

EMERGENCY PROCEDURES MANUAL



PARKSIDE
123 DONNISON STREET
GOSFORD

Emergency and Procedures Manual

Emergency Phone Numbers

Emergency Equipment

Emergency Control Organization

Chief / Deputy Chief Warden

Communications Officer

Operation of Fire Equipment

Internal / External Emergencies

Bomb Threat

Medical Emergency

Appendices

EMERGENCY PROCEDURES DISTRIBUTION LIST

Recipient:

Chief Warden / Deputy Warden..... 1 Copy
Wardens..... 1 Copy
NSW Fire Brigade Gosford..... 1 Copy
Centre Manager..... 1 Copy

APPROVED BY:..... DATE:.....

AMENDMENTS

A copy of this Procedures Manual and all revisions of the emergency Evacuation Plan shall be maintained at Parkside Gosford and submitted to:

NSW Fire Brigade, GOSFORD

This manual shall be reviewed and immediately amended, if necessary, whenever:

The Procedures fail in an emergency

The facility changes in its design, construction, operation maintenance, or other circumstances, in a manner that materially increases the potential for fire, explosion, emission or discharge of hazardous waste constituents, or changes in the response necessary in an emergency.

The members of the emergency control organization changes.

The list of emergency equipment changes.

Any Parkside Gosford / nominated persons / tenants phone number changes.

At all times, there shall be at least one nominated person in Parkside Gosford, or on call with the responsibility for co-coordinating all emergency response measures (Chief Warden).

AMENDMENTS RECORD

(Amendments are to be entered immediately on receipt)

Amendments must be approved by Parkside Management and the Emergency Planning Committee, proposed amendments to be discussed at meetings

Amendment		Amendment made by	Approval
Date	Page number		

DEFINITIONS

AREA WARDEN

Person nominated to head the Emergency Control Organization for an area in the building.

ASSEMBLY AREA

Predetermined external area, which is used when a building is evacuated. This area is established to check that persons are accounted for, to brief persons evacuation on future action, and to prevent re-entry to the building.

PRIMARY ASSEMBLY AREA

Footpath in front of Anglican Church, Donnison Street.

SECONDARY ASSEMBLY AREA

Across Donnison Street to stage area, Kibble Park.

CHIEF WARDEN

Person nominated to head Emergency Control Organization for the site.

COMMUNICATIONS OFFICER

Person nominated to control the communications during an emergency (Reception/Switchboard Operator) who will act as directed by Chief Warden/Deputy Chief Warden.

SENIOR OFFICER RESPONDING EMERGENCY SERVICES (OIC)

This is the most senior officer in charge of responding emergency services. This may be Ambulance, Fire or Police. On arrival the OIC will assume responsibility for the building and its occupants until such time as the incident is concluded and it is safe to re-occupy the building.

EMERGENCY

Any event which arises internally or from external sources which may adversely affect the safety of persons in a building or the community generally and requires immediate response by the occupants.

EMERGENCY CONTROL ORGANISATION (ECO)

A structured organization drawn from staff on site to organize and supervise the safe movement of all occupants of the building in an emergency.

EMERGENCY PLANNING COMMITTEE (EPC)

A committee responsible for establishing response procedures, Emergency Control Organization, emergency planning and evacuation exercises.

EVACUATION

Evacuation is the movement of people from immediate danger to safety in a quick and safe manner

FIRST AID OFFICER

Nominated person trained in First Aid and holding a current First Aid Certificate.

HAZARD

A danger or risk which if not eliminated or controlled, may result in an emergency.

MASTER EMERGENCY CONTROL POINT (MECP)

A dedicated point where all emergency situations will be controlled by the Chief Warden. This point is located at the front entry foyer at reception to ET Australia.

OFFICER IN CHARGE (OIC)

The senior officer of the responding Emergency Services will assume responsibility for the building and will be the officer in charge on arrival.

PATH OF EGRESS

Way out of the building to the Nominated Assembly Area.

WARDEN

Nominated person appointed to assist the area warden during an emergency to ensure the life and safety of occupants. Wardens will carry out the roles of the area warden in their absence.

ESTABLISHMENT OF AN EMERGENCY CONTROL ORGANISATION (ECO)

In the event of an emergency situation all occupants may have to be evacuated from the building. To facilitate this, an Emergency Control Organisation (ECO) consisting of Wardens drawn from the staff, has been established in accordance with the Australian Standard AS3745-2010 'Emergency Control Organisation and Procedures for Buildings, Structures and Workplaces'.

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GENERAL INFORMATION

INTRODUCTION

The building is located at **123 Donnison Street, Gosford** and consists of multiple youth service organizations on the ground floor offices incorporating six (6) community service organizations and the Youth Arts Warehouse on the first floor.

These Emergency Response Procedures have been designed to provide a step-by-step summary of actions for all building occupants.

These procedures have been prepared to assist all occupants, staff, visitors and contractors in dealing with an emergency. When following these procedures, the first priority is the safety of all the occupants. If safe to do so, ensure protection of records, property and other assets.

TENANCIES:

Regional Youth Support Services (RYSS)
Employment & Training Australia Inc (ET Australia)
ET Australia Secondary College (ETASC)
Verto Apprenticeship Centre (Verto)
Options Disability Support (Options)
After Care Resource Centre (ARC) (Relationships Australia)

Office Hours: 8.30am-5.00pm Monday to Friday

EMERGENCY PLANNING COMMITTEE

An Emergency Planning Committee is generally formed from representatives of occupant groups and should include the Chief Warden and Deputy Chief Wardens and others who have special knowledge of the building such as house engineers.

The Emergency Planning Committee of the building has the following duties:

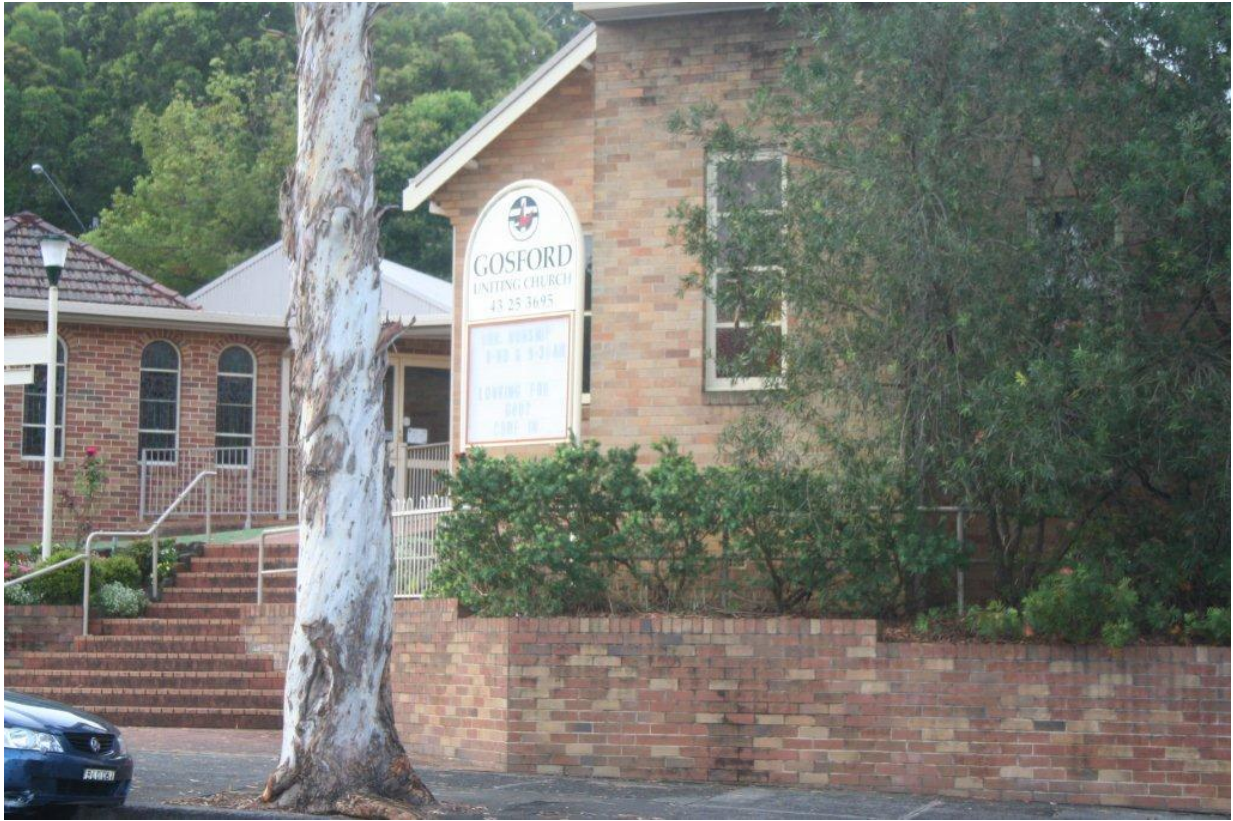
- Review and implement changes to emergency evacuation plans
- Ensure that personnel are appointed to all positions on the ECO
- Arrange for the training of ECO personnel
- Arrange for the conduct of evacuation exercises and arrange for procedure improvements
- Meet Bi Monthly to review and implement necessary changes to the Emergency Plans

EMERGENCY PLANNING COMMITTEE CONSISTS OF:

Representatives of each sub tenancy of Parkside Gosford

Parkside Manager	ET Australia
RYSS	Options
ARC (Relationships Australia)	ET Australia Secondary College
Verto	Other representatives as required

ASSEMBLY AREA



PRIMARY ASSEMBLY AREA:

FOOTPATH IN FRONT OF GOSFORD UNITING CHURCH, 129 DONNISON STREET

In the event of an emergency, the Chief Warden will advise which assembly area is to be used. If it has been determined that the primary assembly area is unsafe, e.g. bomb threat, the Chief Warden will advise members of the ECO to instruct staff to the secondary assembly area.



