

EMERGENCY MANAGEMENT PLAN



ALLENDALE SQUARE 77 ST GEORGES TERRACE, PERTH

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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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CUSTODIAN:	

AMENDMENT CERTIFICATE

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

Amendment List		Amended by	Reason for Amendment
Number	Date	Printed Name & Initials	
1	Nov 2013	A Valenti (ESC)	AS3745-2010 compliant issue
2	1 Oct 2014	R Webb (ESC)	Reviewed for compliance
3	15 Dec 2014	R Webb (ESC)	Reviewed and updated content
4	23 February 2015	A Valenti (ESC)	Reviewed for compliance
5	June 2016	R Webb (ESC)	Major review & update
6	October 2016	R Webb (ESC)	Final for release
7	July 2017	R Webb (ESC)	Update evacuation diagram
8	September 2021	R Webb (ESC)	Major review & update
9	September 2021	R Webb (ESC)	Final for release
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EMERGENCY NUMBERS

Emergency Services

- Department of Fire & Emergency Services (DFES) 000
- St John's Ambulance 000
- Western Australia Police Service 000 or 131 444 (*non-emergency*)
- DFES Emergency Alert (Recorded Message) 1300 657 209
- DFES State Emergency Service 132 500
- DFES Website (Emergency Alerts) <https://www.emergency.wa.gov.au>
- Bureau of Meteorology <http://www.bom.gov.au/wa/>

Emergency Control Organisation (*Building*)

- Chief Warden / Building Security: 0400 060 201
- Emergency Assembly Area: **A: WITHIN STIRLING GARDENS.**

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
- Fiona Stanley 6152 2222
- Perth Children's Hospital 6456 2222
- King Edward Memorial 9340 2222
- Joondalup Hospital 9400 9400

Crime Prevention

- WA Police (non-emergency) 131 444
- Water Police 9442 8600
- Customs 1800 061 800
- Crime Stoppers 1800 333 000
- National Security Hotline 1800 123 400

Neighbouring Sites

Name:	Name:
Address:	Address:
Telephone:	Telephone:
Name:	Name:
Address:	Address:
Telephone:	Telephone:

FOREWORD

Allendale Square Emergency Planning Committee delegate authority to the Emergency Control Organisation to conduct emergency preparedness and response actions when required in the event of an emergency and as required in accordance with the Western Australia Occupational Safety and Health Act 1984 and, Regulations 1996, Section 3.10.

The contents of this emergency plan have been prepared for an all-hazards approach that may arise within the property.

The 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 of Allendale Square, Allendale Square staff, 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.

The plan will only be successful if all occupants co-operate with the Emergency Control Organisation, whether it be in an emergency, or during practice exercises. Allendale Square Property Management, and all tenants and contractors must accept their legal responsibilities 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 this plan, Allendale Square and their consultants accept no liability for any error or omission contained herein.

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INTRODUCTION

This Emergency Plan has been designed for the guidance and information of all tenants and staff at Allendale Square. 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, it's 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 Emergencies, failure of essential services, minor chemical spill
- Security Incidents, workplace violence, armed intrusion, civil disturbance
- External Emergencies, storm, earthquake, external 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)		<i>A group of occupants who exercise control over emergency conditions within the building. Consisting of:</i> <ul style="list-style-type: none"> • Chief Warden & Deputy • Area Wardens & Deputies • Any other Wardens
Emergency Control Centre (ECC)		<i>The location from where the Chief Warden operates and takes control of an emergency. This is also where warning system can be activated and from where instructions can be relayed to the Wardens.</i>
Emergency Exit		<i>A fire-resistant escape route within the building designed to allow safe travel to the outside of the building.</i>
Emergency Planning Committee (EPC)		<i>A group of occupants who plan and maintain the emergency procedures. It consists of:</i> <ul style="list-style-type: none"> • Property Owners / Representatives • Chief Warden & Deputy • Co-opted specialists • Senior Branch/Tenant representatives
Evacuation Tone (Whoop, Whoop, Whoop...)		<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 firefighting 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

Australian Standard AS 3745 – amendment 2, recommends the formation of an Emergency Planning Committee (EPC) to oversee the emergency plan for Allendale Square.

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 representatives or staff, contractors, consultants, or an emergency services representative as appropriate.

The EPC shall meet at least once a year and all meetings shall be minuted.

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

“During emergencies, instructions given by the Emergency Control Organisation (ECO) personnel shall take precedence over the normal management structure.

Notes:

(2) Authority given to the ECO to act during an Emergency must be acknowledged by the facility owners, managers, occupiers, and employers as part of the Emergency planning activities.

(4) This authority is intended to ensure that, during an emergency situation, life safety takes precedence over asset protection, environmental considerations, production operations and business continuity.”

“Australian Standard AS3745:2010 Planning for Emergencies in Facilities”

REFUSING TO COMPLY WITH WARDENS’ DIRECTIONS

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

- Ensure the person understands and 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 ideally 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 an individual negligent 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 environment 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.

Minimum Training and Workplace Induction requirements:

- The emergency telephone number(s);
- The means of escape from the building/site 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;

Managers should assess the risks inherent at their workplace and where required provide the following additional training:

- First Aid
- First Attack Fire Fighting

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 person's smoke or introduces naked flame into that part of the workplace.

PENALTY: \$25,000

- (3) 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 Water 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 TRAINING

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.

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. Allendale Square 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 Security on 0400 060 201.
- 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 (Allendale Square Security 0400 060 201).

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. Located in the Car Park.



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 occupants 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.

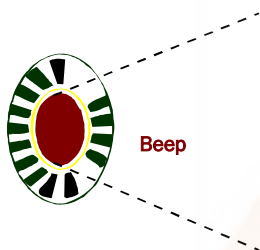
Common fire alarm sounds are:

FIRE ALARM BELL



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

ALERT TONE

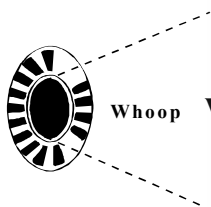


Beep Beep Beep

This is a 'Beep... Beep... Beep' tone and will be broadcast through the public address system.

(This is not the 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 TONE



Whoop Whoop Whoop

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

AFTER HOURS

Outside normal working hours, when the evacuation alarm sounds, all occupants must immediately exit the building via the nearest emergency exit and proceed to the primary assembly area.

A: WITHIN STIRLING GARDENS.

NOTE

- *Where company/tenant policy provides a procedure for after hour emergency refer to that document.*
- *Where no company/tenant provides a procedure for after hour emergency refer to your management for assembly area procedure.*

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:

- *Poor Lighting*
- *Dangerous floor surfaces*
- *Electrical faults*
- *Ill-fitting doors (especially emergency exit doors)*
- *Poor audio reception on the intercom system*
- *External and internal obstructions to emergency exits*
- *Accumulations of volatile flammable substances or refuse*
- *Broken or missing fire equipment*
- *Suspect or unusual packages*
- *Threatening calls*
- *Suspicious persons or activities*

SECURITY

Allendale Square places a high priority on security practices; there is an ever-present risk of malicious damage from criminal acts. All staff within Allendale Square are expected to maintain vigilance for suspicious activities that could pose a risk to the building occupants or the building itself.

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:

- *Continually assess the physical security of your building*
- *Identify & report security weaknesses*
- *Be alert for suspicious persons*
- *Maintain the security of all electronic codes, keys and passes (Immediately report their loss)*
- *Be alert for impending violent or threatening situations. Know the procedure for dealing with these situations.*
- *Lock your all doors when not in use*
- *Do not encourage hawkers or salespersons without formal appointments*
- *Do not demonstrate security systems to visitors, unless it is for your/their own safety*
- *Know the procedure for storing information safely and a recovery procedure*
- *Do not leave office or reception areas unattended, even for a short time*
- *Do not leave valuable, attractive, or portable items near public access areas*
- *Do not let any person who is unknown to you; follow you into a secured area*

SPECIFIC SECURITY THREAT RESPONSE

Allendale Square Security and Management, on advice from 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 Allendale Square management and Security immediately on 0400 060 201.



