

Contents

1	Purpose	3
2	Scope	3
3	Policy	4
4	Definitions	4
5	Attachments	5
5.1	Forms	5
6	Safe Work Method Statement (SWMS) / Safe Systems of Work	5
7	Referenced Documents	5
7.1	Council OHS Procedures	5
8	External References	5
9	Roles and Responsibilities	5
9.1	Chief Wardens, Deputy Wardens, Fire Wardens and Area Wardens	5
9.1.1	Identification	6
9.2	Staff / Clients / Occupants / Visitors	6
9.3	Communications Officer	6
9.4	City Presentation – Facilities Management	6
9.5	Corporate First Aid Officers / Operational First Aid Officers	7
9.6	Emergency Response Team	7
10	Procedures	7
10.1	Type of Council Site	7
10.1.1	Major Site (Headcount of more than 20 full time staff or nature of work)	7
10.1.2	Small Satellite Site (Headcount of 20 or less full time staff)	9
	<i>Emergency Response Personnel - PRACC</i>	9
	Business hours	9
	Chief Warden	9
	Deputy Chief Warden	9
	Area Wardens	9
	Wardens	9
	When Theatre is operating out of hours	9
	Chief Warden	9
	Wardens	9

When Function area is being used and Theatre not operating out of hours	9
Chief Warden.....	9
Wardens.....	9
Training 9	
10.2 Emergency Procedures Training and Exercise	10
10.3 Emergency Situation and Response	12
10.3.1 Emergency Evacuation – See Separate Documentation	12
10.3.2 Medical Emergency (not including First Aid).....	14
10.3.3 Dealing with Suspect Mail or Parcel	15
10.3.4 Bomb Threat.....	16
10.3.5 Civil Disturbance (Lock Down)	18
10.3.6 Natural Disaster	19
10.3.7 Electrical Power Outages	20
10.3.8 Working Late / After Hours Emergency.....	21
10.3.9 Security Breach.....	22
10.4 Post Emergency Actions	24
Appendix A – Flow Chart.....	25
Appendix B – Emergency Contacts List Template (Site Specific)	26
Appendix C – Chief Warden Checklist	28
Appendix D – Duress Alarm Response	30
Appendix D1 – Duress Alarm Response (without Blue Strobe) Template	30
Appendix D2 – Duress Alarm Response (with Blue Strobe) Template.....	32
Appendix E1 – Bomb Threat Checklist	33
Appendix E2 – Bomb Threat Activation	35
Appendix F – Evacuation Diagrams and Emergency Evacuation Assembly Areas	36
Appendix G – Intruder(s) Description Form.....	38
Appendix H Two Way Radio Protocols	40

1 Purpose

This document describes Emergency Situations Preparedness and Responses for **PRACC** and how this site plans for a reasonably practicable response to ensure that safety of its occupants during emergencies are safeguarded.



This emergency procedure has been produced with the authority of City of Whittlesea in accordance to:

- Occupation Health and Safety Act 2004;
- AS 3745 – 2010 Planning for emergencies in facilities
- Dangerous Goods (Storage and Handling) Regulations 2012

During an emergency, instructions by Emergency Control Organisation personnel shall take precedence over the normal operational structure.

In an emergency event within Council Sites covered by this plan, responsibility for the management of response to the incident, including the evacuation of persons affected, will be delegated to the Chief, Deputy or Area Wardens. This delegation shall be effective from the time the emergency is being reported until such time when it is resolved.

All the Emergency Control Organisation, Emergency Planning Committee and Emergency Response Team personnel shall be indemnified by the City of Whittlesea against civil liability resulting from workplace emergency response assessment, education, training sessions, periodic exercises or emergency evacuation of a Council Site where the personnel act in good faith and in the course of their emergency control duties for our Council.

2 Scope

This site has been identified as a small satellite site.

