

# Emergency Procedures

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## EMERGENCY CONTACTS

Emergency Services: **000**

Chief Warden: (name)  
Phone:

First Aid Officer: (name)  
Phone:

Fire

Medical Emergency

Bomb Threat

Suspect Package

Power Outage

Internal - HAZMAT

Environmental

Personal Threat

Natural Disasters

Evacuation

# Fire Related Emergencies: Call 000 immediately



If you see fire or smoke do not panic or shout.  
Remain calm and remember **RACE**

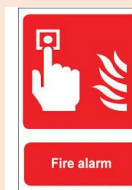
**R**

**REMOVE/RESCUE** persons in immediate danger



**A**

**ALARM/Raise the alarm, 000**  
**Activate Emergency Procedures**



**C**

**CONTAIN** Fire and Smoke by closing doors behind you



**E**

**EXTINGUISH** the Fire if you are trained and it is safe



**EVACUATE TO THE ASSEMBLY AREA**

Evacuate immediately | Follow instructions from Wardens, Security and Emergency Services  
In Smoke Stay Down Low to Avoid Breathing Smoke | Leave lights on  
The order in which these actions are performed will depend upon the particular fire incident.

Fire





# Fire Warden Course

## Demonstrate first attack firefighting equipment

### 9.3 Introduction to Fire

### Firefighting Agents

Extinguishing Agent	Method of Extinguishing	Classes of Fire to be used on	Advantages	Disadvantages
Water	Cools the fire which lowers the temperature to that below combustion resulting in suppression of the fire.	A	Cheap and plentiful	Not safe/effective to use with B – C – D – (E) – F class fires
Foam/AFFF Aqueous film forming foam	Cools the fire and coats the fuel, preventing its contact with oxygen, resulting in suppression of the fire.	A + B	Relatively cost effective and easy to use	Not safe/effective to use with C – D – (E) – F class fires
Carbon Dioxide CO <sub>2</sub>	Removes Oxygen from around the fire, resulting in suppression of the fire.	B + (E)	Clean, no residue.	Expensive and difficult to use in large quantities. Can cause asphyxiation in confined spaces. Not safe/effective to use with A – C – D class fires
Wet Chemical	Cools the fire and coats the fuel, preventing its contact with oxygen, resulting in suppression of the fire.	A + F	Very effective on cooking and fat fires	Not safe/effective to use with B – C – D – (E) class fires
Vaporising Liquid	Extinguishes fire by displacing oxygen (CO <sub>2</sub> or inert gases), removing heat from the combustion zone ( <a href="#">Halotron-1</a> , FE-36, Novec 1230) or inhibiting the chemical chain reaction (Halon).	A + (E)	Very clean and good to use where sensitive equipment and electronics are kept.	Expensive, can cause asphyxiation in confined spaces. Not safe/effective to use with D – F class fires
Dry Chemical Powder A B (E) type	Breaks the chain reaction of liquid and gas fires by coating the surface to which it is applied.	A + B + C + (E)	Very effective and low cost.	Messy. Not safe/effective to use with D – F class fires
Dry Chemical Powder B (E) type	<a href="#">Sodium bicarbonate</a> , In the heat of a fire, it releases a cloud of carbon dioxide that smothers the fire. That is, the gas drives oxygen away from the fire, thus stopping the chemical reaction.	B + C + (E) + F	Very effective and low cost.	Messy. Not safe/effective to use with A + D class fires

# Fire Extinguisher Chart



FIRE EXTINGUISHER USE:

**P. A. S. S.**







**PULL** the pin

**AIM** at base of fire

**SQUEEZE**  
Handles

**SWEEP** from side to side

## Know which extinguisher to use

Fire Extinguisher →						
	Water	Foam	CO2	Powder	Wet Chemical	Vaporising Liquid
Class of Fire	All Red	Red with Blue Band	Red with Black Band	Red with White Band	Red with Oatmeal Band	Red with Yellow Band
A	✓	✓	✓ Limited	✓ ABE   ✗ BE	✓	✓
B	✗	✓	✓	✓	✗	Limited
C	✗	✗	✗	✓	✗	Limited
(E)	✗	✗	✓	✓	✗	✓
F	✗	✗	✓ Limited	✗ ABE   ✓ BE	✓	✗



**AFTER USE:**

Lay Extinguisher on the ground on its side next to where it usually hangs.

