

## **WHS02 Emergency Management Procedure**

### **Aim**

The Organisation is aware of its duty under the relevant work health and safety legislation (the “Legislation”) to ensure, as far as practicable, the health and safety of its workplace. The following emergency procedure has been developed to meet its legal obligations and, importantly, to minimise the risks and impact of emergency situations on the health and safety of its workers.

In preparing this emergency procedure, the Organisation has taken into account the following:

- the nature of the work being carried out at the workplace.
- any specific hazards identified at the workplace.
- the size and location of the workplace.
- the number of workers and other people at the workplace.
- the impact of any external hazards in the vicinity of the workplace.

### **What is an emergency?**

An emergency is an unplanned event, or series of events, which arises internally or from external sources and may:

- adversely affect the safety of workers, customers, or the public.
- disrupt the Organisation’s business operations.
- cause physical or environmental damage, or threaten the property of the Organisation and requires an immediate response.

An emergency situation may include (but is not limited to) fire and/or smoke, explosion, bomb threats, suspicious objects, power failures, natural disasters, chemical spills, gas leaks, robbery or violence.

### **What is an emergency plan?**

An emergency plan details the way in which the Organisation will respond to an emergency situation. It sets out the emergency procedures.

The emergency procedures should include:

- an effective response to an emergency.
- an evacuation procedure (including methods to assist workers, or others requiring special assistance, for example, people confined to wheelchairs).
- activation of alarms.
- notification of emergency services at the earliest opportunity.
- identification of safe places.
- medical treatment and assistance.
- potential traffic restrictions, if relevant.
- distribution of emergency phone numbers, including after hours contact numbers.

- access for emergency services, for example, ambulance, fire brigade.
- effective communication between the person nominated by the Organisation to co-ordinate the emergency plan and all persons in the workplace.
- the use and maintenance of equipment required to deal with specific types of emergencies, such as fire extinguishers, emergency lighting.
- testing emergency procedures (including evacuation practice drills to be conducted at least every 12 months).
- training, information and instruction to relevant workers in relation to implementing the emergency procedure.
- regular review of the emergency procedures.

The emergency procedures will be displayed in a prominent place in the workplace.

### **Responsibility for Developing Emergency Procedures**

Management is responsible for the development of emergency plans and procedures at the Organisation.

### **Responsibility for Implementing Emergency Procedures**

**FBA:** The Emergency Control Organisation (ECO) is made up of a Chief Fire Warden, Deputy Fire Warden, Area Wardens and First Aid Officers. The ECO for each FBA Office may comprise one or more of the positions depending on the office size. The nominated ECO members will be displayed on the Emergency Evacuation Signs in each office. In the case that an FBA Office is hosted by a larger organisation, the instructions of the ECO of the hosting organisation must be followed in the event of an emergency.

The ECO are responsible for the implementation of the emergency procedures on the declaration of an emergency pending the arrival of police, fire brigade or other emergency services.

Contact details of the nominated services and or people are located on Emergency Evacuation Diagrams.

**DCCA, FRCC & CHRRUP:** The Executive Officer is responsible for ensuring emergency procedures are implemented in the Organisation.

### **Emergency Calls**

#### **Emergency Calls from a Telephone (000)**

For emergency assistance, in the first instance, 000 should be used for emergency calls from any telephone (fixed or mobile).

Callers can be connected to police, fire or ambulance by dialling 000 from anywhere in Australia. Callers using mobile phones need to give as much information as possible about their location when speaking to the operator to assist in determining the location of the emergency and/or the caller.

#### **Emergency Calls by Mobile Telephone (112)**

As an alternative to 000, emergency calls from mobile telephones may be made by dialling the international emergency call number 112 from anywhere in the world (calls are diverted to the local emergency call centre).

112 can be dialled from a mobile telephone, regardless of whether:

- your carrier (e.g. Telstra) has service in the area from where the call is originating.
- the telephone has a SIM card.
- the mobile telephone has credit.
- the keypad is locked.

112 cannot be dialled from a telephone on a fixed network.

### **Text Based Communication in an Emergency (106)**

106 is the Australian national emergency number for TTY/textphone.

106 was created to assist people with a hearing or speech impairment and can only be used by people (anyone not just people with a hearing or speech impairment) with a TTY/textphone or a computer with terminal software (TTY imitation software) and a modem.

106 is a toll-free number and a 'caller' is asked to type PPP for police, FFF for fire or AAA for ambulance. A 'caller' may also use a verbal prompt by saying "police", "fire" or "ambulance" in the event a microphone is available.

