

# **EMERGENCY MANAGEMENT PLAN**

Version 1.0  
December 27<sup>th</sup> 2012

1 Colombo Apartments  
1-19 Colombo Street Mitcham 3132  
Building Class 2,6,7a,Sole Occupancy Units, Retail Shops & Car park

This document was created by Sebastian Golotta on behalf of the Owners Corporation.

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## **PREFACE**

This Emergency Management Plan has been developed for the 1 Colombo Apartments Owner's Corporation. It is designed to identify the roles and responsibilities of staff and residents in providing an effective response to an emergency through the Emergency Control Organization (Chief Warden and Deputy Warden).

The plan is based on recognized emergency management principles and has been established to be as reasonable and practicable as possible. References are made to the Victorian Occupational Health and Safety Act 2004, Safe Work Australia Emergency Plans 2012 and Australian Standard AS3745 – 2010 Emergency control organization and procedures for buildings, structures and workplaces.

During an emergency, all people on site may require evacuation. The procedures in this plan are designed to enable the safe evacuation of all people. It is therefore necessary that these procedures are actively supported and adopted by all people on this site.

1 Colombo Street Apartment Owner's Corporation recognize 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 the proprietor, with assistance from the Emergency Control Organization.

This plan will serve as a reference tool for staff and residents with emergency management responsibilities on site, following their Emergency Response training.

The Proprietor (or Chief Warden being the Building Manager) shall review this plan annually to ensure it remains current. Alterations to any part of the building or its' usage will also initiate an immediate review of this plan.

# **EMERGENCY MANAGEMENT POLICY**

## **Policy for emergencies**

This Emergency Management Plan has been developed by the 1 Colombo Apartments Owners Corporation Building Manager as part of our commitment to the safety of all who live, enter, use or work at this site.

Our primary goal is to protect the life and safety of all staff, residents and people who visit the building.

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 in the building and the surrounding community.

## **Aim of this plan**

The aim of the Emergency Management 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 residents and staff are safe and that 1 Colombo Apartments Owner's Corporation can continue to provide ongoing service to all residents and tenants.

## **Authority**

The Proprietor of 1 Colombo Apartments has given authority to implement the information provided within this plan to all staff and it be available for all residence 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 By:

Name:

Signature:

Date Signed:

Implementation Date:

Review Due Date:

# **EMERGENCY MANAGEMENT PLAN**

## **OVERVIEW**

This Emergency Management Plan and Guide is part of the commitment to assist proprietors in meeting their obligations concerning fire safety and emergency management and to build the 1 Colombo Apartments Owners Corporation emergency response capacities. In preparing this plan, consideration has been given to the following:

- Victorian Occupational Health & Safety Act 2004 Section 20 & 26.
- The Australian Standard 3745 -2010.
- The Building Plans Fire safety engineering report and,
- Recommendations of the Melbourne Fire Brigade.

## **DEFINITIONS**

### **Term & Definitions**

#### **Armed Person**

A person who is in possession of an offensive weapon or instrument.

#### **AS3745**

Australian Standard 3745 – 2010 Emergency control organization and procedures for buildings, structures and workplaces.

#### **Assembly Area (External)**

An area far enough away from the emergency that, where practicable, Residents, Employees and Contractors are protected from the physical impact of the emergency and that allows for further movement away from potential sources of danger.

#### **Building, structure and workplace**

A building, structure or workplace that is occupied by people, including offices, shops, 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 which may adversely affect persons or the community generally, and which requires an immediate response.

#### **Emergency Control Organization (ECO)**

A structured organization that will initiate an appropriate response to emergency situations.

#### **Emergency Planning Committee (EPC)**

A committee responsible for establishing an emergency management plan, setting up of the ECO, and arranging the appropriate training and evacuation exercises.

#### **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 Building)

#### Evacuation Exercise

A theoretical or practical exercise designed to test the ECO response to an emergency at the site. It may or may not involve residents, but should include all staff (including night shift staff). 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 Diagram

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.

