course of action imprudent.

INSTRUCTION OF EMPLOYEES IN EMERGENCY PROCEDURES

Persons who are employed to work in any premises should be given adequate instruction as to their role in the event of fire or other emergency – this is an employer’s statutory obligation under Occupational Safety and Health Act Section 19.

It is the responsibility of all Employers and Wardens to disseminate emergency documentation and instruct and advise staff of the procedures to be taken in the event of an emergency. Additionally, occupants should be encouraged to approach their warden for information and clarification of procedures.

The Workplace Emergency Response (WER) stream under the Australian Quality Training Framework, Public Safety Training Package (PUA) should be considered the minimum training requirement.

All staff should be trained to a standard equivalent to PUAWER001 and PUAWER004. Members of the Emergency Control Organisation (Wardens) should be trained to PUAWER005 and PUAWER006 standard as appropriate. Members of initial response teams should be trained under the appropriate training package for their role.

Minimum Training and Workplace Induction requirements:

- The location and telephone number of the warden;
- The means of escape from the premises in case of an emergency both during *Business* and *After hours*;
- The location of any *Muster Points*;
- The location of the *Assembly Area(s)*;
- The location of the *Fire Equipment*;
- Identify the *ALARM* signals and state their purpose;

Employers should assess the risks inherent at their site and where required provide the following additional training:

- First Aid
- First Attack Fire Fighting
- Handling Telephone (Bomb) Threats
- Dealing with Aggressive or Abusive Customers
- Suspicious Mail Handling

LEGISLATION

Emergency Evacuation procedures (OS&H Regulations 1996 – S 3.10)

A person who, at a workplace, is an employer, the main contractor, a self employed person, or a person having control of the workplace, must ensure that –

- (a) There is an evacuation procedure to be followed in the event of fire or other emergency at the workplace.
- (b) where practicable, the evacuation procedure is clearly and prominently displayed at the workplace:
- (c) where practicable, a diagram showing the location of the exits and the position of the diagram in relation to exits is clearly and prominently displayed at the workplace;
- (d) where practicable, the evacuation procedure is practised at the workplace at reasonable intervals; and
- (e) Persons at the workplace, who would be required to help control or extinguish a fire at the workplace, are appropriately trained and provided with the appropriate protective clothing and equipment.

PENALTY: \$25,000

Emergency Egress from Workplaces (OS&H Regulation 1996 – S. 3.8)

A person who, at a workplace, is an employer, the main contractor, a self employed person, or a person having control of access to the workplace, must ensure that the means of emergency egress from the workplace enables safe egress from the workplace in the event of an emergency.

PENALTY: \$25,000

Fire Precautions (OS&H Regulations 1996 – S 3.9)

(1) If there is a risk of fire at a workplace then a person who, at the workplace is an employer, the main contractor, a self employed [person or a person having control of the workplace, must, as far as practicable –

- (a) provide regularly maintained and efficient portable fire extinguishers to control any fire likely to arise from the work being done at the workplace; and
- (b) ensure that portable fire extinguishers are located and distributed at the workplace in accordance with AS 2444

PENALTY: \$25,000

(2) If, in any part of a workplace –

- (a) there are goods or materials which in the event of a fire are likely to burn with extreme rapidity, emit poisonous fumes or cause explosion; and
- (b) there is a risk of harm or injury to persons at the workplace resulting from the goods or materials being ignited,

Then a person who, in the case of a construction site, is the main contractor, or who, in the case of any other workplace, is an employer or a self-employed person, must ensure, where practicable, that no persons smoke or introduces naked flame into that part of the workplace.

PENALTY: \$25,000

(2) A person must comply with a direction given for the purposes of sub regulation (2)

PENALTY: for a person who commits the offence as an employee: \$5,000

PENALTY: in any other case: \$25,000

Metropolitan Water Supply Sewerage & Drainage By-laws 1981

6.2.2 Any person provided with a supply of water for a specified purpose (i.e. Fire Fighting) shall not use such water for any other purpose without the written permission of the Corporation.

PENALTY: Up to \$20,000

SITE EMERGENCY PROCEDURES

Every occupant of the building or site should be advised of the action to be taken in the event of an emergency. Each individual should record names, locations and telephone numbers of their Wardens. Building occupants should be encouraged to approach their Wardens for information and clarification of instructions.

A Warden register should be maintained, listing all members of the Emergency Control Organisation; Copies of this register should be available to tenants. This Warden Register needs to be updated regularly.

A simple evacuation diagram outlining the actions to be taken during an emergency should be prominently displayed in each workplace, regardless of its use. Contractors and visitors to the site should be made aware of the procedures.

EMERGENCY EXERCISES

Occupational Safety & Health Regulations require that trial evacuations be held on a regular basis. The evacuation exercises are designed to test the effectiveness of the procedures, rehearse the members of the Emergency Control Organisation and to enable tenant managers to meet their obligations under Fire and Safety Legislation.

Each exercise will be monitored and a report written comprising a record of conduct as well as a critique of the performance. These reports shall be tabled to the Building Manager upon completion for distribution within the Emergency Planning Committee.

Managers are reminded of both their lawful and moral obligations to make the time available for instruction. Forrest Centre Management recommends that all staff participate in a practice evacuation every twelve months.

BUILDING PROTECTION SYSTEMS

It is important that wardens become familiar with both the layout and safety features of their site/building. There are a wide range of building protection features in use, these include:

- Automatic Fire Detection and Warning Systems
- Automatic Fire Suppression Systems (Sprinklers or Gaseous Systems)
- Fire or Smoke Compartments (Rated Walls and Doors)

RAISING THE ALARM

When an emergency occurs in your building, an alarm or the ECO can be raised by:

- Someone witnessing the emergency, and reporting it to the Chief Warden
- If fitted, the activation of a manual call point (break-glass), thermal or smoke detector, or the activation of a sprinkler head can set off the alarm

Always call the Emergency Services on 000 to give details of the emergency.

To mobilise the Emergency Control Organisation, you must notify the Chief Warden on 9483 8100.

MANUAL CALL POINT

Manual Call Points (MCPs) are also sometimes called “break-glass” alarms. There are generally two types in common usage:



Red MCPs are used to activate a fire alarm system; they will generally set off the alarm and set off any audible warnings associated with the alarm. In buildings that are connected to the fire brigade via a direct brigade alarm they will also call the fire brigade.

White MCPs are usually associated with the security system and are designed to unlock electronic door locks. Once activated the lock should disengage so the door can be opened manually. In most instances the activation of a security MCP will also activate the security alarm and send an alarm signal to the security monitoring company.

Operation

To operate an MCP simply press against the marked spot in the middle of the “window” with the thumb. The glass is designed to snap along a pre-scored line and will not shatter.

THERE IS NO RISK OF GETTING CUT WHEN OPERATING A MANUAL CALL POINT

KNOW YOUR ALARMS

It is important that staff become familiar with the types of alarms installed in their building. Under Australian Standards all warning devices should be tested regularly (at least monthly) to ensure the system works and so that staff know the particular sound their system makes.

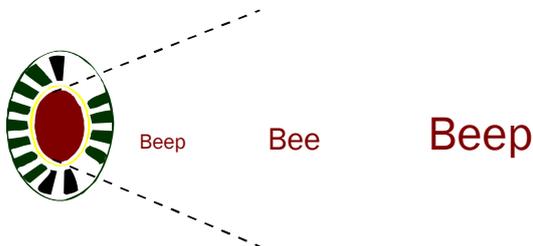
Fire alarm sounds are:

FIRE ALARM BELL



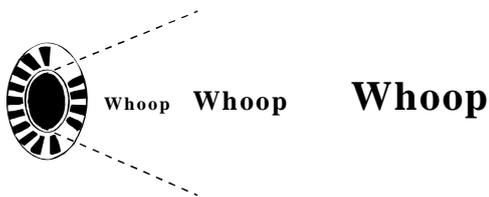
The FIRE ALARM BELL is often mounted outside the building to indicate to FESA which building is in alarm. It also alerts people who may be entering the building.

ALERT ALARM



This is a 'Beep...Beep...beep' tone and will be broadcast through the public address system. *(This is not a signal to evacuate, but only a warning for occupants and visitors to take necessary action prior to the possibility of having to evacuate the building)*

EVACUATION ALARM



In the event of the need to evacuate the building an undulating 'Whoop...Whoop...Whoop' tone signal may be transmitted through the public address system. On hearing this signal, all staff are to evacuate to the external assembly area.

AFTER HOURS

*In the event there are no Wardens present, or outside normal working hours, all occupants must immediately exit the building via the nearest emergency exit and proceed to the designated assembly area, as soon as they hear the **evacuation** alarm.*

SAFETY & SECURITY

Everyone has an individual responsibility for not only their own safety, but also the safety and security of others in their work area at all times.

It is a fact that an emergency will definitely happen at the most inconvenient time.

Emergencies take no notice of rank, position, title, education, training, client needs, gender or disability. In some instances there will be extremes of emotion, physical reaction, with the possibility of actual, personal, serious injury or death, to one or many persons, most of whom will be at least casual acquaintances.

“Most Emergencies Are Preventable.”

Natural Disasters are rare; most other emergencies can be linked to a combination of carelessness, failure to adhere to good work practices, faulty equipment, or criminal activities. Everyone should follow some simple personal and business safety & security practices to reduce the risk of an emergency occurring.

SAFETY

1. Ensure that you are aware of your personal legal responsibilities to follow safe work practices.
2. Make it a habit to examine every action and identify how you can make it safer.
3. Ensure you notify the person responsible about any unsafe work practices or faulty equipment.
4. Monitor and maintain a current list of hazardous materials and *Material Safety Data Sheets* (MSDS), have these in an easily accessible location.
5. In your building it is essential that you immediately report:

<ul style="list-style-type: none"> • <i>Poor Lighting,</i> • <i>Dangerous floor surfaces</i> • <i>Electrical faults</i> • <i>Ill fitting doors (especially emergency exit doors)</i> • <i>Stairwells with refuse and materials within them.</i> • <i>Poor audio reception on the intercom system.</i> 	<ul style="list-style-type: none"> • <i>External and internal obstructions to emergency stairwells.</i> • <i>Accumulations of volatile flammable substances or refuse.</i> • <i>Broken or missing fire equipment</i> • <i>Suspect or unusual packages</i> • <i>Threatening Calls.</i> • <i>Suspicious Persons or activities</i>
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SECURITY

Forrest Centre and its tenants place a high priority on security practices. Although the risk of terrorism is generally low in Australia there is an ever-present risk of malicious damage from criminal acts. All staff are expected to maintain vigilance for suspicious activities that could pose a risk to staff, assets or the tenants themselves.

Securing a site to prevent trespass and accidental injury or damage will go a long way toward securing against more deliberate acts. The three elements of a crime are generally the motive to commit the crime, the ability to commit the crime and the opportunity to commit the crime. Opportunity is the only element that you have control over, eliminate the opportunity and in most instances the crime will not occur.

Some simple procedures help eliminate opportunistic crime:

- | | |
|---|--|
| <ul style="list-style-type: none"> • <i>Continually assess the physical security of your building and office.</i> • <i>Identify & Report security weaknesses.</i> • <i>Be alert for suspicious persons.</i> • <i>Maintain the security of all electronic codes, keys and passes. (Immediately report their loss)</i> • <i>Be alert for impending violent or threatening situations. Have a procedure for dealing with these situations.</i> • <i>Lock your office door after hours.</i> • <i>Do not encourage hawkers or salespersons without formal appointments.</i> | <ul style="list-style-type: none"> • <i>Do not demonstrate security systems to friends and relatives, unless it is for your own safety.</i> • <i>Have a formal office procedure for storing information safely and a recovery procedure.</i> • <i>Do not leave office reception areas unattended, even for a short time.</i> • <i>Do not leave valuable, attractive or portable items near public access areas.</i> • <i>Do not let any person, who is not your guest into the building after hours.</i> • <i>Do not let any person who is unknown to you; follow you into a secure floor from the lift or stairwell area.</i> |
|---|--|

SPECIFIC SECURITY THREAT RESPONSE

Building Management, on advice from the law enforcement agencies, will determine appropriate security response actions in the event that national or local security alert levels are raised. The appropriate action will be determined at the time and staff co-operation during these periods is requested to ensure that the normal routine continues with minimal interruption.

