

Speedy Gantry Hire
Pty Ltd



Emergency
Management &
Response Plan

January 1

2017

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Preface

This Emergency Management Plan has been developed for Speedy Gantry Hire. It is designed to identify the roles and responsibilities of staff in providing an effective response to an emergency through the Emergency Control Organisation (Chief Warden and Area Wardens).

The plan is based on recognised emergency management and risk management principles. References are made to the *Work Health and Safety Act*, and Australian Standard AS3745 -2010 Emergency control organisation and procedures for buildings, structures and workplaces.

During an emergency at the workplace, all people on site may require evacuation. The procedures in this plan are designed to enable the safe evacuation of all people in our workplace, and it is therefore necessary that these procedures are actively supported and adopted by all team members both internally and on site.

The Company recognises that this plan is greatly enhanced by the incorporation and support of training, evacuation plans and evacuation exercises. Coordination of training and evacuation exercises will be the responsibility of Paul Prendergast, with assistance from the Emergency Control Organisation.

This plan will serve as a reference tool for all team members with emergency management responsibilities on site, following their Workplace Emergency Response (Warden) training.

The Chief Warden shall review this plan annually to ensure it remains current. Alterations to any part of the building or workshop or its usage will also initiate an immediate review of this plan.

During an emergency on site, all personnel will always in the first instance follow the emergency procedure of the PCBU. Personnel must also follow the guidelines as outlined in this Emergency Management / Response Plan.

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Scope

This Emergency Management / Response Plan applies to Speedy Gantry Hire sites, and workplaces. The plan establishes an emergency control organisation including a system of response for emergencies and recovery for critical incidents.

An emergency is an event, actual or imminent, which endangers or threatens to endanger health and safety, property or the environment.

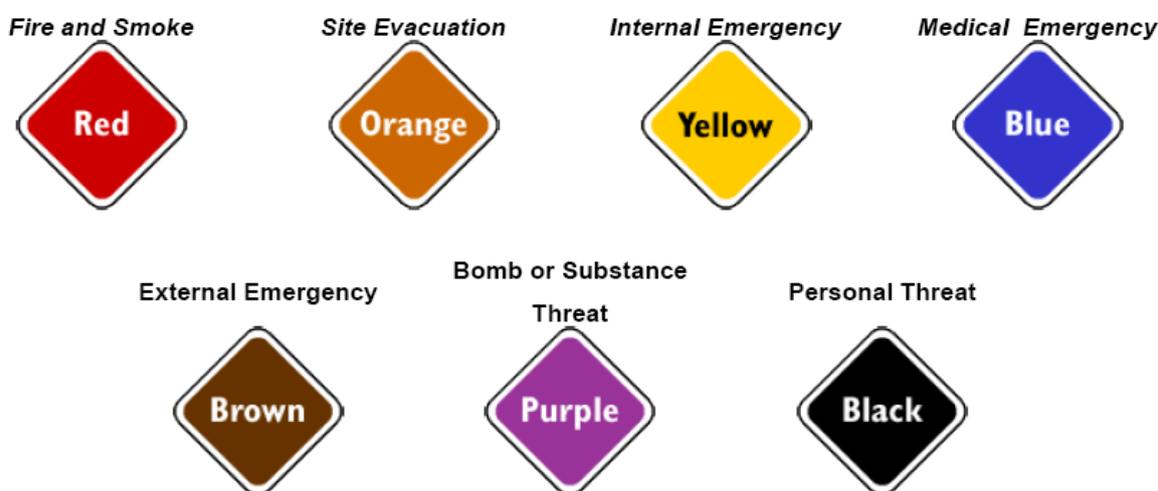
Emergencies by nature have no defined pattern or preferred location. Generally their onset is sudden and unforeseen.

Emergencies include natural events such as earthquakes, flood, fire, explosions, road accidents, epidemics, acts of war, hijacks, siege or riot and disruption to essential services.

This can make the process of trying to identify what constitutes an emergency difficult.

In identifying an emergency, they have been grouped into categories. The Australian Standard AS 3745-2010 specifies colour codes for these categories of emergencies for instant recognition.

The colour coding is as follows:

**Emergency Management Policy**

This Emergency Management / Response Plan has been developed for Speedy Gantry Hire as part of its commitment to the safety of all who live, enter, use or work at our workplaces and external sites. Our primary goal is to protect the life and safety of all workers.

Principles

This plan forms part of the overall emergency preparedness and response, and should be used in conjunction with appropriate training, evacuation plans and exercises to ensure the safety of people who work for Speedy Gantry Hire and the surrounding community.

The Company recognises that emergencies in the workplace can affect people both physically and psychologically and affect the business continuity of our operations. This policy and procedure ensure that:

- ✓ A self-managing system is maintained to ensure coordination and control of responses to emergencies;
- ✓ Systematic procedures are established and tested to enable a rapid, appropriate and comprehensive response at the time of the emergency;
- ✓ Emergency recovery management meets the needs of those who have been affected by the incident and ensures a rapid return to normal operations;
- ✓ Appropriate support and training is provided to all Workers with roles in dealing with Emergencies including critical incidents; and
- ✓ Review mechanisms are comprehensive and properly reported.