EMERGENCY CONTROL ORGANISATION

The Emergency Control Organisation (ECO) is composed of volunteers drawn from occupants of the site. The responsibilities of the Emergency Control Organisation, during an emergency, are:

- Assist building occupants to protect themselves during an emergency situation
- To conduct an orderly evacuation of the building's occupants to a safe place of assembly as appropriate
- Assist staff, occupants and members of the public who require special assistance
- To assist Emergency Services as requested
- To operate portable firefighting equipment, **if trained and if safe to do so**

The Emergency Control Organisation consists of:

Chief Warden	(WHITE HELMET)
Deputy Chief Warden	(WHITE HELMET)
Communications Officer	(WHITE HELMET)
Floor Warden	(YELLOW HELMET)
Deputy Wardens	(RED HELMET)



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 and if appropriate their orderly evacuation from the danger zone.

EMERGENCY CONTROL CENTRE

The site Emergency Control Centre (ECC) is the point that the Chief Warden will operate and manage the safe evacuation of building occupants. If the emergency is affecting the ECC an alternate location may be nominated by the Chief Warden close to the main entry to facilitate liaison with the Emergency Services.

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 DFES 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 be a member of the security 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 DFES, 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 or security 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 for debrief and ensure they are secured for future reference

FLOOR WARDEN (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.

Floor Warden Duties

Pre-emergency:

- 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.

After the emergency:

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

DEPUTY WARDEN (**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.

DEPUTY WARDEN DUTIES

Pre-emergency:

- 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

After the emergency:

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

ASSEMBLY AREA

If it is determined by the Chief Warden that there is a risk to staff, they may direct an evacuation to the assembly areas. The nominated assembly area for Allendale Square is:

A: WITHIN STIRLING GARDENS.

NOTE

- *Where company/tenant policy provides a procedure for after hour emergency refer to that document.*
- *Where no company/tenant provides a procedure for after hour emergency refer to your management for assembly area procedure.*

In certain circumstances it may be determined that a nominated Assembly Area 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 Communications Officer or Deputy Chief Warden will attend the Assembly Area to communicate with Floor Wardens. On arrival at the assembly area, Floor Wardens are to report to remain at the assembly area until further instructions are given.

PEOPLE WITH IMPAIRED MOBILITY

Reference; Personal Emergency Evacuation Plan (PEEP) form located on page 84

Emergency Affected Area

A person with impaired mobility is a person with 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.

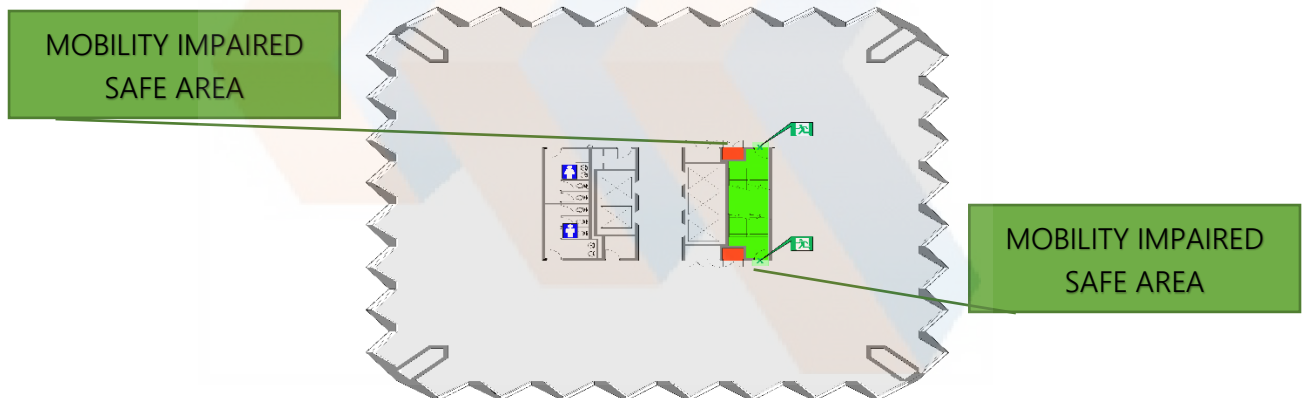
The person with impaired mobility should be guided to a safe location if they are unable to evacuate by themselves. Someone should always wait with a person with impaired mobility; ideally this would be a warden or first aider, but any calm rational person will suffice. The role of this person is to provide support to the person with impaired mobility 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, call 000 and tell the operator the situation. The 000 operator is in communication with the attending emergency services and so can advise them of the situation.

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

ALLENDALE SQUARE Designated safe area

Is located at the **EMERGENCY EXITS** which is located on the Eastern and Western Side of the building.



Protect in Place

The situation may arise where a person with impaired mobility 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 wherever 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.

MOVEMENT OF VEHICLES

To ensure the safety of persons evacuating, movement of vehicles should be restricted. Ideally security personnel should be allocated the task of preventing vehicles from entering the car park during the emergency.

The movement of vehicles in and out of the car park 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 site.

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.

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.

Return to the Building

Occupants gathered at their assembly area will be advised to return to the building by the Assembly Area Coordinator.

In situations where a serious emergency has occurred, it shall be necessary to conduct an inspection to ensure that the building is safe for occupants to re-enter.





FIRE / SMOKE EMERGENCIES

(DFES - Department of Fire and Emergency Services)

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 **Security on 0400 060 201**. 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 a “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

A fire is deemed to be a “major fire” if:

- The fire is generating lots of smoke, or spreading rapidly; or
- It is not considered safe to commence fire suppression actions.

Commence evacuation of building and notify **Security on 0400 060 201** accordingly.

EMERGENCY AFFECTED AREA

FLOOR WARDEN DUTIES

1. Determine the nature of the emergency and warn staff in the immediate area.
2. Evacuate personnel from immediate danger area to a safe location.
3. Ensure that the emergency services have been notified by calling 000. If the fire alarm is not sounding, activate the RED break glass switch.



AREAS NOT DIRECTLY AFFECTED

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

1. Muster with other wardens at the fire equipment cupboard. The first person to attend the fire cupboard assumes the role of Floor Warden.
2. Wait for communication from the Chief Warden at the WIP phone or listen for PA messages.
3. Follow, and pass on, any directions given by the Chief Warden.
4. Direct Deputy Wardens to prepare occupants for a possible evacuation.
5. In the event there is insufficient Deputy Wardens, Floor Warden can delegate tasks as required.
6. If evacuation is required, ensure that all areas including offices, toilets, and other areas are checked to ensure no staff remain behind (if safe to do so).
7. Advise wardens to close all doors after check.

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

1. Direct wardens to muster staff together ready for an evacuation if not already done so.
2. Ensure that mobility impaired persons are identified, directed to the nearest safe exit, and have a competent person waiting with them.
3. Direct a Deputy Warden to lead each group of occupants into the emergency stairs ensuring the floor number paddle has been taken.
4. Ensure other Deputy Wardens conduct a final check to ensure the floor has been cleared and to close all doors after check.
5. Ensure that the mobility impaired persons and their carer are in a safe location.
6. Notify the Chief Warden via the warden phone (WIP) 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.
7. Should contact with the Chief Warden be unsuccessful, leave the floor and report to the Assembly Area Coordinator on arrival at the assembly area.
8. Follow the staff down the emergency stairs and out to the Assembly Area.
9. At the Assembly Area ensure that staff are grouped together, determine if there is any further information or problems that needs to be managed.
10. Report to the Assembly Area Coordinator at the Assembly Area.
11. The first warden, prior to exiting the building pick up their floor paddle from the PP level on Exit.