#### Fire Indicator Panel

The Fire Indicator Panel is used to manage the building alarms, which may be activated by operation of a sprinkler, smoke alarm or thermal detector. The FIP may also be programmed to release smoke doors and activate essential safety equipment.

#### Hazard

A source of potential harm to people, property or the environment, or a situation with a potential to cause loss.

#### Incident

Any unplanned event which may cause the ECO to be activated.

#### May

Indicates the existence of an option.

#### 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.

#### Mobility Impaired Person

A person with a physical, intellectual, visual or auditory impairment - either temporary or permanent who requires assistance during an emergency evacuation.

#### OC

Owners Corporation are the managing agent on behalf of the owners

#### Occupational Health and Safety Act 2004

An Act of Parliament intended to promote and improve standards for occupational health, safety and welfare.

#### Proprietor

The Owner of The 1 Colombo Apartments or the Manager working on the owner's behalf.

#### 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

Smoke exhaust

Ventilation and smoke removal system

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 people in the building of evacuation procedures and assembly areas.



# EMERGENCY CONTACT TELEPHONE NUMBERS

## Site Details

1 Colombo Street Apartments and Shops,  
1-19 Colombo Street Mitcham Victoria 3132

## Emergency Services Telephone

Ambulance.....000  
Victoria Police .....000  
Fire Brigade.....000  
State Emergency Service ..... 13 25 00  
Emergency services from mobile phones secure roaming.....112

## General Emergency Contacts

WorkSafe Victoria.....,13 23 60  
Environment Protection Authority.....9695 2777  
Victorian Poisons Information Centre.....13 11 26  
Interpreter Service (24 hours) .....13 14 50  
SES - State Emergency Services.....13 25 00  
Building Manager Chief Fire Warden, First Aid officer .....0499 933 056  
Deputy Warden (building B resident).....Mark Browne .....0419319104  
Deputy Warden (building A resident)  
Owner's Corporation Manager.....Kylie.....1800364463

## Utilities

Gas Provider Origin.....132461  
Electricity Provider Origin.....132461  
Water Provider Yarra Valley Water .....1300 304 688.  
Tele Communication Provide Telstra .....132 203  
Electricity Sub Station B1.....Ron Dawson..... 0402 060 876  
Electricity faults.....United Energy.....132099  
Gas Mains Room.....Jim Rialli..... 0405 500 713

## Contractors

Plumber (24hrs) BP Plumbing .....Nick ..... 0425 712 040  
Electrician (24 hrs) Prolux.....Alex..... 1800 800 880

## **EMERGENCY PLANNING COMMITTEE**

The Emergency planning committee members will meet on a yearly basis to discuss the outcomes of any emergency evacuation or Emergency training drills and to review the emergency management plan and its performance.

Sebastian Building Manager  
0499 933 056

Mark Browne Deputy Resident Warden Building B  
0419319104

## **EMERGENCY CONTROL ORGANISATION**

The Emergency Control Organization will be identified by hard hats and vests that shall be worn during any emergency or evacuation exercise and will be identified by the following colours:

CHIEF WARDEN  
White hat & Green Vest

RESIDENT DEPUTY WARDENS  
Yellow hat & Green vest

FIRST AID OFFICER (Chief Warden or Deputy Warden)  
Green (with White Cross)

Emergency Control Organization Telephone numbers

Chief Warden During working hours  
Sebastian  
0499 933 056

Resident Deputy Warden Building B  
Mark Browne  
0419 319 104  
Resident Deputy Warden Building A

First Aid officer During working hours  
Frank Douglas Cleaner  
0419 887 033

## **RISK ASSESSMENT RCAP**

Consequence	Likelihood				
	Very likely	Likely	Possible	Unlikely	Highly unlikely
Fatality	Extreme	High	High	High	Medium
Major injury	High	High	High	Medium	Medium
Minor injury	High	Medium	Medium	Medium	Medium
First aid	Medium	Medium	Medium	Low	Low
Negligible	Medium	Medium	Low	Low	Low