Aim of this plan

The aim of the Emergency Management / Response Plan is to raise the awareness of how to respond to an emergency situation. By being prepared, the potential for injury, loss of life and damage to property can be reduced.

A successful response to an emergency will ensure all staff and the general public and community at large are safe, and that Speedy Gantry Hire can continue to provide ongoing service to all clients.

Authority

Senior Management of the Company has given authority to implement the information provided within this plan to all Workers and Visitors on the premises at the time of an emergency.

Staff shall be indemnified against civil liability resulting from practice or emergency evacuation of this building or site where those persons act in good faith and in the course of their duties.

Authorised:

Michael Foy

Issue Date: 07-11-2017

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Definitions

REFERENCE	DEFINITION
Evacuation Procedures	Floor plans that show the layout of the site, where emergency equipment is located, the external assembly areas, and gas or electricity meters. The Standard Fire Orders and Emergency Contact Number may also be displayed on the Evacuation Procedures.
Armed Person	A person who is in possession of an offensive weapon or instrument.
AS3745	Australian Standard 3745 – 2010 Emergency control organisation and procedures for buildings, structures and workplaces.
Assembly Area (External)	An area far enough away from the emergency that, where practicable, people on our premises are protected from the physical impact of the emergency, and that allows for further movement away from potential sources of danger.
Assembly Point (Internal)	Areas within the building, structure or workplace, such as a nominated area or another floor, where people at the workplace are safe from the affected emergency area are initially protected from its impact.
Building, structure and workplace	A building, structure or workplace that is occupied by people, including offices, warehouses, factories, public buildings, shopping centres and apartment buildings.
CBR	Chemical, Biological or Radiological incident, which is usually associated with some kind of terrorist activity
Emergency	Any event that arises internally or from external sources, which may adversely affect persons or the community generally, and which requires an immediate response.
Emergency Control Organisation (ECO)	A structured organisation that will initiate an appropriate response to emergency situations.
Emergency Services	Police, Fire Brigades, Ambulance and State Emergency Services.
Emergency Warning System (EWS)	A warning system that sounds an alarm throughout the workplace on activation of smoke alarms, fire sprinkler or break-glass alarm (note: this equipment may not all be installed in your workplace)
Evacuation Exercise	A theoretical or practical exercise designed to test the ECO response to an emergency at the site. It should include all persons at the workplace (including visitors). The results of each evacuation exercise should be documented, and any issues should be reviewed to ensure the Emergency Management Plan is appropriate.
Evacuation Point	A point of exit from an area that requires evacuation.
Evacuation Procedures	Floor plans that show the layout of the site, where emergency equipment is located, the external assembly areas.
Hazard	A source of potential harm to people, property or the environment, or a situation with a potential to cause loss.
AC	Air Conditioning system

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Incident	Any unplanned event which may cause the ECO to be activated.
May	Indicates the existence of an option.
Mobility Impaired Person	A person with a physical, intellectual, visual or auditory impairment -either temporary or permanent -who requires assistance during an emergency evacuation.
Material Safety Data Sheet (MSDS)	An information resource from the manufacturer of a particular product designed to provide both staff and emergency personnel with the proper procedures for handling a particular substance, including appropriate first aid.
Work Health and Safety Act 2011	An act to promote and improve standards for workplace health, safety and welfare.
Risk	The chance of something happening that will have an impact upon objectives, which is measured in terms of consequence and likelihood.
Safe Place	A place of safety within a building, structure or workplace which is not under threat from an emergency and from which people are able to evacuate to an external Assembly Area if necessary.
Safety	A state where the potential for harm to people or property is limited to an acceptable level.
Shall	Denotes items that must be completed
Should	Denotes items which are recommended but not compulsory
Standard Fire Orders	Six point procedures for responding to a fire emergency.
Training Exercise	An activity simulating an emergency event through activation of alarms and response by emergency personnel designed to test existing procedures, identify needs or inadequacies, and maintain awareness by all team members on evacuation procedures and assembly areas.

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Emergency Control Organisation

The Emergency Control Organisation will be identified by caps and or vests that shall be worn during any emergency or evacuation exercise, and will be identified by the following colours:

Chief Warden	White
Area Wardens	Yellow
Wardens	Red
First Aid Officer	Green (with white cross)
Communications Officer	Vest

Emergency Control Organisation Telephone

The Emergency Control Organisation shall contain the roles of:-

- Chief Warden
- Area Warden
- First Aid Officer
- Communications Officer

Duties and responsibilities

The primary role of Wardens in an emergency is to ensure life safety. In order to react appropriately in emergency situations, all wardens shall be familiar with their duties and responsibilities, and a ratio of one for each 20 persons on the floor or area with a minimum of two is suggested. Wardens are required to attend appropriate training every two (2) years. First Aid Officers should attend training annually to ensure they maintain competency.