Deputy Warden Duties

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

1. Muster with other wardens at the fire equipment cupboard and await instructions from the Floor Warden.

Deputy 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 exits to the assembly area
- Assisting people with impaired mobility
- Operate Portable Fire Equipment (if safe to do so and if properly trained)
- Searching an area to ensure nobody has been left behind
- Searching an 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
- The first warden, prior to exiting the building pick up their floor paddle from the PP level on Exit.

OUTSIDE NORMAL WORKING HOURS

If the **EVACUATION TONE** sounds outside normal working hours, any staff working in the building are to immediately leave their building via emergency exit and proceed to the assembly area.

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.



**PUT OUT
THE WORD ON
FIRE
*PREVENTION***

FIRE BEHAVIOUR

FIRE is COMBUSTION.

COMBUSTION is the rapid oxidation of a substance with the evolution of Heat Energy and Light Energy. It is a chemical chain reaction.

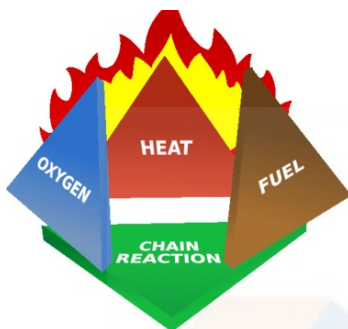
To start and maintain this reaction, three (3) basic factors are essential. They are:

FUEL: Any substance, the vapours of which will combine with oxygen to burn

(Fuel can be solid, liquid or gas)

OXYGEN: Normally from the atmosphere

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 the fuel.

H _____

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

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.

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 displaced, and the cycle continues. This tells us that the heat and smoke are less dense close to the floor.

RADIATION: Heat travels by rays, which act in the same manner as light rays travelling in straight lines and capable of being 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:

1. Class A. Combustible solids such as paper, wood, plastics, etc
2. Class B. Combustible liquids such as petrol, oil, thinners, etc
3. Class C. Combustible gasses such as LPG, LNG, Acetylene, Butane, Propane, etc
4. Class D. Combustible metals such as Magnesium, Potassium, Sodium, etc
5. Class E. Energised electrical equipment
6. Class F. Cooking fats such as lard, vegetable oil, canola oil, etc

PORTABLE FIRE EXTINGUISHERS

There are five basic types of fire extinguisher in use. Not all types may be in the building:

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

A fire extinguisher selection chart can be found at the end of this section.

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.

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.

USING A FIRE EXTINGUISHER

The use of Fire Equipment should only be used by persons who are proficient in using such apparatus.

- Be sure you know how to use the extinguisher.
- 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
- Instruct someone to advise Security on 0400 060 201.
- Determine type of fire and exact location
- Select right type of extinguisher
- 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
- Do not get too close to the fire
- Direct extinguishing agent at seat of the fire NOT at the smoke then sweep gently from side to side

To fight a fire with an extinguisher, **Remember "PASS"**

Pull the pin:

- This action will unlock the operating lever on the extinguisher, allowing you to discharge the firefighting medium. Some extinguishers are equipped with other seals or tamper indicators.

Aim low:

- Point the extinguisher nozzle or hose at the base of the fire. Fires burn upwards so all of the flammable material will be at the base of the fire.

Squeeze the lever above the handle:

- This will discharge the fire extinguishing medium. Releasing the lever will stop the discharge. Some fire extinguishers are equipped with a button instead of a lever.

Sweep from side to side:

- Move slowly and carefully toward the fire, keeping the extinguisher aimed at the base of the fire. Sweep the nozzle or hose back and forth until the flames appear to be out. Watch the fire area to be sure re-ignition does not occur. If so, repeat the process.

- **STAND MORE THAN 3 METRES FROM THE FIRE**

- **A SMALL 1KG HANDHELD EXTINGUISHER WILL ONLY LAST FOR 8 - 10 SECONDS**

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 (e.g., 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 electrical fires.
- Open tap, remove hose, open nozzle, and test before advancing on the fire.
- Pull hose towards the fire, then direct the 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 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

DO NOT USE FIRE HOSE REELS OR HYDRANTS FOR CLEANING OR ANY OTHER PURPOSE OTHER THAN FIRE FIGHTING.

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

Fire Equipment Chart

FIRE EXTINGUISHING EQUIPMENT

Suitability for different kinds of small fires

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

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.

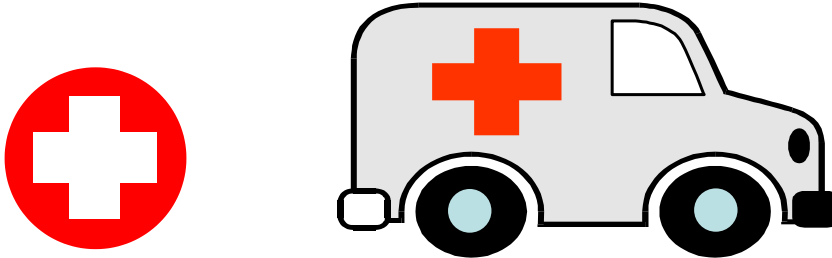


MEDICAL EMERGENCY

(Reference: St John's 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: *(refer to emergency numbers at the front of this manual)*
 - Address (77 St Georges Terrace, Perth)
 - **Nearest cross street (St Georges Terrace)**
 - Floor or office Number
- Contact security on 0400 060 201 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 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. Ensure Security on 0400 060 201 and Allendale Square Management are notified if an ambulance has been called. They can assist with coordinating appropriate property access
3. Coordinate immediate first aid response
4. Coordinate the movement of the casualty (If able to be moved)

PANDEMICS

With the potential for a pandemic outbreak occurring in the foreseeable future being considered inevitable, the management of Allendale Square have decided that they need to expand their current business continuity plans to encompass preparedness, prevention, response, and recovery to such an event.

There are a number of reasons why a pandemic event is significantly different from any other type of disaster that may occur, these include:

- Extremely widespread affects, potentially world-wide.
- Cause a large number of casualties, which are likely to overwhelm existing medical services.
- Interrupt supply lines that may have a significant and long-lasting financial impact.
- Generate unprecedented levels of fear and panic within the community.
- Continue for extended periods, the direct affects could last for months; the ongoing affects could last for years.

The differences are important because the majority of business continuity plans are based on past events and experiences learnt from them.

There is already considerable advice from Government at both a Federal and State level indicating the need for pandemic preparedness and so all businesses should evaluate their continuity plans as soon as practicable.

DEFIBRILLATOR LOCATION

- Allendale Square: Concierge desk ground floor.

CALL



PUSH



SHOCK



DRSABCD Action Plan

In an emergency call **triple zero (000)**

D **DANGER**
Ensure the area is safe for yourself, others and the casualty



R **RESPONSE**
Check for response—ask name—squeeze shoulders

No response → Send for help	Response → Make comfortable, monitor response and check for injuries
------------------------------------	---



S **SEND**
Call triple zero (000) for an ambulance or ask another person to make the call



A **AIRWAY**
Open mouth – check for foreign material

No foreign material → Leave on back. Open airway by tilting head with chin lift.	Foreign material in mouth → Place casualty in recovery position, mouth slightly downward clear airway with fingers
--	--



B **BREATHING**
Check for breathing—Look and feel for chest movement, listen for air escaping from mouth and nose (an occasional gasp is not adequate for normal breathing)

Not breathing normally and no response → place on back and commence CPR.	Normal breathing → Place in recovery position, monitor breathing and responsiveness.
--	---



C **CPR**
Start CPR 30 compressions, 2 breaths

- Place heel of hand on the lower half of breastbone in centre of chest with other hand on top of first.
- Press down 1/3 of depth of chest and give 30 compressions.
 - Open casualty's airway (head tilt with chin lift)
 - Pinch soft part of the nose to seal.
 - Blow steadily into mouth for up to 1 second, watch for chest to rise and fall. Take another breath and repeat.
- Aim for approximately 100 compressions per minute. Continue CPR (30:2) until ambulance arrives or casualty recovers.