SECONDARY ASSEMBLY AREA: ACROSS DONNISON STREET TO THE FRONT OF KIBBLE PARK STAGE

WARDEN INDEMNITY

AS3745-2010 states "Facility owners, managers, occupiers and employers should obtain professional advice on the level of indemnity provided to ECO members. The ECO members should be advised of the level of indemnity provided". Both the Emergency Planning Committee and Emergency Control Organization personnel shall be indemnified by their employer against civil liability resulting from workplace emergency response assessment, education, training sessions, periodic exercises or emergency evacuation of a building where the personnel act in good faith and in the course of their emergency control duties.

MAINTAINING PROCEDURES

A successful full evacuation exercise usually signals the satisfactory implementation of the emergency procedures. The Emergency Planning shall ensure the procedures remain viable and effective by review and monitoring at periods not exceeding 12 months.

To ensure that interest in, and knowledge of, the procedures are maintained and that the ECP personnel maintain their skills, the EPC shall ensure that:

The ECO meets as required or at intervals not greater than six months

Training sessions are conducted to maintain the knowledge and skills of wardens

The ECO personnel, who vacate their positions, are promptly replaced

Evacuation exercise are conducted

The administrative requirements of ECO are maintained, e.g. training records, equipment maintenance, nomination of new wardens and the like

The procedures are reviewed after an emergency, an exercise or any changes that affect the emergency management plan.

Wardens should be aware that their primary duty is not to combat emergencies, but to ensure, as far as practicable, the safety of occupants and their orderly evacuation from a hazardous area.

AUTHORITY OF WARDENS

All directions given by Wardens in respect of evacuating the site SHALL be obeyed in full.

IF ANY SUCH DIRECTIONS GIVEN BY WARDENS ARE INCONSISTENT WITH THOSE OF THE MANAGEMENT, THE DIRECTION OF THE WARDEN SHALL PREVAIL

EMERGENCY PHONE NUMBERS

Fire Brigade/Police/Ambulance	000
Electricity	13 13 88
Gas	13 19 09
Gosford Police	43 23 5599
Gosford City Council	43 25 8222
Poisons Information Centre	13 11 26
Security Provider-Allpoint	43 22 1713
Sheather Electrical	43 67 6255
Street Security	0414 849 436
AFTER HOURS EMERGENCY CONTACTS	
Gosford Council AH Emergency – 24 hours	43 65 1593
State Emergency Services – 24 hours	13 25 00
PARKSIDE OFFICE NUMBER	43 23 1060
Neighbour's Contact numbers	
Citicoast Realty	4324 1322
Shop 3 Coffee	0415 519 773
TENANTS	
RYSS	43 23 2374
ET AUSTRALIA	43 23 1233
ARC (RELATIONSHIPS AUSTRALIA)	43 22 3682
OPTIONS	43 21 0237
VERTO	1300 483 786

VISITOR/CONTRACTOR SAFETY

It is the policy of Parkside that the safety of staff and visitors is of paramount importance.

Remember **“SAFETY FIRST”**.

Visitors are to report to the receptionist at ET Australia upon arrival.

Whilst in the building visitors will be assigned to an agency representative who is responsible for locating their visitor, client or contractor.

Whilst in the building contractors will be assigned to the Parkside Manager or Representative who is responsible to account for the contractor.

VISITORS ARE TO ADHERE TO THE FOLLOWING INSTRUCTIONS:

- Report to the Reception desk on arrival
- Always stay with the designated host
- In the event of an emergency evacuation, follow the directions of the host who is to take the visitor to the evacuation area
- Visitors are not to leave the assembly area unless instructed or when it is safe to do so
- Report all incidents

Contractors are to report to ET Australia reception desk and then be directed to the Parkside Manager or representative. Contractors are to sign the contractors' book on arrival and sign in/out when entering/ leaving the building.

The host or agency representative will assume responsibility for the Visitor in the event of an evacuation.

STANDARD EMERGENCY RESPONSE PROCEDURES FOR ALL OCCUPANTS AND VISITORS

MOVE PERSONS FROM DANGER

NOTIFY RECEPTION – EXTENSION

222

RECEPTION TO NOTIFY CHIEF WARDEN

223

RING EMERGENCY SERVICES 000 POLICE, FIRE, AMBULANCE

GIVE THE FOLLOWING DETAILS:

Site Location: Parkside

Address: 123 Donnison St, Gosford

Nearest Cross Street Eliza Street

Type of Emergency e.g. Fire, Bomb Threat, Medical Emergency

Any other information relative to the emergency

After hours contact Emergency Services Immediately on: **000**

If **Competent** in use of the fire extinguishers, and if safe to do so, extinguish or attempt to control the fire

If the fire cannot be controlled, inform others in vicinity and **EVACUATE** the premises

ON BEING INSTRUCTED TO EVACUATE OR ON HEARING THE EVACUATION ALARM:

- Immediately stop what you are doing
- Staff members who are working on electronic equipment are to switch off power to their immediate unit.
- Close doors when and where it is safe to do so.
- Assemble as directed by your Area Warden
- Evacuate under directions of Area Wardens.
- If away from your normal place of work, do not try to return to it.
- Follow instruction of the Area Warden
- Leave the building via the nearest safe fire exit.
- Employees must ensure that visitors under their control, or within their local area, accompany them to the assembly area.
- Proceed to the nominated assembly area and wait there to be accounted for.
- Remain at the assembly area until the all clear is given by the Chief Warden.
- No employee is to talk to the media. All media liaison to be directed to Media Liaison Officer – Parkside Management.

NOTE: Should the incident pose an immediate threat to neighbouring premises, the Chief Warden will commence contacting neighbours by telephone or by sending runners. Refer telephone contact list. The effectiveness of these procedures depends on the willingness of occupants at all levels to make themselves aware of the immediate actions they must take in an emergency so that they are capable of acting promptly, calmly and efficiently.

EMERGENCY EQUIPMENT IN PARKSIDE GOSFORD (123 Donnison St, Gosford)

The following fire and emergency equipment has been provided in the Parkside Gosford building to ensure the safety of the occupants and the protection of property:

FIRE EXITS

Exit Direction Signs

Emergency Lighting

FIRE FIGHTING EQUIPMENT

Fire Extinguishers – Carbon Dioxide, Dry Chemical Powder

Fire Hose Reels

Fire Hydrants

OTHER EMERGENCY COMMUNICATION EQUIPMENT

Telephones – In the event of power failure, the telephones will not operate

Runners

Mobile Phones

Evacuation Alarm

Portable Radios (School & Reception)

DURESS ALARMS – located in the following areas

ET Reception

RYSS Reception Desk

Sub Office in RYSS

ARC

PANIC ALARMS – located in the following areas:

Disability accessible Toilet next to main public toilets

Disability accessible Toilet & Shower next to laundry

FIRST AID KITS

ET Reception

ET Australia Secondary College (School Office)

Options

Staff Kitchen

RYSS Office

RAISING AN ALARM

If a fire or an emergency situation occurs in the Parkside building, the alarm can be raised by:

A report by a member of the public or adjoining building occupants to a staff member. A report to the Chief Warden by an occupant. The Chief Warden notifying Wardens. Automatic activation of the duress alarm

EMERGENCY CONTROL POINT (ECP)

The Control Point (CP) is located at **the main entry foyer at ET Australia reception**

All emergency situations will be controlled from this point. If this area is not safe, then an alternative MECP will be designated by the Chief Warden. From the MEP, the Chief Warden can assess the extent of the emergency and control the response.

EMERGENCIES OUTSIDE NORMAL WORKING HOURS

If there is a fire or other emergency outside normal working hours, ALL personnel within the building are to **IMMEDIATELY** evacuate, leaving the building via the nearest safe exit to the nominated assembly area.

Personnel are not to re-enter the building until the all clear is given by the most senior officer in charge of the responding Emergency Services (Fire Brigade/Police).

ROLE OF THE EMERGENCY CONTROL ORGANIZATION (ECO)

The role of the Emergency Control Organization is to facilitate the safe and orderly evacuation of all occupants of the building in an emergency situation. The Emergency Control Organization is composed of occupants of Parkside.

THE COMPOSITION OF THE EMERGENCY CONTROL ORGANIZATION FOR PARKSIDE OFFICES CONSISTS OF:

Chief Warden
Deputy Chief Warden
Communication Officer
Area Wardens
First Aid Officers

WARDEN LIST WILL BE UPDATED MONTHLY AND INFORMATION ENTERED INTO THE PROCEDURES MANUAL BY THE CHIEF WARDEN – PARKSIDE

THE PRIMARY FUNCTIONS OF THE EMERGENCY CONTROL ORGANIZATION IN AN EMERGENCY ARE TO:

Ensure the safe and orderly evacuation of all occupants from the building to a safe area called the Assembly Area.