If a tenant becomes aware of a specific security risk that may have an impact on the building they are expected to discuss the appropriate response with Forrest Centre Management

EMERGENCY CONTROL ORGANISATION

The Emergency Control Organisation is composed of volunteers drawn from occupants of the building. The responsibilities of the Emergency Control Organisation, during an Emergency, are:

- To conduct an orderly evacuation of the building's occupants to a safe place of assembly;
- Assist Staff and members of the public who require special assistance;
- To assist Emergency Services;
- To operate portable fire fighting equipment, if safe to do so;

The Emergency Control Organisation generally consists of:

Chief Warden	(WHITE HELMET)
Deputy Chief Warden	(WHITE HELMET)
Communication Officer	(WHITE HELMET)
Floor/Area Warden	(YELLOW HELMET)
Area Wardens	(RED HELMET)



These positions may include contractors and security staff.

Other staff may operate as First Aiders or Emergency Response Teams; these do not form part of the standard ECO and have their own protocols and procedures.

IMPORTANT:

It should be clearly understood that the primary duty of wardens is not to combat emergencies; but to ensure, as far as practical, the safety of the occupants.

EMERGENCY CONTROL CENTRE

Each building has its own emergency control centre (ECC). The 219 ECC is located behind the concierge desk in the main foyer, the 221 ECC is located at the rear of the lift lobby, close to the cafe entrance. It is from either of these points that the Chief Warden will operate and manage the safe evacuation of each building's occupants.

EMERGENCY SERVICES

The appropriate Emergency Service will attend any emergency arising. In most emergencies, there will be a least three emergency services involved:

- Police
- Fire Brigade
- Ambulance Service

The "lead" emergency service for the emergency will be determined between the Police and FESA depending upon the nature of the emergency.

CHIEF WARDEN (*WHITE HELMET*)

The primary role of the Chief Warden is to coordinate emergency activities within the building; this may include activities before, during and after an emergency.

The Chief Warden will usually be a member of the Building Management Team.

CHIEF WARDEN/DEPUTY CHIEF WARDEN DUTIES

Pre-emergency:

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

During the emergency:

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

After the emergency:

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

Should the Chief Warden be unable to remain at the Emergency Control Centre due to the nature of the emergency or threat of injury, the Chief Warden will nominate an alternative ECC. This may be the assembly area or any other suitable location.

The Senior Officer from FESA, or other responding authority, may take over these duties upon arrival at the building. The Chief Warden should remain at the Emergency Control Centre to render assistance as necessary.

COMMUNICATIONS OFFICER (*WHITE HELMET*)

The primary role of the Communications Officer is to manage emergency communications within the building; this may include activities before, during and after an emergency.

The Communications Officer will usually be a member of the Building Management Team.

COMMUNICATIONS OFFICER DUTIES

Pre-emergency:

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

During the emergency:

- Attend the ECC and assist to ascertain the nature and location of the emergency.
- Confirm that the appropriate Emergency Service has been notified.
- Notify appropriate ECO members.
- Transmit instructions and information.
- Record a log of the events that occurred during the emergency.
- Act as directed by the chief warden.

After the emergency:

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

FLOOR WARDENS (**YELLOW HELMET**)

Floor Wardens will be appointed for each area to carry out the emergency procedures for their area, generally, as directed by the Chief Warden. However, Floor Wardens have the authority to independently evacuate their floor if they consider the situation to be life threatening.

Floor Wardens should:

- be capable of performing their duties;
- have leadership qualities and the ability to command authority;
- display effective decision-making skills;
- demonstrate the capability to remain calm under pressure;
- be available on-site to undertake their appointed duties;
- be capable of effectively communicating with occupants and visitors;
- be capable of deputizing for other positions on the ECO; and
- be able to undergo relevant training.

Pre-emergency Duties:

- Confirm sufficient wardens for area of responsibility.
- Identify and plan for any mobility impaired persons.
- Report on deficiencies of emergency equipment.
- Ensure that wardens have communicated the emergency response procedures to all occupants within their nominated areas.
- 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 EPC.
- Ensure sufficient ECO identification (coloured hardhats) are available.

During emergencies there are two likely scenarios, you are in the area directly threatened by the emergency and so can determine the nature of the emergency and possible responses, or you are not directly threatened and are responding to the building emergency alarm.

During an emergency – **EMERGENCY AFFECTED AREA**

- Determine the nature of the emergency and warn staff in the immediate area.
- Evacuate personnel from immediate danger area to a safe location.
- Ensure that the emergency services have been notified by calling 000.
- Call 000 for the emergency services and then communicate with Chief Warden, if safe, giving details of;
 - a) Present situation;
 - b) Whether evacuation is warranted.
- Co-ordinate first-aid fire suppression (if safe to do so).
- If evacuation is required, ensure that all areas including offices, toilets, and other areas are checked to ensure no staff has remained behind (if safe to do so).
- Advise wardens to close all doors after check.
- Report to the Chief Warden and advise that the floor has been cleared or any problems, if safe by the WIP phone.

Note: A Floor Warden in an emergency situation does not need to wait for the Chief Warden's permission before evacuating their floor via the emergency exits.

During an emergency – AREAS NOT DIRECTLY AFFECTED

Upon the Alert Tone (beep, beep, beep...):

- Muster with other wardens at the nominated floor muster point.
- Wait for any communication from the Chief Warden at the WIP phone.
- Follow and pass on, any directions given by the Chief Warden.
- Direct wardens to begin to prepare for a possible evacuation as appropriate

Upon the Evacuation Tone (woop, woop, woop...):

- Direct wardens to muster staff together ready for an evacuation.
- Ensure that mobility impaired persons are identified and have a competent person waiting with them.
- Direct a warden to lead each group of occupants into the emergency stairs.
- Ensure other wardens check that the floor has been cleared.
- Ensure that the mobility impaired persons and their carer are in a safe location.
- Notify the Chief Warden of the number and location of the mobility impaired persons, that the floor has been successfully cleared and that you are now leaving the floor.
- Follow the staff down the emergency stairs and out to the Assembly Area.
- At the Assembly Area ensure that staff are grouped together; determine if there is any further information or problems that need to be managed.
- Report to the Deputy Chief Warden at the Assembly Area.

After the emergency:

- Make note of any issues, problems or feedback to be raised during debrief.
- Pass these on to the Chief Warden via email if unable to attend debrief.
- Pass information relayed at debrief on to occupants.

DEPUTY WARDENS (**RED HELMET**)

Wardens should:

- be capable of performing their duties;
- have leadership qualities and the ability to command authority;
- be available to undertake their appointed duties;
- be capable of effectively communicating with occupants and visitors;
- be capable of deputizing for other positions on the ECO; and
- be able to undergo relevant training.

Pre-emergency Duties:

- 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 ECO identification is available.
- Attend training and emergency exercises, as required by the EPC.

WARDEN DUTIES

On the *Alarm* sounding don Red Helmet report immediately to the nominated Muster Point and await instructions from the Floor Warden.

Warden's duties may include:

- Assume control of the floor in the absence of the nominated Floor Warden.
- Stop occupants from evacuating prematurely.
- Ensure lifts are not used during the evacuation.
- Operating communications equipment as required.
- Ensure all occupants proceed to the floor muster point in preparation for evacuation.
- When directed, guiding occupants out the emergency exit's to the assembly area.
- Assisting people with impaired mobility.
- Operate Portable Fire Equipment (if safe to do so and if properly trained).
- Searching a area to ensure nobody has been left behind.
- Searching a area for suspicious articles (Bomb Threat Procedures).
- If directed, meet emergency services on arrival and direct to incident.
- If instructed conduct a head count of occupants leaving the floor, and at the building assembly area.

During an evacuation, **ALL** wardens should be prepared to:

- Check that egress routes are safe before use.
- Ideally lead the occupants out as a group.
- Ensure that within stairwells staff move in single-file using the handrail.
- Prevent evacuees from carrying any items that may be a hazard to themselves or others.
- Provide assistance to any occupant who falls or trips.
- Ensure noise level is kept to a minimum.
- Prevent any person from re-entering the building, unless authorised by the Chief Warden or Officer-in-Charge of the Emergency Services.
- Look out for the safety of evacuees throughout the evacuation.
- Keep evacuees together as a group at the assembly area until advised of further actions.

After the emergency:

- Make note of any issues, problems or feedback to be raised during debrief.
- Pass these on to the Chief Warden via email if unable to attend debrief.

- Pass information relayed at debrief on to occupants.

ASSEMBLY AREAS

If it is determined by the Chief Warden that there is a risk to staff they may direct an evacuation to the assembly areas.

Once at the assembly area the Wardens should attempt to keep staff together in their floor groups. Floor wardens should coordinate their staff and wardens and seek further information from a Deputy Chief Warden or other person in authority if available.

In certain circumstances it may be determined that the nominated Assembly Area, Florence Hummerston Reserve, is not suitable; in this instance the Chief Warden will identify an alternate assembly area. The Floor Wardens will be advised either prior to evacuating (via the PA or WIP phone), or told to move their staff to a new location once they arrive at the assembly area.

The Chief Warden will attempt to send a representative to the Assembly Area to communicate with Floor Wardens, but this may not always be possible. In this event the Floor Wardens at the assembly area should coordinate a process whereby one person attempts to communicate with the building, either by phone, or in person (if safe) to relay information to evacuees.

MOBILITY IMPAIRED PERSONS

EMERGENCY AFFECTED FLOOR

A mobility-impaired person is a person with a medical, physical, mental or sensory impairment, either temporary or permanent, who requires assistance during an emergency. This may be as a result of an injury, medical condition or other impairment.

The mobility-impaired person should be guided to a safe location if they are unable to evacuate by themselves. Someone should always wait with a mobility impaired person; ideally this would be a warden or first aider, but any calm rational person will suffice. The role of this person is to provide support to the mobility impaired person and should their condition or the situation deteriorate ensure they get assistance.

In the event that the situation, or the person's condition, worsens immediate communication with rescuers should be attempted, always call 000 first and tell the operator the situation, then call the Chief Warden via the WIP Phone or 9483 8100 or the intercom.

It is critical that the location of any mobility impaired people be communicated accurately to the Chief Warden or Emergency Services as soon as possible so that their safe evacuation can be arranged.

The building has a refuge area within the fire isolated stairwells. These should be considered to be the safest place for mobility impaired people to await evacuation, however owing to limited space, if there is no direct threat to their safety the mobility impaired person may wait outside the stairwell in the vicinity of the Warden Telephone.

PROTECT IN PLACE

The situation may arise where a mobility impaired person cannot be moved into a designated safe area because of the nature of their injury or the emergency itself. In this instance the person should be protected as best as possible where-ever they are.

If possible shut any doors between the fire and the person to slow the spread of fire and smoke, it may be necessary to block any gaps in or around the doors with clothing (wet it if possible) to keep smoke out.

Stay close to the floor as the smoke is likely to be less dense and the temperature will be considerably lower down there. If the windows can be opened in the area that you are in, do this carefully, this may indicate your position to persons outside and provide access to the emergency services. Breaking windows is not recommended as it is impossible to close them again if smoke is drawn in through the window.

Seek immediate assistance from the emergency services via 000. It is critical that you provide sufficient information relating to your location to allow the fire brigade to find you quickly.

WHEELCHAIRS AND OTHER MOBILITY AIDS

Wheelchairs, crutches and other mobility aids should not be placed into the emergency stairwell as they may obstruct the movement of occupants or emergency services personnel.

PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

There may be some occupants who, owing to the level of constant care they require, may not be able to utilise the generic person with impaired mobility plan outlined above. In this instance it may be necessary to develop a Personal Emergency Evacuation Plan (PEEP) for that person.

A PEEP should be developed by the Warden team in consultation with the person and potentially external consultants or advisors. The PEEP once agreed to should be clearly documented and copies available to wardens in the area, the Chief Warden and responding emergency Services.