### **General Duties and Responsibilities of Nominated Persons and Employees:**

#### **Chief Warden**

Chief Wardens are responsible for individual workplaces or areas of a workplace. A Chief Warden, on becoming aware of the emergency, should implement the FBA's emergency procedures, which include the following:

1. Establish the nature and location of the emergency.
2. Put on identifying vest or other clothing.
3. Determine the appropriate action to take.
4. Ensure that the correct emergency service(s) has been notified (000).  
Follow directions of the Building Warden (if applicable).
5. Raise alarm (break glass alarm etc) if not already raised.
6. In the event of fire, attempt to extinguish fire **if safe to do so**.
7. Assist people in immediate danger.
8. Ensure that all persons are safe.
9. Ensure that persons are advised of the situation particularly in the event of an evacuation.
10. If necessary, activate a partial or total evacuation procedure.
11. Perform methodical search of the area to ensure that all persons have been notified of emergency and are proceeding to the nominated Assembly Area (refer below).
12. Assist mobility impaired persons.

13. Brief the emergency service on their arrival.
14. Place a staff member at the entry points to ensure that nobody can enter the building pending permission to do so from a member of the emergency services.
15. If an evacuation is required, account for all persons in the nominated Assembly Area (refer below).

### **Deputy Chief Warden**

The Deputy Chief Warden will be required to assume the responsibilities normally carried out by the Chief Warden if the Chief Warden is unavailable. Otherwise assist as required. For example, the Chief Warden may send the Deputy Chief Warden to the scene of the incident to gather information.

### **First Aid Officer**

On hearing the alarm the First Aid Officer will make contact with the Chief/Deputy Warden or Building Warden (if applicable) and make his or her way to the nominated Assembly Area (refer below) with equipment to render first aid as required.

### **Employees**

On hearing the alarm employees must:

- Follow the directions given by the Chief/Deputy Warden, emergency services, or the Building Warden (if applicable).
- Stand by in case an evacuation is required.
- In the event of an evacuation, proceed to the nominated Assembly Area (refer below).
- Assist as required, in particular any mobility impaired persons.

### **Assembly Area**

After an evacuation, all persons will proceed to the designated assembly area. The designated assembly area will be listed on the Emergency Evacuation Diagram in each office.

### **AFTER-HOURS RESPONSE**

Outside normal business hours and weekend periods the following procedures will apply:

If an emergency situation is discovered:

- Ring the emergency services on 000.
- Evacuate as appropriate.
- Contact, in order of availability: CEO, HR Manager or HR Officer.

### **PROCEDURE FOR SPECIFIC EMERGENCY SITUATIONS**

The following procedures relate to specific emergency situations and apply to all persons.

#### **Fire or smoke**

##### **A. You discover a fire:**

1. Help people in immediate danger, if safe to do so.
2. Warn others by shouting "**Fire, Fire, Fire**". **Raise the alarm if not already sounding and dial 000.**

3. Report to the Chief Warden. The Chief Warden will assess the fire or smoke.
4. Persons are only to attempt to extinguish the fire using the appropriate fire extinguisher or instigate rescue if safe to do so.
5. Follow evacuation procedure when required and follow directions of the Chief Warden and /or emergency services personnel.

### Firefighting

If you decide that you can extinguish the fire safely, then follow these directions:

1. Check to see what type of fire it is.
2. Ensure you have the appropriate fire extinguisher.
3. Pull the pin out and test to ensure it works.
4. Aim the extinguisher or hose output nozzle at the base of the fire.
5. Work the nozzle with a sweeping motion driving the fire to the far edge.
6. Do not stand down wind of a fire. The smoke and flames can be dangerous. Machinery fires burn with great intensity and the air downwind may be superheated and could cause damage to lung tissue.
7. Do not stand downhill of a fire as the run off may be dangerous.
8. Evacuate the area if there is any chance of chemical or explosives in the fire.
9. **WARNING: Only attempt to fight the fire if appropriately trained.**

The appropriate fire extinguisher should be used for the hazard, see Appendix A Fire Extinguisher Selection Chart.

You hear the fire alarm sounding:

1. Prepare to evacuate the building.
2. Follow evacuation procedure.
3. Organise/help other people in the room if safe to do so.
4. Move at a quick walk, do not run.
5. If you have to move through a closed door that you cannot see through:
  - feel the door to see if it is hot.
  - look for smoke coming under the door.
  - open the door slowly and look around it to see if there is a fire behind it; and then.
  - if there is no fire on the other side, proceed through and close the door behind you.
6. Move to the Assembly Area as quickly as possible.
7. Report to the Chief Warden that you/your group is there and if you know of anyone trapped in the building or missing.
8. Remain in the Assembly Area until you are informed that you may leave by either the

Chief Warden or a member of the emergency services.