D **DEFIBRILLATION**
Apply defibrillator as soon as possible (if available) and follow voice prompts



FIRST AID SAVES LIVES 1300 STJOHN | stjohnambulance.com.au
Book a first aid course with St John Ambulance today and be prepared in case of an emergency.

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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.

THREAT ASSESSMENT

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

- (a) Written threat
- (b) Telephone threat
- (c) Suspicious object
- (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 people 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. However, Australia's current National Terrorism Threat Level is **PROBABLE**. (Refer to page 42)

COMMAND AND CONTROL

A threat is not a designated hazard however as there is a criminal element WA Police (WAPOL) will take overall command. DFES act as a support agency under the control of the WAPOL Incident Controller (IC). DFES 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 tenants that may validate the threat?
- 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 are 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 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.

National Terrorism Threat Advisory System

Australia's current National Terrorism Threat Level is **PROBABLE** this level of threat can change at any time.

Who will communicate a change in threat level?

A change to the National Terrorism Threat Level will be announced by the Prime Minister, the Minister Assisting the Prime Minister on Counter-Terrorism, the Director General of ASIO, or the Counter-Terrorism Coordinator. Information about the new system and the current level can be found at www.nationalsecurity.gov.au.

Reporting suspicious activity

The National Security Hotline is the single point of contact for the public to report possible signs of terrorism. Every piece of information is treated seriously, as it could be vital in preventing a terrorist act. The hotline also provides information to callers on a wide range of national security matters. If you see anything suspicious, report it to the National Security Hotline on 1800 1234 00.

The National Terrorism Threat Advisory System is a scale of five levels to provide advice about the likelihood of an act of terrorism occurring in Australia:

When the threat level changes, the Australian Government provides advice on what the threat level means, where the threat is coming from, potential targets and how a terrorist act may be carried out.

The National Terrorism Threat Level is regularly reviewed in line with the security environment and intelligence.

It is important to be aware of the current threat level and to report any suspicious incidents to the National Security Hotline on 1800 123 400.

The Australian security environment

Australia's general terrorism threat level remains at **PROBABLE**. Credible intelligence, assessed by our security agencies, indicates that individuals or groups have the intent and capability to conduct a terrorist attack in Australia.

While COVID-19 has caused social and economic challenges around the world and in Australia, it has not greatly changed the threat from terrorism.

The public should continue to exercise caution and report any suspicious incidents to the National Security Hotline by calling 1800 123 400. Life-threatening situations should be reported to the police by calling triple zero (000).

What is the National Terrorism Threat Level?

The National Terrorism Threat Level is a scale of five levels (see diagram below) that tells the public about the likelihood of an act of terrorism occurring in Australia. Whenever the Government makes a change to the National Terrorism Threat Level it will explain why there is a change. The National Terrorism Threat Advisory System will inform Australians about the likelihood of an act of terrorism occurring in Australia and enable authorities, businesses, and individuals to take appropriate measures for their own safety and security as well as that of their family, friends, and associates. The National Terrorism Threat Level also provides an indicator to government agencies enabling them to respond appropriately with national threat preparedness and response planning. This ensures that an appropriate level of precaution and vigilance is maintained to minimise the threat of a terrorist incident.

The Australian Government regularly reviews the security environment and the Threat Level.



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 Security on 0400 060 201 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 Security, Floor 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 Security on 0400 060 201.

PROCEDURES WHEN A THREAT IS RECEIVED VIA E-MAIL

It is possible that a threat may be received via email, in which case evidence is still obtainable; however, it is not physical in nature. Every email 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 email for reference.
- Save the email and any attachments.
- Notify Security on 0400 060 201.
- 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 Police on 000 and their management immediately.

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 Security on 0400 060 201
- 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
- Wait for advice from Police

REMEMBER: If you feel at risk you can evacuate. Ensure you notify Security prior to evacuation.

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

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

ARE YOU EXPECTING THIS MAIL - YES or NO?

- If NO - isolate the item and the area. Tell your Warden
- *Assess why the item looks unusual or suspicious. Is the package unusually heavy, bulky or has excessive postage. Who is the item addressed to and is it marked 'personal' or 'confidential'. Is the item stained or discoloured.*
- Does the item have a sender's address. *Yes or No*
- If yes, contact the sender to verify, its contents.
- If NO - isolate the item and the area. Tell your Warden.

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.

MAIL BOMB RECOGNITION POINTS

Excessive securing material
Xcessive weight
Protruding wires or tin foil
Lopsided or unevenly weighted
Oily stains or discolourations
Stiff or rigid envelope
Is package expected
Visual distractions
Excessive postage

Proper names and title not, or incorrectly used
Address - handwritten or poorly typed
Restrictive markings e.g. "CONFIDENTIAL"
Common words misspelt
European or foreign mail
Lacks address of sender

DON'T TOUCH
EVACUATE IMMEDIATE AREA
FOLLOW LOCAL PROCEDURES

Printed by the Australian Bomb Data Centre
from a concept by Surrey Constabulary.

CHEMICAL, BIOLOGICAL, RADIOLOGICAL OR NUCLEAR (CBRN)

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, government sponsored 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 effects of these are generally treatable, especially if they are contained or the exposure minimised.

When dealing with potential CBRN 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 Department of Fire and Emergency Services (DFES).
2. Contact Security on 0400 060 201 and Building Management on 9424 9867.
3. Tell the Chief Warden.
4. Consider implementing your buildings evacuation procedures and await the arrival of Police or Fire personnel.

FLOOR WARDEN (AFFECTED AREA)

On discovering a suspected Chemical/Biological incident:

1. Isolate the area from access.
2. Report the incident immediately to Security on 0400 060 201. 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
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. 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.
15. 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.

WARDENS SEARCH

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

CHIEF WARDEN DUTIES:

- 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.

WARDEN DUTIES:

Begin the search in those areas which are accessible:

- Emergency assembly areas
- Evacuation routes
- Emergency exits
- Reception areas
- Kitchens
- Toilets
- Hose reel cupboards
- Search within remaining area

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. Suspicious items can include:

- Bags or suitcases left in exit stairs or reception areas
- Boxes or packages that cannot be accounted for

If you find anything that arouses your suspicion, advise Security on 0400 060 201.

DO NOT TOUCH IT!
DO NOT MOVE IT!

- Report the suspicious object immediately to Security on 0400 060 201 and immediately evacuate personnel from the area.
- Follow all instructions from Security.