Chief Warden

The Chief Warden will normally be the most senior staff member on shift. When notified or becoming aware of an emergency affecting the site, the Chief Warden will;

1. Ascertain the nature and scope of the emergency.
2. Initiate the appropriate action.
 - a. No action required
 - b. Evacuate the area
 - c. Evacuate the building
3. Ensure the appropriate Emergency Services have been notified and coordinate any evacuation.
4. Assume control of all people in the building until the emergency is over.
5. Communicate with Wardens, or alert all people of an emergency.
6. Provide advice to Wardens and people on the premises using the Emergency Warning and Intercommunications System (i.e. air horn) using three short blasts.
7. Nominate an appropriate person to meet and direct the attending Emergency Services and control access to the building.
8. Advise the attending Emergency Services of any relevant information regarding the status of the emergency and the progress / result of evacuation.
9. Coordinate evacuation to the nominated Emergency Assembly Area, taking any documents that may assist, and ensure all people on premises are accounted for.
10. If multiple Emergency Assembly Areas are used, communicate with Wardens at the other Assembly Area to ensure all people on premises have been accounted for.

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Following the Emergency;

1. Notify Company Senior Management.
2. Ensure required reporting guidelines are met.
3. Arrange debriefing for all persons involved, clients, visitors or contractors where necessary.
4. Ensure any equipment used is returned to its original working condition.
5. Record all events in an incident log.

Area Warden

On discovery or notification of a fire or other emergency, the Area Warden will;

1. Determine the nature and scope of the emergency.
2. Raise the alarm by activating an (air horn), or advising staff and visitors to the site in person.
3. Evacuate all people from immediate danger assisting people with disabilities if required.
4. Communicate with the Chief Warden giving details of:
 - a. The present situation
 - b. Any action taken
 - c. Whether further evacuation is required
5. Check all areas of the Company's workplace, including rooms, offices, staff rooms, meeting rooms, toilets, store rooms and kitchens. Close doors after checking each room.
6. Consider using firefighting equipment (fire extinguisher or fire blanket) only if safe and trained to do so.
7. Assist staff and visitors with evacuation to the internal Assembly Point or nominated Emergency Assembly Area.
8. Assist with stopping any staff or visitors re-entering the premises during the emergency.
9. Report to the Chief Warden on completion of required activities.

Note: In the case of a bomb threat, ensure doors are left open following the check of each area.

First Aid Officer

First Aid Officers perform a very important role during an emergency, as they have the ability to provide immediate assistance before the arrival of the Emergency Services.

Qualified First Aid Officers will:

1. Determine the nature and scope of the emergency.
2. Raise the alarm by activating a Break Glass Alarm, or advising staff in person.
3. Assist with evacuation and treatment of all staff and residents in immediate danger.
4. Treat minor injuries at the Emergency Assembly Area.

All medical incidents that require response by a First Aid Officer should be recorded. This can be done using the appropriate Incident Report form.

Communications Officer

On becoming aware of the emergency, the Communications Officer shall take the following actions:

1. Ascertain the nature and location of the emergency.
2. Confirm that the appropriate emergency service has been notified.
3. Notify appropriate ECO personnel.
4. Transmit and record instructions and information between the Chief Warden and the Wardens and occupants.
5. Maintain a log of events.
6. Act as directed by the Chief Warden.

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Evacuation

1. Evacuate the staff and visitors from immediate danger urgently.
2. Remember to take any documents, such as visitor sign-in books, when evacuating to the Emergency Assembly Area (to assist with accounting for all people on the premises).
3. In the instance of fire, keep everyone as low as possible.
4. As rooms are cleared, close doors. This will assist in retarding both fire and smoke.
5. Mark checked areas by using chalk or a sticker on a door.
6. Ensure there are no obstructions leading to the Emergency Assembly areas.
7. Do not take bulky items or personal belongings when evacuating in an emergency. If time and circumstance permit and return to the premises are unlikely, such as for flood, these items may be taken during evacuation.
8. **If safe**, lock away confidential files and shut down computers containing sensitive information.
9. **Remain at the Emergency Assembly Area** until given the all clear by Emergency Services to return to the building.

Person refusing to comply with a Warden's direction:

When a worker or visitor refuses to comply with directions given by a Warden acting in their capacity during an emergency:

- a. Ensure the person has been clearly advised they are required to evacuate the building, because the emergency situation, may be life threatening.
- b. Notify the Chief Warden, who shall advise the Officer-In-Charge of the Emergency Service who, at his/her discretion, may take the appropriate action under the *Emergency Services Act 2005* to remove the person.

Non-Evacuation

Some external emergencies may result in people in the building being advised to stay inside, as leaving may expose them to greater risk. The Chief Warden will make a decision regarding remaining in the building, as opposed to evacuating, at the time of an emergency. The Chief Warden may seek advice from the Emergency Services regarding an external emergency, and whether it is safer to evacuate people in the building or to remain on site.