**REMEMBER:**

- Fires spread rapidly.
- Fires produce thick black smoke that is difficult to see through and causes suffocation.
- The freshest air will always be near the floor.
- Move quickly. Do not run.
- Be decisive.
- Follow all directions given by the Chief Warden and /or emergency service personnel.

**Bomb Threat**

**A. Verbal**

- The person receiving the call should attempt to stay calm. Do not interrupt the caller and do not hang up - line may be able to be traced.
- Record all information immediately as it is said on paper.
- Try to pass message to co-worker without alerting caller or causing panic so that they can alert the Chief Warden.
- Try to talk to the person making the threat as the next few minutes could assist in the assessment of the threats legitimacy or assist police and other emergency service personnel.
- Ask questions of the caller in accordance with the bomb threat check list (located on your FBA Telephone Extensions). See Appendix B Bomb Threat Checklist.
- Complete bomb threat check list.
- Chief Warden to assess the threat and act accordingly.
- Telephone Police on 000.

**B. Written**

- Take note of time and method of receipt of written threat.
- Retain envelope and letter, place in plastic sleeve or container.
- Handle as little as possible.
- Inform the Chief Warden.
- Chief Warden to assess threat and act accordingly.
- Telephone Police on 000.

**Suspicious Item**

- On discovery of a suspicious item, **do not** attempt to remove or touch the item.
- Keep other persons away from the suspicious item.
- Report to the Chief Warden.
- Chief Warden to ensure Police are notified.

- Chief Warden to evacuate the immediate area, or entire workplace if appropriate.
- All persons are to follow evacuation orders and proceed calmly to the Assembly Area, or any other area, if the Assembly Area is not a suitable distance from the location of the item.

#### **Power Failure, Natural Disasters, External Threats**

- Dial 000 if there is immediate danger.
- Report to the HR Officer or nearest supervisor / manager.
- The HR Officer, supervisor or manager to assess the threat and notify Chief Warden if required.
- Follow directions given by the HR Officer, supervisor, manager or Chief Warden.
- Follow evacuation procedure when required.
- Ensure the appropriate emergency service is notified, if Chief Warden not available.

#### **Chemical spill / Gas release**

- On discovery of a chemical spill or gas release **do not** attempt to clean up the spill or control the gas release unless;
  - you are appropriately trained and it is safe to do so ; and
  - the HR Officer or your supervisor or manager has authorised you to do so.
- Close doors and windows to isolate (if applicable).
- Warn others in the area quietly and calmly.
- Report the incident immediately to the Chief Warden and to the HR Officer.
- The Chief Warden will assess the threat.
- Follow directions given by Chief Warden.
- Follow evacuation procedure when required.

#### **Armed Robbery**

- Remember that your own safety is paramount.
- Remain calm.
- Do exactly what the armed robber requests.
- Answer questions courteously. Do not volunteer information. Do only what is asked, nothing more.
- Hand over valuables, and/or cash if ordered.
- Do not attempt to restrain the armed robber.
- Take particular note of appearance, clothing, age and identifying marks if possible.
- When appropriate and safe to do so, raise the alarm.
- Dial 000.
- Alert Chief Warden.

- Follow directions given by Chief Warden.
- Follow evacuation procedure when required.

### **Contacting “000”**

When contacting “000”, provide the information set out in [Appendix C](#).

### **Relevant Legislation**

- *Building Fire Safety Regulation 2008*
- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulation 2011*

**Appendix A: Fire Extinguisher Selection Chart**

**FIRE EXTINGUISHER SELECTION CHART**

<b>TYPE of EXTINGUISHER</b>		<b>WATER</b> 	<b>FOAM</b> 	<b>WET CHEMICAL</b> 	<b>CO2</b> 	<b>DRY CHEMICAL</b> 	<b>VAPORISING LIQUID</b> 
<b>CLASS</b>	<b>TYPE OF FIRE</b>						
<b>A</b>	Ordinary Combustibles (wood, paper etc)	✓ YES Most Suitable	✓ YES	✓ YES	✓ YES Not Very Suitable	✓ YES B(E) Powders Not Suitable	✓ YES
<b>B</b>	Flammable Liquids	× NO	✓ YES Special Foam Required for Alcohol-Type Fire	× NO	✓ YES	✓ YES	✓ YES
<b>C</b>	Flammable Gases	× NO	× NO	× NO	✓ YES	✓ YES	✓ YES
<b>D</b>	Combustible Metals	× NO	× NO	× NO	× NO	× NO	× NO
<b>E</b>	Fire involving live Electrical Equipment	× NO	× NO	× NO	✓ YES	✓ YES	✓ YES
<b>F</b>	Oils and Fats	× NO	× NO	✓ YES	✓ YES	✓ YES AB(E) Powders Not Suitable	× NO

(Australian Standard 2444)

**APPENDIX B: Bomb Threat Checklist**

**BOMB THREAT CHECKLIST**

**EXACT WORDING OF THREAT:**

.....  
 .....  
 .....

