

# **BHI GROUP**

## **Emergency Response Information Manual**

## PURPOSE

The objective of this Emergency Information Response Manual is to set out the processes for effective management of various types of emergencies affecting the Box Hill Institute and the Centre for Adult Education and for the orderly evacuation of the buildings in the event of such emergencies.

## SCOPE

This manual allocates responsibilities to certain personnel and is flexible to ensure trained personnel can make decisions that will help ensure for the safety of the Staff, Students and Visitors during emergency incidents. The procedures contained within have been designed in accordance with Australian Standard AS 3745, 2010 - Planning for Emergencies in Facilities.

## LIMITATIONS

This manual is designed to ensure the adequate handling of an emergency within a building or area until handover to the arriving emergency service, such as Police, Fire Brigade or Ambulance Service.

All actions and duties are to be conducted only if they are judged as safe at the time of implementation.

## RELATED LEGISLATION AND REGULATION

- Workplace Injury Rehabilitation and Compensation Act 2013
- Occupational Health and Safety Act 2004
- Occupational Health and Safety Regulations 2007

## RECORDS

Records will be maintained in accordance with the requirements of Box Hill Institute Group's Records Management Policy and Procedures.  
Where the privacy of individuals may otherwise be compromised, records will be maintained as confidential.

## REVIEW

The Emergency Planning Committee (EPC) shall ensure that the Emergency Plan and associated elements developed to meet the requirements of AS3745-2010 are inspected, tested and routinely serviced. This policy shall be reviewed no later than five (5) years from the date of Board endorsement. The policy will remain in force until such time as it has been reviewed and re- approved or rescinded. The policy may be withdrawn or amended as part of continuous improvement prior to the scheduled review date.

## APPROVAL BODY

CEO

## ENDORSEMENT BODY

Executive Management Team

## DATE APPROVED

8 September, 2014

## OWNER

Executive Director People and Capability

## AUTHOR

Manager Health Safety and Wellbeing

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## 1. OVERVIEW

### 1.1. DOCUMENT CONTROL

This Plan is a controlled document. The Document Controller (Manager Health Safety and Wellbeing) holds the Master electronic copy.

If you become aware of any changes or corrections that are required please photocopy this page and the relevant page(s) requiring changes, note the corrections, and fax them to the Document Controller:

Manager Health Safety and Wellbeing

Box Hill Institute

Tel:

Fax:

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

Position: \_\_\_\_\_

Department: \_\_\_\_\_

Document Issue Date: \_\_\_\_\_

Tel: \_\_\_\_\_

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Please note the changes to details on the following page(s):

Document Section number: \_\_\_\_\_ Page(s): \_\_\_\_\_

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Document Section number: \_\_\_\_\_ Page(s): \_\_\_\_\_

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

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### 1.2. AMENDMENT DETAILS

Details of amendments made to this emergency plan must be recorded within the table below.

| Date            | Nature of Amendment                | Updated By (Name)                    |
|-----------------|------------------------------------|--------------------------------------|
| July 2007       | Updated                            | Manager Health, Safety and Wellbeing |
| 17th July 2009  | Updated (Contact details security) | Manager Health, Safety and Wellbeing |
| 22 October 2012 | Updated                            | Manager Health, Safety and Wellbeing |

| Date         | Nature of Amendment  | Updated By (Name) |
|--------------|----------------------|-------------------|
| 01 July 2014 | Updated and reviewed | ARSPL             |

## 1.3. GLOSSARY

The following table contains a list of abbreviations and terms used in this plan and its linked documents.

| Term         | Definition  |
|--------------|---|
| AS 4428.4    | Australian Standard 4428.4 – Emergency Warning and Intercommunication Systems for Buildings 2004  |
| AS 3745-2010 | Australian Standard 3745 – Planning for Emergencies in Facilities   |
| CEO          | Chief Executive Officer   |
| ECO          | Emergency Control Organisation means the structured organisation that will provide an initial response to incidents or emergency situations within a building. The network of building wardens are responsible for ensuring the safety of people affected by an emergency event.  |
| EAA          | Evacuation Assembly Area means the nominated area, external to the building, to which staff, students and visitors are evacuated.   |
| EPC          | Emergency Planning Committee means the group that is responsible for: <ul style="list-style-type: none"> <li>• Establishing fire and emergency procedures;</li> <li>• Implementing and ensuring arrangements are in place for preparedness to respond to emergencies;</li> <li>• Ensuring arrangements are in place for staff training and drill and evaluations exercise regimes.</li> </ul> |
| Emergency    | Emergency means an incident which becomes serious and requires management coordination to address the wider implications. An emergency usually requires intervention by the Emergency Services.   |

## 1.4. PURPOSE, SCOPE, LIMITATIONS, PLANNING ASSUMPTIONS AND SITE IDENTIFICATION

### PURPOSE

The objective of this Emergency Response Plan is to set out the processes for effective management of various types of emergencies affecting Box Hill Institute and Centre for Adult Education and for the orderly evacuation of the buildings.

### SCOPE

This plan allocates responsibilities to certain personnel and is flexible to ensure trained personnel can make decisions that will help ensure for the safety of the Staff, Students and Visitors during emergency incidents. These procedures have been designed in accordance with Australian Standard AS 3745 - 2010 – Planning for Emergencies in Facilities.

### LIMITATIONS

This plan is designed to ensure the adequate handling of an Emergency within a building or area until handover to the arriving emergency service, such as Police, the Fire Brigade or Ambulance Service.

All actions and duties are to be conducted only if they are judged as safe at the time of implementation. Life safety is always to have preference over any and all other actions.

## PLANNING ASSUMPTIONS

Most buildings have a high level of installed fire detection and suppression equipment. It is assumed that these systems shall afford early warning of fire in the buildings. All detectors are fully monitored and a quick response from the Metropolitan Fire Brigade (MFB) is expected. There are also Manual Call Points available for quick notification of the MFB.

An Emergency Warning and Intercommunications System (EWIS) is installed in most buildings to give occupants warning of alarm operation and to immediately instigate building evacuation if required. This system is automatic, battery backed up and is expected to afford occupants early warning to safely evacuate.

All staff and occupants are alerted to the importance of notifying their wardens at the first sign of a potential emergency.

Neighbouring properties present a minimal risk of an emergency affecting this building. The expected response times from the MFB would suggest early incident management by designated authorities.

Occupants are offered training and a trial evacuation is conducted annually to educate them in expected response procedures. Evacuation diagrams are installed to afford occupants basic response procedures and for direction in an emergency.

A fully trained Emergency Control Organisation (ECO) is available on-site at all times. It is expected that either alarm operation or a reported emergency will be investigated by the ECO and decisions made on emergency response based on that investigation.

All ECO members are trained to ensure life safety takes precedence over any other matters.

## Site Identification – Box Hill Institute

Box Hill Institute is one of Australia's premier, multipurpose TAFE Institutes that prides itself on its ability to deliver a broad range of vocational education and training services. The Institute has four main campuses located within easy reach of Melbourne's central business district. Box Hill Institute boasts a proud record of innovation in teaching and offers over 400 full-time and part-time courses covering a wide range of subject disciplines and delivery methods, as well as around 300 short courses. All courses provide students with a variety of pathways to employment, promotion and further tertiary study. Box Hill Institute is also Australia's leading Technical and Further Education (TAFE) provider of tailored national and international quality training services for government and industry and has more than 40,000 student enrolments each year both from Australia and increasingly from overseas.

| Campus | Address                      | No of Buildings | Opening Hours  | No of Staff | No of Students | Services provided   |
|--------|------------------------------|-----------------|--|-------------|----------------|---|
| Elgar  | 465 Elgar Road Mont Albert   | 13              | 7.30 am - 10.00pm<br>Mon -Fri<br>8.00 am - 6.00 pm Sat | 800         | 6000           | Apprenticeships, vocational education and higher education courses in Building, Refrigeration, Bio-Sciences, Health and Well Being, Hospitality and Tourism |
| Nelson | 853 Whitehorse Road Box Hill | 1               | 7.30 am - 10.00pm<br>Mon -Fri<br>8.00 am - 6.00 pm Sat | 150         | 1100           | Apprenticeships, vocational education and higher education courses in Electrical, and Information, Communication and Technology                             |

|            |                               |   |                            |     |      |  |
|------------|-------------------------------|---|----------------------------|-----|------|--|
| Whitehorse | 1000 Whitehorse Road Box Hill | 5 | 7.30 am - 10.00pm Mon -Fri | 250 | 1900 | Vocational and higher education courses in Music, Performing Arts, and Fashion |
|------------|-------------------------------|---|----------------------------|-----|------|--|

## Site Identification – Centre for Adult Education

CAE has been a leading provider of Adult and Community Education (ACE) in Victoria since its establishment in 1947. CAE has a strong focus on delivering nationally recognised and accredited training as well as non-accredited short courses, connecting with the community through socially inclusive practices that recognise diversity and creativity.