Fire

# MEDICAL EMERGENCY: CALL 000 IMMEDIATELY



For all first aid incidents contact your **FIRST AID OFFICER:**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Location: \_\_\_\_\_

## First Aid DRSABCD Instructions

<b>DANGER</b>	Ensure the area is safe for yourself, others and the patient.	
<b>RESPONSE</b>	Check for response – ask name – squeeze shoulders.	
	<b>No response</b>	<b>Response</b> Make comfortable. Monitor response.
<b>SEND FOR HELP</b>	Dial 000 and state “ambulance” required or ask another person to make the call.	
<b>AIRWAY</b>	<b>Check airway is clear</b> <b>Open the mouth</b> – if foreign material present: Place in recovery position. Clear airway with fingers.	
<b>BREATHING</b>	<b>Check for breathing</b> – look, listen, feel.	<b>Normal breathing</b> Place in recovery position. Monitor breathing.
	<b>Not normal breathing</b> Start CPR.	
<b>CPR</b>	<b>Start CPR – 30 chest compressions : 2 breaths</b> Continue CPR until help arrives or patient recovers.	
<b>DEFIBRILLATION</b>	<b>Apply defibrillator</b> if available and follow voice prompts.	

Never leave the patient alone | Do not move the patient unless exposed to a life-threatening situation

Provide support and appropriate assistance until emergency help arrives

Medical Emergency



# BOMB THREAT:



If you receive a bomb threat, do not use a mobile phone or set off the fire alarm  
– it may trigger an explosion.

<b>Remain calm</b>	<ul style="list-style-type: none"> <li>▪ Treat the call as genuine.</li> <li>▪ Attempt to prolong conversation and DO NOT hang up.</li> <li>▪ Try to attract the attention of a second person to call 000</li> </ul>
<b>Be attentive</b>	<ul style="list-style-type: none"> <li>▪ Note distinguishing background noises, music, traffic etc.</li> <li>▪ Note voice characteristics.</li> <li>▪ Does caller indicate knowledge of the building or business?</li> </ul>
<b>Record</b>	<ul style="list-style-type: none"> <li>▪ Enter the details immediately on the Bomb Threat Checklist form on the next page.</li> </ul>
<b>Notify</b>	<ul style="list-style-type: none"> <li>▪ Dial <b>000</b> and state that a “<b>BOMB THREAT</b>” has been made.</li> <li>▪ Your emergency warden.</li> </ul>
<b>Prepare</b>	<ul style="list-style-type: none"> <li>▪ To assist in the search if requested.</li> <li>▪ To evacuate if necessary.</li> <li>▪ To follow instructions of wardens, security, police and other emergency service personnel.</li> </ul>
<b>If object found</b>	<ul style="list-style-type: none"> <li>▪ <b>Do not touch it.</b> Report that you have found it. Open doors and windows where possible and evacuate area, to reduce the impact of an explosion.</li> </ul>

Refer to the Bomb Threat Checklist on the reverse

Bomb Threat



# BOMB THREAT CHECKLIST:

## REMEMBER TO KEEP CALM AND DO NOT HANG UP AFTER THE CALL

Exact wording of threat: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### QUESTIONS TO ASK

When is the bomb going to explode? \_\_\_\_\_

Where did you put the bomb? \_\_\_\_\_

When did you put it there? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

What will make the bomb explode? \_\_\_\_\_

Why did you place the bomb? \_\_\_\_\_

What is your name? \_\_\_\_\_

### CALLERS VOICE

Accent: ☐ Asian ☐ Australian ☐ American ☐ English

☐ Pacific Islander ☐ European ☐ Middle Eastern

Speech: ☐ Fast ☐ Slow

Voice: ☐ Loud ☐ Soft

Gender: ☐ Male ☐ Female

Impediment: ☐ Lisp ☐ Stutter

Manner: ☐ Calm ☐ Emotional

Diction: ☐ Clear ☐ Muffled

Other: \_\_\_\_\_

Did you recognise the voice? ☐ Yes ☐ No

Was the caller familiar with the building/area/business/staff? ☐ Yes ☐ No

### THREAT LANGUAGE:

Well-spoken ☐ Yes ☐ No

Incoherent ☐ Yes ☐ No

Taped ☐ Yes ☐ No

Abusive ☐ Yes ☐ No

Message read by caller ☐ Yes ☐ No

Other \_\_\_\_\_

### BACKGROUND NOISES:

☐ Voices ☐ Street noises ☐ Aircraft

☐ House noises ☐ Machinery ☐ Music

☐ Other \_\_\_\_\_

### RECIPIENT OF PHONE CALL:

Name: \_\_\_\_\_

Staff no: \_\_\_\_\_

Email: \_\_\_\_\_

Phone (w): \_\_\_\_\_

Mobile: \_\_\_\_\_

Branch: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Time of Call: \_\_\_\_\_