Emergencies Situation and Response that may be applicable to this site:

- **Emergency Evacuation**
- **Medical Emergency (not including First Aid)**
- **Dealing with Suspect Mail or Parcel**
- **Bomb Threat**
- **Civil Disturbance (Lock Down)**
- **Natural Disaster**
- **Electrical Power Outages**
- **Working Late / After Hours Emergency**
- **Robbery**

3 Policy

As part of the commitment to OHS Policy, the Council and its Line Management will ensure that all sites have identified and are prepared for emergencies relevant to their operations.

4 Definitions

Assembly Area(s) – Nominated external place or places by the Chief / Area Warden where personnel assemble during an emergency situation depending on the type and location of the emergency.

Collection Area – Means the internal place where personnel should congregate in an emergency pending direction from the Chief / Area Warden identified on Emergency Diagrams.

Duress Alarm – Maintained by Facilities Management an operable duress alarm that can be activated from the reception areas or other sites that notify Facilities Management that there is a potentially dangerous situation occurring or developing in an area that may require assistance.

Emergency – Unplanned event that arises internally or from external sources that can cause death or significant injuries to staff or public, shut down, disrupt operations, environmental damage, or threaten the Council's financial standing or public image which requires immediate response.

Emergency Control Organisation (ECO) – Person or persons who develops and implements the site specific emergency procedures which may include in a Major Site – Chief, Deputy and Area Wardens, Communication Officer and/or First Aiders, Small Satellite Sites – Area Warden (acting as the Chief) / Warden and amongst others e.g. Emergency Responses Team that is required for the Depots in response to large quantities of dangerous goods emergencies)

Emergency Services – Police, fire brigade, ambulance and/or State Emergency Services (SES)

Emergency Planning Committee (EPC) – Person or persons responsible for development, documentation and maintenance of site specific emergency plans. The EPC should consist of representatives from specific sites (e.g. Senior Management, specialist from City Presentation – Facilities Management, Chief Wardens, Wardens, Line Management, Health and Safety Representatives, Tenants and others who may have specialist knowledge of the premise).

Emergency Plan – Written documentation of emergency arrangements for a site, are generally made during the planning process. It consists of the preparedness, prevention and response activities and includes agreed emergency roles, responsibilities, strategies, systems and arrangements specifically to the site. This plan is valid for up to 5 years or less.

Emergency Response Procedure – Documented responsibilities and actions within a site to respond to and manage emergencies.

Emergency Response Team – Specialist personnel, appointed to attend to specific incidents), to contain, control or eliminate the emergencies involving large quantities of dangerous goods, hazardous substances using emergency response equipment. This shall be applicable only to the Depots unless identified to be applicable to other sites by the EPC.

Evacuation Diagram – Emergency and evacuation information about the Council site, pictorial representation of a floor or area and other relevant emergency response information by City Presentation – Facilities Management.

Emergency Response Exercise – A site specific emergency response exercise in which the exercise simulates an emergency that requires an evacuation or a lock down to determine the effectiveness of the emergency plan. This should be organised at least once every 12 months for a major site.

Major Sites – Council owned site with a Headcount of more than 20 full time staff

PRACC – Council owned venue and acronym for Plenty Ranges Arts and Convention Centre

Small Satellite Sites – Council owned site with a Headcount of 20 or less full time staff

Council Site leased from external owner – Number of wardens provided at these sites will depend on the full time headcount of staff that is similar to Major or Small Satellite Sites.