CAE receives Victorian Government funding to deliver nationally recognised and accredited courses and a range of locally developed pre-accredited programs. These programs are designed to help both young and mature adults complete their secondary education and begin or change their career direction.

CAE offers a vibrant and supportive adult learning environment, flexible learning options, skills recognition, practical training and supervised work placements. CAE also provides access to Learner Services and Learn@CAE – the Independent Learning Centre.

| Campus | Address  | No of Buildings | Opening Hours   | No of Staff | No of Students | Services provided  |
|--------|--|-----------------|---|-------------|----------------|--|
| CBD    | 21 Degraves Street, 253 Flinders Lane, Mezzanine | 2               | 7.30 am - 10.00pm Mon -Fri<br>7.30 am – 5.30 pm Sat and Sun | 400         | 10000          | Vocational education courses, VCAL, VCE, and short courses |

## 2. STRUCTURE

### 2.1. EMERGENCY PLANNING COMMITTEE (EPC)

The duties of the site EPC shall include the following:

- Identifying events that could reasonably produce emergency situations.
- Developing an emergency plan in accordance with AS3745-2010.
- Ensuring that resources are provided to enable the development and implementation of the emergency plan.
- Nominating the validity period for the emergency plan and the evacuation diagrams.
- Ensuring that the emergency plan is readily identifiable and available to the appropriate persons.
- Establishing an Emergency Control Organisation (ECO) to operate in accordance with the emergency plan.
- Disseminating information about the procedures to staff and occupants.
- Ensuring relevant training is provided to all staff and facility occupants based on the emergency response procedures and Emergency Plan.
- Testing and review of the emergency procedures following actual emergencies or trial exercises.
- Ensuring that the register of training is current and readily available.
- Establishing strategies to ensure visitors/contractors are made aware of emergency response procedures.



## Training

Wardens shall receive training as per the requirements of Section 6 of AS3745-2010 twice yearly, and an annual trial evacuation shall be conducted for all building and site occupants.

## Indemnity

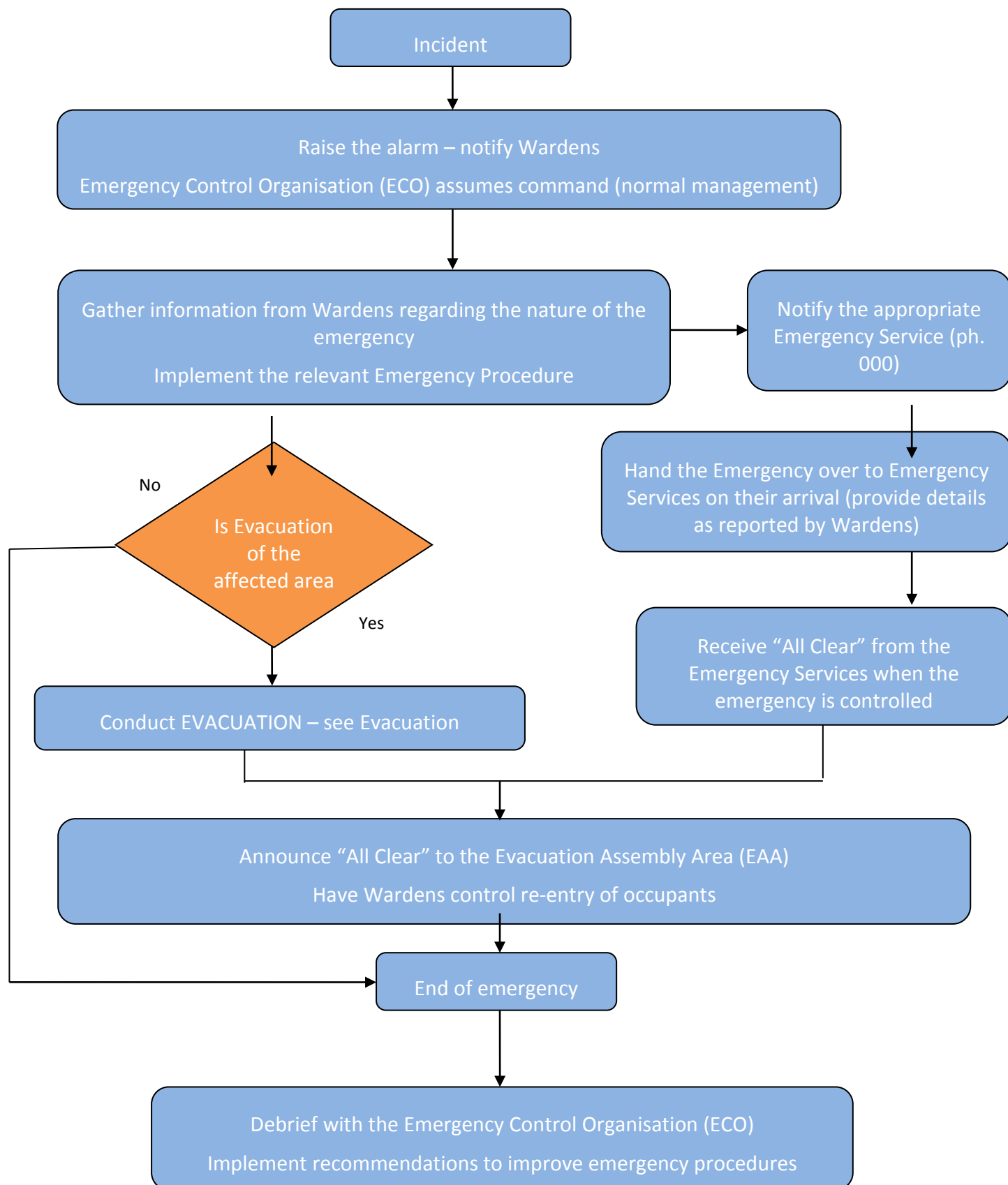
The Emergency Planning Committee (EPC) should obtain professional advice on the level of indemnity provided to EPC and ECO members. The members should be advised of the level of indemnity provided.

## 2.2. EMERGENCY CONTROL ORGANISATION (ECO)



During any emergency situation, normal management ceases and the ECO assumes responsibility for and management of the occupants and campus until the handover of the situation to the emergency services (Police, Fire Brigade or Ambulance). The EPC shall ensure that during emergencies instructions given by ECO personnel shall take precedence over normal management structure.

## 2.3. EMERGENCY ACTIVATION FLOWCHART



### 3. ROLES AND RESPONSIBILITY

#### 3.1. CHIEF WARDENS DUTIES

The Chief Warden is responsible for the welfare of people and buildings from the notification of an emergency (normal management ceases) until the arrival and handover to the emergency services. Emergency Services include the Police, Fire Brigade and Ambulance Services. The Chief Warden should be in attendance for Emergency Control Organisation (ECO) training and participate in exercises.

##### **Pre Emergency:**

- Maintain a current register of ECO members.
- Replace ECO members when a position becomes vacant.
- Conduct regular exercises.
- Ensure the emergency response procedures are kept up-to-date.
- Attend meetings of the EPC, as appropriate.
- Attend training and emergency exercises, as required by the EPC.
- Ensure personal ECO identification is available.