Hazard	Likelihood	Consequence	Rating	Comments Monitoring reviewing
CAUTION OF VEHICLES AND BUSES MUST BE TAKEN WHEN GOING TO THE EVACUATION POINT AT THE FRONT	UNLIKELY	MINOR	MEDIUM	
EXPLOSIVE DEVICE	HIGHLY UNLIKELY	FATALITY	MEDIUM	
SMOKE AND DIRECTION OF THE WIND AT THE EMERGENCY EVACUATION POINT.	UNLIKELY	FIRST AID	LOW	
EARTHQUAKE	MINOR	HIGHLY UNLIKELY	MEDIUM	

<b>ELECTRICAL POWER LOSS</b>	<b>POSSIBLE</b>	<b>FIRST AID</b>	<b>MEDIUM</b>	
<b>GUNMAN</b>	<b>HIGHLY UNLIKELY</b>	<b>FATALITY</b>	<b>MEDIUM</b>	
<b>FIRE</b>	<b>POSSIBLE</b>	<b>FATALITY</b>	<b>HIGH</b>	

## **DESCRIPTION OF BUILDING**

The 1 Colombo Apartments have two towers Building A consisting of 5 levels and Building B consisting of 7 levels. Below the building is a 2 story Car Park, The building consists of 184 residential apartments and 2 retail outlets.

The Owners Corporation employs 2 staff on site: the Building Manager working 8 hours per day, 5 days per week and Cleaner / Handyman working 6 hours per day 5 days per week.

## **LOCATION**

The 1 Colombo street apartments is located on a side street with a train station directly in front of it approximately 50 meters. Surrounding the building are a variety of shops, commercial businesses and a school. The street in front is a very busy street with bus stops and people walking to and from the station constantly. The local fire station is a few kilometres away and the normal response time can be up to 20 minutes.

## **BUILDING SAFETY FEATURES**

Fire and emergency safety equipment is provided to assist in ensuring a safe environment for residents, staff, visitors and contractors. All staff and residents should familiarize themselves with safety features and equipment within the building and ensure that it is operational and/or useable at all times through preventative maintenance.

Fire indicator Panel

Sprinkler system

Emergency Warning and intercommunication system

Automated Lifts that assist in a fire evacuation

Fire Hydrants

Fire Hose reel

Portable fire extinguishers (Dry Chemical E Class)