5 Attachments

5.1 Forms

- Emergency Contacts List
- Chief Warden Checklist
- Bomb Threat Checklist

6 Safe Work Method Statement (SWMS) / Safe Systems of Work

- Site Specific Emergency Preparedness and Response Plan and Procedure derived from this template

7 Referenced Documents

7.1 Council OHS Procedures

- OHS Policy;
- Hazard Identification, Risk Assessment and Control Procedure;
- OHS Legal and Other Requirements Procedure;
- OHS Training and Competency Procedure;
- OHS Consultation, Communication and Reporting Procedure;
- OHS Manual;
- OHS Incident / Hazard Management Procedure;
- OHS Records and Records Management Procedure;
- OHSMS Audit and Inspection Procedure; and
- PRACC Emergency Preparedness, Response Plan and Procedure (Template)

8 External References

- AS1851.1 – 1995 Maintenance of fire protection equipment – Portable fire extinguishers and fire blankets
- AS 1851.2-1995 Maintenance of fire protection equipment - Fire hose reels
- AS 1851 – 2012 Routine service of fire protection systems and equipment
- AS 3745 – 2010 Planning for emergencies in facilities
- **Guidance Note, Emergency management, Developing a plan for a small organisation, WorkSafe** (This formation sheet advises Council on how to prepare a workplace emergency management plan for our Small Satellite Sites)

9 Roles and Responsibilities

9.1 Chief Wardens, Deputy Wardens, Fire Wardens and Area Wardens

The Chief Warden and other Wardens' authority will override the normal management hierarchy for the duration of the emergency.

The hierarchy of control during an emergency situation within Council will be:

1. Chief Warden, Deputy Warden, Floor Wardens, Area Wardens and Wardens; (most senior on site)
2. Most Senior staff (If Wardens are not available)

Refer to requirements specific to duties under 10.1 Major Site, 10.2 Small Satellite Site and 10.3 Site leased from External Owner.

9.1.1 Identification

Coloured Caps / Helmets and High Visibility Vests:

- Chief Warden and Deputy Warden – White
- Floor / Area Warden – Yellow
- Warden – Red

9.2 Staff / Clients / Occupants / Visitors

All staff, visitors, occupants and clients are to remain calm and follow the instructions or requests of Chief / Deputy Warden or Wardens, as they have the over-riding authority to ensure operations are completed with as little delay or hindrance as possible.

Staff hosting any Clients / Occupants / Visitors shall manage these personnel during an emergency.

All staff / occupants are required to ensure that corridors, aisles and access to fire protection equipment, fire exits are always kept clear of obstructions.

9.3 Communications Officer

Communications Officer may be nominated as required by the site.

9.4 City Presentation – Facilities Management

City Presentation – Facilities Management will ensure that all Essential Services and Security Services are inspected, maintained, tested periodically, recorded at monthly intervals or as determined by the EPC and information provided to site Emergency Control Organisation to support all emergency situations that may arise.

Fire Protection and Emergency Services Response Systems of the Building may include:

1. Fire Detection and Activation (Smoke detectors and break glass alarms)
2. Fire Indicator Panel and Emergency Warning Intercommunication System
3. Fire Suppression Systems (Automatic sprinkler system, portable fire extinguishers, hose reels etc.)
4. Alarm Systems
Emergency Warning System produces these two distinct tones:
 - a. Stand by tone – Beep, Beep, Beep
 - b. Evacuate tone – Whoop, Whoop, Whoop
5. Emergency Lighting (Area lighting and emergency exit lighting)
6. Evacuation Diagrams
7. Communications (Public address (PA) system)
8. Duress Alarm
9. CCTV

9.5 Corporate First Aid Officers / Operational First Aid Officers

Corporate First Aid Officers

Corporate First Aid Officers are only required for Major Sites and will ensure that First Aid Kits are updated periodically and provide supporting roles in managing any injuries sustained during emergency situations until the Emergency Services for the Major Sites arrive.

Operational First Aid Officers

Provision of operational First Aid Officer(s) will be determined and resourced by Line Management with considerations on site specific needs and operational requirements.

9.6 Emergency Response Team

The Emergency Response Team is required for sites where preparation of an emergency plan, manifest, placarding and notification to WorkSafe is required for storage of larger quantities of dangerous goods.