There may also be cases where full evacuation of the building is not required, as the emergency is contained to a specific area within the building. In this case, an Area Warden or Warden should evacuate any people in immediate danger, and advise the Chief Warden of the current situation.

In all emergencies, the Chief Warden must keep everyone informed of the type and style of emergency, and what response is being undertaken. Communication between members of the Emergency Control Organisation is critical during an emergency.

Mobility impaired persons

A mobility-impaired person is a person with a physical, mental or sensory impairment, either temporary or permanent, who requires assistance during an emergency.

Any worker or visitor who requires assistance during an emergency evacuation, due to mobility impairment, must advise the Chief Warden of their needs. The 'Assistance Required to Evacuate' form should be completed for any person within Speedy Gantry Hire premises that will require assistance, and kept with the Emergency Management / Response Plan.

The procedures for assisting mobility-impaired persons should be discussed with the individuals concerned.

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Assembly areas

When advised by the Chief Warden or an Area Warden, all persons within the building are to make their way to the Internal Assembly Point. If further evacuation is required, wardens will control evacuation to the external Emergency Assembly Areas.

The selection of the appropriate Emergency Assembly Area will be made by the Chief Warden, taking into account:

1. Location of the emergency.
2. Type of emergency.
3. Wind direction.

Please make reference to the specific Depot for the nominated assembly areas:

Consideration for evacuation further from the nominated Emergency Assembly Areas may be required to move people to safety. When utilising the Emergency Assembly Areas, Wardens must be aware of the access requirements of emergency services, and maintain the safety of people in the workplace at all times.

If evacuation to an external Emergency Assembly Area has occurred, no person shall re-enter the building. Wardens must ensure people in the building are accounted for using staff lists and visitor sign-in book.

Visitors and contractors

All visitors and contractors are the responsibility of Speedy Gantry Hire and the person they are visiting. The visitor must follow Warden Instructions during any emergency, and in the event of an emergency evacuation, must proceed to the Emergency Assembly Area.

The Company will consider the impact of any work being conducted at our workplace and the management of contractors during an emergency (especially if working in isolation of other people at the workplace).

Contractors conducting minor works, or servicing equipment, should follow the procedures for visitors. This includes signing the visitor book to ensure there is a record that they are on our premises and signing out when they leave. During an emergency, contractors working at our workplace will be included in an emergency evacuation.

Safety of our Team is Paramount

Employees appointed as Chief Warden's and Area Wardens and or First Aid Responders will be indemnified against civil action resulting from practice or emergency evacuation of a building where the person acted in good faith, in the course of their duties and within the scope of their training.

The Company places no obligation on any staff to fight a fire, or intervene in any emergency if this action places their own or another person's safety at risk.

The Company requests that you obey the instructions of Wardens in all emergencies.

Team members are also asked to participate fully in emergency evacuation drills and or emergency training as provided. Team members should approach these tasks and responsibilities with professionalism and the appropriate level of sincerity.

Media and Confidentiality

No Employee is authorised to speak with any member of the media in relation to any emergency. Only nominated senior positions within Speedy Gantry Hire are authorised to comment in relation to emergencies. In the first instance this will be the [CEO].

Types of Emergencies

A full or partial emergency may be instigated as a result of any of the following:-

1. Fire or explosion in the building.
2. Fire in an adjacent building.
3. Bushfire.
4. Medical emergency.
5. Personal threat.
6. Bomb threat.

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7. Chemical, Biological or Radiological Incident.
8. Flood.
9. Civil disorder (riot or protest).
10. Hazardous substance contamination.
11. Internal Emergency.
12. Gas leak.
13. Utility outage.
14. Natural disaster.
15. Building sustaining structural damage.
16. Transport accident.

or

17. by direction of the Emergency Services.

Our workplace or a part thereof may no longer be operational following the above emergencies, and relocation to an alternate location may be required, until facilities are restored to the affected area. Less serious emergencies, which may not result in urgent evacuation, but nonetheless may affect the ability to continue with 'normal' operations include:

18. Water leak.
19. Communications failure.

Specific Site Emergencies

A full or partial emergency may be instigated as a result of any of the following:-

1. Serious physical injury due to plant.
2. Personal threat.
3. Site evacuation.
4. Electrical emergency.
5. Plant roll over / accident.
6. Motor vehicle accident.
7. Flood.
8. Fire.
9. Act of Terrorism.
10. Medical emergency (cardiac arrest / heat stroke etc)
11. Chemical, Biological or Radiological Incident.
12. Electrical storm
13. Motor Vehicle Fire or Explosion.
14. By direction of the Emergency Services.
15. By direction of the Principle Contractor.