Emergency lighting

Exit Signs

Internal stairwells

Smoke Alarms

Thermal Detectors

Smoke and Fire Doors

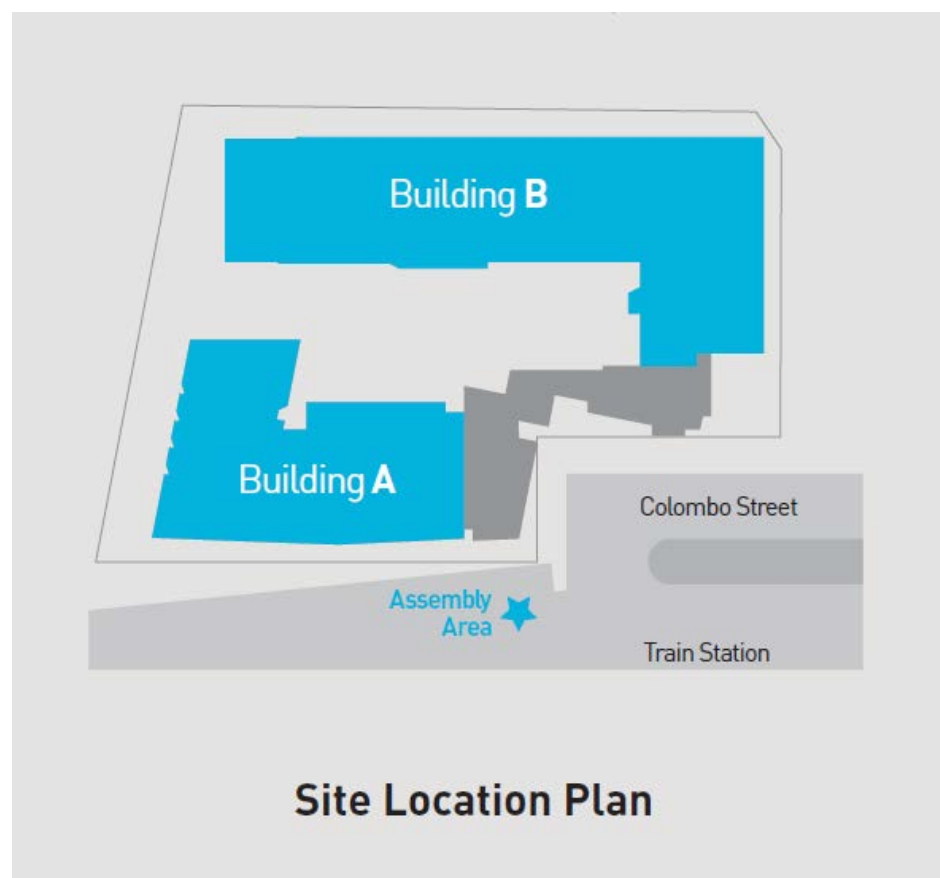
Pressurised stairwells

Smoke extraction Ventilation

## EVACUATION PROCEDURES (PLANS DIAGRAMS)

You will find this Evacuation Plan displayed around the building structure in the common areas on all floors. It a guide for all occupants to safely navigate through the evacuation procedures.

The Evacuation Plan provides the location of fire fighting equipment and emergency exits, Escape routes and assembly area



## **RAISING AN ALARM**

When an emergency occurs on site, an alarm can be raised by;

- Automatic activation of the Emergency Warning System (EWS) due to activation of a sprinkler, smoke alarm or thermal detector
- Calling the Emergency Services on '000'
- Calling the Building Manager/ Chief fire warden who can activate the fire alarm via the break glass alarm in the Fire indicator Panel
- Someone witnessing the emergency (ie. fire, gas leak, etc.) reporting the emergency to the building manager or staff.
- Manually alerting people.

## TRAINING

During an emergency, the appropriate response is only achieved if all members of the Emergency Control Organisation (ECO) are familiar with what is expected of them. Therefore a 12 monthly program of education, training and evacuation exercises should be scheduled to test the organizations skills,

### Warden

Wardens will be required to attend appropriate training every two (2) years, or when new wardens are nominated. All training provided to Wardens should be recorded on file. Training should be designed to develop the skills and knowledge required to undertake the duties assigned to their position to ensure they provide an appropriate response in real emergency situations.

### Evacuation exercises

All staff and residents if available are expected to participate in yearly emergency evacuation exercises conducted at this building. In accordance with AS 3745 (2010) at least one evacuation exercise must be conducted every twelve (12) months. All details of evacuation exercises shall be recorded.

### Induction

All new staff must be made aware of the building safety features, warden role, and the Emergency Management Plan for this site. They must be advised to act in accordance with the established procedures in a real emergency.

### Skills maintenance

ECO personnel shall meet at intervals not greater than (12) months prior to the anniversary of the Evacuation Exercise. These meetings shall be used to discuss changes in personnel, prepare for the Evacuation Exercises, arrange necessary training, analyses any incidents since the last meeting identify new risks. The meetings purpose is to maintain awareness and improve knowledge. These meetings are included as part of the Annual Program, and all details of ECO meetings shall be recorded

All staff/residence and ECO should familiarize themselves with this Emergency Management Plan.

## EVACUATION EXERCISE RECORD

Date	Warden or Duty	Time Started	Time Finished

## WARDEN 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 are required to attend appropriate training every two (2) years. The First Aid Officers should attend training to ensure they maintain competency.



## **CHIEF WARDEN**

The Chief Warden will normally be the most senior staff member on shift. When notified or on 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 and inform emergency services of impaired persons living in the building.
4. Assume control of all people in the building until the emergency is over.
5. Communicate with Wardens, or activate a Break Glass Alarm to alert all people in the building of an emergency.
6. Provide advice to Wardens and people in the building using the Emergency Warning and Intercommunications System or PA System if one is available.
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 the Emergency Services and ensure all contractors and staff are accounted for.
10. If multiple Emergency Assembly Areas are used, communicate with Wardens at the other Assembly Areas to ensure all people in the building have been accounted for.