##### **Upon advice of an EMERGENCY:**

- Don WHITE Helmet, locate the necessary keys and the Emergency Procedures and proceed to the Emergency Warning Intercommunication System (EWIS) panel, or collect the portable siren.
- Ascertain the nature of the emergency and determine the appropriate action (such as ask Wardens to investigate and report back and / or check indicators on the Fire Indicator Panel).
- Implement the appropriate Emergency Procedure. (e.g. Fire /Smoke, Bomb Threat etc.)
- Ensure the appropriate emergency service(s) are contacted.
- Brief the Emergency Services on arrival on the type, location and scope of the emergency and the status of the evacuation and thereafter act on any instructions given by the Emergency Services.

##### **If NO Emergency situation is evident:**

- Make the following public address announcement (where installed):  
"ATTENTION THIS IS THE CHIEF WARDEN. THE ALARM IS UNDER CONTROL PLEASE RETURN TO NORMAL ACTIVITIES" (repeat)
- Debrief Warden's to identify areas of improvement (see debriefing agenda).

##### **If an Emergency is discovered which requires Evacuation (confirmed emergency):**

- Implement the EVACUATION PROCEDURE.

##### **After the Evacuation / Emergency:**

- Refer any media to the Chief Executive Officer (CEO).
- The responding Emergency Service will advise when the building is declared safe for re-occupation.
- When the Emergency Services declare the building safe for re-occupancy, notify the Wardens at the Evacuation Assembly Areas (EAA). Wardens should control building re-entry.
- Hold a debriefing session for all Wardens to discuss the effectiveness of the emergency response and key lessons learnt that may be implemented for future emergencies.

### 3.2. DEPUTY CHIEF WARDEN DUTIES

The Deputy Chief Warden's role is to assume the role of Chief Warden in their absence and to act as the Chief Warden's primary assistant during any Emergency Control Organisation (ECO) operation (training or emergency). The Deputy Chief Warden should be in attendance for ECO training and participate in exercises.

### 3.3. COMMUNICATION OFFICER DUTIES

The role of the Communications Officer should be delegated to a person who is familiar and confident with all modes of communication within the building or on the Campus. The Communications Officer should be in attendance for ECO training and participate in exercises.

#### Pre Emergency

- Ensure personal proficiency in operation of facility communication equipment.
- Maintain records and logbooks and make them available for emergency response.
- Ensure that ECO members are proficient in use of the facility communication equipment.
- Ensure that emergency communication contact details are up-to-date.
- Attend training and emergency exercises, as required by the EPC.
- Review the adequacy of communication systems when dealing with an emergency.
- Assist in determining the most appropriate method of communication for the Campus.
- Ensure the emergency contact details are relevant and up to date.
- Regularly check that all emergency communication tools are functional.

#### Upon advice of an EMERGENCY:

- Don White helmet.
- Establish and maintain communications with Wardens.
- Activate the EWIS panel or tone generator.
- Respond to the emergency services as required.
- Operate the main switchboard console.
- Record times and details of internal and external communications using standardised proforma documents (where possible).

#### After the Evacuation / Emergency:

- Collate records of events during the emergency for the de brief and ensure they are secured for future reference

### 3.4. WARDEN DUTIES

Wardens are to assist in the management and prevention of emergencies by being familiar with their environment and emergency procedures and acting in line with the instructions of the Chief Warden. Wardens should be in attendance for ECO training and participate in exercises.

#### Pre Emergency:

- Confirm sufficient wardens for area of responsibility.
- Coordinate the completion of Personal Emergency Evaluation Plan (PEEP) documentation (See Appendix 6).
- Report on deficiencies of emergency equipment.
- Ensure that wardens have communicated the emergency response procedures to all occupants within their nominated areas.
- Ensure that occupants are aware of the identity of their wardens.
- Coordinate safety practices (e.g., clear egress paths, access to first-attack equipment and disposal of rubbish) by wardens throughout their area of responsibility.
- Attend training and emergency exercises, as required by the EPC.
- Ensure that all occupants are aware of the emergency response procedures.
- Carry out safety practices (e.g., clear egress paths, access to first-attack equipment and disposal of rubbish).

- Ensure personal ECO identification is available.
- Attend training and emergency exercises, as required by the EPC.

Wardens must become familiar with the areas for which they are responsible, including:

- The types and locations of emergency equipment.
- Primary and secondary fire-exits and escape routes.
- Evacuation Assembly Areas (EAA).
- Communication systems.
- People with disabilities or mobility issues that may inhibit their evacuation. Activate PEEP forms.
- General building layout and hazards.
- How to raise the alarm.
- Other Wardens in their area.
- Wardens must undertake the Chief Warden's duties should the Chief Warden and the Deputy Chief Warden not be available.

### Upon advice of an EMERGENCY:

- Assist people in immediate danger if safe to do so.
- Close the door to prevent fire/smoke spread.
- Raise the alarm (if not already raised) - notify the Chief Warden and provide details of the emergency.
- State "EMERGENCY, EMERGENCY, EMERGENCY".
- Give incident details -
  - Your name
  - Location
  - Nature of emergency (size & type).
- If the Chief Warden is not available activate a break glass alarm.

Specific Warden Duties on hearing the Alert Tone (beep beep):

- Don Red Helmet.
- Quickly check your area for signs of an emergency.
- Advise other personnel to standby for evacuation, but not to evacuate.
- Go to a WIP and standby for instruction.
- Wait for further advice from the Chief Warden (evacuate tones, P.A. Announcements or in person).
- Implement the EVACUATION PROCEDURE:
  - If an emergency is evident.
  - Upon hearing the evacuate tone (whoop whoop).
  - If threat to life exists.
  - If directed by the Chief Warden.

Specific Warden duties when an emergency is discovered, advised to evacuate or upon hearing the Evacuation TONE (whoop whoop):

- Contact the Chief Warden (if not already aware of the emergency).
- Advise all Staff Members to evacuate students and themselves via a nominated safe exit and to proceed to the closest safe EAA.
- Search your designated areas to ensure that all people have evacuated.
- If possible, close all doors to these areas on completion of the search and place "post-it" notes on doors of rooms checked. Do Not place "post-it" notes on the doors of rooms that have not been visually checked.
- Check that any fire doors or smoke doors are properly closed.
- Assist Staff Members in activating PEEP plans for moving people with a disability or injured people out of the building (if a threat to life exists) and to the EAAs, where possible. Do Not carry mobility impaired people down stairs as further injury may result. Use fire isolated stairs where installed to house mobility impaired people until Emergency Services assistance arrives.
- Report to the Chief Warden via the Warden Intercom Point, two-way radio or in person at the Emergency Control Point once the evacuation and search is complete.

- Advise the Chief Warden of people missing, unable to be evacuated (mobility impaired or injured) or refusing to leave and areas not able to be searched.
- Undertake any further duties as directed by the Chief Warden or emergency services (such as stopping entry to the building), OR
- Go to the EAA and remain until the all clear is given by the Chief Warden.
- Control the EAA by keeping evacuees together and ensuring footpaths and roads are clear for use by people not involved in the evacuation and the arriving Emergency Services.

### 3.5. FIRST AID OFFICER DUTIES

First Aid Officers are to make themselves available to assist, in the event first aid emergency, ensure their own safety, keep the injured person(s) calm and support them within their level of ability until such time specialist medical personnel attend the scene.

### 3.6. STAFF DUTIES

During any emergency situation Staff, Students and Visitors **MUST ALWAYS** follow the directions of Wardens. Staff have a duty of care to their students to act in their best interests and may be expected to assist the ECO in an emergency.