The PEEP should be regularly practiced during evacuation exercises and drills.

CAR PARK AREAS

Movement of Vehicles

To ensure the safety of persons evacuating movement of vehicles should be restricted. Ideally a Warden should be allocated the task of preventing vehicles from entering the site during the emergency.

The movement of vehicles in and out of the building during an emergency will vary according to the type and seriousness of the emergency. However, until the type of emergency is established, there should be no movement of vehicles in or out of the car park.

The evacuation of vehicles from the building may be undertaken after the evacuation of personnel, subject to the consent of the Chief Warden and the Officer in Charge of the Emergency Services.

The Chief Warden will advise what movement of vehicles may be permitted.

LIFTS

Lifts will be grounded and will not function between floors in the normal manner during an emergency.

In an emergency situation lifts become dangerous for a number of reasons, including:

- Power may be lost to the property causing lift operation to cease immediately.
- Fire may affect controls causing lifts to be called to floors which are fire affected, or cause lifts to behave erratically.
- Lift door operation may be impeded by smoke.
- Lift shafts may become filled with smoke, and act as chimneys.

Occupants in the lifts at the time of emergency should exit the lifts as soon as possible and then proceed to the Assembly Area via the emergency exits.

Lifts **are not** to be used for evacuation during an emergency unless directed to do so by the Emergency Services.

Within each lift there is a telephone or intercom to automatically call for assistance in an emergency. In 219 this communicates with the lift maintenance company, it does not communicate with anyone in the building. The phones in 221 require you to dial the listed number. Advise the operator of the situation and ask them to notify the building supervisor and emergency services.

The lifts may not be grounded during an emergency, it is therefore paramount that the lifts **are not used** at any time when the ALERT or EVACUATION ALARMS are operating.

ALL CLEAR DECISION

The Chief Warden will be advised when the building is safe to enter by the relevant Emergency Services depending on the extent and type of emergency.

If the Chief Warden is not present the wardens should nominate a runner to liaise with the attending Emergency Services to determine if it is safe to return to the building.

Return to the Building

Occupants gathered at their assembly area will be advised to return to the building by the Chief Warden or his/her representative or at the advice of the attending Emergency Services.

Where possible Wardens should maintain control of the floor groups as they re-enter, if congestion develops floors may be required to wait patiently.

The main entrances will be used for the return to the building.

Lifts can be used for the return of occupants to work areas.

FIRE / SMOKE EMERGENCIES

FIRE PROCEDURES FOR WARDENS

Upon the outbreak of fire or the presence of smoke being reported to you, immediately take the following action:

1. Ensure someone has notified FESA on 000 and Chief Warden 9483 8100. If this has not been done, direct a staff member to do so.
2. Investigate the fire/smell of smoke and assess as:
 - Minor fire (initially evacuation not required)
 - Major fire (immediate evacuation)

IF IN DOUBT, COMMENCE EVACUATION!

MINOR FIRE

A fire is deemed to be "minor fire" if:

- The fire is not severe or the smoke widespread
- It is considered safe to commence fire suppression actions, and
- No life threatening conditions prevail

MAJOR FIRE

Commence evacuation of floor and notify the Chief Warden accordingly.

OUTSIDE NORMAL WORKING HOURS

If the EVACUATION ALARM sounds outside normal working hours, any staff working in the building are to immediately leave their floor and exit the building via emergency exit stairs.

NOTE: **Do not** use the Lifts during an Alert or an Evacuation Alarm

FESA RESPONSE

If FESA are advised of a confirmed fire in a multi-storey building they will mobilise at least five pumps, aerial appliances and an Incident Control Team.

The first arriving appliance will generally liaise with the Chief Warden then proceed to a staging point two floors below the incident by lift. Crews will don their Breathing Apparatus and utilise the stairs to set up a Forward Control Point on the floor below the incident.

It is therefore important that if fire is confirmed that at least two floors below the incident are evacuated to allow FESA to operate effectively.

(Reference: Fire & Emergency Services Authority)

FIRE SAFETY PRECAUTIONS

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

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

- Any accumulation of litter, which may increase the danger of fire.
- Incorrect storage of flammable liquids.
- The placement of furniture, decoration, equipment or any other item, which might impair access to the fire exits or the operation of detection or suppression systems.
- Missing, defective or discharged fire extinguishers.
- Defective alarm or warning systems.
- Emergency Exit doors held open by wedges, etc.
- Faulty Exit door closers.
- Obstructed exit routes.
- Dangerous or flammable items or substances stored inappropriately, such as in emergency egress routes or populated areas.

All occupants should be encouraged to observe the greatest care with portable heaters, electrical appliances and other possible sources of ignition. Their immediate surroundings should be kept neat and tidy.



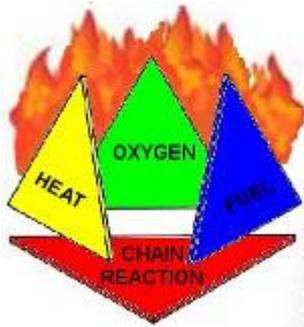
FIRE BEHAVIOUR

FIRE is actually a chemical process called COMBUSTION.

COMBUSTION is defined as the rapid oxidation of a substance with the evolution of Heat Energy and Light Energy, it is a chemical chain reaction.

To start and maintain this reaction, three (3) basic factors are essential, they are:

- (a) FUEL: Any substance, the vapours of which will combine with oxygen to burn (fuel can be solid, liquid or gas);
- (b) OXYGEN: Normally from the atmosphere;
- (c) HEAT: Sufficient heat to cause combustion, e.g. from naked flames, sparks, etc;



THE FIRE TETRAHEDRON

Removal of any of the elements will suppress the fire:

- Break the chemical reaction using an extinguisher,
- Cool with water to remove the heat,
- Smother to exclude the oxygen, or
- Clear away, or isolate, the fuel.

HOW FIRE SPREADS

A fire spreads by the transmission of heat. Again this can be related to three (3) basic principles. They are:

- (a) **CONDUCTION:** Heat will travel through the body of a solid substance, which is in contact with the source of heat. This tells us that a door will be hot if there is fire on the other side.
- (b) **CONVECTION:** As air comes in contact with a source of heat it becomes less dense and rises and is displaced by cooler air, which in turn becomes heated and also displaced, and the cycle continues. This tells us that the heat and smoke are likely to gather at the ceiling, so clear air is to be found close to the floor.
- (c) **RADIATION:** Heat travels by rays, which act in the same manner as light rays travelling in straight lines and capable of being blocked, reflected or focused.

CLASSES OF FIRE

Fire can be grouped into six different classes. These classes are based on the type of fuel, which also provides a grouping of the ways in which a fire should be extinguished.

The six classes of fire are:

- Class A. Combustible solids such as paper, wood, plastics, etc;
- Class B. Combustible Liquids such as petrol, oil, paint, thinners, etc;
- Class C. Combustible Gasses such as LPG, Acetylene, Butane, etc;
- Class D. Combustible Metals such as Aluminium, Potassium, Sodium, etc;
- Class E. Energised electrical equipment;
- Class F. Cooking fats such as lard, vegetable oil, canola oil, etc;

PORTABLE FIRE EXTINGUISHERS

There are six basic types of fire extinguisher in use:

Water	Red
Foam	Red with Blue Horizontal Stripe
Carbon Dioxide	Red with Black Horizontal Stripe
Wet Chemical	Red with Brown (Oatmeal) Horizontal Stripe
Dry Chemical	Red with White Horizontal Stripe
Vaporising Liquid	Red with a Yellow Stripe

Each type of extinguisher is effective on one or more types of fire, depending upon the fuel source. Always read the instruction on the extinguisher and make yourself familiar with their operation prior to using one in a fire situation.

The sixth type of extinguisher is yellow or red with a yellow stripe, these are called vapourising liquid extinguishers, but should have removed from general use as they are an environmental hazard. If you ever find a yellow extinguisher return it to a fire station, or authorized extinguisher service agent for disposal.

Water, Foam and Wet Chemical extinguishers are electrically conductive and so should not be used where there is a possibility of live wires, plugs etc.

To fight a fire with an extinguisher:

1. *Be Sure You Know How to Use the Extinguisher.*
2. If In Doubt, Read The Instructions:
 - Do not panic.
 - Remain calm and think.
 - Warn everybody on the floor.
 - Ensure someone has alerted the Fire Brigade and the Chief Warden.
 - Determine type of fire and exact location.
 - Select right type of extinguisher and test extinguisher before approaching fire.
 - Have another person back you up with another extinguisher.
 - Where possible, keep the doorway at your back or behind you.
 - Keep low to avoid smoke and do not get too close to the fire.
 - Direct extinguishing agent at seat of the fire NOT at the smoke and sweep from side to side.

FIRE BLANKETS

Fire blankets are made out of fire-resistant fabric and are used to smother flames caused by cooking or clothing fires. They should be located in the kitchen away from the stove. Once used in a fire they should be replaced.

TO OPERATE

- * Pull the tabs to release the blanket;
- * Shake it open and, holding the tabs, cover hands with the blanket ends;
- * Place the blanket carefully over the vessel (eg frypan) to contain the fire;
- * The source of heat (e.g. gas ring) should then be turned off and the fire blanket left in place until cool and the fire brigade called;
- * Under no circumstances should the blanket be lifted until completely cool.
- * In the case of a clothing fire, the victim should be wrapped in the blanket and rolled on the ground.

FIRE HOSE REELS

Fire hose reels are usually situated around the site or building and may be in a fire equipment cupboard, which may house other equipment such as extinguishers or hydrants. Fire hydrants are for fire brigade use only.

TO OPERATE

- * Do not use on any fires where electrical equipment or cables may be involved.
- * Open tap, remove hose, open nozzle and test before advancing on the fire.
- * Pull hose towards the fire, direct spray to centre of fire.

Whenever possible two people should be used to run out a hose reel, one to run out the hose and one to ensure hose runs off the reel freely and is not caught around doors or corners.

Remember to turn on the water supply at the reel before running out the hose. The water is capable of being turned "on and off" at the nozzle.

GENERAL GUIDELINES FOR USE OF HOSE REELS

It is an offence under the Metropolitan Water Supply and Drainage By-Laws to use water that is supplied for a specific service for any other purpose.

Metropolitan Water Supply Sewerage & Drainage By-Laws 1981

Regulation 6.4.6.4

"No water shall be taken from any fire service except for the purpose of extinguishing fires or for the necessary testing of the service."

PENALTY: up to \$20,000

DO NOT use fire hose reels or hydrants for cleaning or any other purpose other than fire fighting.

FIRE EXTINGUISHING EQUIPMENT

Suitability for different kinds of small fires

	ELECTRONICALLY CONDUCTIVE				ELECTRONICALLY NON-CONDUCTIVE			
TYPE OF INDICATOR	FIRE EXTINGUISHER	FIRE EXTINGUISHER	FIRE EXTINGUISHER	HOSE REEL	FIRE EXTINGUISHER	FIRE EXTINGUISHER	FIRE EXTINGUISHER	FIRE EXTINGUISHER
TYPE OF INDICATOR	WATER	FOAM	WET CHEMICAL	WATER	CARBON DIOXIDE	DRY CHEMICAL (ABE) (BE)	VAPORISING LIQUID	WATER
KIND OF FIRE	WATER	FOAM	WET CHEMICAL	WATER	CARBON DIOXIDE	DRY CHEMICAL (ABE) (BE)	VAPORISING LIQUID	WATER
A Ordinary combustibles (wood, paper, etc)	✓ YES MOST SUITABLE	✓ YES	✓ YES	✓ YES	LIMITED	✓ YES X NO (BE)	✓ YES	✓ YES
B Flammable liquids	X NO	✓ YES SPECIAL FOAM REQUIRED FOR ALCOHOL-TYPE FIRE	X NO	X NO	LIMITED	✓ YES ✓ YES (BE)	LIMITED	LIMITED
C Flammable gases	X NO	X NO	X NO	X NO	LIMITED	✓ YES ✓ YES (BE)	LIMITED	LIMITED
E Fire involving live electrical equipment	X NO	X NO	X NO	X NO	✓ YES	✓ YES ✓ YES (BE)	✓ YES	✓ YES
F Cooking Oils	X NO	LIMITED	✓ YES	X NO	LIMITED	X NO (ABE) LIMITED (BE)	X NO	X NO

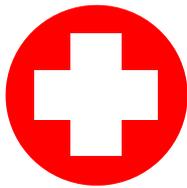
For special Hazards such as water miscible flammable liquids and reactive metals -
 • Switch off power or fuel before attacking fire with appliance
 • In all cases call the Fire Brigade on 000.
 Rooms and confined spaces should be ventilated before re-entry after fire.
 LIMITED indicates that the extinguisher is not the agent of choice for the class of fire, but that it may have a limited extinguishing capability.
 SOLVENTS such as alcohol or acetone mixed with water and therefore require special foam.