Account for personnel at the assembly area.

Prevent personnel from re-entering the building whilst evacuation is in progress

EMERGENCY CONTROL ORGANIZATION

ECO Role	Name	Business Unit	Extn #
Chief Warden	Tony Mylan	Parkside	223
Deputy Chief Warden	Jessica Brett	Parkside	222
Area Warden	Jessica Brett	ET Australia	222
Area Warden	John Lenton / Lachlan Scott	ETASC	233/229
Area Warden	Viv Whitmore	RYSS	254
Area Warden	Peta Gwyn/Gabe Streater	Options	259
First Aider	Jessica Brett	ET Australia	222
First Aider	Viv Whitmore	RYSS	254
First Aider	All staff have First Aid	Options	259
Communications Officer			

REMOVAL OF VEHICLES IN AN EMERGENCY

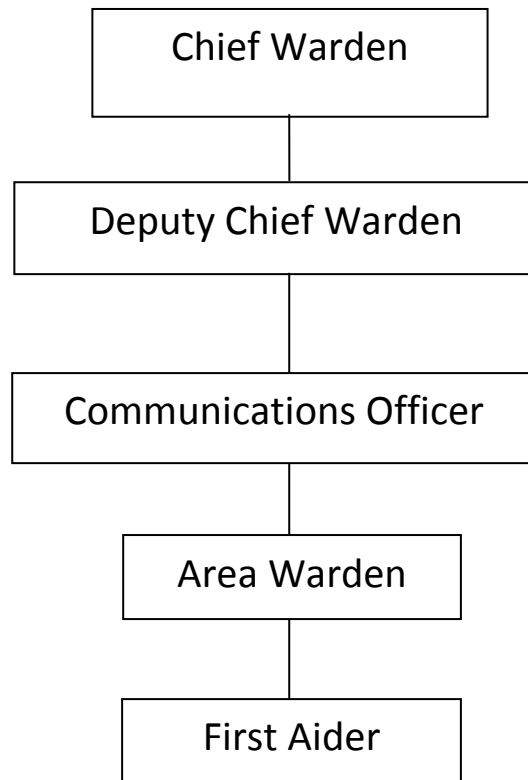
The Chief Warden should prevent the movement of vehicles from car parks and on site during an emergency. On arrival, the Officer-in Charge of the Emergency Services will determine if it is safe to allow people to remove vehicles from the property.

MAINTAINING THE EFFECTIVENESS OF THE EMERGENCY CONTROL ORGANIZATION

A determined effort is required by all occupants of Parkside, particularly Managers and staff, to ensure the following is maintained:

- Suitable persons are nominated to carry out the duties of Wardens in the building.
- As list of Wardens containing the name, telephone number and location of all Wardens in the building.
- Copies of the Warden lists should be maintained by the Chief Warden and Deputy Chief Warden/s.
- The Emergency Control Organization should meet at least every six (6) months.
- At least one (1) full scale evacuation exercise is conducted annually. All occupants are encouraged to participate to ensure they are familiar with the emergency response procedures.

EMERGENCY CONTROL ORGANIZATION



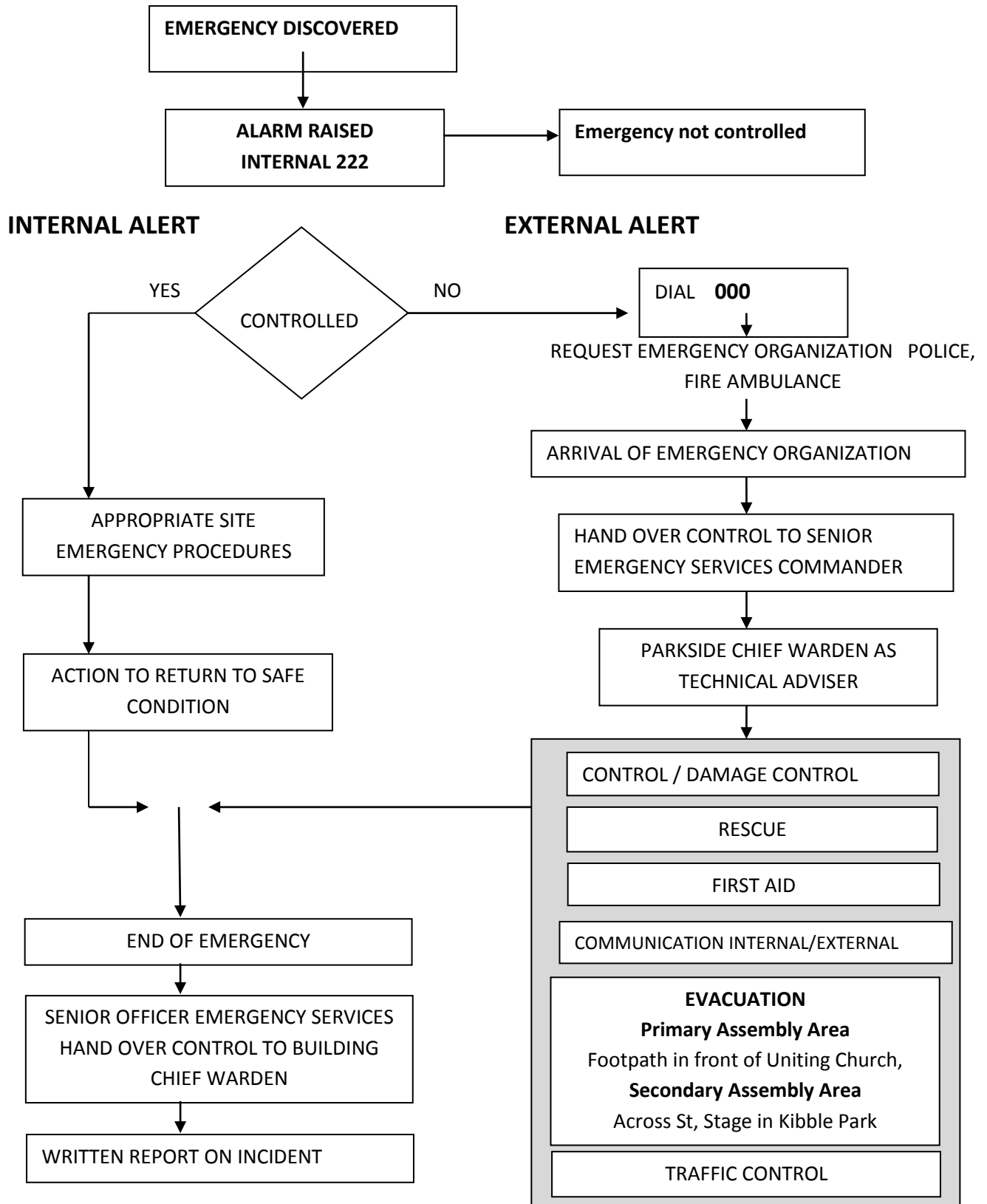
CHIEF WARDEN
(White Helmet)

CHIEF WARDEN/COMMUNICATION OFFICER
(White Helmet)

AREA WARDEN
(Yellow Helmet)

FIRST AIDERS
(Green Helmet)

EMERGENCY OPERATIONS FLOW CHART



ROLES AND RESPONSE OF CHIEF WARDEN

Upon receipt of an alarm, or being made aware of an emergency, the Chief Warden will respond immediately, determine the nature of the emergency, what emergency procedures are required to be implemented and activate the Emergency Control Organization.

The Chief Warden will assume control of all occupants of the building from the time emergency action is required until the arrival of the Fire Brigade or other Emergency Services.

The Chief Warden and the Deputy Chief Wardens' day to day duties should not require frequent absences from the building.

DUTIES OF CHIEF WARDEN IN THE EVENT OF FIRE OR OTHER EMERGENCY

PRE-EMERGENCY

Liaison with external fire protection service provider and ensure all aspects of the fire protection equipment are working correctly.

Conduct practice emergency evacuation exercise twice yearly.

ON BEING MADE AWARE OF AN EMERGENCY: LOCAL ALERT

Put on Warden helmet (White)

Investigate the area where the alarm/report originated

Assess and take control of the situation

Ensure the appropriate Emergency Services have been contacted; **000 Police, Fire Ambulance.**

Give address as: Parkside, 123 Donnison St, Gosford, affected area and type of emergency

Proceed to the Emergency Control Point and co-ordinate the evacuation

Evaluate the situation

Notify Deputy Chief Warden

Advise Area Wardens of the present situation and request they stand by their work location, or if an evacuation of part or the whole building is required, give instructions to evacuate.

Evacuate the affected area, adjacent areas and the other surrounding areas if further evacuation is required.

Ensure access to the site is restricted. This includes motor vehicles and visitors

If a false alarm, inform all Area Wardens to stand down.