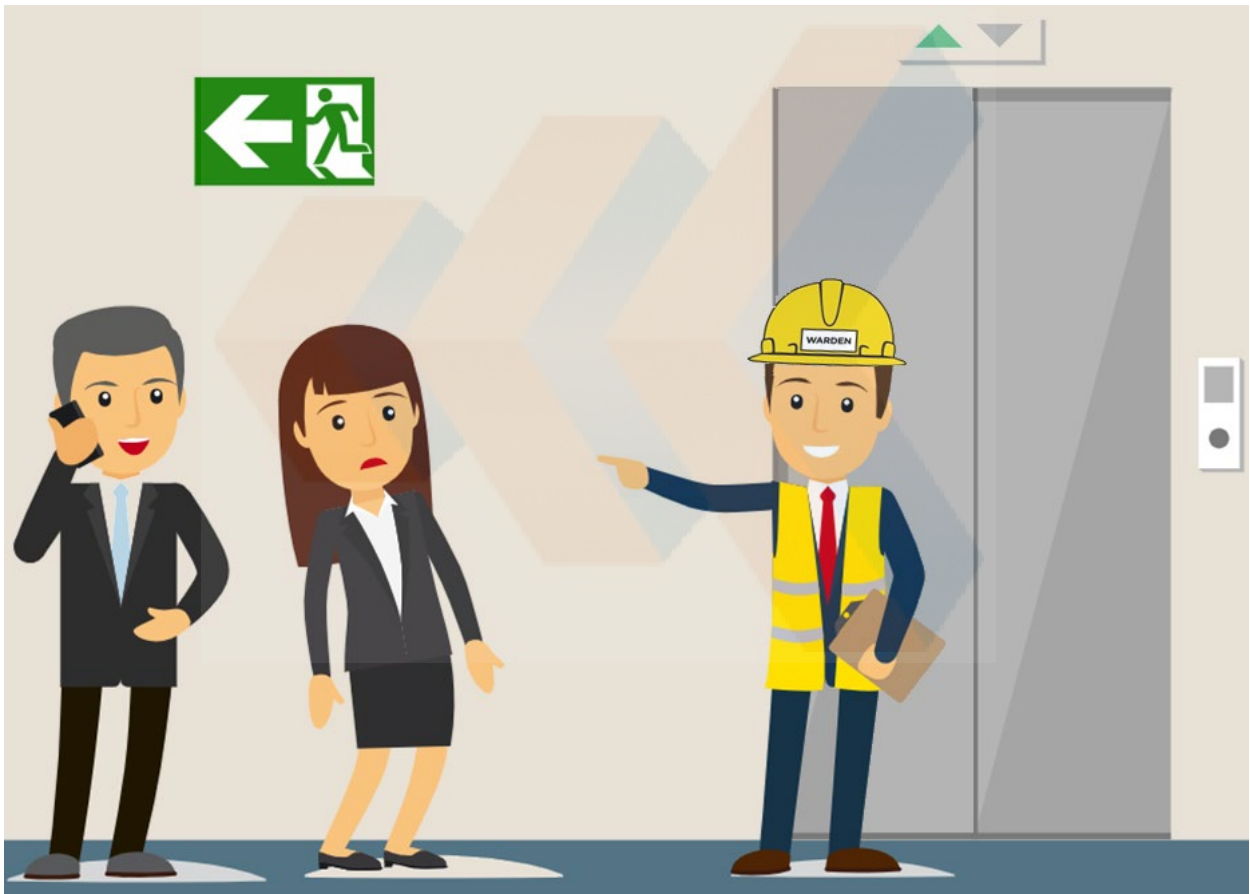
EVACUATION

Evacuate on advice or after the threat has been evaluated, and evacuation is considered to be the safest response. Chief Warden will determine if evacuation is appropriate.

- Wardens should conduct a cursory search of the egress path
- The Chief Warden will nominate an assembly area that is well away from the default assembly point. Wardens will be advised of the assembly area prior to evacuation or by Evacuation Coordinators
- If advised to do so, take all personal belongings
- 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.





AFP
AUSTRALIAN FEDERAL POLICE
AUSTRALIAN BOMB DATA CENTRE

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):

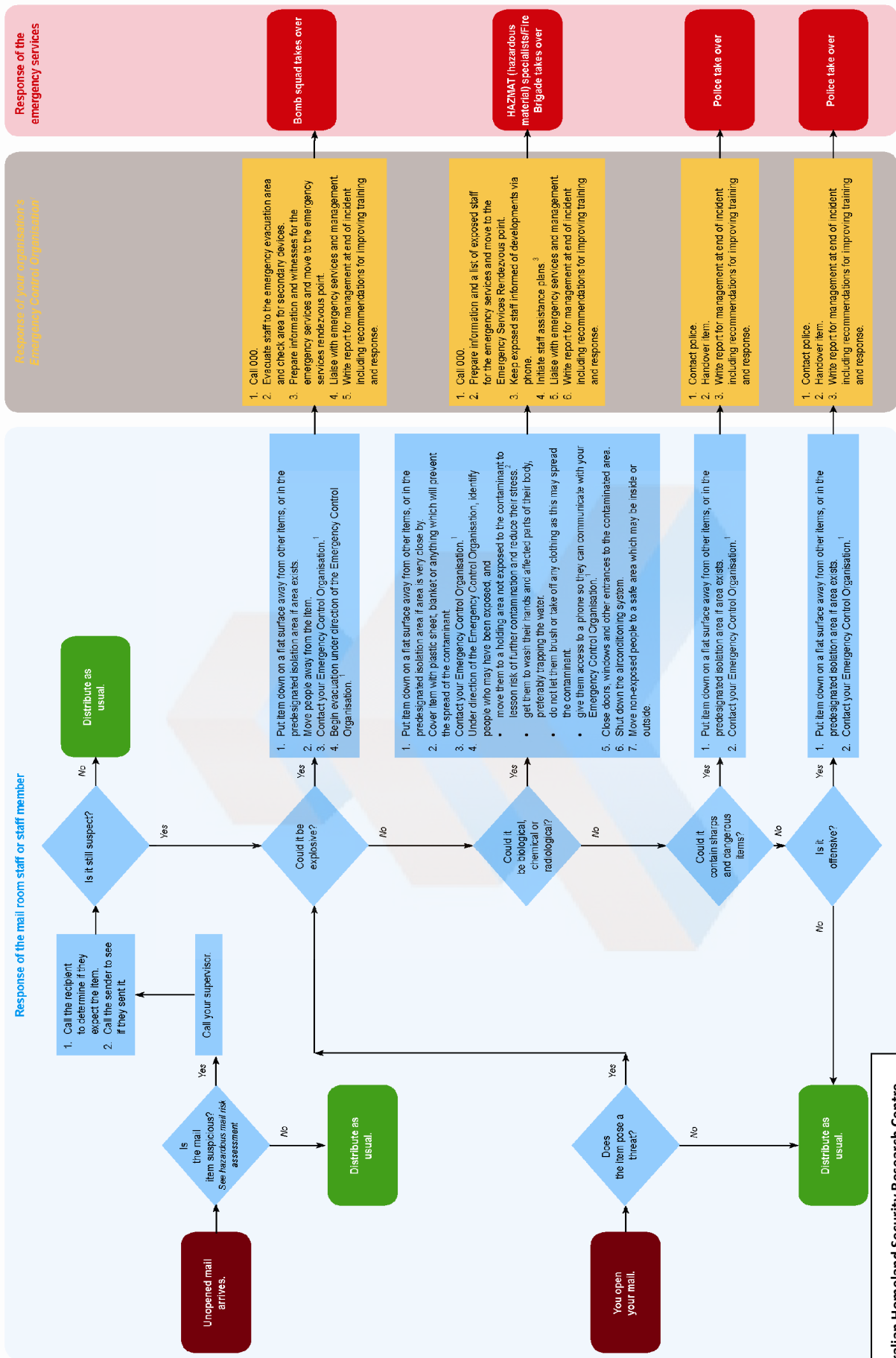
Telephone number:

Date call received:

Time received:

Signature:

Mail Handling Flow Chart



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PO Box 295, Curtin ACT 2605
www.homelandsecurity.org.au



INTERNAL EMERGENCIES

(Reference: Emergency Management Australia)

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

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 unplanned outage Security should be notified immediately on 0400 060 201, the fault will be investigated, and a decision made as to the severity or likely impact. If it is deemed appropriate, Security 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 fault at the Energy Supplier. 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 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.) 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, 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 Security 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.