Staff, Students and Visitors during any emergency situation:

- Remove yourself and others from immediate danger if safe to do so.
- Close the door to prevent fire/smoke spread.
- Raise the alarm – notify a Warden or the Chief Warden (see Emergency Contact Details).
- State “EMERGENCY, EMERGENCY, EMERGENCY”.
- Give incident details -
  - Your name
  - Location
  - Nature of emergency (size & type).
- Provide first aid to any injured persons if qualified and if safe to do so.
- If you find yourself in danger or you hear the EVACUATE TONE (whoop, whoop, whoop), Evacuate via the closest safe exit to the closest safe EAA or a safe distance from the emergency (follow the directions from Wardens).
- Stay at the EAA until advised by the Chief Warden.

**4. EMERGENCY PROCEDURES****4.1. EMERGENCY COLOUR CODES**

Emergency colour codes which comply with the Australian Standard – AS 3745-2010 may be used in an emergency to advise Wardens to the type of event without unnecessarily alarming other occupants.

**EVACUATION****CODE  
ORANGE****FIRE / SMOKE****CODE  
RED****BOMB THREAT****CODE  
PURPLE****CIVIL / GENERAL DISTURBANCE,  
THREATENING BEHAVIOR,  
ARMED INTRUSION****CODE  
BLACK****MEDICAL EMERGENCY****CODE  
BLUE****INTERNAL EMERGENCY  
FLOODING,  
CHEMICAL SPILL / GAS RELEASE, ETC****CODE  
YELLOW****EXTERNAL EMERGENCY  
EARTHQUAKE, ADVERSE WEATHER, ETC****CODE  
BROWN**

## 4.2. EVACUATION PROCEDURE – CODE ORANGE

Evacuation is the removal of people from an area which has been deemed unsafe. Any occupant may commence evacuating if they believe they are in imminent danger.

**CODE  
ORANGE**

When evacuation is announced or upon hearing the Evacuate tone all Staff, Students and Visitors must:

- Shut down equipment that would be dangerous to leave unsupervised e.g. machinery, laboratory equipment, etc.
- Make a final check of the room and shut the door.
- Alert others and evacuate via the closest safe EXIT.
- Move to the closest safe Evacuation Assembly Area (EAA) (refer to Evacuation Wall Charts or instruction from Wardens).
- Remain at the EAA until otherwise advised.
- Report any missing people to a Warden or the Chief Warden.

WARDENS, when evacuation is announced or upon hearing the Evacuate tone must:

- Contact the Chief Warden (if not already notified).
- Advise all Staff Members to evacuate via a nominated safe EXIT to the closest safe EAA.
- Search your designated areas to ensure that all people have evacuated. If possible, close all doors to these areas on completion of the search (place post-it notes on doors of rooms checked).
- Assist Staff Members in activating PEEP plans for moving people with a disability or injured people out of the building (if a threat to life exists) and on to the EAAs, where possible.
- Once the evacuation and search is complete, report to the Chief Warden via two-way radio or in person at the Emergency Control Point. Advise the Chief Warden of people missing, people refusing to leave and areas not able to be searched.
- Undertake any further duties as directed by the Chief Warden (such as stopping entry to the building), OR
- Go to the EAA and remain there until the “all clear” is given by the Chief Warden.
- When advised that the building is “all clear” by the Chief Warden control re-entry of occupants
- Participate in a debrief with the Chief Warden and other members of the ECO.

CHIEF WARDEN, when evacuation is required must:

- Determine the suitability of the EAAs.
- Operate the Evacuate tone.
- Ensure the Emergency Services (telephone 000) have been notified of the emergency (this role may be delegated).
- Establish an Emergency Control Point either in the main entrance to the affected building or external to the main entrance to the building.
- Use the CHIEF WARDEN CHECKLIST to log advice from Wardens when areas are clear of occupants or reports of missing / disabled / injured people.
- Have access to the building restricted by placing Wardens or Staff at building entrances, where safe to do so.
- Meet and brief the Emergency Services, handover the situation and assist as required.
- When the Emergency Services declare the building safe for re-occupancy, notify the Wardens at the EAAs. Wardens should control building re-entry.
- Hold a debriefing session for all Wardens to discuss the effectiveness of the emergency response, and key lessons learnt that may be implemented for future emergencies (see ECO BRIEFING AGENDA).



#### 4.3. FIRE/SMOKE – CODE RED

The main cause of death from fire is not radiant heat but smoke and the toxic gases produced. When escaping a fire stay as low as possible to keep clear of the smoke layer and radiant heat.

First Person at Incident Scene:

- Remove yourself and others from immediate danger if safe to do so.
- Activate Fire Break Glass Alarm/Manual Call Point
- Close the door to prevent fire/smoke spread.
- Raise the alarm – notify a Warden or the Chief Warden (see Emergency Contact Details).
- Give incident details -
  - Your name
  - Location
  - Nature of emergency (size & type)
- If you are a Warden, undertake your duties.
- Provide first aid to any injured persons if qualified and if safe to do so.
- Attempt to contain the fire with the correct fire fighting equipment if trained and if safe to do so.
- If unable to contain the fire evacuate.

**CODE  
RED**

Wardens upon notification of a fire or when advised by the Chief Warden:

- Assist people in immediate danger if safe to do so.
- Close the door to prevent fire/smoke spread.
- Raise the alarm, if not already raised and provide details of the emergency.
- Request that other people in the area evacuate if the fire poses a risk to life.
- Commence fire fighting duties if trained and if safe to do so.
- If the fire cannot be controlled, close the door to prevent fire/smoke spread and commence immediate evacuation - see EVACUATION PROCEDURE.

The Chief Warden upon becoming aware of a fire situation:

- Notify the Deputy Chief Warden.
- Ensure that the Emergency Services are notified (this should be delegated to the Communications Officer or another member of the ECO).
- Collect the necessary keys and procedures and proceed to the affected building/area.
- Determine the location and extent of the fire/smoke - this may be achieved by referring to the Fire Indicator Panel alarms or Warden/Staff accounts.
- Advise Wardens to implement their duties.
- If required, send Wardens to investigate or use a two-way radio to contact the area affected to gather information about the incident.
- If a fire is discovered or is evident, commence immediate evacuation - see EVACUATION PROCEDURE.

#### 4.4. BOMB THREAT – CODE PURPLE

Bomb attacks and threats should be always taken seriously and reported to the Police immediately. The Chief Warden should ensure the chosen evacuation assembly area and the route to the area are clear of suspicious persons and items.

Advice from the Federal Police is that Radios or other transceiving equipment should not be used within ten metres of a suspicious device.

Person receiving threat:

- Refer to the Bomb Threat Checklist if possible (Appendix 2).
- Notify a Warden or the Chief Warden (see Emergency Contact Details) immediately after you receive a threat or suspect an object / package.

**CODE  
PURPLE**

- For a written threat, keep all paper, envelopes etc. to preserve evidence. Place in a bag to prevent touching and help to preserve.
- For a telephone threat, remain calm and listen closely to what the caller says:
  - Complete as much as possible of the Bomb Threat Checklist.
  - Appearing sympathetic and using a pleasant tone may extend the call.
  - When the caller "hangs-up" do not hang up your phone (it may be possible to trace the call).
  - Call for help as soon as possible using another phone and complete the Bomb Threat Checklist.
- For a suspect object:
  - Do not touch or tamper with suspect object / package.
  - Evacuate the immediate area.
- Assist with the investigation and review of the incident.

**Chief Warden:**

- Assess the information on the Bomb Threat Checklist to determine if the threat is specific or non-specific and the actions required (see below).
- Advise Wardens not to wear helmets during searching or evacuation

**If a Specific Threat is given (contains specific information about the bomb):**

- Immediately evacuate the buildings (see BOMB THREAT EVACUATION, below).

**If a Non-Specific Threat is given:**

- The Chief Warden shall request Wardens by word of mouth to conduct the bomb search procedure and report back with search results. Wardens should look for items not normally found in the area, items for which an owner cannot be found and anything that is considered suspicious for any reason. The following questions provide a means of assessing if an item should be considered suspect:
  - Is the item unidentified?
  - Is the item unusual or foreign to its environment? Is the item typical for its environment?
  - Is the item obviously a bomb?
  - Is the item hidden or concealed in any way?
  - Has there been any unauthorized access to the area?
  - Has there been a perimeter breach?