When attending Emergency Services arrive, advise the Officer in Charge (OIC) of the following:

Location and extent of the emergency

Present situation

Confirm that all staff have been evacuated and accounted for

Report missing personnel and last known location

Any other relevant information

Obtain the all-clear from the Officer in Charge of the attending Emergency Services

Arrange the return of staff to areas vacated during the emergency

Stand-down the Emergency Control Organization when advised of the all-clear

Reset (or arrange for the resetting) of any plant or equipment shut down due to the emergency e.g. air conditioning.

Record details in log book

Brief senior management of the cause of the emergency

EXTERNAL ALERT

Notify immediate neighbours of an emergency situation

Keep Area Wardens informed of the situation

Receive reports from Area Wardens

The Senior Officer of the Fire Brigade or Police will take control of the situation upon arrival. If it is a fire situation, the Senior Fire Brigade Officer will take over the duties of the Chief Warden. The Chief Warden should remain at the Emergency Control Point to assist as required (if safe to do so).

POST EMERGENCY

Complete post incident reporting.

Facilitate reorganization and reconstruction activities so that normal operations can resume

Attend post emergency review meeting and advise Emergency Planning Committee, Chief Warden & WHS Manager to adjust procedures/plans where necessary.

Ensure appropriate resulting goals and strategies are pursued and eventually established.

THE CHIEF WARDEN WILL ALSO BE RESPONSIBLE FOR THE FOLLOWING:

Parkside Manager will be kept informed of the identity of materials being utilized at all times within the building.

Quarterly, the Work Health & Safety Committee will make a careful inspection of the building, checking all fire protection equipment, special hazards, alarms and exits and listing conditions that should be corrected.

(EPC) is responsible for establishing training and educational programs for the building personnel; conducting periodic practice drill and anticipating, if possible, where fires are most likely to occur and be sure that adequate equipment is available at these points.

The building emergency response plan will be reviewed annually by the Parkside Manager and the Emergency Planning Committee to ensure that it is effective and up to date. Proposed changes in building operation will be reviewed and the contingency plan modified, as required, simultaneously with said operational changes

CHIEF WARDEN CHECK LIST

EVACUATION & FLOOR SEARCH COMPLETED

FLOOR

ET Australia	Yes <input type="checkbox"/>	No <input type="checkbox"/>
ET Australia Secondary College	Yes <input type="checkbox"/>	No <input type="checkbox"/>
RYSS (Regional Youth Support Services)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
OPTIONS (Options Disability Support)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
ARC (After Care Resource Centre)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
YAW (Youth Arts Warehouse)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

KEY POINTS

	<u>SAFE?</u>			
Assembly Area External	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Emergency Service Notified	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Neighbouring Buildings Notified	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
External Wind Directions	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Contractor book taken to Assembly Area	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Meet Emergency Service	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Notify Security – Stop Traffic	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
All Areas of Building Evacuated	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>

ROLE OF DEPUTY CHIEF WARDEN

The Deputy Chief Warden assists the Chief Warden, and will assume the Chief Warden is absent.

PRE EMERGENCY

Know all aspects of the Chief Warden's role.

Know the locations of exit points from the building and locations and use of all fire protection equipment.

DUTIES OF DEPUTY CHIEF WARDEN IN THE EVEN OF FIRE OR OTHER EMERGENCY

ON BEING MADE AWARE OF THE EMERGENCY:

Of the Deputy Warden in the absence of the Chief Warden

Put on Warden Helmet (White)

Proceed to ECP and assist with the evacuation procedures under the directions of the Chief Warden

If unable to contact Chief Warden, instruct the communications officer to commence contacting Area Wardens and advise them of the nature and location of the emergency – see contact list page.

Reassure staff on the status of the emergency

Assist the Chief Warden as requested.

POST EMERGENCY

Assist with resetting of electrical equipment e.g. exhaust fans, air conditioning.

Inform the Parkside Manager of any system failures and suggest procedural changes as necessary.

COMMUNICATIONS OFFICER

1. As instructed by the Chief Warden, contact the Emergency Services
2. Obtain an outside line and **Dial 000**. Ask the operator for the service you require

a. FIRE / POLICE / AMBULANCE

b. Wait to be connected – Calmly advise the operator of:

- | | |
|---|------------------------------|
| i. Building | PARKSIDE |
| ii. Location | 123 DONNISON STREET, GOSFORD |
| iii. Cross Street | ELIZA STREET |
| iv. Location, and nature of the emergency | |

3. As directed by the Chief Warden, notify staff and visitors via telephone or other means
4. As directed by the Chief Warden, advise adjoining tenants
5. Transmit instructions and record information relayed between the Chief Warden and occupants, list missing persons
6. Record the progress of the evacuation
7. Act as directed by the Chief Warden
8. When directed to evacuate, ensure that the any Visitor/Contractors Book and Scanner lap top is taken to the Assembly Area
9. Account for all personnel and report to the Chief Warden
10. Standby for further instruction

ROLE OF AREA WARDENS

Area Wardens are to ensure that they are familiar with the emergency procedures, and make them available to all staff in their area of responsibility. It is also the Area Warden's responsibility to ensure that all staff are made aware of the contents of the Emergency Procedures Manual.

Area Wardens are appointed for each area to control the emergency procedures and the evacuation of their area, under the direction and control of the Chief Warden.

Area Wardens have the authority to evacuate their area if they consider there is danger to any person, or if the situation is life threatening.

The Area Wardens should be familiar with the location and the operation of fire-fighting equipment installed in their area. They should regularly inspect this equipment to ensure it is available, accessible and operable at all times.

The Area Warden should be aware of any mobility impaired, sight or hearing impaired persons or other staff in their area who may require assistance during an evacuation.

IN ANY OUT OF HOURS EMERGENCY, AN AREA WARDEN MAY BE REQUIRED TO ASSUME THE DUTIES OF THE CHIEF WARDEN

When notified on being made aware of an emergency:

1. Put on the Warden helmet (Yellow), and carry out the following:
2. If the fire is in your area:
3. Raise the alarm
4. Ensure the Fire Brigade/Emergency Service has been notified 000
5. Evacuate occupants from the immediate area
6. Inform the Chief Warden of the current situation
7. Direct firefighting operations if safe to do so
8. Direct occupants to the nominated assembly area
9. Ensure an orderly flow of persons to the exits
10. Advise the Chief Warden of any mobility impaired persons in your area, including their location and their disabilities
11. Under directions of the Chief Warden, order evacuation of your area
12. Prior to leaving your area, ensure that all areas of responsibility have been searched thoroughly and that all occupants have been evacuated. This is more important than a head count at the assembly areas
13. Assemble staff at the Warden Control Point prior to evacuation
14. Report to the Chief Warden that your area has been evacuated. (This may be done by telephone, runner or in person at the ECP)
15. If a person refuses to leave the area, ensure that they are aware of the danger involved, then inform the Chief Warden of their location. The Chief Warden will inform the Emergency Services who will take the appropriate action to remove the person
16. Join personnel from your area at the nominated assembly area and remain at this point until the all clear (or other action) is given by the Officer in Charge of the attending Emergency Service.
17. Account for all personnel from your area and report to the Chief Warden

EMERGENCY EVACUATION CHECKLIST

Communications Officer

EMERGENCY DIAL 000

NAME OF BUILDING

PARKSIDE

ADDRESS

123 Donnison St, Gosford

NEAREST CROSS STREET

Eliza Street

INCIDENT AREA

e.g. Main Switchboard

NATURE OF EMERGENCY

Fire/Smoke

Medical

Bomb Threat

Gas Leak

Public Disorder

Chemical Spill

Explosion
Intrusion

Armed Holdup

Other.....

CLASS OF FIRE INVOLVEMENT

Class A

Paper/Wood/Fabric

Class B

Flammable Liquid

Class C

Flammable Gas

Class D

Combustible Metal

Class E

Involving Electrical Equipment

Class F

Cooking Oils/Fats

EVACUATION TAKING PLACE

Yes / No

Full / Partial

EMERGENCY SERVICES NOTIFIED

Fire Brigade / Police / Ambulance

BOMB THREAT CHECKLIST COMPLETED

Yes / No

SITE HAZARD CHECKLIST

Inspected by

.....

Inspected Area

.....

Inspection Date

.....

Last Inspection Date

.....

*If **NO**, enter location and report to appropriate person/s for action.*

ITEM	YES	NO	N/A	FREQUENCY	LOCATION	REPORTED TO
Fire exits clearly marked?				Monthly		
Fire doors closed & close automatically?				Monthly		
Passageways & exits free of obstructions?				Monthly		
Fire extinguishers/hose reels accessible & free of obstruction?				Monthly		
Fire extinguishers in place and clearly signposted?				Monthly		
Emergency Procedures instructions clearly displayed?				Monthly		
Emergency procedures manual up to date & accessible?				Monthly		
Staff briefed on emergency procedures at least once a year?				Yearly		
New staff introduced to procedures?				Monthly		
All emergency signs operating & visible?				Monthly		
All emergency equipment operational?				Monthly		
All areas free of non-essentials / rubbish?				Monthly		
Chemical Register All Tenancies			✓			

FIRST AID OFFICERS

First Aid Officers are persons qualified to render first aid medical assistance when required. They should report to the Chief Warden at the Master Emergency Control Point with a portable first aid kit and assist where necessary. They should ensure that their qualification is current.

Refer list of First Aiders page. See Medical Emergency section for further information.