CYBER ATTACK:

Increasingly sophisticated technology solutions for building management are implemented by Allendale Square. Some of the commonly used solutions of this type include systems to automatically control lifts, access control, heating, ventilation, and air conditioning (HVAC), lighting, and/or safety systems.

For the purpose of this emergency management plan, a cyber-attack on a commercial property is any attempt to gain unauthorised access to a computer, computing system or computer network with intent to retrieve sensitive information and/or to control and disrupt buildings essential, emergency, security, or general operational services.

This may result in a sequence of unwanted events as outlined within this document, which negatively impacts on our business and our people.

Cyberattacks can be difficult to identify and may present in the form of general operational faults within the building. All building occupants are to immediately report any unusual operational aspects within the building E.g.- auto-secured areas unlocked when they should otherwise be locked, unusual displays or 'glitching' on electronic media/screens, installation of data/electronic/security devices that are unknown or have not been formally communicated via management etc.



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, security as 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 DFES, 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 evacuation 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 usually 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, security as 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 Wardens of situation; ensure they are prepared for possible evacuation
- Ensure Emergency Services are notified and request an ambulance if required
- If necessary, instruct 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 WARDEN DUTIES

- Organise assessment of injury and damage to your area.
- Call Security on 0400 060 201 and be prepared to commence evacuation.
- Commence evacuation when directed.

DEPUTY WARDENS' DUTIES

- When safe to do so, make contact with Floor 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 communication, especially in confrontational situations; one of the more effective methods 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 have 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 via security on 0400 060 201
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:

WARDEN IN THE AFFECTED AREA: On becoming aware of a security incident:

- Ascertain the accuracy of the information received
- Notify Security on 0400 060 201 and 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

CHIEF WARDEN DUTIES

- 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 is received
 - To make contact via telephone 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 security as the Chief Warden as soon as possible. *(Including any persons requiring medical attention who may be isolated)*
- Advise security as 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 EWIS 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 and Security on 0400 060 201
- 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 intruder’s 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, Allendale Square security are to be informed on 0400 060 201.

RESPONSIBILITY

Allendale Square Security and the Building's Emergency Control Organisation should coordinate the response to an incident until the arrival of the police to whom they should provide as much assistance as required. As soon as security as the Chief Warden 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) notify Allendale Square Security on 0400 060 201; 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 such as fire occurs and the demonstrators are within your area of responsibility, demonstrators 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 pacify any hostages in shock or who are panicking
- 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

ACTIVE SHOOTER

(Reference – Australian National Security)

Introduction

Places of mass gathering (PMG) can pose a broad range of security challenges for their owners and operators. They have been specifically identified—both nationally and internationally—as attractive targets for religious and political extremists, as well as disgruntled or mentally impaired individuals. Armed offender attacks have occurred and continue to occur in crowded places such as sporting, transport, and entertainment venues.

These guidelines are intended to increase understanding of the threat that **active shooter** incidents pose to PMG. In particular, they seek to illustrate the key role that private sector stakeholders can play in developing and implementing appropriately informed prevention, preparedness, response, and recovery arrangements to reduce the risks posed by such a threat.

The guidance material has been developed by the Mass Gatherings Advisory Group on behalf of the Australia-New Zealand Counter-Terrorism Committee (ANZCTC), with input from the Mass Gatherings Business Advisory Group.

Threat context

Terrorist propaganda continues to promote the efficacy of ‘stand-alone’ attacks, encouraging individuals, particularly those based in Western countries, to conduct attacks at home rather than travelling to conflict zones. The bombings that occurred in Boston on the afternoon of 15 April 2013, close to the finish line of the Boston Marathon, demonstrate the threat this type of ‘home-grown’ terrorism poses to PMG.

The Anders Breivik attack in Norway in July 2011 demonstrates that terrorist attacks can occur without forewarning and security services cannot guarantee visibility of all terrorist attack planning. It is also a reminder that although al-Qa'ida, its affiliates and Islamist extremists supportive of its ideology continue to pose a significant threat to Australia, attacks may also be inspired by a non-Islamist ideology and be driven by local issues.

Notwithstanding the threat posed by improvised explosive device (IED) attacks, international experience indicates that firearm attacks continue to be one of the more common strategies adopted by violent extremists, particularly in Western countries where firearms are often readily accessible. Within the Australian context, while access to firearms is well regulated in comparison, their use is still considered to be one of the most likely methods of attack.

Historically, Australia and New Zealand have not been immune from active shooter events.

Several significant incidents have occurred at government buildings, shopping centres, universities, and public spaces over the past 25 years. The Port Arthur, Hoddle Street, Strathfield, and Queen Street incidents in particular demonstrate that active shooter mass casualty attacks in Australia remain a real and persistent threat to the community.

In August 2009, police arrested four men in association with a terrorist plot targeting the Holsworthy Army Barracks in NSW, where several Australian Defence Force units involved in overseas deployments are based. The perpetrators planned to infiltrate the barracks and shoot as many people as possible.

These guidelines provide specific advice on the active shooter threat. Guidance material on the threat posed by IEDs (Improvised explosive device) will form the basis of a separate set of ANZCTC guidelines.

Characteristics of active shooter incidents

The typical active shooter will attempt to kill as many people as possible within a short period of time. This is why they generally target places where they can achieve the greatest impact—i.e., crowded places. The rapid development of active shooter incidents often means the police first responders will be uniformed, general-duties police.

An active shooter incident does not generally include a hostage situation, but can potentially transition into one, particularly during the resolution phase.

General features

Research to-date has not identified any significant trends regarding active shooter incidents, particularly in the Australian-New Zealand context. In fact, most incidents vary greatly from one attack to another. The following general features, however, are common elements of active shooter incidents:

- **Incidents often occur in confined or controlled areas of high target concentration.**
- **Incidents often involve ‘soft targets’ such as shopping centres, schools and other PMG.**
- **Most incidents evolve rapidly and are often over within 10-15 minutes.**
- **Many active shooters will continue to attempt to harm victims until confronted by law enforcement personnel or another type of intervention, or they commit suicide.**

Most incidents are generally not resolved through negotiation or other peaceful means.

Weapons

Historically, Australian active shooter incidents have involved the use of long arm weapons (rifles and shotguns) although the use of handguns has become more prominent over the past ten years. Firearm ownership restrictions introduced by the government following the Port Arthur massacre significantly reduced the number of semi-automatic weapons in the community. Each year, however, many firearms are stolen from licensed firearm owners and could potentially fall into the wrong hands. Potential active shooters may therefore be able to access a wide variety of firearms, either legitimately or through criminal activities or connections.

Primary objectives

In most incidents, active shooters need freedom of movement and ready access to victims in order to achieve their objective. Therefore, **minimising the offender’s access to potential victims** should be the primary objective of any plans or strategies. This is most likely to be achieved through the following activities:

- **initiating immediate response activities**
- **minimising the duration of the incident**
- **restricting the offender's movements**
- **moving people from danger**
- **preventing people from entering the scene**
- **helping police to locate and contain the shooter.**

TIME + FREEDOM OF MOVEMENT = INCREASED CASUALTIES

Firearm attack - initial action advice for Security (Chief Warden)

Response priorities: During an active shooter incident the *primary response objective* and the potential actions for achieving them may include:

Saving and protecting life

- Appoint an incident manager to coordinate activities until police arrive.
- Use access control systems to restrict or deny access to the building.
- Commence CCTV surveillance and track the offender(s).
- Communicate appropriate cover and concealment options to those present.
- Identify and establish a safe first aid location.
- Restrict further vehicle access to the site (bollards, gates, road closures, etc.).
- Restrict physical access to the site or general vicinity.