10 Procedures

10.1 Type of Council Site

10.1.1 Major Site (Headcount of more than 20 full time staff or nature of work)

Locations: Civic Centre, Danaher Drive, Westfield, 713 High Street

Minimum Emergency Control Organisation (ECO) / Emergency Planning Committee (EPC) Setup

ECO – Chief Warden, Deputy Warden, and / or Area / Floor Warden.

EPC – Senior Management, specialist from City Presentation – Facilities Management, Chief / Deputy Wardens, Wardens, Line Management, Health and Safety Representatives, Tenants and others who may have specialist knowledge of the premise)

Training:

- Chief Warden (3 hours Fire Warden Training with Extinguisher and 2 days Chief Warden Training)
- Deputy Warden (3 hours Fire Warden Training with Extinguisher and 2 days Chief Warden Training)
- Area / Floor Warden (3 hours Fire Warden Training with Extinguisher)

10.1.1.1 Chief Warden

The Chief Warden should be:

- Physically capable of managing the emergency response process;
- Likely to be at their work station or in the building for most of the time the building is occupied;
- Aware of the structure and nature of the building and its surrounds;
- Aware of the workforce and who is likely to be in the building.

The Chief Warden is identified during an emergency by their cap and the Words “Chief Warden” on their cap and / or high visibility vest.

10.1.1.2 Deputy Chief Warden

The Deputy Chief Warden performs the duties of the Chief Warden when the Chief Warden is not available.

10.1.1.3 Floor Warden / Area Wardens / Wardens

Volunteered, appointed or nominated Wardens for each work area or activity where: -

- There are more than three distinct work areas or activities within the building
- There is more than one floor or level within the building;
- Activities may involve different personnel or groups

Wardens should be appointed as part of their position within Council and the duties included on their Position Description.

Wardens should be: -

- Physically capable of undertaking the duties of Warden
- Likely to be at their work station or in the building for most of the time the building is occupied;
- Aware of the structure and layout of the building and surrounds including emergency collection and assembly areas.

Wardens are identified during an emergency by their Yellow hard hats and the words "Warden" printed on the hard hat of high visibility vest.

Wardens answer to the Chief Warden for the duration of the emergency.

10.1.1.4 Two Way Radios

For Major Sites, Two Way Radios will be provided with consideration to the following factors:

1. Number of floors at the site;
2. Number of Evacuation Assembly Points;
3. Number of Staff at any time; and
4. Any other complexities specific to the site.

An 'Extinguisher / Fire Hosereel Training' or 'Initial Emergency Response and Extinguisher Training' conducted by Metropolitan Fire Brigade shall be provided by City Presentation for the Depots Emergency Response Team to help control any fire or emergency situations that may occur within these sites.

Extinguisher training should be organised for Plant Operators by the Department in-charge to ensure that fire emergencies on plants are being addressed.

10.1.2 Small Satellite Site (Headcount of 20 or less full time staff)

Locations: PRACC

Resources for Small Satellite Sites:

Minimum Emergency Control Organisation (ECO) / Emergency Planning Committee (EPC) Setup

ECO – Chief Warden, Deputy Warden, and / or Area / Floor Warden.

EPC – Chief Warden, Area Wardens, Wardens, specialist from City Presentation – Facilities Management and others who may have specialist knowledge or control of the Site

Emergency Response Personnel - PRACC

The following **Emergency Response Personnel** are appointed.

Business hours**Chief Warden**

Matthew Cartledge

Deputy Chief Warden

None

Area Wardens

Senior Technicians or Front of House Supervisor or Office Staff

Wardens

Front of House Staff

Technicians

When Theatre is operating out of hours**Chief Warden**

Senior Technician on duty

Wardens

All Staff

When Function area is being used and Theatre not operating out of hours**Chief Warden**

Function Supervisor

Wardens

All staff

Training

The **Responsible Person** ensure that all PRACC personnel are aware of the evacuation procedures and understand what they are required to do in the event of an emergency.

Where the Theatre and a Function area are in use the Senior Technicians takes to role of Chief Warden and the Front of House Supervisor becomes the Deputy Chief Warden.