Date: of Call: \_\_\_\_\_

Bomb Threat

# SUSPICIOUS PACKAGE: CALL 000 IMMEDIATELY



## STOP what you are doing and put the item down!

1. Do not smell, touch, taste, shake or empty contents of the item or substance.
2. Turn off any equipment that could disturb air flow, e.g. fans or air conditioning.
3. Where there is a likelihood of contamination, remain in the area, but step away (approximately 2 meters) from the item or substance. Instruct other people in the vicinity to do the same.
4. DIAL **000** and state there is a "SUSPECT PACKAGE". Provide your name, location and as much detail of the item as you can. Do not use a mobile phone in close proximity.
5. If anyone is exposed to the substance, isolate the person and call for medical assistance.
6. If possible, ask a co-worker who was not in the immediate area to notify the manager or person in charge immediately who will arrange a temporary isolation of the area.
7. Do not allow co-workers into the isolation area.
8. Follow any further instructions from your manager, or other person in charge, until Emergency Services arrive.

## Do not use mobile phones as they can trigger an explosion

Suspect Package



# POWER OUTAGE:



**Remain calm. Provide assistance to others if necessary**

## **During power outage:**

1. Report the outage, call: \_\_\_\_\_ – please note, during a power outage digital handsets will not work. Please use a mobile phone instead.
2. If evacuation is necessary, move cautiously. Illuminated exit signs will indicate emergency exits.
3. Remain with any immobile individuals who become stranded as a result of the outage. If emergency assistance is required dial **000** and provide details.
4. In warehouse facilities, specific protocol and procedures will operate during a power outage. Ensure you are aware of these requirements.

## **Important notices**

**Treat all electrical equipment as live, as power may be restored at any time without notice.**

- Outage times are difficult to predict depending on the cause. This may take some time to identify. Await further instructions from your building emergency team.

# GAS LEAK or CHEMICAL SPILL: CALL 000 IMMEDIATELY



If it is a **gas leak or chemical spill**, **DO NOT** activate building alarms, use mobile phones, hand-held radios or electronic equipment.

If a gas leak or chemical spill is affecting people in your area, immediately:

## 1. Remove

- Anyone in immediate danger only if it is safe to do so.
- DO NOT allow other people in the area.
- If anyone is exposed to a substance, set up an isolation area.
- If available and only if it is safe to do so, put on personal protective equipment, observe and support the person until Emergency Services arrive.
- DO NOT put yourself at risk.

**2. ISOLATE** the hazardous material by clearing the area, close the doors. If safe to do so turn off isolation switches, ventilation and machinery. DO NOT touch suspect material.

## 3. NOTIFY

- If it is a “gas” or “chemical”, shout a warning, pass the alarm by word of mouth. If able to ring from a safe area away from the leak or spill, DIAL **000** from a landline, state there is a hazardous material incident and give exact location and type of material involved.

## 4. CONTAIN

- Do not risk contact with material or allow it to spread.
- Do not smell, touch or taste it.
- Close doors between you and the hazardous material.

# ENVIRONMENTAL EMERGENCIES: CALL 000



An environmental emergency includes any incident, or potential for an incident, of uncontrolled discharge of a substance into water, air or land that harms or threatens to harm the environment.\*

<b>Remain Calm</b>	<ul style="list-style-type: none"><li>● <b>Don't panic</b></li></ul>
<b>Report</b>	<ul style="list-style-type: none"><li>● Alert others in the area.</li><li>● Dial <b>000</b> and provide location and type/scale of pollution incident.</li><li>● Report to your supervisor.</li><li>● Report to management or Health and Safety supervisor if relevant.</li></ul>
<b>Contain</b>	<ul style="list-style-type: none"><li>● Contain the emissions if safe and possible to do so (e.g. stopping valves, using temporary bunds or spill kits, etc.)</li></ul>
<b>Evacuate</b>	<ul style="list-style-type: none"><li>● Keep area clear of people not directly responding to the emergency.</li><li>● Prepare to evacuate if required.</li></ul>
<b>Clean Up</b>	<ul style="list-style-type: none"><li>● Clean up and rectify any damage when safe to do so. Expert assistance may be required.</li></ul>
<b>Record</b>	<ul style="list-style-type: none"><li>● Log the incident via reporting forms obtained from Management.</li></ul>

\*Harm to the environment is considered material if it involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial or results in actual or potential loss or property damage of an amount exceeding \$1000 per Protection of the Environment Operations Act 1997 (NSW).