This series of questions may be remembered using the mnemonic, 'HOT-UP'

|          |   |
|----------|---|
| <b>H</b> | Is the item:<br><b><u>H</u>idden?</b>                 |
| <b>O</b> | <b><u>O</u>bviously a bomb?</b>                       |
| <b>T</b> | <b><u>T</u>ypical of its environment?</b>             |
| <b>U</b> | Has there been:<br><b><u>U</u>nauthorized access?</b> |
| <b>P</b> | <b><u>P</u>erimeter breach?</b>                       |

**REMEMBER, THOSE THAT ARE FAMILIAR WITH AN AREA ARE MOST LIKELY TO NOTICE SOMETHING OUT OF PLACE.**

**If A Suspicious Object Is Found**

- **Do Not Touch it** - clear the immediate area, commence evacuation.
- Report the discovery to the Police on **000**.
- Prevent people from entry to the danger area.
- Do not close doors - open any closed doors only if time permits.
- Make a paper trail from the object and immediately evacuate the buildings ensuring paths of travel to the Evacuation Assembly Area avoid the area of the suspicious item (see Bomb Threat Evacuation).
- Advise the CEO Office and determine further actions in the case of additional threats.

If evacuation is required, follow the Evacuation procedure, ensuring all personnel are kept as far as possible from the danger area.

**If a Suspicious item is not located:**

- The Emergency Services will advise on actions to take on possible further threats.
- Advise the CEO Office and determine further actions in the case of additional threats.

#### **4.5. BOMB THREAT EVACUATION – CODE PURPLE**

**BOMB THREAT EVACUATION - Chief Warden:**

- Contact the Police (telephone 000 - this action may be delegated to the Communications Officer or to another member of the ECO).
- Establish an Evacuation Assembly Area (EAA) in an area that is protected from the object or from the potential of flying debris.
- Ensure Wardens search the evacuation routes and the EAAs for suspect objects.
- Determine the safest route to the EAAs and have Wardens evacuate occupants via that route, leaving open all windows and doors.
- Meet the Police upon their arrival, give details and hand over the situation.

**CODE  
PURPLE**

#### **4.6. THREATENING BEHAVIOUR – CODE BLACK**

Civil disturbances are unpredictable in terms of length and outcome and are therefore best handled by Police. Do not place yourself as a target for disgruntled groups.  
Staff:

- Do not become involved in a confrontation.
- Do not interrupt any agitated people. Give them a chance to have their say.
- Do not tell people to calm down.
- Remain calm yourself.
- Do not place blame on any party.
- If possible leave the area.
- Raise the alarm through a Warden or the Chief Warden (see Emergency Contact Details).
- If unable to leave the area, talk calmly to the person, do not offend them or aggravate the situation.
- Once the person has left, raise the alarm – notify a Warden.
- Give incident details –
  - Your name
  - Location

**CODE  
BLACK**

- Nature of the emergency.
- Provide first aid to any injured persons if qualified and if safe to do so.

Chief Warden in the event of a Civil / General Disturbance once contacted:

- Notify the Police if assistance is required.
- Advise people to not confront intruders and keep other people a distance away.
- If threat is external, instruct wardens and employees to:
  - Lock all doors and windows.
  - Secure essential documents and files and shut down computers.
  - Avoid physical confrontation with intruders even if provoked.
  - Keep clear of individuals involved in the disturbance.
  - Remain inside.
- Have the Police met upon their arrival.
- If at any time evacuation is required see EVACUATION PROCEDURE

## 4.7. ARMED INTRUSION – CODE BLACK

Threatening behaviour is best handled by submitting where possible to requests made. Material goods are replaceable - life is not.

All Staff - during an armed intrusion:

**CODE  
BLACK**

- Obey instructions given by intruders and remain calm.
- Try not to make eye contact, unless being spoken to by the threatening person.
- Do not make sudden movements, but if possible leave the area.
- Be courteous; answer all questions asked by intruders.
- Hand over valuables, cash, etc. when requested. These items are replaceable, life is not.
- Do not give chase when intruders depart.
- Raise the alarm – notify a Warden or the Chief Warden (see Emergency Contact Details).
- Give incident details -
  - Your name
  - Location
  - Nature of the emergency.
- Provide first aid to any injured persons if qualified and if safe to do so.

Chief Warden in the event of an armed intrusion, when contacted:

- Call the Police and advise them of the situation.
- If intruders are still on campus, evacuate people from the adjacent.
- After intruders have fled, gather details & observations of the offenders, such as speech, mannerisms, clothing, scars, tattoos, weapons used, getaway vehicle and the direction of departure.
- Isolate the crime scene and ensure people do not disturb the area.
- Minimise discussion of the crime between victims / witnesses to preserve accurate mental records of events.
- Meet the Police upon arrival and give details of the incident.
- Arrange for psychological counselling for victims.

Note: “Reasonable force” may be used to restrain an assailant when an attack is occurring.

Reasonable force can be defined as either ‘minimal and necessary’ or ‘lawful and justifiable’. An alternative interpretation of what constitutes reasonable force is ‘what a reasonable person would determine is reasonable in the circumstances’

The use of “excessive force” to restrain an assailant may result in criminal prosecution.

Excessive force may be defined as any force when none is needed, more force than is needed, any force or level of force continuing after the necessity for it has ended, knowingly wrongful uses of force.

## 4.8. MEDICAL EMERGENCY – CODE BLUE

Medical Emergencies range from minor (which may be handled by first aid personnel) to extreme (requiring Emergency Service assistance). Many members of the ECO may be both Wardens and First Aid providers, where possible, it is preferred they act as a Warden and allow casualties to be assisted by other First Aid providers when an emergency has been declared.

**CODE  
BLUE**

First Person at Incident Scene:

- Remove yourself from immediate danger.
- Raise the alarm – notify a Warden or the Chief Warden (see Emergency Contact Details).
- Give incident details –
  - Your name
  - Location
  - Nature of medical emergency
- Provide first aid to any injured persons if qualified and if safe to do so or contact a nearby First Aider.
- Remain with injured person until help arrives (if safe to do so).
- Do not attempt to move the person unless they are in immediate danger.
- In the event of a presumed fatality do not move or touch the body.
- Evacuate and cordon off the area.

The Chief Warden when notified:

- Contact a First Aider to attend to the casualty(s), if not already done.
- If no First Aiders are able to be located advise the Communications Officer to make the following announcement – “First Aiders to (insert building / floor / area)” – repeat message.
- Determine the requirement for Emergency Services (with advice of First Aider) and call-out appropriate assistance (see Contact Directory).
- Do not attempt to move the person unless they are in immediate danger.
- Where the injury is minor and the patient can be moved, organise the transfer of the patient to First Aid.
- Have a Warden meet and guide incoming emergency services upon arrival to the casualty.
- In the event of a presumed fatality notify the Police (000) and ensure people do not move or touch the body.
- Move onlookers from the area and cordon off the area.
- Incident site is not to be disturbed until such time as directed by Senior Management.

## 4.9. FLOODING – CODE YELLOW

Floodwater is often more dangerous than the flow of the water itself. Flooding invariably involves other services such as electrical and sewage and often contains dangers (i.e. you cannot readily tell its depth, it may be contaminated and it is a slip hazard). Ensure all care is taken to avoid unnecessary contact with floodwater.

**CODE  
YELLOW**

First Person at Incident Scene:

- Remove yourself and others from immediate danger if safe to do so.
- Raise the alarm – notify a Warden or the Chief Warden (see Emergency Contact Details).
- Give incident details –
  - Your name
  - Location
  - Nature of flood (size & type).

- If you are a Warden, undertake your duties.
- Provide first aid to any injured persons if qualified and if safe to do so.
- Evacuate the area to higher ground: go to the EAA and stay there until otherwise advised.