Emergency prevention (our buildings and external sites)

1. Preventing emergencies is the responsibility of all people within the team at Speedy Gantry Hire.
2. Good housekeeping is the ongoing maintenance of our workplace and access / exit pathways.
3. All electrical, gas and solid fuel appliances must be inspected and regularly serviced.
4. Access / exit pathways must be kept clear of obstructions.
5. A clean and orderly workplace is a key factor in accident, injury and fire prevention.
6. Firefighting equipment must not be obstructed in any way, and must be readily accessible at all times.

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7. It is essential that all people within the Company (regardless of position) report any matters that they consider as a potential hazard in the workplace to their Workplace Health and Safety Representative, a Manager, or a Warden.

Fire Extinguishers

Most fires, on a small scale and if quickly detected, can be controlled. Portable fire extinguishers are designed precisely for this purpose. Fire extinguishers suppress fires by discharging an agent that will interrupt the combustion process, by removing one of the key elements necessary to sustain a fire. Under the theory of fire tetrahedron, there are four methods of fire suppression:-

- ✓ Removing the heat
- ✓ Removing the fuel
- ✓ Excluding the oxygen; or
- ✓ Stopping the chemical chain reaction.

The agents in a fire extinguisher attempt to remove one or more of these elements. When used correctly fire extinguishers can save lives and property.

A fire extinguisher is generally designed with the following characteristics:



- A carrying handle;
- A discharge lever;
- A discharge nozzle or hose assembly;
- Usually a pressure gauge;
- A cylinder or canister;
- A siphon tube;
- An extinguishing agent;
- An expelling means.

Types fires and extinguishers

CLASS A	Ordinary combustibles
CLASS B	Flammable and combustible liquids
CLASS C	Flammable gases
CLASS D	Combustible metals
CLASS E	Electronically energised equipment; and
CLASS F	Cooking oils and fats

Typical hazards

1. Any accumulation of litter which may increase the danger of fire.
2. Any furniture, boxes, decorative items, equipment, etc. obstructing exits, exit signs or impairing access to emergency equipment and alarms.
3. Passageways and stairwells not kept free from obstructions.
4. Faulty electrical wiring or appliances.
5. Missing, defective or discharged fire extinguishers.
6. The storage of any articles in fire hose reel and electrical cupboards.
7. Incorrect storage of flammable liquids or hazardous substances.

All staff should exercise the greatest care in the use of matches, electrical appliances and other possible sources of ignition. Their immediate surroundings should be kept neat and tidy.

The keeping of flammable liquids in the workplace is not permitted unless expressed permission has been obtained from the [CEO]. Approval will only be granted in special circumstances, and only minimal quantities may be allowed.

The way to a safe workplace is through the implementation of safe work practices combined with formal emergency procedures and the relevant staff training.

Actions for using Fire Extinguishers

Fighting Fire with Extinguishers

There is no one type of equipment that is equally suitable and desirable for use on all classes of fire.

It is essential that the correct type of equipment be selected for use with the class of fire that is anticipated.

1. Do not panic.
2. Try to remain calm and think.
3. Warn everybody in the immediate vicinity.
4. Ensure someone has alerted the Fire Brigade.
5. Instruct someone to advise the Chief Warden.
6. Determine type of fire and exact location.
7. Select right type of extinguisher.
8. Be sure you know how to use the extinguisher.
9. If in doubt read the instructions.
10. Have another person back you up with another extinguisher.
11. Where possible keep the doorway at your back or behind you.
12. Keep low to avoid smoke.
13. Do not get too close to the fire.
14. Direct extinguisher agent at the base of the fire not at smoke.
15. Ensure the fire is extinguished.

If you do not think the fire extinguisher will successfully put the fire out, or the fire becomes too large, leave and close the door behind you.

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Using the Fire Extinguisher

1. Remove the extinguisher from the wall.
2. Walk briskly to the fire — NEVER run.
3. Use the correct extinguisher for the class of fire.
4. Remember the acronym PASS when operating the extinguisher.

P Pull the pin

A Aim the extinguisher at the base of the fire

S Squeeze the trigger

S Sweeping motion at base of fire

Fighting fire with fire blankets

Fire blankets may be used on small electrical appliance fires and flammable liquid containers.

1. Remove fire blanket from container and carry to the fire.
2. Grasp blanket by fitted tabs and wrap hands into blanket.
3. Approach fire with arms straight and using the blanket for protection.
4. Gently lower blanket onto fire by bending legs and keeping head at hand level.
5. Turn off the source of the heat.
6. Leave the fire blanket on the container or appliance and leave until the fire brigade arrives.
7. Call the Fire Brigade.

Fire blankets are designed for small Class F, A and B fires. They can also be used for clothing fires.

Fighting fire with hose reels

Fire hose reels are primarily used by professional fire fighters and people within the Company who have been highly trained in its use. If you have training and/or are confident in using a hose reel, proceed as trained. Team members with little or no training in using hoses should not attempt to use them.

Remember, the primary role of Wardens in an emergency is to ensure life safety.

Fire hose reels are only to be used on Class A fires.

Do not use on electrical fire or flammable liquids.