STAFF EMERGENCY RESPONSE

All staff should be aware of the location of fire appliances, methods of notification of an emergency, and exits within or near their area. They should also familiarize themselves with the route to and location of the Assembly Area outside the building. See Emergency Evacuation Plans located throughout the building.

On being made aware of the emergency, follow direction from the Chief/Deputy Chief Warden.

Switch off non-essential electrical equipment wherever possible.

Close doors and windows wherever possible and safe to do so, this will inhibit the spread of fire and smoke and contain it in its place of origin and allow valuable time to exit the building.

Take the most direct and safe route to the exterior of any building and report to your designated assembly area. Evacuate briskly and quietly being sure to look after any visitors or contractors.

At the assembly area, report to your Area Warden. Remain in your group until told to leave. Do not leave this area in search of visitors or contractors for whom you are responsible.

Contracting personnel to report to their own on-site Supervisor at the assembly area. Contractor supervisor is to make contact with the Chief Warden.

Area Wardens are to ensure that all of their designated areas are clear of staff, visitors and contractors, and then report clearance to the Chief Warden at the designated Master Emergency Control Point.

During evacuation and emergency, do not use telephones unnecessarily. Lines must be kept open for essential communication.

When the emergency is over, staff will be notified when it is safe to return to their normal areas of work.

OPERATION OF FIRE EQUIPMENT

PORTABLE FIRE EXTINGUISHERS

A simple method of remembering how to operate a fire extinguisher is using the pneumatic “PASS”.

P

PULL THE PIN

There is an Anti-tamper tag fitted that prevents the pin being withdrawn accidentally. It is broken by a sharp TUG. Pulling the pin arms the extinguisher

A

AIM THE EXTINGUISHER

If the extinguisher has a hose, then the hose is aimed at the fire. On smaller extinguishers that do not have a hose, aim the extinguisher

S

SQUEEZE THE HANDLE

To operate the extinguisher, the handle is squeezed. When the handle is squeezed, then the extinguisher operates. When the handle is released, the extinguisher ceases to operate

S

SWEEP

Sweep the extinguisher agent across the fire. Attack the fire from front to back, and from bottom to top

GUIDELINES FOR ATTACKING A FIRE

Select the right type of extinguisher and follow these important instructions:

1. Prior to attacking the fire, you should give the extinguisher a short test to ensure that it operates correctly
2. Ensure that you have a safe exit should the fire become uncontrollable. You must not allow the fire to block off your escape route
3. Start attacking the fire from a distance, moving in closer as you knock the fire down. A crouching attitude should be adopted to protect yourself against smoke and heat.
4. When in the open, attack the fire from the windward side. This allows the wind to blow the extinguishing agent onto the fire
5. Always try to have another person with an extinguisher backing you up as a safety precaution wherever possible
6. Keep low to avoid smoke
7. Do not turn your back on the fire
8. Make sure that the fire has been completely extinguished
9. Do not take unnecessary risks

OPERATION OF FIRE HOSE REELS

Wardens should ensure they are familiar with the location and the method of operating a fire hose reel

Hose reels have been located in strategic positions for the use of the occupants of the building to combat small Class **A** (ordinary combustibles) fires involving items such as paper, wood and plastics. Do not use a hose reel on fat fires or fires involving electrical appliances

GUIDELINES FOR OPERATION OF FIRE HOSE REELS

1. Determine if water is a suitable extinguishing agent for the class of fire involved.
2. Turn water on at the reel before unrolling the hose
3. Unroll the hose making sure it goes through the hose guide
4. A second person can ensure the hose runs freely around corners
5. Turn water on at the nozzle
6. See the guidelines for attacking a fire with an extinguisher on the previous page

USING FIRE BLANKETS

Fire blankets should be located adjacent to the applicable risk, such as near stoves in kitchens. They may be used on flammable liquid containers such as deep fryers, frying pans, small electrical appliances and clothing fires

GUIDELINES FOR THE USE OF FIRE BLANKETS

1. Pull tabs downwards to remove the fire blanket
2. Shake the blanket open, holding onto the tags
3. Hold in the upright position to protect hands
4. Hold the fire blanket in front of the body to form a heat shield
5. Gently place over the fire with arms fully outstretched
6. Turn off the source of the heat
7. Leave to cool
8. Contact the fire brigade

INTERNAL/EXTERNAL EMERGENCIES

The following are some life threatening situations and disturbances, which could involve the building and occupants of Parkside.

Aircraft Impact
Bomb Threats
Building/Structure damage
Civil disorder/Demonstrations
Deceased Persons
Earthquake
Explosion
Gas Leaks
Medical Emergency
Power Failure
Spills/Flammable or Toxic Substance
Storms/Water damage

APPENDICES: (See back pages)

Violence in the workplace
Blood Contaminated By Fluids and Waste Exposure
Needle stick injury

In each of these situations/disturbances the Emergency Control Organization (ECO) may be called into action to assist the occupants in the building.

ACTION WILL DEPEND ON THE TYPE & SEVERITY OF THE EMERGENCY

DO NOT ATTEMPT ANY ACTION THAT PLACES YOU IN UNNECESSARY DANGER

The following are brief summaries only, of the involvement of the ECO in the situations shown. If there is a frequent occurrence of a particular emergency a more detailed plan of the response to that emergency should be established by the Emergency Planning Committee.

AIRCRAFT IMPACT

An airplane crash will most certainly lead to spillage and / or a fire.

Should an aircraft impact the building, carry out the following:

1. Immediately contact Emergency Services **000**
2. Chief Warden is to respond immediately to the affected area.
3. CAUTION – CONFIRM THE AREA IS SAFE TO APPROACH
4. Chief Warden will assess and take control of the situation
5. Evacuate people in the immediate area.
6. Determine number and nature of casualties, if any.
7. Rescue persons if safe to do so.
8. Initiate first aid treatment for injured persons.
9. Attempt to fight the fire if safe to do so.

If there is a major fuel spill:

1. Do not enter the area if there is the slightest risk of being exposed to toxic atmospheres
2. Restrict unauthorized personnel / onlookers from the immediate area.
3. Ascertain the quantity and flow rate of the fuel spill.
4. Location and direction of the flow.
5. Effect or possible effect on personnel, plant or equipment.
6. Do not allow any ignition sources or electrical equipment to be operated in the immediate vicinity of the fuel spill.
7. Attempt to contain the fuel spill if safe to do so.
8. Do not remove any debris from the crash scene, as this will be done as part of the ensuing investigation.
9. Ensure personnel involved in the clean-up of fuel are wearing protective clothing including face shield, goggles, boots, gloves, and cartridge respirator.
10. If the on-site resources cannot contain the fuel spill, report to emergency services on arrival the nature of the spill and the extent

BUILDING STRUCTURAL DAMAGE

If your building is damaged by unexpected events such as a structural collapse, building works, or work being undertaken on an adjacent site,

THE CHIEF WARDEN WILL:

1. Notify Emergency Services – **000**
2. Alert deputy chief warden
3. Assess situation and evaluate need to evacuate
4. Ensure gas, water supplies and electricity are shut-down
5. If safe to do so, evacuate occupants – ensure fire exits are safe and the route to the assembly area is safe
6. Direct first-aid personnel to injured persons

Staff should report to the Chief Warden any hazards, gas leaks, water leaks or persons illegally entering the building.

CIVIL DISORDER/DEMONSTRATIONS

On becoming aware of civil disorder occurring in the vicinity of the premises, notify the Chief Warden.

THE CHIEF WARDEN WILL:

1. Notify Police 000 and Security (if applicable) and request assistance
2. Alert Deputy Chief Warden
3. Ensure that occupants:
4. Restrict entrance to and egress from the building
5. Confine presence of demonstrators etc. to front entrance
6. Avoid contact with demonstrators
7. Follow instructions of Police and Chief Warden
8. Managers can contribute by ensuring withdrawal of staff where necessary, supervising the locking of offices, securing records, files, cash and other valuable property, whilst at the same time promoting an air of confidence and calm

DECEASED PERSON/S

1. Isolate the area where the incident has occurred.
2. Segregate any witnesses in private area away from the incident scene.
3. Disperse any spectators.
4. Avoid contact with blood and the body fluids by using protective gloves.
5. If practicable, cover the body and make sure it cannot be disturbed.
6. Do not interfere with any evidence.
7. Comfort witnesses/colleagues.
8. Collect accurate information (written & photographic if feasible) about the incident

POST INCIDENT

1. Ensure that Police and first aid (or ambulances if applicable) are informed
2. If a staff member is involved, request police to advise when next of kin have been informed and ensure that the H.R. Manager is promptly informed.
3. Inform applicable senior management.
4. If appropriate, inform applicable counseling personnel.
5. Complete post incident reports and investigation form and any other statutory requirements

EARTHQUAKE

Tremors varying in intensity have been felt in many areas of Australia, but modern buildings in Australia are designed to withstand earthquakes and it is usually more dangerous outside the building. Major movement can cause structural damage to buildings and additional dangers are aftershocks which can occur hours or days later.

During an earthquake, ECO members should instruct occupants to move away from windows, seek shelter under a desk, table or arch of a strong doorway.