Wardens when advised of a flood or when advised by the Chief Warden:

- Assist people in immediate danger if safe to do so.
- Keep people away from water.
- Raise the alarm if not already done and provide details of the flood.
- If a threat to life exists, commence immediate evacuation to higher ground - see EVACUATION PROCEDURE.

The Chief Warden when notified of a flood:

- Notify the Deputy Chief Warden.
- Ensure that the Emergency Services are notified (this may be delegated to the Communications Officer or another member of the ECO).
- Collect the necessary keys and procedures and proceed to the affected building.
- Create an emergency control point uphill of the flood (or if possible, near main entrance to the affected building).
- Assess the area for electrocution risk.
- Advise Wardens to undertake their duties.
- If possible, determine the nature of the flooding (water main / roof damage / sewerage / etc) and arrange for shut off.
- Evacuate the area if there is a threat to life - see EVACUATION PROCEDURE.

## 4.10. CHEMICAL SPILL/GAS RELEASE – CODE YELLOW

A Chemical Spill or Gas Release may present dangers due to physical contact or inhalation. Familiarize yourself with the potential hazards of substances held by on campus and maintain good housekeeping practices and an up to date Material Safety Data Sheet register.

First Person at Incident Scene:

- Remove yourself and others from immediate danger if safe to do so.
- Raise the alarm – notify a Warden or the Chief Warden (see Emergency Contact Details).
- Give incident details –
  - Your name
  - Location
  - Nature of spill (size & type).
- If you are a Warden, undertake your duties.
- Evacuate upwind from the incident area.
- Provide first aid to any injured persons if qualified and if safe to do so.
- Mobile phones and radios must not be used in the vicinity of the spill/leak. Ensure any work involving open flames, welding or smoking is ceased.

Wardens when advised of a chemical spill or gas release incident:

- Assist people in immediate danger, if safe to do so.
- Isolate the danger area.
- Raise the alarm, if not already raised and provide details of the emergency (such as the type and quantity of dangerous goods involved by obtaining the MSDS register).
- Request any other people nearby to begin evacuation upwind (assess the EAA for safety).
- DO NOT attempt to clean up or confine the spill.
- Isolate any persons contaminated by the spill until the arrival of the Emergency Services.
- Report the status of the area to the Chief Warden at the ECO.
- Follow the directions of the Chief Warden.
- If at any time further evacuation is directed implement the EVACUATION PROCEDURE.

**CODE  
YELLOW**

Chief Warden upon being advised of a chemical spill or gas release incident:

- Notify the Deputy Chief Warden.
- Ensure that the Emergency Services are notified (this may be delegated to the Communications Officer or another member of the ECO).
- Don White helmet, collect the necessary keys and procedures and proceed to the affected building / area.
- Create an Emergency Control Point upwind of the spill (or if possible, near the main entrance to the affected building).
- Assess the type and quantity of dangerous goods involved, and if possible, obtain the 'Material Safety Data Sheet' to determine the chemical properties of the goods.
- Advise Wardens to implement their duties.
- DO NOT ALLOW SMOKING
- Arrange to have First Aiders standby.
- Have contaminated people isolated until the arrival of the Emergency Services.
- If the gas leak or chemical spill is external, determine whether to have occupants remain indoors. If occupants are to remain indoors, close all doors and windows and organise for the ventilation system to be shut off.
- If evacuation is required - see EVACUATION PROCEDURE.

## 4.11. ADVERSE WATER – CODE BROWN

Adverse weather conditions include unexpected cyclonic winds, large hail stones, etc. Prepare for predicted Adverse Weather by securing external items that may be turned into flying debris by high winds and sealing areas that may be affected by heavy rain.

Every Person on Campus:

- Remain calm and remove yourself and others from danger.
- Move away from windows, trees, power lines and structures.
- If inside a building, shelter under a desk or table.
- Once the Adverse Weather has passed, report life threatening dangers by raising the alarm - notify a Warden or the Chief Warden (see Emergency Contact Details).
- Give incident details –
  - Your name
  - Location
  - Nature of the emergency.
- If you are a Warden undertake your duties.
- Provide first aid to any injured persons if qualified and if safe to do so.
- Evacuate the area if unsafe to stay indoors: go to the EAA and stay there until otherwise advised.

**CODE  
BROWN**

AFTER THE ADVERSE WEATHER

Wardens:

- Assess the building for people who have been injured and for building damage, flooding and failure of essential services (water/electricity/telephone, etc.).
- Raise the alarm - contact the Chief Warden if you find injured people, building damage or flooding.
- If any building damage or flooding is identified, evacuate the occupants immediately - see EVACUATION PROCEDURE.
- If no danger is apparent, stand down until further notice.

Chief Warden:

- Make contact with the Deputy Chief Warden.
- Collect the necessary keys and procedures and proceed to the scene where it is reported that people have been injured or buildings damaged by the adverse weather.
- Create an ECO (at a safe distance from the main entrance to the affected building where possible).



- Assess the information at hand.
- Advise Wardens to implement their duties.
- If a building damage is evident or flooding is discovered, commence immediate evacuation - see EVACUATION PROCEDURE.

#### 4.12. EARTHQUAKE – CODE BROWN

Earthquakes are unpredictable in terms of timing and severity; never assume they will not happen. Buildings may be damaged structurally or suffer interruption to services (electrical and plumbing) which may pose ongoing risks to occupants.

##### DURING AN EARTHQUAKE

Every Person on Campus:

- Remain calm and remove yourself and others from danger.
- Move away from items that can fall on you - windows, bookcases, trees, power lines, structures, etc.
- If inside a building, shelter under a desk or table.
- Once the earthquake has ceased, report life threatening dangers by raising the alarm – notify a Warden or the Chief Warden (see Emergency Contact Details).
- Give incident details –
  - Your name
  - Location
  - Nature of the emergency.
- If you are a Warden undertake your duties.
- Provide first aid to any injured persons if qualified and if safe to do so.
- Evacuate the area if unsafe to stay indoors: go to the EAA and stay there until otherwise advised.

**CODE  
BROWN**

##### AFTER AN EARTHQUAKE

Wardens:

- Assess the building for people who have been injured and for building damage and failure of essential services (water/electricity/telephone, etc).
- Raise the alarm - contact the Chief Warden if you find injured people or building damage.
- If any building damage is identified, evacuate occupants immediately - see EVACUATION PROCEDURE.
- If no danger is apparent, stand down until further notice.

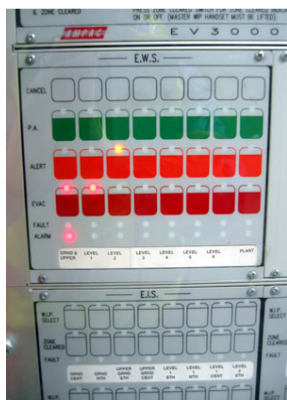
Chief Warden:

- Make contact with the Deputy Chief Warden.
- Collect the necessary keys and procedures and proceed to the areas where it is reported that people have been injured or buildings damaged by the earthquake.
- Create an Emergency Control Point (at a safe distance from the main entrance to the affected building, where possible).
- Assess the information at hand.
- Implement the relevant Emergency Procedure - Advise Wardens to undertake their duties.
- If building damage is discovered or evident, commence immediate evacuation – see EVACUATION PROCEDURE.



## 5. FIRE SAFETY

### Emergency Warning Intercommunications Systems (EWIS)



The majority of Box Hill Institute's and all of the Centre for Adult's multi-story buildings have a device called an Emergency Warning and Intercommunication System (EWIS) installed. The EWIS is used to warn the building occupants of an emergency and then advise them to evacuate. It is usually located on the ground floor near the Fire Indicator Panel. Not all buildings have the same EWIS system. The following information is accurate to most of them.

In an alarm it makes a very loud "beep beep" sound this is known as the Alert Tone. Some time later it makes a "whoop whoop" sound. This is known as the Evacuate Tone. The tone first sounds only in the floor or area in which the alarm occurred, and then on the remaining floors after short delay (some buildings do not use a staged evacuation approach). In most EWIS systems a recorded evacuation message is used to instruct occupants to evacuate.