MEDICAL EMERGENCY

(Reference: St Johns Ambulance)

The possibility of a medical emergency has to be considered during the course of a normal working day. The ECO, building, management and all staff must be prepared to take appropriate steps to assist the ill or injured.

First Aid trained staff are encouraged to volunteer to assist in emergency situations.



If any person is made aware of a medical emergency, they should:

- * Dial 000 and advise the Ambulance services of details of the injured person. Providing the following information:
 - Address (*building address and entrance*)
 - Nearest cross street
 - Floor or office Number

Always notify building management (on 9483 8100) whenever 000 has been called so they can expedite entry.

- * Contact the area's First Aider and Warden, brief them on the medical emergency and ask them to attend.
- * Always assess the scene for dangers before commencing first aid.
- * The first aider should render treatment commensurate with the level of their training.
- * DO NOT move the injured person, except to remove from imminent danger, to maintain an airway or to perform CPR.
- * DO NOT leave a patient unattended. The first aider should remain with the injured person until relieved by someone with a higher level of skill (i.e. ambulance officer), or the patient no longer requires or wants treatment.

WARDEN RESPONSIBILITIES

1. Manage the casualty and the casualty area;
2. Notify Building Management to manage property access;
3. Co-ordinate immediate first aid response;
4. Co-ordinate the movement of the casualty (*If able to be moved*);

Basic Life Support

D**Dangers?****R****Responsive?****S****Send for help****A****Open Airway****B****Normal Breathing?****C****Start CPR****30 compressions : 2 breaths***if unwilling / unable to perform rescue breaths continue chest compressions***D****Attach Defibrillator (AED)****as soon as available and follow its prompts**

Continue CPR until responsiveness or normal breathing return

THREAT EMERGENCIES

(Reference: Australian Federal Police Bomb Data Centre)

Whilst this section is ostensibly related to bomb threats the advice from Police is that ALL threats can be treated in the same way, at least in the initial stages.

The threat may be against the organisation, for example threats to business continuity or release of harmful or damaging information, against an individual, as in threats of violence, or against a number of personnel as in a bomb or chemical threat.

A threat IS NOT considered to be an emergency until it has been assessed by a competent person. A threat is merely words that are designed to elicit a response, it is the intent, motivation and capability of the person that makes the threat that could indicate a real risk to staff safety.

An accurate analysis of a threat can provide valuable information on which to base recommendations, action and subsequent investigation.

COMMAND AND CONTROL

A threat is not a designated hazard however as there is a criminal element WA Police (WAPOL) will take overall command. FESA act as a support agency under the control of the WAPOL Incident Controller (IC). FESA will generally stand-off from the site and report to the Police IC, they may not communicate with the Chief Warden directly.

As soon as possible WAPOL will initiate an Incident Control structure, with a nominated person in charge. Chief Wardens should identify the Incident Controller (IC) and liaise with them. This will not only ensure that the Chief Warden is getting advice and information in a timely fashion, but ensures that the Police know who is in charge at the building and so limit any false or confusing information that may come from other occupants.

WAPOL do not have the power to order an evacuation unless an emergency is declared or the site becomes a crime scene. Under the Emergency Management Act 2005 the Commissioner of Police can declare an emergency in writing.

WAPOL can advise the Chief Warden that an evacuation is recommended, but the responsibility for deciding on an evacuation lies with the Chief Warden. The Chief Warden can determine that alternative arrangements are more appropriate and carry those out contrary to the advice of WAPOL. Remember that it is likely that the first arriving Police Officers have little or no experience in this type of situation.

The responsibility of the Chief Warden encompasses evacuation from the building to the assembly area and communication with the assembly area during an emergency. Staff welfare at the assembly area is an employer responsibility and should be incorporated into Business Continuity Plans. The employers Business Continuity Plan may allow for movement of staff from the Assembly Area to another location.

RISK ASSESSMENT

If a suspicious object or package has been located a realistic assessment of the risk to building occupants should be undertaken. The size of the object will provide clues as to the potential damage that may be expected, depending on the nature of the package the danger may be from explosion or from the release of a substance. Where the contents are unknown a possible explosive should be assumed.

If the object is a vehicle, then it is possible that significant damage to the building could be caused should it explode, so a full evacuation would be appropriate. If however the object is contained in a bag or box and there is evidence that it was carried to the site then it is unlikely that structural damage to the building would occur.

Damage is likely to be restricted to glass breakage or localised minor damage. In this instance it may not be necessary to fully evacuate the building.

Chief Wardens should always err on the side of caution.

EVACUATION

The need to evacuate a building should be made based on an evaluation of the threat/object and should take into consideration the following factors:

- Is there specific information in the threat that makes it credible?
- What is the maximum size of the potential explosive charge, based on the size of the object if the contents are not known?
- How much time is there to make a decision? If a timeframe is given in the threat, decision time, is calculated by subtracting a safety factor of 30 minutes, then, subtract the time it will take to evacuate. Any time left is decision time.
- How good is the overall security of the site? Is it likely that someone could access and place a device?
- Is there additional information available from the Tenant that may validate the threat? (Corporate Security Management or Corporate Risk Management).
- Where are occupants likely to be safest? At the very least nominate an assembly area that is different from the normal fire evacuation assembly area.

Remember that one of the key goals of a threat is to disrupt business and create anxiety and confusion. Automatic evacuations can provide instant gratification to the person making the threat and possibly invite further threats. Additionally, if security at the site is good, the threat may be an attempt to get the staff out into the open where they are more easily targeted.

It is becoming common practice around the world to keep staff inside the building during a potential bomb incident, or to only evacuate staff that is at immediate risk. Depending on the size and location of the device the building can actually provide significant protection to occupants.

If an evacuation is conducted due to a threat or suspicious package, it is the responsibility of the Emergency Control Organisation (ECO) to evacuate all occupants, including persons with impaired mobility. Persons with impaired mobility will need to be evacuated to the nominated assembly area with other staff using whatever resources are available.

External assistance with the evacuation will not generally be available unless a person is injured to the extent that urgent medical attention is required. In this instance the Chief Warden should liaise with the WAPOL Incident Controller to arrange for Ambulance or Emergency assistance.

The Chief Warden will be required to evacuate the building emergency control centre once the entire building has been cleared, but should remain in liaison with the Incident Controller until the all clear is given.

The Chief Warden should attempt to maintain communications with the assembly area and keep wardens informed regarding the potential duration of the incident, etc. If the situation is likely to continue for an extended period staff welfare needs to be considered.

TELEPHONE THREATS

PROCEDURES WHEN A TELEPHONE THREAT IS RECEIVED

Switchboard operators/receptionists, or anyone answering outside calls, on receiving a threat should observe the following:

- Keep calm.
- Keep the caller on the line as long as possible (DO NOT HANG UP).
- Use the threat checklist provided or write down information obtained.
- Obtain as much detail as possible about the nature of the threat.
- Listen carefully for any background noises, speech mannerisms, accents, etc, which might give a clue to the age, sex and location of the caller.
- *Report the threat to the Chief Warden, and your manager as soon as possible.*
- The recipient of a threatening call must leave the telephone off the hook, go to another telephone service and contact the West Australian Police on 131 444, report the threat and advise them that the line has been left off the hook for potential tracing. *DO NOT REPLACE THE RECEIVER UNTIL REQUESTED BY THE DUTY INSPECTOR, POLICE OPERATIONS.*
- At this stage, care should be taken to avoid undue publicity of the threat. This is to reduce panic or confusion amongst staff from an unidentified hazard.
- Complete the threat report form and give to the Chief Warden, area warden, Manager, or, in their absence, the Police on their arrival.

NOTE:

A copy of the Australian Federal Police Phone Threat Checklist Form is contained in this manual at the end of this section.

CHIEF WARDEN DUTIES

1. Evaluate the information received and assess the risk to staff and visitors.
2. Notify police if a serious threat is received.
3. Once the police have arrived, identify the WA Police Officer-in-Charge (Incident Controller) and establish communications as soon as possible.
4. Determine the need for an evacuation in consultation with Emergency Services.
5. Conduct the Evacuation as appropriate.

NON-VERBAL THREATS

PROCEDURES WHEN A THREAT IS RECEIVED VIA MAIL

If a bomb threat is received in writing it should be kept, including any envelope or container. Once a message is recognized as a bomb threat, further unnecessary handling should be avoided. Every possible effort should be made to retain evidence such as possible fingerprints, handwriting or typewriting, paper and postmarks.

- DO NOT photocopy of the original threat or envelope.
- Place the original in a separate envelope or zip-lock plastic bag.
- Contact the Chief Warden and Police.

PROCEDURES WHEN A THREAT IS RECEIVED VIA E-MAIL

It is possible that a threat may be received via e-mail, in which case evidence is still obtainable; however it is not physical in nature. Every e-mail has a header, which is often hidden by your mail reading software, which details a range of information including the sender's IP address, any mail servers that have routed the mail, and other information that may help trace the sender.

- Print the original e-mail for reference.
- Save the e-mail and any attachments.
- Notify the Chief Warden and Police.
- Advise I.T. staff and ask them to backup the mail server logs.

THREAT (*AFTER HOURS*)

Should a serious threat be received outside normal working hours, the recipient should report the matter to the police immediately.

- Advise all occupants to evacuate.
- Do not re-enter until advised by police it is safe to do so.

If a fire alarm system is installed there may be manual call points (break-glass) that will allow you to manually activate the alarm and ensure an evacuation.

THREAT ASSESSMENT

Bomb or other threats may be in one of the following forms:

- (a) Written threat;
- (b) Telephone threat;
- (c) Suspicious object; and
- (d) Suspect item of mail.

EVALUATION

Threats may be specific or non-specific, as follows:

Specific threat

The caller provides more detailed information which could include statements describing an action or device, why it was placed, its location, the time of activation and other details. Although less common, the specific threat is the more credible.

Non-specific threat

The caller may make a simple statement to the effect that a device has been placed. Generally, very little, if any, additional detail is conveyed before the caller terminates the conversation.

The non-specific threat is the more common, but neither type of threat should be immediately discredited without investigation. Every threat should be taken seriously until an assessment is conducted.

There are generally two types of person who make threats:

- The Hoaxer. This person is calling as either a prank or to disrupt your business, their threats are usually non-specific in nature and they may be spur of the moment and so poorly planned. This can manifest as uncertainty, changing the details as they tell the story, inability to answer questions, or long delays whilst they make up an answer.
- Someone with Serious Intent. This person has usually planned the call, and wants to seriously cause the maximum disruption to your business; their calls are more specific with plenty of detail. They are more likely to have placed a real device, but want to minimise the possibility of injury.

A person who wants to cause maximum damage and injury will not usually make a threat; they will place a device and activate it when they think it will do the most harm. Unfortunately, this is a feature of recent terrorist attacks overseas, but it is still unlikely that this form of terrorism will occur in Australia for the foreseeable future.

SUSPICIOUS OBJECTS

As previously discussed suspicious objects must be treated seriously as they have been used in other countries by terrorists, however it is far more likely that the object has been left there for some innocuous reason.