Facilitating the evacuation of those at risk

- Notify key staff of the incident through prearranged messages/codes and methods.
- Appoint an evacuation coordinator and ensure they have situational awareness.
- Provide guidance on safe routes for those that are self-evacuating.
- Assess the suitability and potential safety of normal evacuation routes.
- Evaluate the safety of standing evacuation assembly area and change if necessary.
- Identify potential safe places or strong holds for those unable to evacuate.

Containing the incident or threat

- Consider using electronic or mechanical isolation systems to constrain the movement of the offender or restrict access to potential victims (locking down lifts, access control systems).
- Identify and establish a perimeter.
- Use the existing built environment to best advantage for safety and containment action.
- Consider restricting escape options for the offender if these may endanger others.

Supporting emergency response and investigation activities

- Identify and communicate safe access routes/form up points for emergency services.
- Consider using CCTV and other remote methods where possible.
- Commence incident and decision-making logs.
- Nominate a communications officer to meet/brief the police.
- Ensure access to site plans and CCTV footage (where possible).
- Clearly identify when incident management has transitioned to the police.
- Provide ongoing support to the emergency response action as requested.

Firearm attack - initial action advice for wardens and building occupants

Attacks involving firearms may be infrequent, but it is important to be prepared to respond to such an incident. The advice below will help with planning a response.

ESCAPE

- **Under immediate gunfire** – Take cover initially but attempt to leave the area as soon as possible if safe to do so. Try to confirm that your **escape route is safe**.
- **Nearby gunfire** - Leave the area immediately, moving away from the gunfire if this can be achieved safely.
- **Leave your belongings behind.**
- **Do not congregate at the primary assembly area.**
- **Try to maintain cover (see below).**

Cover from gunfire

If you are unable to escape, take cover or seek shelter from:

- Substantial brickwork or concrete walls
- Engine blocks of motor vehicles
- Base of large live trees
- Earth banks/hills/mounds
- Cover from view
- Internal partition
- Car doors
- Wooden fences
- Curtains

SEE

The more information you can pass on to police the better, but NEVER risk your own safety or that of others to gain it.

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

- Details of any firearms being used or possessed
- Exact location of the incident
- Whether the perpetrator is stationary or moving in any particular direction
- Number of casualties
- Number of other people in the area
- Number and description of offenders and their motives or intent (if known or apparent)
- What else they are carrying.

TELL

- Ring police immediately on 000 and give them the information shown under 'See' Ensure Security are also notified on 0400 060 201.
- Stay on the line and provide any other information or updates the operator requests (if safe to do so).
- Use all the channels of communication available to you to inform staff, visitors, neighbouring premises etc. of the danger.

IF YOU CAN'T ESCAPE...

ACT

- Secure your immediate environment and other vulnerable areas.
- Keep people out of public areas, such as corridors and foyers.
- Consider locking/barricading yourself and others in a room or secure area.
- Try to choose a room where escape to a more secure area may be possible.
- Move away from the door, remain quiet and stay there until told otherwise by *appropriate authorities*, or you need to move for safety reasons.
- Silence mobile phones and other devices that may identify your presence.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself if you are located.

Police response

In an attack involving firearms a police officer's priority is to protect lives. In an active shooter scenario, this usually means locating the offender as quickly as possible, even if it means initially moving past people who need help.

Please remember:

- **At first police officers may not be able to distinguish you from the gunman.**
- **Police officers may be armed and could point guns in your direction.**
- **They may initially move past you in search of the gunman.**
- **Avoid quick movements or shouting and keep your hands in view.**
- **Promptly follow any instructions given.**

Be aware that police may enter your location at some stage to secure the building and locate people that have hidden from the threat.

In the case of an emergency, dial 000 and notify security on 0400 060 201.

ACTIVE SHOOTER RESPONSE FLOW CHART FOR ALLENDALE SQUARE-77 ST GEORGES TERRACE, PERTH





NATURAL EMERGENCIES

NATURAL 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 the 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 earthquakes at the plate boundary but should still be taken seriously. The most active region in Western Australia is called the Southwest 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 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 thrown in the air;*

EARTHQUAKE EMERGENCY PROCEDURES

(Reference WA State Emergency Service)

Generally, the SAFEST PLACE to be is in the OPEN - away from buildings. However, if you are in a building when the earthquake strikes, you should NOT attempt to run from the building. Outside the building, you may be met with falling debris and power lines. It is much safer for you to remain in the building.

STATE EMERGENCY SERVICE guidelines for 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 under a desk from falling debris 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. It may be safer to remain within the property if it has not suffered substantial damage.
3. Ensure emergency stairwells are safe before moving through them.
4. Keep all persons away from windows at all times.
5. Beware of *Aftershocks*.

EMERGENCY SYSTEMS

Property emergency systems may have been damaged.

Attempt to communicate with the security by telephone on 0400 060 201 (*non PABX phones may operate in a power failure*) or by runner if safe to do so.

ECO ACTIONS

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

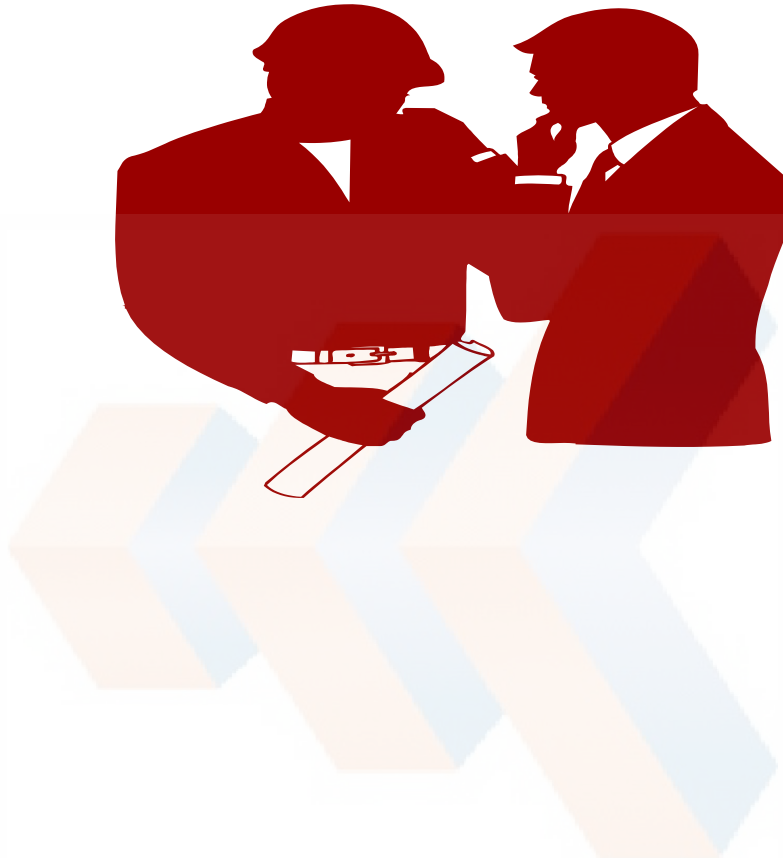
The duties of this organisation will include:

- 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 Wardens and Wardens
- It is important the Floor 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
- Identify and co-ordinate the use of all transistor radios and torches
- Allocate duties to persons to communicate, remove debris – (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

Staff should monitor the Bureau of Meteorology and DFES 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 would include:

- Clean-up of site
- Storing non-essential plant and equipment in a safe location
- Inspecting, maintaining, and testing essential plant and equipment
- Monitor BOM advice regularly regarding the location and intensity of the storm

POST-STORM

Immediately that all clear is given, building management 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 clean-up/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
- Hold floor paddle so it is visible to all floor occupants
- Ensure floor occupants remain at the assembly area until further instructions are given.