**NOTE: IF A TELEPHONE THREAT, DO NOT HANG UP.**

**QUESTIONS TO ASK:**

1. Where did you put the Bomb? .....
2. When did you put it there? .....
3. What does the Bomb look like? .....
4. What kind of Bomb is it? .....
5. What will make the Bomb explode? .....
6. Did you place the Bomb? .....
7. Why did you place the Bomb? .....
8. What is your name? .....
9. Where are you? .....
10. What is your address? .....

**ACTION:**

Report call immediately to: POLICE: **000** .....

CHIEF WARDEN: .....

**IDENTIFYING/LOCATING THE CALLER** (Tick appropriate boxes)

**CALLER'S VOICE:**

- |                                 |                                      |                                     |                                                 |
|---------------------------------|--------------------------------------|-------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> MALE   | <input type="checkbox"/> SLOW        | <input type="checkbox"/> SLURRED    | <input type="checkbox"/> DEEP BREATHING         |
| <input type="checkbox"/> FEMALE | <input type="checkbox"/> RAPID       | <input type="checkbox"/> NASAL      | <input type="checkbox"/> CRACKING VOICE         |
| <input type="checkbox"/> OLD    | <input type="checkbox"/> SOFT        | <input type="checkbox"/> STUTTERING | <input type="checkbox"/> DISGUISED              |
| <input type="checkbox"/> YOUNG  | <input type="checkbox"/> LOUD        | <input type="checkbox"/> LISPING    | <input type="checkbox"/> IRRATIONAL             |
| Estimated Age _____             | <input type="checkbox"/> LAUGHING    | <input type="checkbox"/> RASPY      | <input type="checkbox"/> FAMILIAR               |
| Accent (specify) _____          | <input type="checkbox"/> EMOTIONAL   | <input type="checkbox"/> ABUSIVE    | <input type="checkbox"/> INCONSISTENT           |
|                                 | <input type="checkbox"/> WELL SPOKEN | <input type="checkbox"/> INCOHERENT | <input type="checkbox"/> RECORDED               |
|                                 | <input type="checkbox"/> FOUL        | <input type="checkbox"/> CLEAR      | <input type="checkbox"/> MESSAGE READ BY CALLER |

**BACKGROUND NOISES:** (What could you hear in the background?)

- |                                        |                                            |                                        |                                     |
|----------------------------------------|--------------------------------------------|----------------------------------------|-------------------------------------|
| <input type="checkbox"/> STREET NOISES | <input type="checkbox"/> HOUSE NOISES      | <input type="checkbox"/> CLEAR         | <input type="checkbox"/> LOCAL CALL |
| <input type="checkbox"/> CROCKERY      | <input type="checkbox"/> MOTOR / ENGINE    | <input type="checkbox"/> MUFFLED       | <input type="checkbox"/> STD        |
| <input type="checkbox"/> VOICES        | <input type="checkbox"/> AIRCRAFT          | <input type="checkbox"/> STATIC        | <input type="checkbox"/> ISD        |
| <input type="checkbox"/> PA SYSTEM     | <input type="checkbox"/> OFFICE MACHINERY  | <input type="checkbox"/> FADING        | <input type="checkbox"/> MOBILE     |
| <input type="checkbox"/> MUSIC         | <input type="checkbox"/> FACTORY MACHINERY | <input type="checkbox"/> LOCAL         |                                     |
|                                        | <input type="checkbox"/> ANIMAL NOISES     | <input type="checkbox"/> LONG DISTANCE |                                     |

**CALL TAKEN:** Date & Time: ..... Duration of call: ..... Call received on: .....  
 (Identify line / extension)

**RECIPIENT:** Name (print): ..... Phone: ..... Signature: .....

## **APPENDIX C: Emergency Call Information**

When contacting **(000)**, give this information:

- 1. This is .....** *(give your name)* from *(organisation name)* at *(give the address of the workplace including nearest cross street and building number, if on site with multiple buildings)*.
- 2. There is a fire/incident** *(describe)*
- 3. The phone number is** *[telephone number]* *(provide your mobile number)*