If safe to do so, move to the centre core of the building. After the earthquake:

CHIEF WARDEN WILL:

1. Evaluate the need to evacuate the occupants
2. Establish communications with
Deputy Chief Warden
3. Ensure that electricity, gas and water are shut down where necessary
4. Arrange first aid treatment where necessary
5. Request reports of any structural damage, fires, gas leaks or other hazards
6. If necessary, evacuate personnel from dangerous areas
7. Instruct and ward staff:
8. Not to light matches or cigarette lighters
9. Not to leave building before permission is given
10. Stay in their area if it is safe. Wandering through the building could hamper rescue operations and may be dangerous
11. Contact Emergency Services as appropriate
12. Complete post incident reports

EXPLOSION

An explosion will almost certainly lead to spillage and / or a fire. Treat both these emergencies via the control procedures already described.

An explosion is likely to generate a large fire very quickly, and so attacking this type of fire with portable extinguishers is likely to be of minimal value and may severely endanger building personnel.

Unless the effects of the explosion are extremely localized, evacuate to an area of safety and wait for the Fire Brigade to arrive. In selecting the evacuation assembly location, the potential for explosions to propel material large distances should be considered

POWER FAILURE

In the event of a power failure in the building,

THE CHIEF WARDEN WILL:

1. Investigate the loss of power and inform ECO, if known
2. Direct staff to switch off all unnecessary equipment and await further instruction

SPILLS OF FLAMMABLE LIQUID OR TOXIC SUBSTANCES

INTERNAL:

In the event of a flammable liquid spill or accidental release of a toxic substance within the building, the person discovering the incident is to:

1. Ascertain the type of material leaking
2. Quantity released and flow rate
3. Location and direction of flow
4. Number and nature of casualties, if any
5. Effect or possible effect on personnel, plant or equipment
6. Notify the Chief Warden
7. In the absence of the Chief Warden, attempt to contain the spill, if safe to do so
8. If the spill is toxic, too large, or cannot be contained, contact the **Fire Brigade** on **000**

CHIEF WARDEN WILL:

1. Assess the extent and nature of the spill
2. Notify the appropriate Emergency Services as necessary
3. Evacuate people in the immediate area
4. In necessary, evacuate persons in danger to a position well upwind of the building. Initially move sideways to the wind to escape fumes and vapor
5. Request Deputy Chief Warden to keep unauthorized persons away
6. If safe to do so, contain the spill and prevent it from reaching drains by covering it with absorbent material e.g. sawdust or drisorb. Ensure personnel involved in the clean-up of spills are wearing full protective clothing, including face shield, goggles, boots, gloves, and cartridge respirator.
7. Ensure appropriate personal protective clothing is worn
8. Do not hose spillage into drains
9. If the site resources cannot contain the spill, report to emergency services on arrival the nature of the spill and the extent
10. Stand by to assist as necessary. Contact other emergency services as necessary
11. Complete hazardous material incident report

STORMS

HEAVY RAIN

Localized flooding may result from heavy rain. In the event of heavy rain:

1. Shut all roller doors. Use sand bags or other such bunding devices (e.g. towels) to seal the base of the doors if required
2. Move all items in water sensitive packaging to upper levels

HIGH WINDS

High winds could result in material, such as roof sheeting, becoming dislodged and causing risk of projectiles. In the event of high winds occurring:

1. Do not attempt any control action or clean-up until the high winds have subsided
2. Persons are to stay indoors, keeping clear of windows, until the winds subside
3. When it is safe to do so, inspect the site for damage and apply the appropriate control procedures

LIGHTNING (ELECTRICAL STORMS)

In the event of electrical storms, stay indoors until the storm subsides. When it is safe to do so, inspect the site for damage and apply the appropriate control procedures

SUSPICIOUS MAIL AND PACKAGES RECEIVED THROUGH THE POSTAL SYSTEM

The majority of mail delivered to the Parkside building has been monitored, however this section has been included as a guideline should any suspicious mail or packages be received.

RECOGNISING POTENTIAL HAZARDS

1. Staff handling mail must remain vigilant and cautious at all times
2. All staff handling mail items in a work environment should be aware of the emergency procedures for responding to and reporting a suspicious article
3. Where possible, the sorting and processing of mail and packages should be conducted in an area that is separate from the main office and can easily be contained.

WHAT TO DO IF YOU RECEIVE A SUSPICIOUS PACKAGE OR POSTAL ITEM

IF YOU SUSPECT THAT YOU HAVE RECEIVED A PACKAGE THAT IS NOT AN EXPLOSIVE DEVICE BUT MAY CONTAIN HAZARDOUS MATERIAL AND HAVE NOT OPENED IT:

1. Place item in a plastic bag and seal it
2. Place all items in a second plastic bag and seal that also. Stay in your office or immediate work area. This also applies to co-workers in the same room. Prevent others from entering the area and becoming contaminated, Remember, you are not in immediate danger
3. Call for help. This may be your supervisor, or to Police or Fire Brigade – **000**
4. Advise:
5. Exact location of the incident – street address, building floor number
6. Number of people potentially exposed
7. Description of the package/device
8. Action taken e.g. package covered with black coat, area isolated
9. Keep your hands away from your face to avoid contaminating your eyes, nose and mouth
10. If possible, (without leaving your work area) wash your hands
11. If possible, have the building ventilation system shut down and turn off any fans or equipment that is circulating air around the workplace
12. Wait for help to arrive

IF YOU SUSPECT THAT YOU HAVE RECEIVED A PACKAGE THAT MAY NOT CONTAIN AN EXPLOSIVE DEVICE BUT MAY CONTAIN HAZARDOUS MATERIAL AND YOU HAVE OPENED IT:

1. Do not disturb the item any further. Do not pass it around. If any material has spilt from the item, do not try to clean it up, or brush it from your clothing
2. If possible, place an object over the package without disturbing it, such as a large waste bin
3. Stay in your office or immediate work area. This also applies to co-workers in the same room. Prevent others from entering the area and becoming contaminated
4. If there is a strong/overpowering odour, move to an adjoining room, closing all doors and windows and stay in that area until help arrives
5. Call for help. This may be your supervisor or Police or Fire Brigade – 000, depending on your situation
6. Advise:
7. Exact location of the incident – street address, building floor #
8. Number of people potentially exposed
9. Description of the package/device
10. Action taken e.g. package covered with black coat, area isolated
11. Keep your hands away from you face to avoid contaminating your eyes, nose and mouth
12. If possible (without leaving your work area) wash your hands
13. If possible, have the building ventilation system shut down and turn off any fans or equipment that is circulating air around the workplace
14. Wait for help to arrive

IF YOU SUSPECT THE MAIL ITEM MAY CONTAIN AN EXPLOSIVE DEVICE:

1. Follow the normal emergency procedures as for Bomb Threat
2. Ring **000** and report the package to the police
3. Evacuate the area

BOMB THREATS

Introduction

There are many reasons why people make a threat of the placement of a bomb in or around businesses. Threats usually originate from people who have a personal grudge against Parkside or its tenant services. They may be staff or ex-staff or other people who wish to disrupt Parkside facilities management operations

The Police have overall authority and control when dealing with bomb threats or an actual bomb placement. They must be notified in the first instance

CONTACT EMERGENCY SERVICES – 000 POLICE

In addition to general building security, disruptive effects of a bomb threat can be reduced by good security planning, good housekeeping, and a well-trained Emergency Control Organization.

Good security arrangements, including the vetting of visitors, assists in ensuring that unauthorized access is denied to non-employees.

Good housekeeping included keeping all areas clear of waste such as packing materials, scrap paper etc. Waste and garbage bins should be regularly emptied and not left standing in areas that are available to the public. The locking of doors to areas, cabinets and closets, which are infrequently used, ensures that there are fewer places available for the placement of devices.

It is also important to ensure that emergency exits are kept completely clear. These measures will minimize the number of potential places to conceal a bomb, and thus reduce the search time in the event of a bomb threat. It will also contribute to a good standard of security and staff safety.

WRITTEN THREAT

INITIAL RESPONSE

1. In the event of receiving a threat (e.g. extortion, blackmail, etc.) in written or taped form, the following guidelines should be followed:
2. The person discovering the threat message should preserve the evidence and immediately notify the Chief Warden
3. The Chief Warden should examine the threat material and ascertain the nature of its delivery and/or discovery
4. The chief Warden should inform the Police and applicable senior management
5. In the case of a bomb threat, it should be dealt with as per the section dealing with Bomb Threats in this manual

PRESERVING THE EVIDENCE

1. On Receipt of a threat message in written or taped form, the following guidelines should be adhered to in order to preserve the evidence:
2. Once the message is recognized as a threat, further unnecessary handling should be avoided
3. All materials must be saved, including any envelope or container
4. Every possible effort should be made to retain evidence such as possible fingerprints, hand writing or typed writing, paper and post marks
5. The material should be place in a clean, clear plastic bag and handed to police.