# PERSONAL THREAT: CALL 000 IMMEDIATELY



Threats to self or others may include harassment, assault, suicide, robbery or armed hold-ups.

## Remain calm

- Do not panic or shout, avoid eye contact.
- Do not make sudden movements.

## Do not take risks

- Hand over whatever is requested.
- Do not do anything which may antagonise the offender.
- Alert others around you if safe to do so.
- Contain yourself in a secure area, by locking your office door, closing blinds and staying out of sight.

## Do only what you are told

- Do not volunteer any other information.

## Personal Threat Report (observe offender's characteristics)

- Sex, height, voice, clothing, tattoos, jewellery, items touched, etc.
- Also note type of vehicle used for escape, registration number if possible and last known direction.

## Telephone

- Dial **000** and request **POLICE**
- Stay on the line and keep the line of communication open.
- Give your name, building address, work location and request urgent attendance.
- Most importantly – Remain **CALM**.

## Record

- Immediately fill out the Personal Threat Report (on next page) with the offender's description, what they may have taken (models and serial numbers), descriptions of any items they may have or any other relevant details.



# PERSONAL THREAT REPORT



To be completed immediately after incident. Try to be as descriptive as possible. Use a separate form for each offending person's description.

## YOUR CONTACT DETAILS

Name: \_\_\_\_\_

Staff no: \_\_\_\_\_

Email: \_\_\_\_\_

Phone (w): \_\_\_\_\_

Mobile: \_\_\_\_\_

Branch: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Threat details: \_\_\_\_\_

## OFFENDER'S DETAILS/DESCRIPTION

Any names or nicknames used \_\_\_\_\_

Approximate age \_\_\_\_\_ Male or female \_\_\_\_\_

Height \_\_\_\_\_ Weight \_\_\_\_\_

Ethnic origin \_\_\_\_\_

Complexion: ☐ Fair ☐ Dark  
☐ Pale ☐ Fresh  
☐ Ruddy ☐ Suntanned  
☐ Pimply ☐ Normal

Hair: ☐ Straight ☐ Wavy  
☐ Bald ☐ Curly  
☐ Thick ☐ Long  
☐ Crew cut ☐ Short

Other Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Facial: ☐ Moustache ☐ Beard  
Spectacles Size: \_\_\_\_\_ Colour: \_\_\_\_\_

Build: ☐ Thin ☐ Stout ☐ Overweight  
☐ Medium ☐ Small ☐ Obese

Posture: ☐ Erect ☐ Stooped  
☐ Slouchy

Walk: ☐ Quick ☐ Springy  
☐ Slow ☐ Limp  
☐ Pigeon toed ☐ Medium

Hands: ☐ Callused ☐ Soft  
☐ Hairy ☐

Nails missing ☐ Deformed fingers

Gloves: Type: \_\_\_\_\_ Colour: \_\_\_\_\_

Voice: ☐ Thick ☐ Accent ☐ Clear  
☐ Loud ☐ Soft ☐ Lisp  
☐ Stutter

Eye colour: ☐ Intense stare ☐ Squint

\_\_\_\_\_  
\_\_\_\_\_

# ACTIVE SHOOTER/Violent Offender: RUN - HIDE - FIGHT



## Run

- 1 If there is an escape path, attempt to evacuate
- 2 Escape, try to take people with you (but do not let unwilling people slow you down)
- 3 Leave your belongings behind
- 4 Help others escape/alert others along the way if possible (but do not let unwilling people slow you down)
- 5 Prevent others from entering the area
- 6 Call 000 when you are safe
- 7 **DO NOT RE-ENTER THE BUILDING UNDER ANY CIRCUMSTANCES**

**Remember: The more distance and barriers between you and the threat, the better.**

## Hide

If evacuation is not possible (if you are trapped):

- 1 Move to a separate room
- 2 Lock and/or barricade the door
- 3 Turn off lights
- 4 Silence your phone, take landlines off the hook to prevent ringing
- 5 Hide behind heavy objects
- 6 Remain silent, breathe slowly and quietly, remain as calm as possible
- 7 Arm yourself with something you can use as a weapon and be prepared to defend yourself as a last resort

**Your hiding place should:**

- Be out of view of the attacker/s
- Be resistant to forced entry
- Provide protection from gunfire if possible

## Fight

You have the legal right to defend yourself  
Incapacitate the attacker/s as best you can

- 1 If you cannot Run or Hide, be prepared to defend yourself.
- 2 Arm yourself with anything that can be used as a weapon.