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

Actions for bomb threats

Bomb threats are frequently used to disrupt business or cause alarm. The threats can generate a great deal of panic in a very short time. As each threat is different it is almost impossible to have a detailed procedure for each contingency. These procedures are designed to assess the level of the threat and on the information available, evaluate a course of action.

NOTE: In the case of building evacuation due to bomb threat, please follow fire evacuation procedures.

Written threat

1. Keep the written threat, including any envelope or container.
2. Contact a Warden or a Manager immediately.

All persons handling mail that is either delivered or received through the post should be conscious of the following:

1. Foreign mail, air mail and special delivery.
2. Misspelling of common words.
3. Restrictive markings such as confidential or personal.
4. Unusual odor.

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5. Oily stains or discoloration.
6. Lopsided or uneven envelopes.
7. Rigid envelope.
8. Protruding wires / tin foil.
9. Visual distractions.
10. Excessive securing material such as masking tape or string.
11. Excessive weight.
12. Granular contents.

What to do

DO NOT TOUCH
DO NOT COVER
DO NOT MOVE
DO NOT DISTURB IN ANY WAY

Telephone threat

Complete the 'Bomb Threat Checklist.

1. DO NOT PANIC. If possible, attract the attention of a fellow worker.
2. Keep the caller on the line as long as possible.
3. After caller has hung up on you, leave your phone off the hook.
4. DO NOT HANG UP THE PHONE.
5. Use the bomb threat check list provided.
6. Let the caller finish the message, and try to ascertain the location of the bomb and the expected time of explosion.
7. If asked for a response, keep your answer as short as possible.
8. Be sympathetic and do not abuse caller.
9. Listen carefully for any background noises, speech mannerisms, and accents that might give a clue to the age, sex and location of the caller.
10. Immediately after the bomb threat, contact the Chief Warden, your Manager and notify the Police.
11. Complete the Bomb Threat Checklist and hand it to the Chief Warden or your Manager.
12. Do not attempt to locate the bomb or remove it.
13. Wardens should contact appropriate authorities who will advise what action to take.

Suspicious objects

1. If you are advised of a suspect item on site, or one is found, contact Emergency Personnel (Wardens or a Manager) who will advise Police.
2. If the item is located do not touch or move it.
3. Do not use a mobile phone within immediate vicinity (20m radius).
4. Evacuate on advice of Emergency Personnel or Police.
5. All doors and exit points should remain open.

Evaluating a threat

Following a bomb threat, Emergency Personnel and Police must consider the level of the threat and decide on the appropriate action. The threat may be assessed as:

NON-SPECIFIC THREAT or *LOW RISK* For example, the call may have been made by a child with laughter in the background, or where little details are received.

SPECIFIC THREAT or *HIGH RISK* For example, a call made in a calm, deliberate manner, perhaps by someone where specific details regarding timing, location and type of device is given.

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Courses of action**Disregard Threat**

It may be tempting, when receiving a threat that you perceive as low-risk, to do nothing. The Chief Warden must be absolutely certain that it is a malicious call or a prank. If there is any doubt, the Chief Warden MUST adopt one of the other options.

Search — Then Evacuate If Suspicious Object Is Found

This choice means that people will be in the building for a longer period if there is a bomb present. On the other hand, if a bomb is found, they can be evacuated away from the danger. If there is nothing found, and there are no other significant factors, the Chief Warden may then feel that the building can be declared safe.

The Chief Warden may consider this option appropriate if assessing the threat as low.

Search — Partial Evacuation

This is where only the search team (Emergency Personnel) and essential staff remain.

The Chief Warden may deem this option appropriate when the level of threat is considered moderate.

Evacuate Immediately - Without Search

In the event of a call that the Chief Warden considers to be high risk, the building should be evacuated as quickly as possible, without conducting a search, especially where there is a possibility of imminent explosion.

Appropriate in situations considered to be high risk.

How to search

Police will not normally search a building following receipt of a bomb threat for two reasons:

1. Police are unlikely to know the layout of the premises and the various places in which a device can be concealed.
2. Police will not know what should be in a particular place and what should not. Staff will know and be able to search more thoroughly.

Wardens are instructed in Bomb Threat Strategy and procedures during their routine training. If a search is decided upon, Wardens should be directed to conduct a search of their floor / area and report the location and description of any suspicious item.

Wardens should look for anything:

- that should not be there
- that cannot be accounted for
- that is out of place

If a suspicious object is found Wardens are instructed:

- not to touch it
- not to move it

All occupied and normally non-occupied areas should be searched, along with public or common areas, toilets and reception areas. When searching for suspicious objects following a bomb threat, Wardens should:

1. Listen for any unusual sounds.
2. Conduct a passive search only (i.e. look, don't touch).
3. Systematically check the area as follows:
 - a) Floor to waist level
 - b) Waist to head level
 - c) Head level to ceiling
4. Mark the zone as clear (e.g. using chalk, stickers, etc.).

Be aware that the search of all areas should continue until complete, even if a suspicious object is found. A second object could remain undiscovered if the search is terminated after finding a suspicious object.