The EWIS system has two components: the public address system, which also generates the evacuation signals; and the warden intercom phones.

#### How to Operate the EWIS

To operate the system, turn the key-switch to the Manual position. In normal operation, the key-switch should be in the automatic position, and should be returned to this position when you have finished testing. The isolate position allows the same functions as the manual position, except that the audio output is disabled.

#### Public Address System

In an emergency, it is recommended that the PA system is left in automatic. It automatically generates the "whoop whoop" evacuation signal on the floor where the alarm occurred and on the remaining floors after a specified time delay. This is adequate for a normal evacuation of the building, and interrupting this sequence could lead to confusion. The PA system should only be used to communicate any additional information that may be required by Wardens or occupants.

To operate the PA system in manual mode:

- Turn the key to the manual position
- Select the PA button on the zone required ("All PA" will allow an announcement throughout all of the buildings zones). The translation from floor number to zone is written on the panel.
- Depress the button on the side of the microphone unit and then speak slowly and clearly into the microphone. Release the microphone button when finished.
- Deselect the PA function by pressing the button again or by pressing the cancel button.

The ALERT function generates the "beep beep" sound. The EVACUATE function generates the "whoop whoop" sound. The PA function enables the microphone for the operator to broadcast a voice message.

#### Warden Intercom Phones (W.I.P.)

The WIP phones are red intercom phones. They are located throughout a building and designed to be used by Wardens or trapped building occupants. The WIP phones are connected to the EWIS and can be used to communicate between floors or zones. You cannot make an outgoing PABX or exchange call using these phones!



Note: when operating the Warden Intercom Phone (WIP) system at the EWIS panel, unlike a normal phone, hanging up the handset does not close the connection. Rather, all calls are initiated and closed by commands on the panel.

To call a particular WIP from the EWIS panel:

- Pick up the red handset.
- Press the button of the WIP you wish to call (it will ring at the desired WIP).
- Speak slowly and clearly when the WIP is answered.
- On the completion of the call ensure the call is disconnected by deselecting the button that was used to call the WIP.

When someone picks up a WIP on another floor, the WIP at the EWIS panel rings. To answer this call, determine from the indicator panel which WIP is calling, and then follow the above sequence. Repeat the same sequence to end the call. Note that the WIP will start to ring again until the other handset is hung up. In some EWIS systems the Communications Officer has the ability to talk to multiple WIP at the same time like a conference call.

## Emergency Break Glass Alarm or Alarm Initiating Device



If an EWIS is fitted in your building, you may find white "Emergency" Break Glass Alarm (BGA) buttons. These alarm buttons are different to the Fire BGA's because they do not contact the Fire Brigade via the Fire Indicator Panel. The Emergency BGA activates the EWIS to initiate an evacuation of the building.

### Fire Break Glass Alarm (BGA) or Manual Call Point (MCP)



Buildings fitted with a "Fire - Break Glass Alarm" allow occupants to activate the fire alarm and alert the fire brigade easily. The red panel on the wall houses a small button that, when depressed, will contact the Fire Brigade. The Fire Brigade will respond instantly to the building.

The glass or perspex material is easy to break with your fist, elbow or a pen. Smashing the glass will sometimes activate the button automatically.

### Emergency Door Release



During an evacuation fire doors should be closed to prevent fire and smoke movement through the building. Doors that are rated fire doors, but used frequently during the day, are sometimes wedged open. This is a poor work practice as they are not closed in time during an emergency.

On fire doors that need to be open during the day, an electromagnet door release mechanism is added. The doors are held back by the system until the fire alarm system activates, and then they are released automatically. Press the red button under the release mechanism to release the doors manually.

### Emergency EXIT Signs



In Australia all emergency EXITS must be identified by the green illuminated sign with the "running man" logo. These exits lead people to safety and eventually to a door that exits the building.

In halls and corridors, an EXIT sign will have an arrow indicating which way people should head to find the emergency exit door or emergency stairs.

Most emergency EXIT signs have a battery backup system to keep them illuminated after the power has failed. The battery back will not last all day but they will be on long enough for all building occupants to evacuate safely.

### Emergency Stairs



During an evacuation building occupants need an escape route that is protected from fire and smoke. In multi-story buildings fire escapes are installed. These escape stairs are more fire and smoke free because of their solid construction and fire rated doors.

The fire escape stairs typically lead to a ground floor exit door. The stairs should be wide with enough room for all building occupants to walk down safely. In some older buildings the fire escape stairs have been added to the building externally. They are usually made from metal.

## 5.1. FIRE FIGHTING EQUIPMENT USE

Portable fire extinguishers and fire hose reels provide an appliance with which to attack a fire in its initial stages (when a fire has not yet spread).

The selection of a suitable fire-fighting appliance depends on a number of factors, including the type of fuel burning (such as flammable liquids, wood/paper/textiles/plastics) and whether electricity is involved (such as televisions, switchboards or other electrical equipment).

You must be suitably trained to safely use portable fire-fighting equipment.

### Before Use:

- Select the correct type of extinguisher (see EXTINGUISHER CHART in Appendix 7).
- Be sure you know how to use the extinguisher. If in doubt do not use the extinguisher.
- Unplug electrical appliances if safe to do so.
- Have a person back you up with another suitable extinguisher.
- Where possible, keep the doorway at your back for a clear exit.

### Extinguisher Usage:

The use of a fire extinguisher is detailed below using the acronym PASS:

- **P** - Pull the pin.
- **A** - Aim the nozzle at the base of the fire.
- **S** - Squeeze the handle.
- **S** - Sweep at the base of the fire.

### Hose Reel Usage:

The use of a fire hose reel is similar to a fire extinguisher and is detailed below:

- Turn on the stop valve to charge the hose with water and release the nozzle.
- Run the hose out through the guide.
- Turn on the water at the nozzle into a spray pattern (DO NOT USE A JET PATTERN - THE FIRE MAY BE SPREAD).
- Direct the water stream at the base of the fire.
- Sweep at the base of the fire.
- 

**BEWARE: DO NOT USE WATER EXTINGUISHERS, HOSE REELS OR FOAM EXTINGUISHERS ON ANY ELECTRICAL EQUIPMENT AS YOU MAY BE ELECTROCUTED**

## 6. APPENDICES

The following BHI documents provide additional information related to Emergency Response:

- Appendix 1: Chief Warden Checklist
- Appendix 2: Phone Threat Checklist
- Appendix 3: Telephone Call Record
- Appendix 4: Debriefing Agenda
- Appendix 5: Emergency Contact Details
- Appendix 6: Personal Emergency Evaluation Plan (PEEP) form
- Appendix 7: Fire Extinguisher Chart

## APPENDIX 1

## CHIEF WARDEN CHECKLIST

|                    |                   |
|--------------------|-------------------|
| Chief Warden:      | Date:    /    /   |
| Area of Emergency: | Time:    :    hrs |
| Type of Emergency: |                   |

| Emergency Services Notification: Telephone 000 |       |                                    |       |
|--|-------|------------------------------------|-------|
| Service  |       | Time called                        |       |
| <input type="checkbox"/> Fire                  | : hrs | <input type="checkbox"/> Ambulance | : hrs |
| <input type="checkbox"/> Police                | : hrs | <input type="checkbox"/> SES       | : hrs |

[illegible]

## PHONE THREAT CHECKLIST

DO NOT HANG UP AT THE END OF THE CALL.

IMMEDIATELY REPORT THE CALL TO A WARDEN OR THE CHIEF WARDEN.