Following the Emergency;

11. Notify the Proprietor (Manager.)
12. Ensure required reporting guidelines are met.
13. Arrange debriefing for residents, owners, visitors and/or contractors where necessary.
14. Ensure any equipment used is returned to its original working condition and position.
15. Initiate a recovery plan to return the building to a pre-emergency state.

## **DEPUTY WARDEN AREA WARDEN**

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

1. Determine the nature and scope of the emergency
2. Raise the alarm by calling 000, or advising staff and residents
3. Evacuate all people in the building from immediate danger.
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 in the building. Close doors after checking each room.
6. Consider using fire fighting equipment (fire extinguisher or fire hose reel) only if safe and trained to do so.
7. Assist residents with evacuation to the Assembly Point or nominated Emergency Assembly Area.
8. Assist with stopping any residents re-entering the building during the emergency.

Note: In the case of a bomb threat, ensure doors are left open following the check of each area including the evacuation point for suspicious items or cars .

## WARDEN TRAINING RECORDS

Date	Name	Course

## 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. Retrieve first aid kit vest and cap from managers office
3. Raise the alarm by calling an ambulance, police, or advising staff in person.
4. Assist with evacuation and treatment of all staff and residents in immediate danger.
5. Treat minor injuries at the Emergency Assembly Area until the paramedics arrive.

## EVACUATION PACKS

Evacuation Packs should be kept in the Managers office for the chief warden (Deputy Resident Warden must keep in his/ her apartment) All equipment required in an emergency evacuation pack will be provided by the Body Corporate Owners. This should be kept near an exit for quick excess and should include;

1. The Emergency Management Plan.
2. First Aid kit.
3. Torch.
4. Keys.
5. Identification hat, green vest.
6. Impairment list

The Chief Warden must obtain the contractor sign in book located in the Building Manager's office to ensure contractors working on the site are accounted for if during business hours.

Following any evacuation, the Chief Warden or Deputy Warden will be able to contact any key stakeholders, as all contact information will be contained in this Emergency Management Plan.

## **EVACUATIONS**

1. Evacuate the residents from immediate danger urgently.
2. Remember to take the evacuation pack and any documents, such as visitor sign-in books, when evacuating to the Emergency Assembly Area (to assist with accounting for all people in the building).
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. Ensure there are no obstructions leading to the Emergency Assembly Areas.
6. Do not take bulky items or personal belongings when evacuating in an emergency. If time and circumstance permit return to the building, such as for floods, these items may be taken during evacuation.
7. If safe, lock away confidential files and shut down computers containing sensitive information.
8. Ensure computer server back-up tapes are collected during evacuation, only if safe.
9. Remain at the Emergency Assembly Area until given the 'all clear' by Emergency Services to return to the building.

## **NON EVACUATIONS**

Some external Emergencies will require occupants to be advised to stay inside, as leaving may expose them to greater risks

A Chief Warden may make a discussion regarding remaining in the building as opposed to evacuating, at the time of an emergency.

A Chief Warden may seek advice from emergency services regarding an external emergency and whether it is safe to evacuate people.

## **PERSON REFUSING TO COMPLY WITH A WARDEN'S DIRECTION**

When an employee, resident, volunteer, contractor 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 of what they have to do in an emergency as the emergency situation may be life threatening then move on to assist other people.
- 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 1986 to remove the person

## **USE OF LIFTS IN EMERGENCY**

The lifts in this building are designed to assist in the evacuation process and may be used in an emergency. The lifts will evacuate the floor that has the emergency first then the one above it following the one below it.

If you are waiting for a lift it is advised that the stairs will be quicker generally as the lift may be used by emergency services to evacuate injured people and impaired people as a priority. The Emergency Services will make a decision as to the safety of using the lifts to evacuate mobility-impaired people or injured people in the building when they arrive.

## MOBILITY IMPAIRED PERSONS

Any occupant who requires assistance in an Emergency Evacuation must advise the Chief Fire Warden( Building Manager) to be put on the below register.