Objects that may be suspicious include:

- Bags or boxes left in traffic areas including evacuation routes or reception areas
- Objects that are not immediately recognisable, or that do not belong in the environment
- Things that appear to have been hidden

On locating a suspect object, personnel shall not touch or move it, and should report it to their Warden immediately.

WARDEN DUTIES

- Notify the Chief Warden.
- Visually inspect the item (without touching it) for any identifying marks.
- Attempt to find out where it came from or who put it there.
- If unable to account for the object.
- Evacuate the immediate area.
- Secure the area so no one else can access.
- Notify Chief Warden and Police.
- Wait for advice from Police.

REMEMBER: If you feel at risk you can evacuate.

CHIEF WARDEN DUTIES

- Evaluate the information received and assess the risk to staff and visitors.
- Notify Police if the suspect package cannot be accounted for.
- Once police have arrived identify the WA Police Officer-in-Charge (Incident Controller) and establish communications as soon as possible.
- Determine the need for an evacuation in consultation with Emergency Services.
- Conduct the Evacuation as appropriate.

SUSPICIOUS MAIL

Risks can be minimised if calm and correct procedures are followed

(See the suspect mail flowchart at the end of this session)

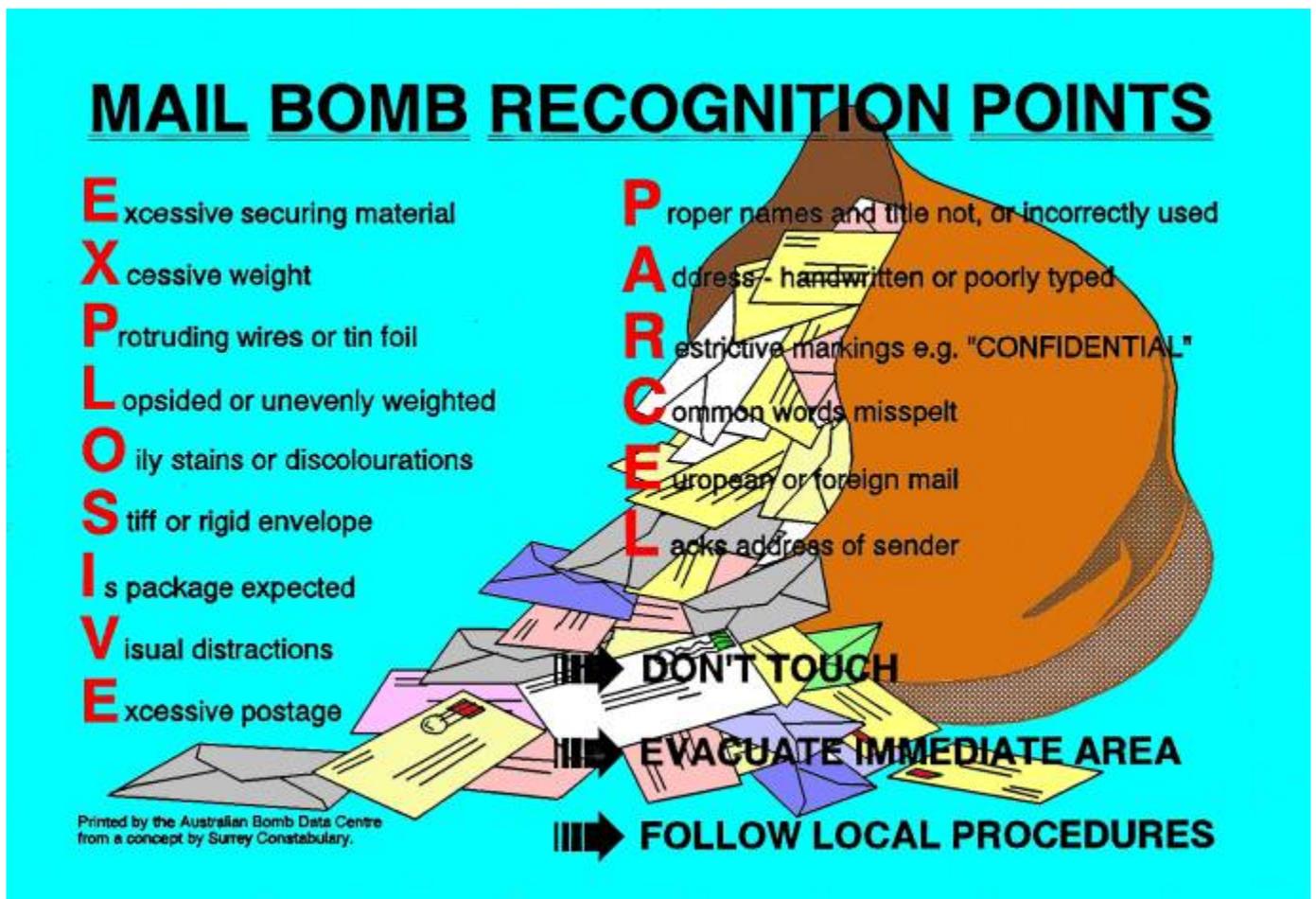
If you believe you have received a suspicious **MAIL ITEM**

IS THE ADDRESSEE EXPECTING THIS MAIL - YES or NO?

- If NO - isolate the item and the area. Tell your Supervisor
- Assess why the item looks unusual or suspicious. Is it foreign mail? Is the package unusually heavy, bulky or has excessive postage? Are there unusual markings or is it marked 'personal' or 'confidential'? Is the item stained or discoloured, does it smell?
- Does the item have a senders or return address. Yes or No
- If yes, contact the sender to verify its contents.
- If NO - isolate the item and the area. Tell your Supervisor.

DO NOT OPEN THE ITEM - IF YOU HAVE NOT ALREADY DONE SO.

As a general rule when opening mail, use a letter opener rather than your finger and open the envelope at the side rather than where it was sealed, look into the envelope before removing the contents, if anything looks suspicious close the envelope again and seek assistance.



CHEMICAL, BIOLOGICAL, RADIOLOGICAL OR NUCLEAR (CBRN) THREAT

Although there have been a number of instances where chemical, biological or radiological substances have been used to cause terror around the world, their use has predominantly been by international terrorist organisations. There is a very small risk of this type of incident occurring in Australia.

There are many substances that are potential CBRN weapons, however most are relatively hard to obtain, difficult to manufacture, or hard to transport and release. Because of this it is most likely that their use would be against a significant event with maximum exposure to the world's media, it is unlikely that they would be used to target individual buildings or sites.

There are however a number of chemicals that may be used locally, these are nowhere near as serious as those discussed above. There have been instances where 'Pepper Spray' has been released in entertainment venues in WA, these and 'stink bombs' are seen as pranks and whilst they can be uncomfortable to those involved have little potential for serious health affects. There may also be a number of commercially available chemicals that if spilled or released can cause environmental or health affects. The affects of these are generally treatable, especially if they are contained or the exposure minimised.

When dealing with potential chemical incidents:

IDENTIFY

- Does the item contain powder, liquid, gelatine or other type of substance? If so, do not handle the item.
- Do not touch your eyes, nose or mouth in any way.
- Leave any spilled substances alone and avoid brushing any substance from your clothes.

ISOLATE

- Isolate the item and the area.
- If possible, cover the item or spillage area with something, such as an upturned rubbish bin.
- Close all doors and windows and consider turning off your buildings ventilation system or cooling fans.
- If there is a fire isolated stairwell with pressurisation fans fitted consider activating these as they can create a safe area in the stairs that is isolated from the building air.
- Keep other people away.

DE-CONTAMINATE

- If you have been in contact with any powder, liquid or other type of substance, wash your hands and arms with soap and cold water.
- Have a cold shower if one is available.
- If possible, remove your clothes and seal them in a plastic bag.

CONTACT

1. Contact the Police or the Fire and Emergency Services Authority (FESA).
2. Tell your Supervisor and the Building Manager.
3. Consider implementing the buildings evacuation procedures and await the arrival of Police or Fire personnel.

AREA WARDEN (AFFECTED AREA)

On discovering a suspected Chemical/Biological incident:

1. Isolate the area from access.
2. Report the incident immediately to the Chief Warden and the emergency services.
3. If the source is known and determined to be noxious fumes – commence immediate evacuation.
4. Turn off any local ventilation if possible.
5. Provide First Aid to those affected and remove them from the source unless cross-contamination is likely.
6. If the source is suspected to be a maliciously/criminally distributed chemical agent (powder) received via a delivered package (mail item) and the suspect package is unopened:
7. Do not shake or empty the contents of any suspicious envelope or package.
8. PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents. (If safe to do so)
9. If you do not have a container, then COVER the envelope or package with anything (e.g., clothing, paper, rubbish bin, etc.) and do not remove this cover.
10. Keep your hands away from your face to avoid contaminating your eyes, nose and mouth.
11. Evacuate, but attempt to keep persons exposed separate from other staff.
12. Prevent others from entering the area and potentially becoming contaminated as well.
13. Remember you are not in immediate danger
14. Report the incident immediately to the Chief Warden and emergency services. Advise them of:
 - a. Exact location of incident – street address, building
 - b. Number of people potentially exposed
 - c. Description of the package/device
 - d. Action taken e.g., package covered with rubbish bin, area isolated.
15. LIST all people who were in the room or area when this suspicious letter or package was recognised; give this list to the emergency services.
16. If possible wash your hands thoroughly, then any other exposed areas, to prevent spreading any substance to your face.

Wait for help to arrive

SEARCHING FOR SUSPICIOUS ITEMS

Generally, the only searches that will be conducted will be of egress routes and assembly areas; however there may be times when a more thorough search is required.

FLOOR WARDENS SEARCH

Floor Wardens may be asked to organise their Wardens to search a designated area of their floor, or asked to organise all occupants on their floor to search the complete office space. The following information is provided for general guidance:

- * Assemble and brief the Wardens fully.
- * It is difficult to keep a search low key, so it may be prudent to evacuate an area first; otherwise staff may need to be advised as to what is happening.

Begin the search in those areas which are accessible to the public, i.e. emergency assembly areas, evacuation routes, emergency exit stairs, lift foyer, waiting rooms, reception areas, rest rooms, canteens, kitchens, toilets, hose reel cupboards, etc, then search within remaining tenancy floors. Ground or Lower Floor personnel should search all lifts.

You should search thoroughly using a pattern of right to left, then floor to ceiling to ensure that all possible hiding places are covered. Do not forget to check under desks, behind equipment and in rubbish bins. Remember you are looking for something that doesn't belong and does not fit into the surroundings. If you find anything that arouses your suspicion:

***DO NOT TOUCH IT!
DO NOT MOVE IT!***

- Report the suspicious object immediately to the Chief Warden/Police and immediately evacuate personnel from the immediate area.
- Follow all instructions from the Chief Warden and/or Police.

EVACUATION

Evacuate on advice, or after the threat has been evaluated, and evacuation is considered to be the safest response.

- Wardens should conduct a cursory search of the egress path.
- Consider nominating an assembly area that is well away from the default assembly point.
- Take all personal belongings (keep one hand free in the stairwell) and **DO NOT USE THE LIFTS**.
- If possible leave all doors and windows **OPEN** as this can minimise the blast effect.

Wait for help to arrive.

REMEMBER: It may not always be appropriate to evacuate; in many buildings security is such that people are safer in the building than outside in the open.



PHONE BOMB-THREAT CHECKLIST
Remember to keep calm

Important questions to ask

Where did you put it?

When is the bomb going to explode?

What does it look like?

Exact wording of threat

Threat:

General questions to ask

How will the bomb explode?

or

How will the substance be released?

Did you put it there?

Why did you put it there?

Bomb threat questions

What type of bomb is it?

What is in the bomb?

What will make the bomb explode?

Chemical/biological threat questions

What kind of substance is in it?

How much of the substance is there?

How will the substance be released?

Is the substance a liquid, powder or gas?

For immediate or emergency advice please contact your local police service.

PHONE BOMB-THREAT CHECKLIST

Remember to keep calm

Other questions to ask

What is your name?

Where are you?

What is your address?