ACTION ON DISCOVERING A SUSPICIOUS OBJECT

In the event that an object is discovered which cannot be vouched for, or for any other reason is suspected of being a possible explosive, incendiary chemical/biological device, immediate actions are as follows:

1. Do NOT TOUCH the object
2. Note the appearance, sound, and exact location of the object
3. Isolate the possible danger area
4. Inform the Chief Warden

The Chief Warden should:

1. Ensure police are immediately informed – 000
2. Initiate an evacuation of the potential danger area (taking into account possible blast/fragmentation extent spread via air conditioning system)
3. Where time permits, request all persons to take their personal belongings with them and leave internal doors open (NOT FIRE DOORS)
4. Persons should NOT be permitted to gather in an area which is in line sight to a suspected danger area
5. Cordon off the danger area
6. Liaise with Police on arrival and assist as required

Note: Persons should not operate a MOBILE PHONE in the vicinity of a suspicious object.

TELEPHONE BOMB THREATS

An accurate analysis of the telephone threat can provide valuable information on which to base recommendations, action and subsequent investigation. The person receiving the bomb threat by telephone should, as soon as possible, complete the information required on a Bomb Threat Checklist. A Bomb Threat Checklist should be held by telephonists and other persons who regularly accept incoming telephone calls.

ACTIONS BY RECIPIENT WHEN A TELEPHONE BOMB THREAT IS RECEIVED

1. Try to remain calm
2. Let caller finish message
3. Keep caller on line as long as possible
4. DO NOT HANG UP PHONE – Telephone company may be able to trace the call
5. Use the Bomb Threat Checklist provided
6. Obtain as much information as possible about the bomb
7. Do not discuss the call with other staff members
8. Contact Chief Warden and you Manager immediately after the threat
9. Complete Bomb Threat Checklist and hand it to the Chief Warden
10. Be prepared to be interviewed by the Chief Warden, Police and Senior Management

THREAT EVALUATION

In order to make a realistic evaluation of the threat, the Chief Warden, Senior Management and Police must be in possession of as much information as possible.

Over-reaction to bomb threats will be avoided by sensible evaluation. A telephone bomb threat may be assessed as:

Non-specific call - usually the caller will give very little information before terminating the call. This type of call is considered of a low risk.

Specific call – the call gives specific information and sometimes, reasons for the threat and the general location of the explosive device

The non-specific threat is more common, but neither can be immediately discounted without further investigation. Every threat has to be treated as genuine until proven otherwise. The evaluation of the call will involve one of the following four decisions:

1. Take no further action
2. Search without evacuation
3. Evacuate and search, or
4. Evacuate (without search)

The decision to evacuate will normally be made by the Management, the Chief Warden and/or the building Management. The Police may offer advice, but will usually leave the decision to evacuate to the above person

SEARCH FOR A SUSPICIOUS OBJECT

The aim of a search is to look for an object that “does not belong in its present location. The person most aware of what does and does not belong in an area are the persons normally working in that area. The Police are not aware of what is normally in your area and would be less likely to recognize a suspicious object.

Building management staff should search such areas as plant rooms, storage areas, car parks and areas outside the building.

Wardens are responsible for directing the search of their area. Where possible they should involve staff, supervisors and management.

REMEMBER YOU ARE LOOKING FOR AN ITEM, WHICH SHOULD NOT BE WHERE IT IS

The most important areas to search and the sequence is as follows:

1. External areas and particularly the assembly areas
2. Entrances and exits to the building
3. Areas where there is public access
4. All other areas within each occupancy

Remember you are conducting a visual search only – look without touching

NOTE

Two way radios and mobile phones should not be used during the search

If nothing is found, mark the area with chalk or post-it stickers as ‘searched’ or ‘clear’.

If a suspect item is found

**DO NOT TOUCH IT! – DO NOT MOVE IT! – DO NOT COVER IT!
DO NOT DISTURB IT IN ANY WAY!**

Immediately move persons in the immediate area to safety
Contact Chief Warden and give the following details:

1. Exact location
2. Exact description of item
3. Any unaccounted for person/s

EVACUATION

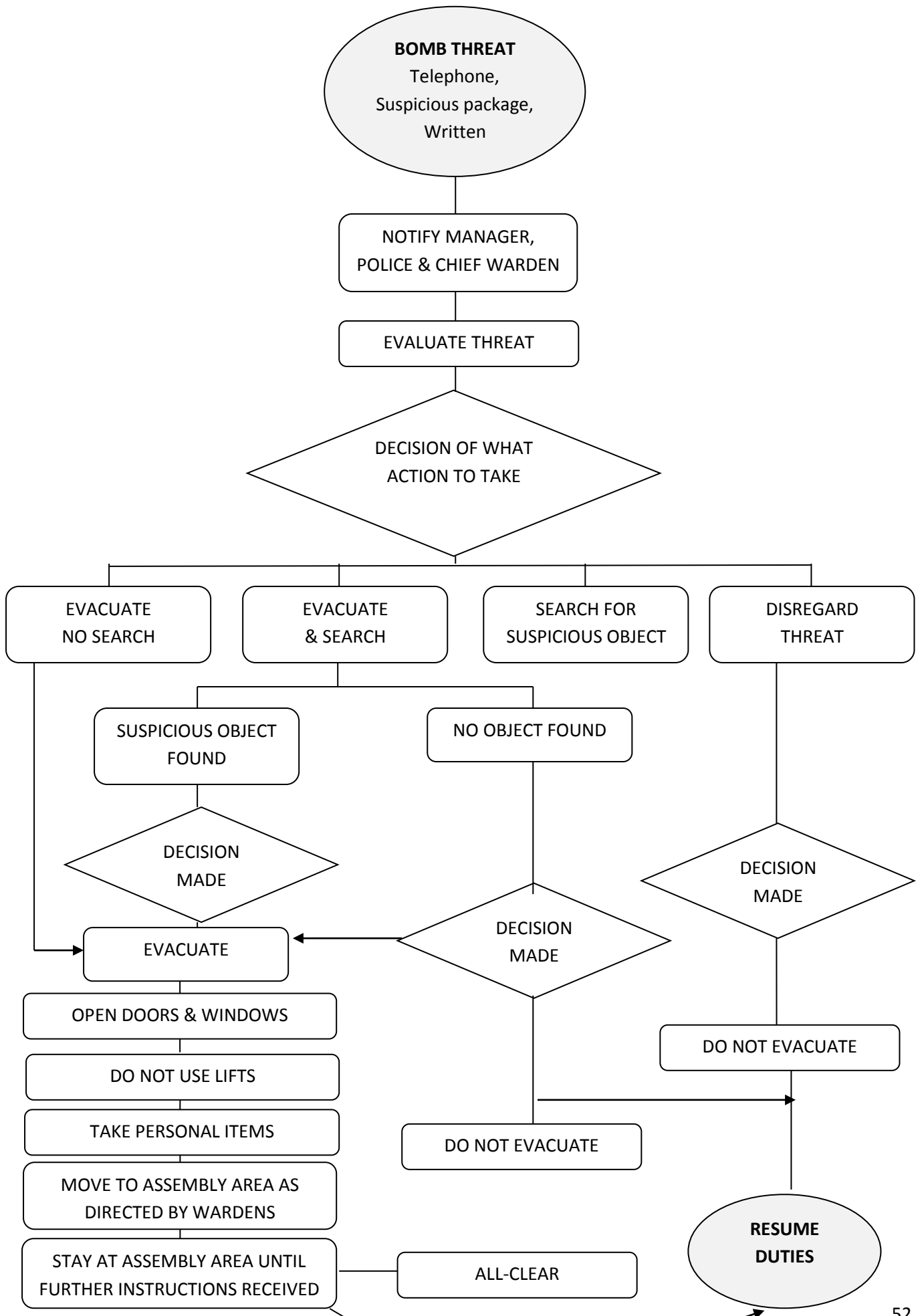
Evacuation of the building should not be considered unless a suspicious object has been discovered or unless there are compelling reasons to convince the decision makers that a real threat exists. A partial evacuation or an evacuation to another area should be considered. In the event of a hoax call, a total evacuation is likely to encourage further hoax calls.

BOMB THREAT EVACUATION

The evacuation procedures for the Emergency Control Organization members are basically that same as those for a fire evacuation. The most notable exceptions are:

1. If it is safe to do so, windows and doors should be left open to lessen the damage of an internal explosion
2. Building occupants should take with them those personal belongings which are close at hand, thus making the search for a suspect object easier
3. Panic can be avoided by the sensible use of the telephone and word of mouth, especially in the threatened floors or areas
4. Wardens should request occupants to visually check their areas for any suspicious items as they evacuate their room or area
5. The removal of vehicles from the car parks should be prevented by the Chief Warden until the building is declared safe or the Officer in Charge of Emergency Services gives permission to move vehicles
6. If a bomb threat is received after hours, the person receiving the call should immediately report the matter to the Police, inform other occupants where possible, and evacuate the building. Leave by the fire exits and do not return until the Police give the all-clear
7. The decision to return to the building will normally be made by the Chief Warden and the Building Management. The Police will give advice on this matter, but generally, will leave the decision to the occupants