The Emergency Services will make a decision as to the safety of using the lifts to evacuate mobility-impaired people in the building as a priority when they arrive.

Below is a list of these persons and their contact details.

Name	Unit Number	Telephone Number	Impairment type

Quick tip: A safe place for impaired persons is in the stairwells in the event of fire and smoke. The stairwells are fire rated and pressurised (you could assist an impaired person to the stairs and then notify the Emergency personnel of their location this is not recommended in cases of dementia).

## ASSEMBLY AREA

When advised by the Chief Warden or the Deputy Warden or the EWIS, all persons within the building are to make their way to the Primary 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.

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 building 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.

## **EMERGENCY EXERCISES & DRILLS**

A schedule of exercises and drills addressing the various kinds of potential emergencies and locations must be developed and implemented (as a minimum) on an annual basis. The exercises and drills themselves must address and evaluate:

1. Management response through such means as discussions, simulation exercises, or physical response drills; and
2. The conduct and effectiveness of each drill or exercise must be documented reviewed and evaluated, with procedural improvements actioned and additional training provided to align performance and competency with requirements, as necessary.

Emergency Drill Report forms must be completed post exercise or post emergency. These reports will assist in the recognition of any gaps or improvements in the Emergency Management Plan and will be amended accordingly.

## **VISITORS AND CONTRACTORS**

All visitors and contractors are the responsibility of the building 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 as displayed around the building in the Emergency Evacuation procedures diagram.

## **MANAGEMENT OF CONTRACTORS DURING AN EMERGENCY.**

The Chief warden will ensure they are included in any evacuation.

Contractors conducting minor works on layout, or servicing equipment (especially if working in isolation of other people in the building) should follow the procedures for contractors. This includes signing the contractor book to ensure there is a record that they are on site and have been inducted, signing out when they leave the site.

During an emergency, contractors working in the building will be included in an emergency evacuation.

## **ANY INCIDENT**

The Any Incident plan is for use in general incidents and emergencies where no specific plan is given. It covers the basics of incident and emergency management.

### **FIRST PERSON**

On discovering an incident the first person should:

- 1 Assess the situation and gather information
- 2 Call Emergency services if required (000)
- 3 Notify Chief Warden/ Building Manager

## **TELEPHONE BOMB THREATS**

Complete the 'Bomb Threat Checklist on the next page

1. DO NOT PANIC.
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.

## Checklist

RECORD	QUESTIONS TO ASK
Date _____	When is the bomb going to explode? _____
Time _____	Where did you put the bomb? _____
Duration _____	When did you put it there? _____
No. Called _____	What does the bomb look like? _____
Receiver of call _____	What kind of bomb is it? _____
	What will make the bomb explode? _____
	Did you place the bomb? _____
	Why did you place the bomb? _____
Signature _____	OR
	What kind of substance is it? _____
	When will the substance be released? _____
	How will the substance be released? _____
	Is the substance liquid, powder or gas? _____
	How much of the substance is there? _____
	What is your name? _____
	Where are you? _____
	What is your address? _____

## WRITTEN BOMB 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, airmail and special delivery.
  2. Misspelling of common words.
  3. Restrictive markings such as confidential or personal.
  4. Unusual odour.
  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





## 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.

## COURSES OF ACTION FOR BOMB THREATS

### 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. 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.*

## 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 people 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. Manager/ Chief Warden
3. Deputy Wardens

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(Building Manager) / First Aid Officer**

Alert senior management of incident and possible need for debriefing

## 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 and other unexpected situations. It is safer for you to remain in the building.

1. Try to remain calm.
2. Move away from the windows and outside walls.
3. Keep away from mirrors, light fittings, bookcases 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 (ie. 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 on your floor.

The Warden should call emergency Personnel into action as soon as possible after the earthquake.

## FIGHTING FIRE WITH EXTINGUISHERS

Most fires, on a small scale and if quickly detected, can be controlled. Portable fire extinguishers are designed precisely for this purpose. There are different types of extinguishers that may be used very effectively over a wide range of fires.

This site is equipped with dry chemical E type Extinguishers.