Notes for after the call

CALLER'S VOICE

Accent (specify):

Any impediment (specify):

Voice (loud, soft, etc):

Speech (fast, slow, etc):

Dictation (clear, muffled):

Manner (calm, emotional, etc):

Did you recognise the caller?

If so, who do you think it was?

Was the caller familiar with the area?

THREAT LANGUAGE

Well spoken:

Incoherent:

Irrational:

Taped:

Message read by caller:

Abusive:

Other:

BACKGROUND NOISES

Street noises:

House noises:

Aircraft:

Voices:

Music:

Machinery:

Local call noise:

STD:

OTHER

Sex of the caller: _____ Estimated age: _____

CALL TAKEN

Duration of call: _____ Number called: _____

ACTION (Obtain details from supervisor)

Report call immediately to:

Phone number:

Who received the call

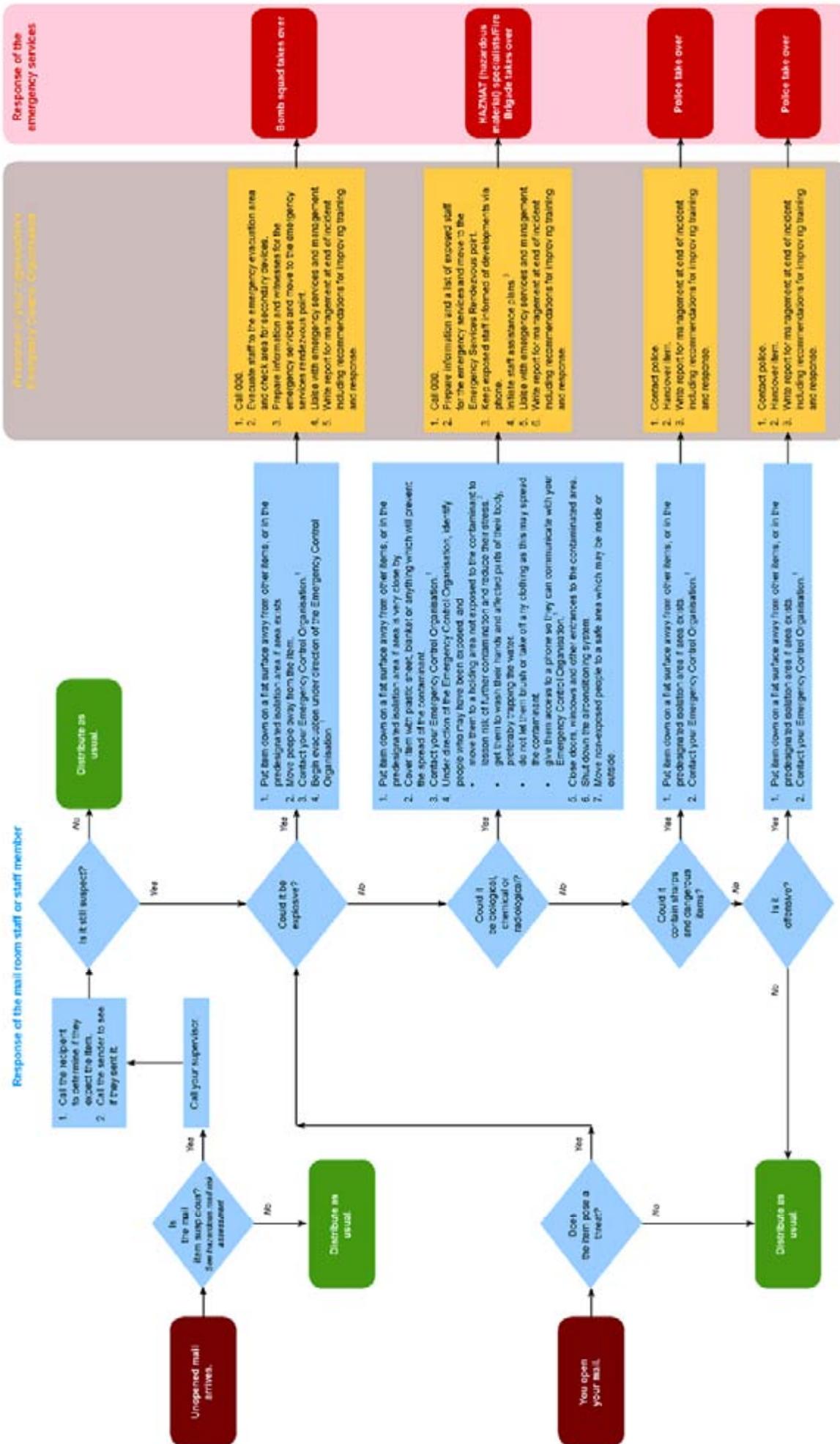
Name (print):

Telephone number:

Date call received:

Time received:

Signature:



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INTERNAL EMERGENCIES

ESSENTIAL SERVICES FAILURE

Essential services failure, whilst usually not catastrophic, can have a serious impact on the day-to-day operations of the property.

Essential Services include:

- Electricity
- Water Supply
- Air-Conditioning
- Sewerage
- Communications infrastructure

A failure in any of them could cause physical damage, discomfort, or disruption to one area, a whole floor or the whole building.

In the event of any un-planned outage the building supervisor should be notified immediately, the fault will be investigated and a decision made by the building managers as to the severity or likely impact. If it is deemed appropriate, the Chief Warden will coordinate with Wardens regarding the safety of their areas.

Likely scenarios include:

- **Extended power failure.** This may be because of a local fault or a major Western Power fault. Some buildings may have a back-up generator for essential services, but not full operations, depending on the duration of the problem the building may have to be closed for a period.
- Loss of water supply or a major internal leak. A major leak can cause considerable damage and should be reported as soon as possible. It may be necessary to evacuate the immediate area until the leak can be contained. Special care should be taken with regard to electrical equipment. The loss of water supply to the building is less critical but can be a severe inconvenience (toilets not working, safety issue owing to hydrants or hose reels not working, etc) the building management will advise regarding special considerations should this happen.
- **Loss of Air-Conditioning plant** again falls into the inconvenience category, summer especially is a time when a failure will soon be noticed and the building will quickly become uncomfortable. Again the building managers will advise on any special considerations to be taken.
- Should the **sewerage system** within the building fail the inconvenience factor rapidly becomes serious, no toilets, possible bad smells and so on mean that it is likely that areas of the building may need to be cleared, again the building managers will coordinate this.

In this instance it is unlikely that the wardens will have a large role to play, however consideration should be given to what your organisation will do should there be a major loss of building services. This process is called "Business Continuity Planning" and is essential in ensuring the ability of an organisation to bounce back from any form of down-time.

CHEMICAL/GAS LEAK OR INCIDENT

Modern society uses a wide range of chemical substances ranging from safe, non-toxic mixtures through to highly toxic and very unstable substances, which could, if leaked, cause disruption and injury.

All chemicals are to be recorded and Material Safety Data Sheets (MSDS) held for all substances. Supporting this, staff must ensure that the labelling, handling, storage, transport and use of chemical are adequate.

If a gas/chemical incident occurs, the Chief Warden should:

- Establish scope of emergency and whether safe containment will be speedily achieved.
- If in doubt, commence evacuation.
- Ensure Fire Brigade is notified and ambulance if required.
- Ensure injured are removed to a place of safety and no one is exposed to further risk of injury.
- Notify Wardens of situation.
- If necessary, instruct Floor Wardens to implement evacuation.

EVACUATION

- Call 000
- If safe evacuate to the nominated assembly area.
- Otherwise determine a safe assembly area in clear-air.
- Lead staff to the assembly area via a safe egress path. The safest egress path is away from the gas leak, uphill and upwind.
- If gas is smelt move in the opposite direction, stay in clear-air; remember that in most cases you can smell gas a long time before it reaches dangerous levels.
- Liaise with Emergency Services.

NOTE: Highlight the need for no naked flames, e.g. No smoking, maintenance (welding, etc) or vehicle movement near the leak.

Spillages that occur remote from the site, on adjacent roadways for example are under the control of FESA, they will advise if any safety measures are required, however the response will generally be one of two options:

PROTECT-IN-PLACE

Protect-in-Place is a process whereby building occupants limit their exposure to the outside atmosphere by securing doors and windows, turning off building air-conditioning systems and so on.

EVACUATE THE SITE

Evacuation will be similar to that for a fire emergency; however consideration needs to be made for the possibility of chemicals or gases obstructing the normal route. As a general rule evacuations should be in an upwind and uphill direction, the Emergency Services will usually nominate a safe location and egress path to use.

Remember that in most cases toxic substances can be smelt long before they reach harmful concentrations, so if a gas is smelt move away to clear air in an upwind direction.

AIR-CONDITIONING CONTAMINATION

Air-conditioning in a building is achieved by heating or cooling some of the recycled air from within the building, supplemented as required by the intake of fresh air from outside the building.

As much of the air is recycled, it will be appreciated that any air contamination in one area may be circulated to other areas through the air-conditioning system.

Contamination may be through the deliberate or accidental release of a substance, or through an external event such as a traffic accident, major spill or bush fire.

In the event of a fire within the building, the operation of the smoke detection system may automatically switch the air-conditioning system over to the fire mode. In this mode, the system either switches over to exhaust and thereby helps remove the smoke to the outside atmosphere or switches off.

A/C CONTAMINATION PROCEDURE

In the event of A/C contamination, the Chief Warden will:

- Proceed immediately to Emergency Control Centre to coordinate the emergency.
- Establish scope of emergency and whether safe containment will be speedily achieved. If in doubt, commence evacuation.
- Ensure injured are removed to a place of safety and no one is exposed to further risk of injury.
- Notify Floor/Area Wardens of situation; ensure they are prepared for possible evacuation.
- Ensure Emergency Services are notified and request an ambulance if required.
- If necessary, instruct Floor/Area Wardens to implement evacuation.

BUILDING DAMAGE

Generally, buildings in Australia can withstand a certain amount of damage without placing their occupants at risk. Experience has shown that a range of potential causes exist including severe weather, failure due to unexpected forces such as a vehicle striking the building, explosion or internal failure.

When Damage Occurs:

- Take immediate steps to protect staff as best as possible.
- Evacuation may not be appropriate until the structural integrity of building elements has been assessed.

CHIEF WARDENS DUTIES

- Notify emergency services.
- Contact and organise Wardens and staff to carry out injury/building safety checks and to report back.
- Organise for services such as mains gas supply, electricity, water, etc to be isolated.
- When safe to do so, commence evacuation.

FLOOR/AREA WARDEN DUTIES

- Organise assessment of injury and damage to your area.
- Transmit damage report to Chief Warden and be prepared to commence evacuation.
- Commence evacuation when directed.

WARDENS DUTIES

- When safe to do so, make contact with Area Warden.
- Assist with injury and damage assessment.
- When safe to do so, organise people to allocated exit route and be prepared to assist with an evacuation.
- Assist people to assembly areas - when ordered to.

PERSONAL THREAT EMERGENCIES

(Reference: WA Police Service – Office of Crime Prevention)

WORKPLACE VIOLENCE

Armed intrusion into buildings is still relatively rare in Australia, however international experience shows that the threat can occur and may come from unexpected sources.

There is however, always the potential for a disgruntled customer or employee to resort to violence when other methods do not seem to be working. Any interactions between staff, or between staff and customers should be handled professionally, and if any indication that the situation is deteriorating is observed, assistance should be sought. Unfortunately however, the threat may not always be business related, personal issues, such as domestic disputes, can erupt into violence with little warning to those not aware of a problem.

A direct physical threat constitutes an emergency and a likely response by the site Emergency Control Organisation; it is this scenario that these guidelines are aimed.

GENERAL

Workplace violence can manifest into any of the following situations:

- Verbal intimidation
- Threats & Abuse
- Harassment
- Sexual assault & Rape
- Stalking
- Theft
- Any physical violence
- Arson
- Vandalism
- Hostage taking

Like most emergencies, prevention is better than response, so there are a number of tools that can allow you to monitor a situation and react appropriately:

1. Provide good customer service.
2. Be aware of your surroundings, mentally step back and survey the big picture.
3. Communicate effectively.