What To Do If You Receive A Threat On Your Telephone:

### A. TRY TO FIND OUT FROM THE CALLER

What is it? (Bomb or Substance?) \_\_\_\_\_

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

**OR**

When will the substance be released? \_\_\_\_\_

Where did you put it? \_\_\_\_\_

What does it look like? \_\_\_\_\_

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

How will the bomb explode? \_\_\_\_\_

**OR**

How will the substance be released? \_\_\_\_\_

Did you put it there? \_\_\_\_\_

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

What is your name; address? \_\_\_\_\_

Where are you? \_\_\_\_\_

### 1. BOMB THREAT QUESTIONS

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

What is in the bomb? \_\_\_\_\_

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

### 2. CHEMICAL/BIOLOGICAL THREAT QUESTIONS

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

How much of the substance is there? \_\_\_\_\_

How will the substance be released? \_\_\_\_\_

Is the substance liquid, powder or gas? \_\_\_\_\_

### B. EXACT WORDING OF THREAT

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### C. CALLER'S VOICE (Please tick box/es)

Accent (give details) \_\_\_\_\_

Any speech impediment (give details) \_\_\_\_\_

Voice: Loud ☐ Soft ☐ Clear ☐ Muffled ☐

Speech: Fast ☐ Slow ☐

Manner: Emotional ☐ Calm ☐

Do you recognise the voice? YES ☐ NO ☐

If yes, who is it? \_\_\_\_\_

Was the caller familiar with the area? YES ☐ NO ☐

### D. THREAT LANGUAGE (Please tick box/es)

Well spoken ☐ Incoherent ☐

Taped message ☐ Message read by caller ☐

Irrational ☐ Abusive ☐

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

### E. BACKGROUND NOISES (Please tick box/es and give details)

House Noises ☐ Aircraft ☐ Music ☐

Street Noises ☐ Train ☐ Voices ☐

Machinery ☐

Details: \_\_\_\_\_

### F. OTHER DETAILS (Please tick box/es)

Male ☐ Female ☐ Estimated Age ☐

Local Call ☐ STD ☐ Mobile ☐

### G. CALL TAKEN

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Duration: \_\_\_\_\_

### H. ACTION TAKEN AFTER CALL

Reported call immediately to Warden: \_\_\_\_\_

Reported call directly to Police: \_\_\_\_\_

|                          |
|--------------------------|
| Your Name (Print): _____ |
| Telephone Number: _____  |
| Signature: _____         |

ALL THREATS MUST BE TAKEN SERIOUSLY

## TELEPHONE CALL RECORD

USE ONE PAGE PER CALL

|  |  |               |  |       |  |       |  |
|--|--|---------------|--|-------|--|-------|--|
| Call Taken By:   |  | Extension No: |  | Date: |  | Time: |  |
| Call Source: Government <input type="checkbox"/> Media <input type="checkbox"/> Employee <input type="checkbox"/> Employee Family <input type="checkbox"/> Public <input type="checkbox"/> |  |               |  |       |  |       |  |
| Assistance Offer <input type="checkbox"/>  |  | Other:        |  |       |  |       |  |
|  |  |               |  |       |  |       |  |

|                              |  |                        |  |
|------------------------------|--|------------------------|--|
| Caller Details:              |  |                        |  |
| Name:                        |  |                        |  |
| Title/Relationship:          |  |                        |  |
| Organisation/Department:     |  |                        |  |
| Phone Number:                |  | Fax Number:            |  |
| Message For:                 |  | Return Call By (time): |  |
| Message/Information Request: |  |                        |  |

|                  |                                    |                                   |  |  |
|------------------|------------------------------------|-----------------------------------|--|--|
| Action Required: | Call Back <input type="checkbox"/> | Send Fax <input type="checkbox"/> | Wants Meeting <input type="checkbox"/> | Will Call You <input type="checkbox"/> |
| Actioned By:     |                                    | Date:                             |  | Time:                                  |
|                  |                                    |                                   |  |  |

## DEBRIEFING AGENDA

### PURPOSE

The Emergency Control Organisation (ECO) Debriefing Agenda should when debriefing the Wardens after any building evacuation or emergency. It is recommended that the Chief Warden undertake this task.

This agenda is designed to capture key outcomes and lessons from evacuations to ensure the Emergency Procedures remain suitable. Where possible, an independent observer or member of the Emergency Services should attend to provide an 'external' account of the events.

| Action   | Done |
|--|------|
| ▪ Call together all ECO members involved in the evacuation.  |      |
| ▪ Nominate a secretary to record information raised during the Debrief.  |      |
| ▪ Explain the purpose of the debriefing: outcomes and lessons learned, the effectiveness of the evacuation and actions or tasks performed well and tasks that can be improved. |      |
| ▪ Briefly describe the incident events. Refer to the Chief Warden Checklist and notes. Emphasise actions or tasks performed well.  |      |
| ▪ Give an explanation of the Chief Wardens observations on how well the ECO performed.   |      |
| ▪ Allow any 'external' parties to make comments or observations.   |      |
| ▪ Open questions to the remainder of the group.  |      |
| ▪ Explain the process for any person to receive counselling, upon request.   |      |
| ▪ Close the meeting, ensuring you thank the ECO members for their time and efforts.  |      |



## **EMERGENCY CONTACT DETAILS**

### **Emergency Services:**

Police, Ambulance or Fire Brigade for outside line 0 then "000"

### **For Box Hill Institute:**

Security Assistance:

9286-9286 or \*29286 ext. 9286.

Facilities:

Business Hours Monday – Friday 9286-9007 / \*9007

On call 9286 4056 / \*24056.

Lift Emergencies:

Elgar/Nelson/Whitehorse (24/7) 9286-4054 / \*24054

810 - 812 Whitehorse Rd (24/7) 9646 5744

### **For Centre for Adult Education:**

Security Assistance:

9652-0700 or ext. 700.

Facilities:

Business Hours Monday – Friday 9652-0888

After Hours 9652-0700.

Lift Emergencies:

All Buildings Normal Working Hours 9652-0888

All Buildings After Hours 9652-0700

## PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

Occupant's Name:.....

Location: Building/Facility.....

Floor..... Room Number.....

Is an Assistance Animal involved?

Yes \_ No \_

Are you trained in the emergency response and evacuation procedures?

Yes \_ No \_

Preferred method of receiving updates to the emergency response  
procedures: (Please state, e.g. text, email, Braille etc.)

.....

Preferred method for Notification of Emergency:

(Please state, e.g. visual alarm, personal vibrating device, SMS, etc.)

.....

Type of assistance required: (Please list procedures necessary for assistance.)

.....

.....

.....

Equipment required for evacuation: (Please list.)

.....

.....

.....

Egress procedure: (Give step by step details.)

1. ....
2. ....
3. ....
4. ....

Designated assistants and contact details: (Please list name, mobile, email.)

.....

.....

.....

.....

Are your designated assistants trained in emergency response and evacuation procedures?      Yes \_ No \_

Are your designated assistants trained in the evacuation equipment?  
Yes \_ No \_

Diagram of preferred route for assisted evacuation: (Please provide diagram.)





Issue Date: .... / .... / .....

Review Date: .... / .... / .....

Occupant approved: ..... Date: .... / .... / .....

Chief Warden: ..... Date: .... / .... / .....

## FIRE EXTINGUISHER CHART

| Fire Extinguisher Chart   |                             |  |                      |                     |                         |                        |
|---|-----------------------------|--|----------------------|---------------------|-------------------------|------------------------|
| Extinguisher  |                             | Type of Fire                           |                      |                     |                         |                        |
| Colour  | Type                        | Solids<br>(wood, paper,<br>cloth, etc) | Flammable<br>Liquids | Flammable<br>Gasses | Electrical<br>Equipment | Cooking<br>Oils & Fats |
|    | <b>Water</b>                | ✓<br>Yes                               | ✗<br>No              | ✗<br>No             | ✗<br>No                 | ✗<br>No                |
|   | <b>Foam</b>                 | ✓<br>Yes                               | ✓<br>Yes             | ✗<br>No             | ✗<br>No                 | ✓<br>Yes               |
|  | <b>Dry Powder</b>           | ✓<br>Yes                               | ✓<br>Yes             | ✓<br>Yes            | ✓<br>Yes                | ✗<br>No                |
|  | <b>Carbon Dioxide (CO2)</b> | ✗<br>No                                | ✓<br>Yes             | ✗<br>No             | ✓<br>Yes                | ✓<br>Yes               |