SAFETY SYSTEM PROCEDURE

Evacuation

If the evacuation of an area or the complete evacuation of the workplace or site is required, the procedures are similar to an evacuation for a fire. Wardens are to:

1. Direct workers and visitors to the nearest exit and guide them to the external Emergency Assembly Area, away from the building.

Note: If a suspicious object has been found, it may be necessary to use a specific exit or escape route, away from the object.

2. Check all areas including rooms, offices, toilets, storerooms, kitchen and all other spaces.
3. Conduct a final check of the floor / area to ascertain all areas are clear.
4. Advise the Chief Warden that the floor has been evacuated.
5. Ensure all internal doors, except fire doors, are left open if possible.
6. Do not let people re-enter the building.
7. Proceed to the nominated external Emergency Assembly Area, taking personal items with you, and remain there until directed it is safe to return to the building by Emergency Services personnel.

Mobility impaired persons

On receipt of a bomb threat notification, Wardens should ascertain the location of any mobility-impaired persons in the building. If a decision is made to evacuate the building, the Chief Warden should arrange for mobility impaired persons to be removed from their work location to the Emergency Assembly Area.

Action for threatening behaviour

At times, a situation may arise when you have to deal with verbal abuse, threatened violence, substance affected behavior, etc. from the general public or visitors. This may cause a great deal of distress to our team members.

Defuse the Situation

1. Identify if a suitable solution to the cause of the problem can be found.
2. If not, in a polite manner, request the offending person to leave the building.
3. Inform the Manager or senior staff member of the situation.
4. If there is a perceived threat to life or well-being, call the Police immediately.

Chief Warden / Manager

1. Obtain information from staff involved and offer a suitable solution (if available).
2. If no solution is available, in a polite manner, request the offending person to leave.
3. Request Police to attend and advise the offending person of same.
4. Inform other staff of the situation.
5. Organise debriefing for affected workers and/or Safety Committee when the incident is over.

Action for armed hold-up

Precautions

1. Be aware of people loitering.
2. Advise a Warden or Manager if you see anyone acting strangely or suspiciously.
3. Keep unused doors or doors to private areas, locked from external access.
4. Keep cash in office / on site to a minimum.
5. Valuable items kept in drawers or a safe should be locked at all times when not being used.
6. Record Police and security telephone numbers and keep them close to the telephone.
7. Keep the 'Offender Description Form available and know how to complete them correctly.
8. Be knowledgeable about the location and operation of all security and duress alarms or procedures used for your organisation.

SAFETY SYSTEM PROCEDURE

Under no circumstances should workers place themselves in further danger

During the hold-Up

1. Try to remain calm.
2. Obey all instructions given by the offender.
3. Try to be observant.
4. If safety permits, raise the alarm.
5. Do not make any sudden movements.
6. Do not take any action to excite the person.
7. Be courteous and talk to the person and answer any questions asked.
8. If told to hand over money, give out coins and small notes first.
9. Notice the offender's mannerisms, clothing and speech.
10. Try not to involve other staff in the hold up.

After the hold-Up

1. As the offender leaves, gauge height against something on the wall or door.
2. Lock yourself in.
3. If safe, observe which direction the offender goes, the type of car, colour and registration.
4. Do not touch any area the offender has touched.
5. Cordon area off; do not allow other staff or visitors into the area.
6. Keep witnesses there until Police arrive.

Complete the 'Offender Description Form'.

Armed offenders are not commonly apprehended while committing a crime, so Police rely heavily on factual information supplied by witnesses. Working to a system is always effective and staff should develop a systemised approach to observing the offender.

It is difficult for those not familiar with firearms to give an accurate description of a weapon. Most guns have a brand name or logo prominently displayed on the handle or barrel. If circumstances permit, check for that identification. Look for distinguishing marks or scratches on the weapon.

Never assume that the gun used is a fake! Many of the more unusual brands of guns look like toys, and most fake guns look more real than the original.

Action for Hazardous substances

If the spill may give off toxic or noxious fumes:

1. Call the Fire Brigade on '000' and notify the Chief Warden. Provide as much information about the hazardous material as possible.
2. Ventilate the area with fresh air if possible.
3. Turn off air conditioning, central heating and recirculation fans.
4. Notify all persons in the building to evacuate, under instruction from the Chief Warden. (Ensure the Emergency Assembly Area that is upwind is used).
5. Control the evacuation to the Emergency Assembly Area (if required).
6. Do not attempt to re-enter the affected area.
7. Remain at the Emergency Assembly Area until advised by emergency services.

If the spill is a suspected flammable material:

1. Remove any ignition sources (if safe to do so).
2. Evacuate all persons in immediate danger, under instruction from the Chief Warden. (Ensure Emergency Assembly Area is 200 metres clear of the hazard).
3. Do not attempt to re-enter the affected area.
4. Control the movement of people in the building to the Emergency Assembly Area (if required).
5. Remain at the Emergency Assembly Area until advised by emergency services.