Staff that are helpful and polite tend to attract less aggressive responses, so good customer service can be an effective way to prevent situations developing.

Awareness of your surroundings, or situational awareness, allows you to see a situation developing and act appropriately. Ways of improving situational awareness are:

- *Use of all senses, including instinct or 'gut feeling'*
- *Pay attention to the subtle messages the senses provide*
- *Avoid 'tunnel vision' or focusing too closely on one thing.*
- *Take the time to process the information and formulate a response.*
- *Accept that the situation is in a constant state of flux, it changes by the second.*

There are factors though that can seriously erode your ability to be aware of your surroundings, these are:

- *Poor or insufficient communication.*
- *Fatigue and/or stress*
- *Task overload or underload*
- *Group mindset*
- *"Press on regardless" philosophy*
- *Degraded operating conditions*

COMMUNICATION

Effective communication is probably the most effective way of dealing with aggressive persons. In most cases effective communication means listening to what you are being told and then being able to determine what the actual issue is.

There are many ways of ensuring good communications, especially in confrontational situations; one of the more effective methods, Verbal Judo developed by Dr George Thompson, uses the acronym L.E.A.P.S:

Listen. *Look like you are interested in what is being said, affect a pose that indicates that you are paying attention, don't look away continuously or allow your eyes to glaze over. Be open enough to accept someone else's point of view, regardless of its merit, listen to how things are said not just what is being said, try to get to the bottom of what is being said, interpret the data correctly.*

Empathise. *This does not mean that you have to agree with them, try to put yourself in their shoes; they have a right to their opinion, even if you don't agree with it. Try to understand their motivations and position, why they feel the way they do, but do not confuse empathy with sympathy.*

Ask. *Use questions to assist them in defining the problem, or to assist you in understanding the problem, however do not phrase the questions in such a way that you are leading them towards an answer and try to avoid questions that have a yes or no answer as these can seem to be antagonistic, allow the person to express themselves.*

Paraphrase. *Once they have told you what is wrong, put the complaint into your own words and feed it back to them, without their emotion. Ask them if your interpretation is correct, even if you are wrong they can see that you are trying to help and will work with you to understand the problem. Paraphrasing can often allow you to regain control of a conversation without generating further resistance. It is hard for them to evaluate your level of understanding whilst angry so they tend to calm down.*

Summarise. *Once you have understood what the person is trying to say, summarise it for them and get them to agree to your summation. This allows you to condense the argument, extract the salient points and, more importantly, remove the emotion. Once you have agreement on the points, each one can be worked through more effectively.*

Threats are very rarely personal, they are made against an organisation, and the same words would be used regardless of who was dealing with the aggressive person. Realising this can help you remain calm and seek the best solution.

RESPONSIBILITIES

Staff have a responsibility to ensure that Senior Management are fully aware of the potential of any threat of violence against any person within the site.

Employers have a responsibility to ensure detailed training and awareness of procedures for these extreme incidents are in place.

Staff has a responsibility to ensure the incident is reported as soon as possible on the appropriate incident report form.

PRIORITIES

The aim of any ECO reaction is to protect the safety of the staff.

The priority for the ECO and staff is to:

1. Obtain and disseminate accurate information *as soon as possible* to Emergency Services, and the building occupants.
2. Isolate building occupants from the suspected offenders.
3. Reduce, as far as possible the stress on staff and the suspected offenders.

PROCEDURE

Emergency Control Organisation:

CHIEF WARDEN and **WARDEN IN THE AFFECTED AREA**

On becoming aware of a security incident:

- Ascertain the accuracy of the information received.
- Notify the Police Service on "000".
- Be prepared to provide any relevant information.
- DO NOT HANG UP, until told to do so by the Duty Officer.
- RESTRICT access to the building and site.
- Arrange for a person to meet and direct emergency services to a safe staging point and a secure communications point.
- If any persons are injured, hurt or visibly distressed, arrange first aid as soon as possible in a secure location, and ensure that emergency services have immediate access to these persons.
- Witnesses or persons directly involved should be moved to a secure area, separate from other staff, comforted and made available to the police for questioning.

Advise wardens;

- There is a security situation.
- That the emergency services have been called.
- To secure buildings and stay away from open areas until further advice from the Chief Warden or emergency services; and
- To contact the Chief Warden if they have accurate information relating to the incident or offender as soon as it is safe to do so.

All Wardens and Building Occupants

DO:

- Activate Duress Alarms (if fitted) provided that this can be done without antagonising the offender.
- As soon as you become aware of an incident, secure the office door and move all staff and visitors away from sight of the public areas within the building. (Including lifts, stairwells, kitchens, toilets etc).
- Communicate any accurate information to the Police and the Chief Warden as soon as possible. (Including any persons requiring medical attention who may be isolated)
- Advise the Chief Warden by telephone of your location, the actions you have taken, how many persons are with you.
- Be prepared for a long delay if the incident is continuing.
- Contact any staff, visitors or appointments that may be arriving at the building to make other arrangements. (Restrict the information you tell them during the incident.).

DO NOT:

- Activate the emergency tones, unless there is an over-riding need for immediate evacuation.

- Alert Building occupants using the EWS system, unless there is an exceptional circumstance (an urgent need to evacuate due to the extreme nature of the incident).
- Evacuate until you are advised to do so by the Chief Warden or emergency services that the complete evacuation route has been cleared, is secure and safe.
- Communicate any information to any media organisations who may contact you.

INFORMATION REQUIRED BY THE EMERGENCY SERVICES

- Nature of the incident (brief).
- Name & Location of building.
- Nearest “cross street”.
- Where to meet a contact person at the building, and their name.
- Exact location of the incident (within the building).
- Description of person/s involved.
- Description of any weapons or other materials involved.
- Any history of the person/s grievance (if available).
- Where is/are the person/s now.
- What is believed or known to be happening now.
- What is the disposition of the remainder of the building occupants?

ARMED INTRUSION/THREAT/HOLD-UP

If you are confronted by an armed intruder:

- Obey their instructions.
- Remain calm.
- Do not take any action to excite the intruder.
- Hand over cash or valuables on request.
- Try to make a mental note of the description, clothing, speech, scars or other markings.
- If installed, and possible to activate without alerting the offender, activate duress alarms.

DO NOT GIVE CHASE

When the Intruder Departs:

- Notify your Manager or Supervisor
- Dial 131 444 and provide the Police with the details of the incident. Providing the following information:
 - Your Name:
 - Address:
 - Nearest Cross Street:
 - Floor Number:

If you have a description of the offender or their car or the direction of the intruders travel, advise Police.

CIVIL DISORDER AND ILLEGAL OCCUPANCY

GUIDELINES

Industrial unrest, emotional international situations or unpopular decisions may lead to demonstrations, which could threaten the security of a building. In all instances the Chief Warden is to be informed.

RESPONSIBILITY

Forrest Centre Management and the Building's Emergency Control Organisation should Co-ordinate the response to an incident until the arrival of the police to whom they should provide as much assistance as required. As soon as the Chief Warden or Senior Manager is aware of a civil disorder occurring, in, or in the vicinity of, the building, the following action should be taken.

Call Police and request assistance (Dial 131 444); then initiate the following actions:

- Restrict entry to the building, area and/or office by securing doors.
- Confine presence of demonstrators to the outside of the building/site if possible. Do not attempt to physically restrain anyone.
- Restrict contact between the building occupants and protesters.
- Alert other members of the ECO.
- Offices should be locked, cash, valuables and files secured. Windows blinds and curtains should be closed and staff directed not to communicate with the demonstrators.

If an emergency situation occurs and the demonstrators are within your area of responsibility – they should be warned of the situation and requested to evacuate according to normal emergency procedures. If they refuse to comply – continue to evacuate staff and advise the emergency services that the demonstrators have refused evacuation.

HOSTAGE SITUATIONS

Any persons finding themselves in a hostage situation should prepare themselves for a long delay. Rash actions at any stage may lead to the injury or death of hostages.

Remember the Emergency Services will have your safety as their most important priority.

DO:

- Do exactly what you are instructed by the hostage takers.
- Be as calm as possible.
- Appoint a spokesperson (*If there are multiple hostages*).
- Advise the hostage takers of any persons with medical conditions as soon as possible.
- Ask permission to attempt to assist any hostages in shock or who are panicking or who need medical attention.
- Attempt to ease tension by conducting a quiet conversation and establishing a rapport.
- Request that hostages be allowed to sit down.
- Request (if possible) to move to a central location away from doors and windows.

DO NOT:

- Argue.
- Ask for too many favours.
- Allow talking amongst multiple hostages.
- Allow anyone to be a HERO.

EXTERNAL EMERGENCIES

EARTHQUAKES IN WESTERN AUSTRALIA

(Reference Geoscience Australia)

Earthquakes typically occur along the boundaries of the dozen major tectonic plates that make up the surface of the earth's crust. These plates move very slowly due to the convection currents within the mantle below the crust. This movement is not uniform however, and so at times the plates can crash into, or rub along, each other causing pressure and stress which can be released as an earthquake.

Australia does not sit directly on a plate boundary, the nearest being through Indonesia to our North, and so the risk faced is caused by slightly different forces. This type of earthquake is called an Intraplate Earthquake and is thought to occur along fault lines in the tectonic plate itself. It is thought that pressure that is built up in the plate from actions along the boundary can be transmitted through the plate and at certain locations be released to the surface.

Intraplate Earthquakes are typically less frequent and less destructive than an earthquake at the plate boundary, but should still be taken seriously. The most active region in Western Australia is called the South West Seismic Zone (SWSZ) and encompasses the bulk of the Wheatbelt Region, but earthquakes can be felt anywhere in WA. Hundreds of earthquakes are recorded annually but the vast majority are too small to be felt. Large earthquakes are rare but can occur.

An earthquake near Meeberrie (250km NE of Geraldton) in April 1941 measured a magnitude level (ML) of 7.2 and was felt from Port Hedland to Perth. More recently the Meckering Earthquake of 1968 (ML 6.9) and the Cadoux Earthquake of 1979 (ML 6.2) have done damage to buildings and infrastructure and were felt over an area of thousands of square kilometres.

The Earthquake Magnitude Scale refers to the force of an earthquake, it does not indicate level of damage however it is possible to infer likely damage from past experience. The magnitude scale rises exponentially, so a 7.3 magnitude quake is 50 times more powerful than a 6.3 and 2,500 times more powerful than a 5.3 quake.

Earthquake Magnitude vs Potential Damage:

- *less than 3.4 are recorded only by seismographs;*
- *3.5 – 4.2 are felt by some people who are indoors;*
- *4.3 – 4.8 are felt by many people and windows rattle;*
- *4.9 – 5.4 are felt by everyone, while dishes break and doors swing;*
- *5.5 – 6.1 cause slight building damage with plaster cracking, and bricks falling;*
- *6.2 – 6.9 cause much building damage and houses move on their foundations;*
- *7.0 – 7.3 cause serious damage with bridges twisting, walls fracturing, and many masonry buildings collapsing;*
- *7.4 – 7.9 causes great damage and most buildings collapse*
- *more than 8.0 cause total damage with waves seen on the ground surface and objects are thrown in the air;*

EARTHQUAKE EMERGENCY PROCEDURES

(Reference WA State Emergency Service)

Generally, the SAFEST PLACE to be is in the OPEN – well away from buildings. However, if you are in a building when the earthquake strikes, you should NOT attempt to run from the building. Evidence from around the world has shown that it is much safer for you to remain in the building.

It is relatively rare for modern buildings, built to recognised standards, to collapse, in most instances it is the facade elements of a building that fail during an earthquake. The majority of deaths and serious injuries have been shown to occur in an area from just inside the building to 10 metres away from the building.

STATE EMERGENCY SERVICE guidelines for protection during earthquakes are as follows:

- Remain calm.
- Move away from windows and outside walls.
- Do not use lifts.
- Keep away from mirrors, light fittings, bookcases and other furniture, which may fall or slide.
- If possible, take cover from falling debris beside a desk or other furniture, or move to an internal corner of a room, sit down and protect your face and hands.