### How to use an 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

Please note the extinguishers in our building are located in the fire hose reel cupboard on every floor, These Extinguishers are used for A,B and E class fires.



## **FIGHTING FIRE WITH FIRE BLANKETS**

Fire blankets may be used on small electrical appliance fires and flammable liquid containers such as deep fat fryers, frying pans etc.

The Building Manager recommends that all residents purchase and hang a fire blanket in their kitchens as cooking fires are the main cause of fire in residential apartment buildings.

1. Remove fire blanket from packet 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 pot or appliance. Do not remove a pot from the stove until it cools down and leave appliances until the fire brigade arrives.
7. Call the Fire Brigade.

*Fire blankets are designed for small Class A,B and F fires. They can also be used for clothing fires. Never attempt to carry a hot cooking pot out of the kitchen.*

## **FIGHTING FIRE WITH HOSE REELS**

Fire hose reels are primarily used by professional fire fighters and people in the building who have been highly trained in their use. If you have training and/or are confident in using a hose reel, proceed as trained. People in the building 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

## **QUICK REFERENCES FOR EMERGENCY RESPONSE**

### **FIRE OR EXPLOSION EMERGENCY PROCEDURES**

1. Locate emergency on the fire indicator panel Chief Warden Only
2. Assist any person in immediate danger, only if safe to do so.
3. Contain fire with fire extinguisher, fire blanket only if safe to do so.
4. Close doors to reduce the spread of smoke and contain the fire.
5. Ensure the emergency services are notified by calling 000 or 112 from mobile phones for full secure network coverage even if you have a Fire Alarm going off in the building.
6. Collect the Evacuation pack and contractor sign in book
7. Evacuate residents and staff from immediate danger and use the break glass alarm in the FIP if fire alarm is not activated.
8. If evacuating the entire building start with residents who are able to self-evacuate.
9. Collect the Visitor/Contractor Sign-In book only if during working hours.
10. Conduct a search of all rooms, offices, shops, common areas to ensure all residents, staff and visitors have evacuated the dangerous area.
11. Meet Emergency services. Alert emergency services of the situation on hand and inform them of the people who are impaired or immobile refer to page 19, Emergency Services will make a decision as to the safety of using the lifts to evacuate injured and mobility impaired people as the priority from the building when they arrive
12. Proceed to the Assembly Area and remain there until the '**All Clear**' is provided by the Emergency Services to the Fire Warden.

## **BOMB THREATS EMERGENCY PROCEDURES**

1. Assess the risk of the threat Low, Medium, High,
2. If Medium to high call Emergency Services 000 explaining the bomb threat.
3. Collect the Evacuation Pack, check all floors for suspicious items.
4. *If a suspicious object has been found, it may be necessary to use a specific exit or escape route to evacuate people away from the object*
4. Evacuate residents and staff from immediate danger and use the break glass alarm in the fire indicator Panel to activate the evacuation alarm.
5. Check all areas including rooms, shops, toilets, storerooms, car park and all other spaces.
6. Meet Emergency services, Alert emergency services of the situation on hand and inform them of the people who are impaired or immobile refer to page 19, Emergency Services will make a decision as to the safety of using the lifts to evacuate mobility-impaired people in the building when they arrive.
7. Conduct a final check to ascertain all areas are clear.
8. Ensure all internal doors, except fire doors are left open if possible.
9. Do not let people re-enter the building.
10. Proceed to the nominated external Emergency Assembly Area, taking personal items with you, Check the assembly area for suspicious items or cars, If all clear remain there until directed it is safe to return to the building by Emergency Services personnel.

## **ACTION FOR THREATENING BEHAVIOUR**

### ***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 wellbeing, call the Police on 000 immediately.

### ***Chief Or Deputy Warden / Manager***

1. Obtain information from people 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 that the police will be arriving
4. Organise debriefing for affected staff and/or residence when the incident is over

## **ACTION FOR ARMED HOLD-UP**

### **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 offenders mannerisms, clothing and speech.
- 10 .Try not to involve other people 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 and call the police on 000.
3. If safe, observe which direction the offender goes, the type of car, color, registration.
4. Do not touch any area the offender has touched.
5. Cordon area off, do not allow other staff, residents or visitors into the area.
6. Keep witnesses there until Police arrive.