BOMB THREAT PROCEDURES



TELEPHONE BOMB THREAT CHECKLIST

BOMB THREAT CHECKLIST QUESTIONS TO ASK	THREAT LANGUAGE
<p>When is the bomb going to explode?</p> <p>Where did you put the Bomb?</p> <p>When did you put it there?</p> <p>What does the bomb look like?</p> <p>What kind of bomb is it?</p> <p>What will make the bomb explode?</p> <p>Did you place the bomb_____?</p> <p>Why did you place the bomb_____?</p> <p>What is your name?</p> <p>Where are you?</p> <p>What is your address?</p>	<p>Well spoken:</p> <p>Incoherent:</p> <p>Taped;</p> <p>Message read by caller:</p> <p>Abusive:</p> <p>Other:</p>
EXACT WORDING OF THREAT	BACKGROUND NOISES
	<p>Street noises:_____</p> <p>House noises:</p> <p>Aircraft:</p> <p>Voices:</p> <p>Local call:</p> <p>Music:</p> <p>Long distance:</p> <p>Machinery:</p> <p>STD:</p> <p>Other:</p>
ACTION	OTHER
<p>Report call immediately to:</p> <p>Phone:</p>	<p>Sex of Caller:_____</p> <p>Estimated age:</p>
CALLERS VOICE	CALL TAKEN
<p>Accent (specify):</p> <p>Any impediment (specify):</p> <p>Voice (loud, soft etc):</p> <p>Speech (fast, slow etc):</p> <p>Diction (clear, muffled):</p> <p>Manner (calm, emotional etc):</p> <p>Did you recognize the voice?</p> <p>If so, who do you think it was?</p> <p>Was the caller familiar with the area?</p>	<p>Date:____/____/____</p> <p>Duration of call:</p> <p>Number Called:</p> <p>RECIPIENT</p> <p>Name (print):</p> <p>Telephone Number:</p> <p>Signature:</p>

MEDICAL EMERGENCY

It possible that a medical emergency may occur in your building at any time and it may involve one person or it may involve many people suffering smoke inhalation, heart attack, burns, shock, cuts and abrasions or fractured limbs.

FIRST AID OFFICERS

First Aid Officers are persons qualified to render first aid medical assistance when required. They should put on their helmet and report to the Chief Warden at the Emergency Control Point with a portable first aid kit and assist where necessary. They should ensure that their qualification is current.

Immediate Action at the scene. The Chief Warden will:

1. Ensure the Ambulance has been contacted **000**, and that they are aware of the medical problem involved
2. Ensure that no one in the area is in danger
3. Arrange for first aid to be administered by a qualified and competent First-Aid person
4. If no first-aid assistance is available, ensure the patient is made as comfortable as possible and await the arrival of the Ambulance Service
5. If evacuation of the area is necessary
 - a. Evacuate walking patients to the assembly area
 - b. Move non-walking patients to a safe area of the building. (If the patient has fallen, do not move unless in immediate danger)
 - c. **DO NOT** move a casualty if you suspect a back injury
 - d. Ensure that anything which could inflict injury is removed or neutralized or electrical hazards removed/switched off.
6. Remember it is important to reassure and calm a first aid casualty from the time you first attend to them. Shock from an accident in many cases is the cause of further injury and also many unnecessary deaths. Treat for shock.
7. Arrange for a person to meet Ambulance and escort them to the location of the injured/sick patient
8. Request a qualified First Aid person to remain with patient/s until no longer required by medical/para-medical officers
9. Adult patients may not want medical attention after first aid is rendered, therefore tactfully suggest that they see their doctor
 - a. Where appropriate or at the specific request of an individual, transportation to their doctor must be arranged
 - b. Next of kin to be notified by the Chief Warden

FURTHER ACTION

The Chief Warden or the delegate is to ensure that:

1. An Accident/Property Damage Report is raised
2. An informal investigation is conducted as soon as practical after the event to ascertain the cause of the emergency
3. Appropriate remedial action is taken to ensure all hazards or maintenance is reported and that the area is rendered safe before it is used again

ARMED HOLD-UP OR INTRUSION

Businesses with a cash flow should ensure that cash and valuables are kept to a minimum workable level. Employees who may be exposed to a hold-up should be given special instruction to ensure they know how to react in a threatening confrontation.

NO AMOUNT OF CASH OR EQUIPMENT IS WORTH A HUMAN LIFE

A summary of the actions if you are confronted by an armed intruder are:

1. Obey their instructions
2. Try to remain calm or appear to be calm
3. Do not make any sudden movement
4. Be courteous, answer questions
5. Hand over valuables/cash on request
6. Avoid eye contact

Try to make mental note of speech, mannerisms, clothing, scars, age, height, build, tattoos or other distinguishing features of the intruders

If possible, take note of the direction taken, the vehicle colour, make and registration number.

DO NOT GIVE CHASE

When intruders have departed:

THE CHIEF WARDEN WILL:

1. Ensure the Police have been advised
2. Request persons involved to write all observations of the intruder/s as soon as possible
3. Arrange for a person to meet Police and direct them to the location of the incident
4. Organize first-aid assistance if necessary
5. Ensure no item in the vicinity is touched or removed
6. Request witnesses to remain until Police arrive

Any person involved in an armed hold up should receive **trauma counselling** as soon as possible following the incident.

CROWD MANAGEMENT IN AN EMERGENCY

In any evacuation of a site, it may be necessary for the members of the Emergency Control Organization to control the movement of a large number of persons. The following is a brief guide to the management of crowds in an emergency.

POSITIONING

Members of the Emergency Control Organization responsible for the movement of people out of a danger area should, in the first instance, position themselves so that they are:

- Clearly visible and identifiable by wearing helmets and uniforms
- Not exposing themselves, or any other person, to danger
- Able to exercise control over persons leaving the confines of the site

MOVEMENT CONTROL

Wardens should direct persons towards the exits using:

- A calm but firm voice
- Smooth and commanding hand signals

It is imperative that Wardens, at the very outset, prevent panic from infiltrating the crowd. Words such as "HURRY", "FASTER", "FIRE", "BOMB", and "TRAPPED" should be avoided at all costs.

People will be bewildered and curious as to the cause of the evacuation, but Wardens must not engage in lengthy explanations with people at the exit points. The objective is to quickly, calmly and safely move people out of the site.

Exits must not be obstructed by persons stopping to ask questions or attempting to manhandle bulky items through an exit door. In directing the crowd, Wardens should use such terms as:

- "This way please"
- "Move directly outside"
- "Quickly move that way"

Positive and commanding hand signals should be used to augment verbal directives. Once people have left the building, they must not be permitted to re-enter until it is safe to do so.

POST TRAUMA COUNSELLING

- It is strongly recommended that any persons subjected to an emergency which may be life threatening should seek immediate professional counseling. Employers should organize the counseling to assist the employees through the after effects, as smoothly and quickly as possible.

PROCEDURE FOR TERMINATING AN EMERGENCY

When the Senior Officer responding emergency services role (OIC) is complete, the person will hand back control to the Chief Warden.

The Chief Warden may require additional actions to occur before he/she declares the site stand down from emergency conditions. This additional period of the emergency may be enforced during such activities as clean-up and re-construction depending on the particular circumstances.

At the hand back of the site, the Chief Warden must assess the following:

- Structural weakness which may have developed as a result of the emergency in consultation with Gosford Council Building Services Maintenance Section
- Collection, storage and disposal of contaminated material resulting from the emergency.
- Re-organization of activities on site so that normal operation can be resumed

PUBLIC RELATIONS & DEBRIEFING

This procedure is designed to allow effective communication with the media during an emergency and is to be activated on the initiative of an external alert.

In the event of an emergency, only authorized company personnel may act as spokespersons. The following persons are authorized to make statements for the press, radio or television, as well as sanction all news releases:

Refer all Media Liaison to:

A media assembly area is to be established. It is from this area that the Company will issue official statements. The primary media assembly area is the footpath in front of the Parkside Building.

Media releases should be made as soon as possible. The media release should include:

- Cause of the emergency
- Actions taken
- Effectiveness of corrective actions
- Expected time when emergency will be terminated
- Co-operation needed from the media

STATUTORY INVESTIGATION

There may be a statutory investigation into any emergency. A coronial inquiry may be held in case of fire and will be held in the case of fatalities.

Relevant Government authorities may also require an investigation e.g. Workcover, NSW Police, Department of Urban Affairs and Planning, Environment Protection Authority, Gosford City Council. Company staff must co-operate with these investigations and, in particular, ensure that during and after the emergency, evidence is preserved.

WRITTEN REPORT ON EMERGENCY/INCIDENT

- Objective of the report
- Summary of conclusions and recommendations, complete written incident report and submit to Parkside Management within seven (7) days of incident

TRAINING AND EVALUATION

Training is carried out in two phases, i.e. Induction Training Program and Safety Training Program. Evaluation is based either on performance or by a written test.

INDUCTION TRAINING PROGRAM

This Program is designed to introduce new employees to the:

- Types of activities carried out on site, including the hazards associated with such activities.
- Procedures to be followed during an emergency

An evaluation test is given at the end of each session

SAFETY TRAINING PROGRAM

These are routine training sessions designed to improve employee awareness on various procedures. Training sessions conducted include evacuation drills, use of fire fighting and safety equipment and training in prevention and handling of spills, fire and other types of emergencies.

REVIEW & REVISION

The emergency plan will be reviewed at yearly intervals or as necessary. The responsibility for review shall normally be with the Company Chief Warden and authorization of any change shall be made by the Parkside Manager

RECORDS OF EVACUATION EXERCISES

[illegible]