REMEMBER: DO NOT ATTEMPT TO RUN FROM THE BUILDING.

ONCE THE TREMOR HAS STOPPED

1. Look around for injured persons and reassure others in your area.
2. Look for hazards that may affect your immediate safety.
3. It may be safer to remain within the property if it has not suffered substantial damage.
4. Ensure emergency stairwells are safe before moving through them.
5. Keep all persons away from windows at all times.
6. Beware of *Aftershocks*.

EMERGENCY SYSTEMS

Property emergency systems may have been damaged.

Attempt to communicate with the Chief Warden by telephone (*non PABX phones may operate in a power failure*) or by runner if safe to do so.

ECO ACTIONS

The Chief Warden or his or her Deputies should call the Building Emergency Control Organisation into action, as soon as possible after the earthquake.

The duties of this Organisation will include:

- Assessing injured personnel and the damage to property.
- Ensuring First Aid is given to those injured.
- Notification of the relevant authorities.
- Shutdown of electrical power to appliances, if safe to do so.

- Initiating controlled evacuation through Floor/Area Wardens and Wardens.
- It is important the Floor/Area Wardens account for all personnel normally occupying their floor.
- Members of the public, in the building at the time of the earthquake, must be located and assisted.

Actions if unable to leave the Floor (*Due to damage*)

The Warden or senior person is to:

- Assemble all persons in a safe area.
- Identify and co-ordinate the use of all operating means of communication.
- Identify and consolidate all sources of water and food.
- Allocate duties to persons to communicate with the outside, remove debris, etc (if safe).



SEVERE WEATHER

(Reference WA State Emergency Service)

Storms may bring heavy rain, damaging winds, lightning, hail, floods and tornados between May and October each year. It is possible however for storms to occur at any time so properties should be prepared at anytime.

Building Management should ensure that prior to winter the building is assessed for storm risk. This assessment should encompass:

- Tidiness – Look for loose items, especially building materials and dead branches on large trees especially those close to buildings.
- Sturdiness – Inspect buildings, check for rusted fixings holding down corrugated tin, rotted timber beams or bearers, etc.
- Preparation – Updated emergency plans and contacts, sufficient operational plant and equipment to fulfil obligations under various plans.

In addition, the Manager should ensure that sites are maintained in a clean and tidy state throughout the storm season.

Staff should monitor the Bureau of Meteorology and FESA websites for information related to storm development if warnings are issued.

If a storm warning is issued for the area, then staff at the site should begin to prepare for a possible severe storm. These preparations may include:

- Cleanup of site.
- Storing non-essential plant and equipment in a safe location.
- Inspecting, maintaining and testing essential plant and equipment.
- Monitoring BOM advices regularly regarding the location and intensity of the storm.

POST-STORM

Immediately that the all clear is given staff would assess any damage to the site and undertake the following actions:

- Assess infrastructure for damage.
- Ensure essential systems are operating effectively.
- Call back non-essential staff to assist with cleanup/repair/maintenance if required.

SITE EMERGENCY EVACUATION

GENERAL EVACUATION WARDEN DUTIES

In any instance where an evacuation is ordered remember the following:

- Always attempt to communicate with the Chief Warden, but if the evacuation tone or alarm sounds – Get Out.
- If safe to do so, check the area to make sure no one is left behind.
- Always check the evacuation route to ensure it is safe.
- Never allow anyone to carry anything into the evacuation route, unless otherwise directed.
- Always be aware of people with impaired mobility and assist them as required.
- If a person with impaired mobility is to be left in a refuge, ensure there is someone with them and notify the Chief Warden or responding emergency services of their location and impairment as soon as possible.

Once at the External Assembly Area:

- Check that you have everyone.
- Check with other Area Wardens to ensure that all floors evacuated.
- Establish communications with the Chief Warden if possible.
- Otherwise, nominate a warden to return to the Emergency Control Centre to liaise with the Chief Warden or Emergency Services and bring back messages, the all clear, etc.

The attached checklists and flow charts provide indicative information and may not be suitable for all sites. Specific flow charts can be developed if required, contact an Emergency Preparedness Consultant.

EVACUATION CHECKLIST

TIME:	DATE
	NATURE OF EMERGENCY
FIRE LOCATION:	<input type="text"/>
BOMB THREAT:	<input type="text"/>
OTHER:	<input type="text"/>
	EMERGENCY SERVICES INFORMED (Station notified, Time called and Time arrived)
FIRE BRIGADE:	<input type="text"/>
POLICE:	<input type="text"/>
AMBULANCE:	<input type="text"/>
HOSPITAL:	<input type="text"/>
COMMENTS:	<input type="text"/>
SIGNATURE: (Print Name & Title)	<input type="text"/>

EMERGENCY EVACUATION DIAGRAM

Forrest Centre, 221 St George's Terrace, Perth

IN EMERGENCY DIAL 000

**When the ALERT
ALARM Sounds**
(Beep, Beep, Beep...)

1

Stop what you are doing and listen for instructions.

2

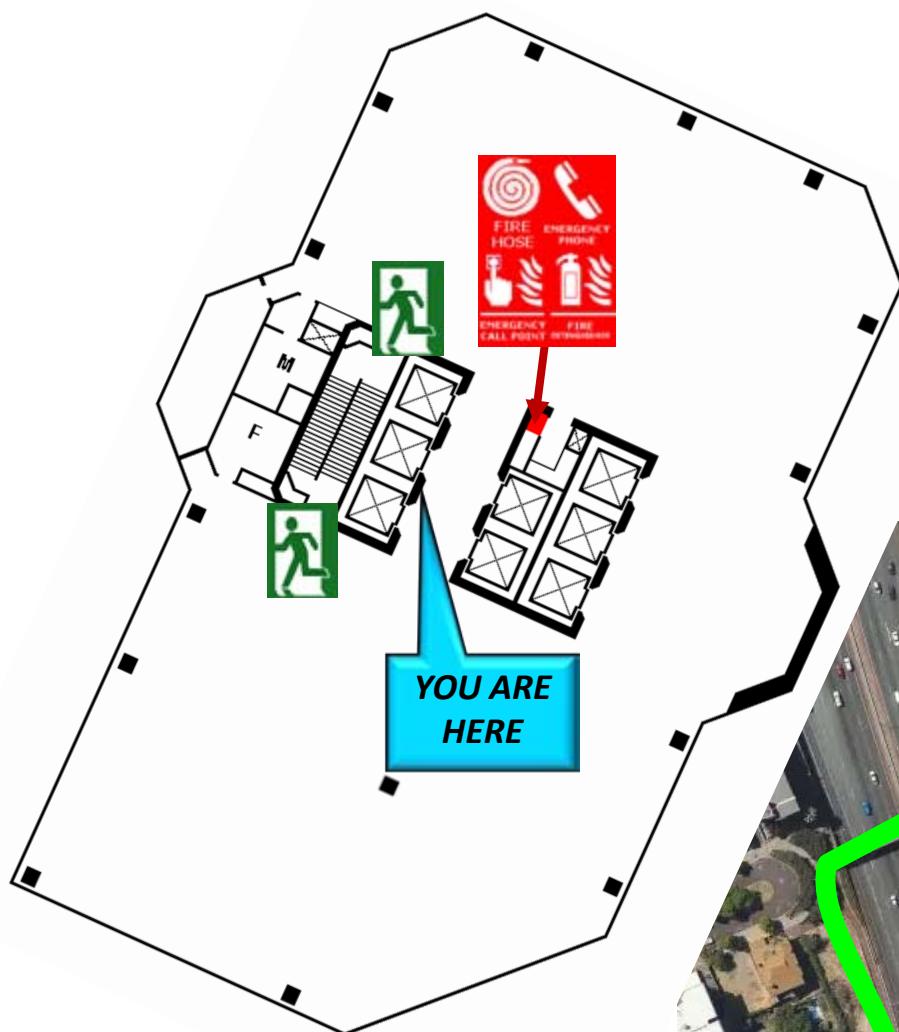
Do Not Panic. Move quietly and calmly to the exits.

3

Evacuate the building along St Georges Terrace then Mount Street, over the freeway footbridge and follow the bike path to the Assembly Area (**John Oldham Gardens**).

**When the EVAC
ALARM Sounds**
(Whoop, Whoop, Whoop...)

After Hours: On hearing the **EVAC ALARM** evacuate to the assembly area.



TYPICAL FLOOR

- Fire Equipment Cupboard
- ➔ Primary Evacuation Route



EMERGENCY CONTACT NUMBERS:
POLICE/FIRE/AMBULANCE 000
Emergency Control Centre – 9483 8100

EMERGENCY EVACUATION DIAGRAM

Forrest Centre, 219 St George's Terrace, Perth

IN EMERGENCY DIAL 000

When the **ALERT ALARM** Sounds
(Beep, Beep, Beep...)

1

Stop what you are doing and listen for instructions.

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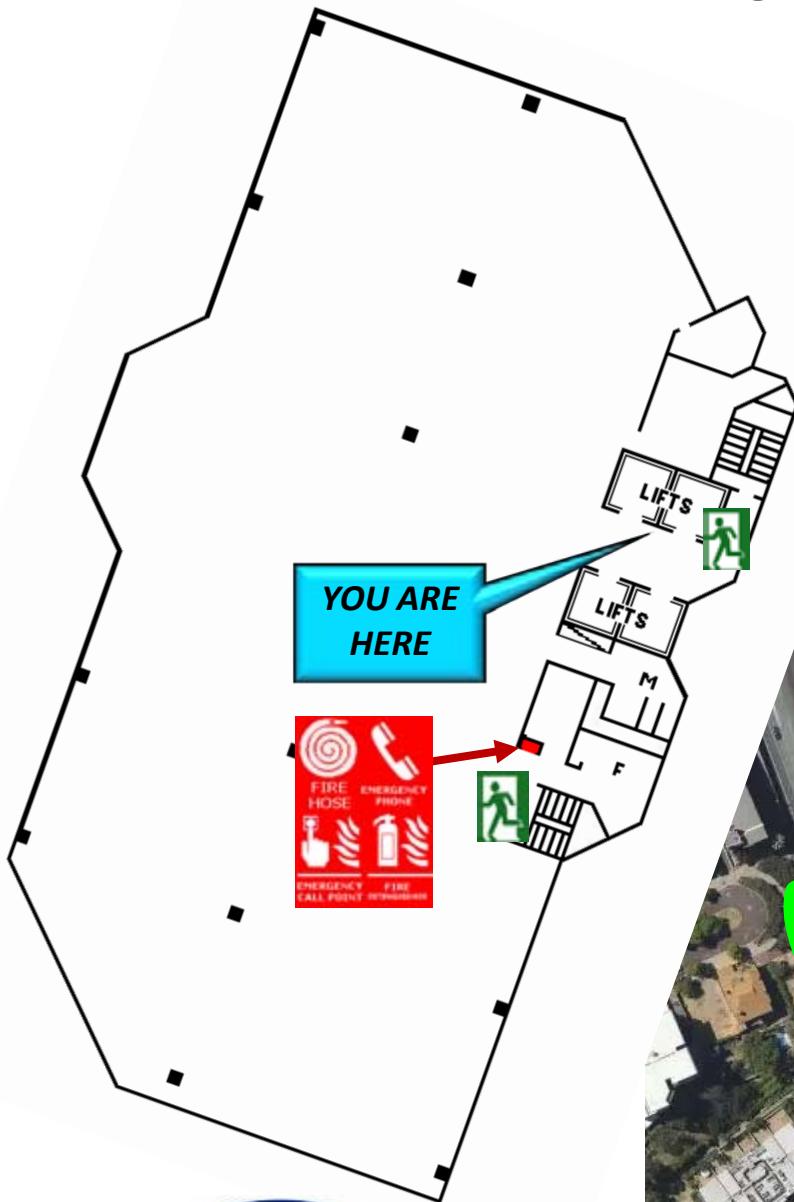
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When the **EVAC ALARM** Sounds
(Whoop, Whoop, Whoop...)

After Hours: On hearing the **EVAC ALARM** evacuate to the assembly area.



TYPICAL FLOOR

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