Possible weapons found in office environments could include:

- **Fire Extinguishers**
- **Chairs**
- **Kitchen Knives**
- **Boiling Water**
- **Hard Heavy Objects**
- **Broom/Mop,**

- 3 Attack as a team. Overwhelm the attacker/s.
- 4 Be as aggressive as possible and totally commit to your actions.
- 5 Shout/Scream as Aggressively and as Loud as possible as you attack.
- 6 If you are injured, do not stop fighting until the threat is stopped.
7. Do not fight fairly. **THIS IS ABOUT YOUR SURVIVAL and DEFENDING INNOCENT PEOPLE.**  
Do what-ever you must do to stop the threat.

# NATURAL DISASTERS



**Remain calm, remove anyone from immediate danger if safe to do so.**

## FLOODING

1. If the building is in danger of being flooded, evacuate all staff and visitors to a safe area unaffected by flooding. Otherwise, do not evacuate unless instructed by your Emergency Warden.
2. Switch off any electrical equipment and gas that could be affected by water only if safe to do so.
3. Move any chemicals, documents, equipment and valuables to a safe area if time permits.

## STORMS

1. Move all people away from windows.
2. Close all curtains, drapes and blinds.
3. Shelter in strongest part of building (e.g. central corridors).
4. Stay clear of large areas with glass atriums or glass roofs.
5. Stay inside.

**LIFE THREATENING EMERGENCIES  
CALL 000 IMMEDIATELY**

**Otherwise call the SES  
on 132 500**

## EARTHQUAKE

### During an Earthquake:

#### If inside:

1. Stay inside.
2. Do not use lifts or stairs.
3. Take shelter in doorways, under desks, or down beside an internal wall.
4. Stay clear of large areas with glass atriums or glass roofs.
5. Keep away from windows or objects that could fall on you.

#### If outside:

1. Stay outside.
2. Take shelter clear of buildings, trees, power lines or other potential hazards.

### WHEN THE EARTHQUAKE STOPS:

1. Check for signs of fire, hazardous material spill or major structural damage.
2. Account for all staff and visitors if possible. Treat any minor injuries.
3. Do not evacuate unless area is immediately threatened or instructed to do so. **DO NOT USE LIFTS – use stairwells.**
4. Await further instructions from Emergency Services.
5. Close any doors in your area.

### EXPECT AFTERSHOCKS

# EVACUATIONS



**Evacuation is the rapid removal of people from immediate or threatened danger in a safe and orderly manner.**

## **Remain calm**

- Do not panic, calm those who appear agitated around you.

## **Alert**

- Advise the warden in charge of the floor.
- Dial [redacted] and state “evacuation”.

## **Assembly**

- Inform staff and visitors which assembly area to use.

## **Evacuate**

- Evacuation of staff and visitors is to be carried out in the following staged order:
  1. Out of immediate danger (e.g. out of room/floor); and
  2. Total evacuation of the building.
- Note: People in immediate danger first, then in the following order:
  1. Mobile person
  2. Semi mobile person; and
  3. Immobile person then lastly unwilling/uncooperative person.
- Use suitable carry/drag methods.

## **Check**

- All rooms, especially change rooms, toilets, storage areas.
- Note anyone who does not wish to evacuate, record their room number/location and name if possible and report this to the chief warden, floor warden or security.

## **Head count**

- Conduct a head count if possible. Also ask contractor supervisors to account for their staff. If anyone is missing, report this immediately to someone in charge, i.e. security, floor warden or chief warden.

## **Report**

- Report to your chief warden if your floor has evacuated safely.
- Notify emergency services of any persons unaccounted for.

It is your responsibility to know where your Evacuation Assembly Point is. It is also your responsibility to learn and know your safe emergency evacuation exit out of your floor. Every emergency can bring changes to the way you leave your building.



# FIRE FIGHTING INSTRUCTIONS



## FIRE EXTINGUISHER

**P**

PULL out the pin

**A**

AIM nozzle at base of fire

**S**

SQUEEZE handles together

**S**

SWEEP from side to side



CARRY AND  
USE IN AN  
UPRIGHT  
POSITION



UNCLIP  
HOSE, PULL  
OUT PIN



AIM AT BASE OF  
FIRE, SQUEEZE  
HANDLE

## FIRE HOSE REEL

**T**

TURN on water at valve

**T**

TEST there is water/pressure

**R**

RUN out the hose

**T**

TURN nozzle. Attack Fire



TURN ON STOP  
VALVE TO  
RELEASE  
NOZZLE



RUN OUT  
THE HOSE



TURN ON WATER  
AT NOZZLE AND  
DIRECT THE STREAM  
AT THE BASE OF FIRE

Firefighting Instructions