SAFETY SYSTEM PROCEDURE

Action for Gas leakage

In the event of a gas leak:

1. Ensure that the Chief Warden is notified.
2. Isolate the gas supply at the source (if safe to do so).
3. Notify the fire brigade on '000'.
4. Shut down the air conditioning to prevent the spread of any flammable and/or toxic gasses.
5. Remove all ignition sources (if safe to do so). Turn off the electrical supply.
6. Report to the Chief Warden regarding any actions taken.
7. Control the movement of people in the SRS to the Emergency Assembly Area (if required).
8. Remain at the Emergency Assembly Area until further advised by emergency services.

Action for Natural disasters

Earthquake

Earthquakes strike without warning - you become aware of the building shaking or of a severe tremor. 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 could be met with falling debris. It is safer for you to remain in the building.

Basic guidelines for earthquakes are as follows:

1. Try to remain calm.
2. Move away from the windows and outside walls.
3. Keep away from mirrors, light fittings, shelves and other furniture which may fall or slide.
4. 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 head.
5. Do NOT use telephones straight away, unless reporting serious injury.
6. Do NOT go sightseeing (i.e. looking at damage in other areas).
7. Do NOT use vehicles unless there is an emergency.

Once the tremor has stopped, look around for injured persons and reassure others nearby. The Chief Warden should call emergency Personnel into action as soon as possible after the earthquake. Their duties include:

1. Assessing damage to the building or site.
2. Ensuring First Aid is given to those injured.
3. Notifying the relevant authorities.
4. Switching off electric power to appliances, if safe to do so.
5. Initiating controlled evacuation by Area Wardens (if required).
6. Conducting a search of the site, if safe to do so.

Flood / Severe Storm

1. Store or secure all loose items external to the building.
2. Secure windows (close curtains and blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sand bags if required.
3. Isolate / shut off electricity, water and gas services.
4. Protect valuables and disconnect electrical equipment — cover and / or move this equipment away from external windows.
5. During a severe storm, remain in the building and keep away from windows. Restrict the use of the telephone to emergency calls only (this includes e-mails).
6. After the storm passes, evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred as a result of the storm.
7. Report to the Chief Warden regarding the status of the people in the building.

SAFETY SYSTEM PROCEDURE

Structural / Building damage

The Chief Warden should call emergency Personnel into action as soon as possible after structural / building damage is found. Their duties include:

1. Assessing damage to a building or the site.
2. Notifying the relevant authorities.
3. Initiating controlled evacuation by Area Wardens (*if required*).
4. Conducting a search for further damage, if safe to do so.

Action for Medical Emergencies

Medical emergencies such as a cardiac arrest, a major epileptic seizure, a severe asthma attack or numerous other situations may produce a great deal of panic and anxiety for staff who are not accustomed to handling such situations.

If you witness a medical emergency**Remain calm**

1. CONTACT THE AMBULANCE SERVICE BY PHONING '000'.
2. State the nature of the situation.
3. Give the correct address of the location.
4. Give your name and the contact telephone number.
5. Do not hang up before the ambulance operator has received all the relevant information required from you.

Stay alert

Notify

1. First Aid Officer
2. General Manager or CEO
3. Chief Warden
4. Area Warden

Remain at the location until the arrival of the ambulance

If the affected person is conscious, remaining with them will provide comfort and reassurance until the ambulance arrives.

Warden / First Aid Officer

Alert Senior Management of incident and possible need for debriefing.

Action to Prevent Contact with Infectious Diseases

1. Provide a Sharps container for disposal of needles and syringes.
2. Always wear gloves when dealing with blood, waste and spillages.
3. Ensure staff remains clear of areas exposed to blood, waste or spillages until fully cleaned.
4. Take the necessary precautions when dealing with a medical emergency where the person may be bleeding, sick or drunk

What to do if exposed to blood**Immediate Action**

Broken skin:	Encourage bleeding of punctures or cuts and wash area thoroughly with soap and water
Eye Contamination:	Rinse eyes with lots of water and saline
Blood in Mouth:	If blood gets in your mouth, spit it out and rinse mouth out with water

SAFETY SYSTEM PROCEDURE

Reporting

After carrying out the appropriate first aid, as outlined above, report all needle stick injuries and all contact of blood to open wounds, eyes and mouth to Management. See a medical practitioner as soon as possible. They will assess the risk and the need for testing for blood borne viruses, and will take appropriate action.

Actions for bushfire

Fire Close to the building or on site

If there is a fire close to your work area, you must act on any instructions provided by Emergency Services regarding the safety of staff, visitors and site personnel. The Chief Warden, acting on information provided by the Emergency Services should:

1. Decide whether to evacuate.
2. Advise everyone in the work area of the actions being taken.
3. Follow any advice from the Emergency Services.
4. Maintain communication with the Senior Manager as required.
5. Does not return to the work area until you receive the 'All Clear' from the Emergency Services.