EVACUATION CHECK

TIME:

DATE:

NATURE OF EMERGENCY:

FIRE LOCATION:

BOMB THREAT:

OTHER:

EMERGENCY SERVICES INFORMED

(Station notified, Time called, and Time arrived)

FIRE BRIGADE:

POLICE:

AMBULANCE:

HOSPITAL:

COMMENTS:

SIGNATURE:

(Print Name & Title)

1. The Floor Warden will advise the result of the search to the Chief Warden.
2. If a particular place is named, it may be decided to evacuate the floor, the two above and the one below.

People Who Require Assistance Record

Name	Area / Floor Location	Area / Floor Department	Assistance Required	Assistant 1	Assistant 2



Personal Emergency Evacuation Plan

To be fully compliant with the Australian Standard **AS 3745-2010: Planning for Emergencies in Facilities**, a Personal Emergency Evacuation Plan (PEEP) should be included as part of your overall Emergency Management Plan. A PEEP is an individualized emergency plan designed especially for an occupant with a special need who may need assistance during an evacuation.

The aim of a Personal Emergency Evacuation Plan (PEEP) is to provide people with any form of disability, who cannot be adequately protected by the standard fire safety provisions within the Allendale Square, with a similar level of safety from the effects of fire or other emergency as all other occupants.

A Personal Emergency Evacuation Plans is required whenever an employee is unable to safely and independently use an emergency exit stairwell to evacuate in case of emergency. In addition, restricted mobility should not place another employee at risk of harm. All employees with restricted mobility to evacuate via descending multi-level stairwells must have an individual Personal Emergency Evacuation Plan.

The following checklist must be incorporated into your site induction with the prompt:

Does the employee have restricted mobility which impairs their ability to independently evacuate a building?"

If the answer is "Yes" a Personal Emergency Evacuation Plan needs to be implemented immediately. They need to update their condition or disability details into the Human Resources Kiosk Profile in the EEO screen.

Particular note should be made where the following exists:

- Accompanied by an assistant
- Having a guide or companion animal
- Having a walking or ambulatory disability
- Using a wheeled mobility appliance
- Using alternative forms of information and communication
- Who are easily fatigued?
- Who easily experience acute anxiety in an emergency?
- Who easily experience extreme confusion in an emergency?

Visitors, contractors, volunteers would also be required to have a PEEP, which is usually a standardised business practice.

Provide the PEEP to the floor Fire Warden, a copy to the employee and a copy onto their personnel record.

Personal Emergency Evacuation Plan (PEEP)

To be completed by the Manager. (If the individual works in more than one building, then it may be necessary to prepare a separate PEEP for each building)

PERSONAL EMERGENCY EVACUATION PLAN	
Name	
Building/Facility	
Location; <i>Level, Room or Suite</i>	
AWARENESS OF EVACUATION PROCEDURE	
_____ is informed of an evacuation by: (please tick ✓ relevant box)	
existing alarm system <input type="checkbox"/>	visual alarm system <input type="checkbox"/>
pager device <input type="checkbox"/>	Other (please specify) _____ <input type="checkbox"/>
DESIGNATED ASSISTANCE	
The following have been designated to give _____ assistance to get out of the building in an emergency	
Name	
Contact Details: <i>Level, Room/Suite</i>	
<i>Phone</i>	
Name	
Contact Details: <i>Level, Room/Suite</i>	
<i>Phone</i>	
METHODS OF ASSISTANCE (e.g., <i>Transfer procedures and method</i>)	
Is An Assistance Animal Involved (please tick ✓ relevant box) <input type="checkbox"/>	
EQUIPMENT PROVIDED (including means of communication)	
PERSONALISED EVACUATION PROCEDURE (A step by step account beginning with the first alarm)	
1	
2	
3	
4	
ARE YOU TRAINED IN THE EMERGENCY EVACUATION AND RESPONSE PROCEDURES	
(Please tick ✓ relevant box) <input type="checkbox"/>	
PREFERRED METHOD OF RECEIVING UPDATES TO THE EMERGENCY RESPONSE PROCEDURES	
(Please tick ✓ relevant box) Text <input type="checkbox"/> Email <input type="checkbox"/> Braille <input type="checkbox"/>	

DIAGRAM OF PREFERRED ROUTE FOR ASSISTED EVACUATION



Monitor and Review

Signed by Manager		Date	
Signed by Individual		Date	

WARDEN NOMINATION FORM



P.O. Box 324,
Karrinyup WA 6921
Tel: 08 9445 6390
Web site- www.everysecondcounts.com.au
E-Mail-info@everysecondcounts.com.au

BUILDING EMERGENCY CONTROL ORGANISATION (ECO)

Please consider the following duties and warden selection criteria and promptly return the warden appointment form attached, to enable the training and procedures to be developed as soon as possible.

Floor or area wardens should be appointed consistent with the level of their day-to-day responsibilities.

The appointment of deputies shall be considered, to ensure the effective functioning of the ECO. Persons appointed as deputies shall have the same capabilities and personal attributes as required for the substantive position.

FLOOR/AREA WARDEN

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

Persons appointed as floor/area 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.

WARDEN (DEPUTY)

Persons appointed as wardens should—

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

As a minimum we ask that you appoint 2 wardens for your area. If your normal on site staff exceeds 20 please nominate an additional warden for each 15 persons.

If you have any questions, please contact me at anytime on 9445 6390.

Yours faithfully,

Hayley Webb
Administration Manager

Attached: *Warden Appointment form*



Every Second Counts as the appointed emergency planning and training consultants seek your assistance in confirming the appointment of warden/s within:

Building address:.....

We confirm the appointment of the
Name of Company

following person/s as Floor / Area wardens (*and any other employee/s who may perform these duties from time to time*) for the purposes of evacuation procedures and practices; in compliance with Section 19 Occupational Health & Safety Act 1984, and Regulation 3.10 of the Occupational Safety & Health Regulations 1996:

LEVEL:	NAME:	TEL NO:	MOBILE NO:	EMAIL:	FLOOR WARDEN (FW) WARDEN (W)
(eg) 2	Jane Smith	9555 5555	0455 555 555	jsmith@here.com.au	FW

- We recognise our responsibility under the S.19 of the OS&H Act 1984 to facilitate and support the wardens attendance at emergency procedures training and practice sessions, and that decisions made by wardens during emergency situations take precedence over the normal management structure.
- We will indemnify our wardens from any legal action, which may arise from a decision made during any evacuation, practice or actual emergency.

Signed:.....Printed Name
Signature of Company Director/Authorised Delegate

Position:Date:

Tel no:Email:.....

Return Completed form to: hayley@everysecondcounts.com.au

EVACUATION DIAGRAM

EMERGENCY EVACUATION DIAGRAM ALLENDALE SQUARE ARCADE – 77 ST GEORGES TERRACE PERTH

- 1** When the **ALERT TONE (beep beep beep)** sounds, stop what you are doing and prepare for evacuation. Listen for instructions. Follow direction of your warden.
- 2** When the **EVACUATE TONE (whoop whoop whoop)** sounds, under the instruction of the Wardens, evacuate the building via the Emergency Exit. If no wardens are present, evacuate the building immediately via your nearest exit.
DO NOT USE LIFTS
- 3** Do not panic. Move to the **Assembly Area**.
A WITHIN STIRLING GARDENS
- 4** Do not return to the building until given the “All Clear” by the Chief Warden or Emergency Services.