## **ACTION FOR HAZARDOUS SUBSTANCES**

1. Call the Fire Brigade on '000' and notify the Building Manager 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. Await instructions from the Chief Warden.  
(Ensure the Emergency Assembly Area is upwind if evacuation is to proceed)
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.

## **ACTION FOR GAS LEAKAGE**

1. Isolate the gas supply at the source (if safe to do so).
2. Evacuate people in immediate danger.
3. Notify the fire brigade on '000' and the Building Manager.
4. Remove all ignition sources (if safe to do so). Turn off the electrical supply.
5. Report to the Emergency services regarding any actions taken and the location of the suspected leak.
6. Control the movement of people in the Building to the Emergency Assembly Area (if required).
7. Remain at the Emergency Assembly Area until further advised by emergency services and The fire warden.

## **ACTION FOR EARTH QUAKES**

1. Assess damage to the building.
2. Ensure First Aid is given to those injured.
3. Call Emergency Services on 000
4. Switch off all utility mains to the building, if safe to do so.
5. Cordon off any dangerous areas to avoid further Incident.
6. Initiating controlled evacuation (if required).
7. Conducting a search of the site by calling out to people, if safe to do so.

## **ACTION FOR MEDICAL EMERGENCY**

1. Contact the Ambulance Service '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, follow their instructions carefully remain calm.
6. Have someone meet Ambulance service and let them into the building.
7. 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.
8. Alert senior management of incident and possible need for debriefing.



## **ACTION FOR STORMS WITH DAMAGING WINDS AND/OR HAIL**

1. Keep all outdoor furniture and contents tied down and secure.
2. Ensure all windows and doors are closed through the storm,
3. Stay indoors where it is safe until the storm is over.
4. Listen to the television or radio for storm updates
5. Keep a candle or torch close by in case of power outages.
6. Once the storm has passed, if safe to do so look around for structural damage or unsafe debris and inform management
7. Call SES and/or 000 if assistance is needed with rescue and clean up.

## **ACTION FOR FLOODS**

### **Burst Mains Flooding**

1. If the flood is a result of a burst water pipe find the source and shut it down
2. Call the Building Manager immediately.
3. For Deputy Wardens call the 24 hour plumber listed in the contacts of this plan and make sure water is not making its way near a power source.
4. Have someone meet the plumber and grant them access to the mains located on B1 or in the water riser cupboards on each floor.
5. If water is threatening to make contact with a power source shut the power mains off do not make contact with the water.
6. Evacuate the Area if needed.

### **Flash Flooding From Storms and water surges**

1. Head for higher ground
2. Do not attempt to drive vehicles
3. Call the SES for assistance if you are in danger or need rescuing.

## **ACTIONS FOR UTILITY OUTAGES POWER, WATER AND GAS**

1. Call the utility provider to check if there is a problem with the supply.
2. If the outage is a result of an internal problem locate the source check switchboards and other areas of the building to see if it is only effecting an isolated area.
3. Call the relevant utility contractor to resolve the problem.
4. Alternatively call the Building Manager if it's an internal outage.

## **POWER WATER & GAS SHUT DOWN PROCEDURES AND LOCATION**

When making the decision to shut down the utility supply from within the building there are two ways this can be done.

**Warning for the safety of people travelling in lifts, ensure lifts are grounded and placed on fire service before you cut the power supply also domestic water will not be pumped through the building if power is cut.**

- 1.Shut down a floor or an area by using the mains located on the floors in the water meter cupboards or electrical cupboards.
- 2.Shut down the whole Building supply or specific services from the mains located in B1 on the south walls

## **POST EMERGENCY RECOVERY**

This process is to get the building back to a pre emergency state. This will differ as all emergencies have severity differences and have different outcomes, below are some suggestions

1. Organising trauma counselling.
2. Lodging Insurance claims (alternative accommodation)
3. Clean up strategies