Position	Duties	Council Staff Member assigned to position
Chief Warden	<p>Training:</p> <ol style="list-style-type: none"> 1. Chief Warden (2 days Chief Warden Training and 3 hrs. Fire Wardens and Extinguisher Training) 2. Understand requirements under AS 3745 Planning for emergencies in facilities and oversee that Emergency Management Processes are in place and implemented at PRACC by Senior PRACC Staff: <ul style="list-style-type: none"> ▪ Duties: ▪ Coordinate appropriate staff training, ensure budgets and resources are allocated ▪ Establish and monitor a staff training / skills register ▪ Ensure each site has an Emergency Evacuation Plan displayed at the Centre ▪ Ensure each site has a site specific Emergency Preparedness and Response Plan (EPRP) ▪ Ensure that checklists for other threats and emergencies are in place i.e. bomb threat checklist, suspicious mail etc. ▪ Maintain relationship with City Presentation Officer with regards Essential Services and Security to site infrastructure 	Matthew Cartledge
Area Warden Site Emergency Control Organisation (ECO) – Area Warden / Warden	<p>Training:</p> <ol style="list-style-type: none"> 1. Area Warden (3 hrs. Fire Wardens and Extinguisher Training) – coordinator that is most familiar with the facility and its occupancy on a daily basis, and the first Council staff that any member of the public who want to speak to for any enquiries or during emergencies, their responsibility will be: <p>Duties:</p> <ul style="list-style-type: none"> ▪ Only at times when on site, manage an emergency situation in accordance with the site specific EPRP until emergency services arrive or the situation is under control ▪ Complete a quarterly Site Safety Inspection / Risk Assessment ▪ Maintain relationship with local Essential Services providers. 	See plan above

Emergency Control Organisation will work with External Owner in coordinating emergency situations preparedness and responses. Number of wardens will be organised in accordance to the number of full time at the site.

10.2 Emergency Procedures Training and Exercise

Regular practice drills will be conducted by Chief Warden / Area Warden to ensure awareness and understanding of the evacuation procedure. Such drills shall be conducted at least once per financial year.

Debrief will be held to identify problems and they will be rectified at the earliest opportunity.

An evacuation exercise helps:

- a. Staff understand emergency procedures;
- b. Test / Review the emergency planning and response procedure and/or process;

- c. Identify problems or deficiencies in the planning; and
- d. Identify ECO capabilities and communication;

10.3 *Emergency Situation and Response*

Applicable Emergency Situation(s) and Response(s) for this site:

10.3.1 *Emergency Evacuation – See Separate Documentation*

1. On hearing the Evacuation Sound
 - a. Cease all event operations
 - b. Prepare for evacuation by addressing all personnel and visitors
 - c. Account for your staff / visitor(s)
 - d. Shut down electrical and other equipment, if time permits

2. All personnel move as directed by the Warden to the external Assembly Point.
 - a. Where there is no Warden, a senior staff should be appointed or take on the role of Warden until a Warden arrives.
 - b. Selection of exit strategy to be chosen based on assessment of fire panel, and where possible affected indicated areas of danger
 - c. **THEATRES**; Start evacuation with patrons in **“A” Row** whom are reliant on a wheelchair that have remained in their wheelchair, followed by able bodied persons in small groups at any one time and lastly with persons with a mobility impairment who require assistance.
FUNCTION ROOMS; Start evacuation with able bodied persons in small groups at any one time and lastly with persons with a mobility impairment who require assistance.
 - d. Theatre Ushers to evacuate and escort all patrons / personnel located in the Theatre auditoriums
 - e. Theatre Technicians to evacuate and escort all personnel / event staff / performers in spaces of the Yan Yean and Woodstock backstage areas.
 - f. Theatre FOH Supervisor to evacuate and escort all patrons / personnel from foyer, courtyard and foyer toilet areas
 - g. Function FOH Supervisor with the assistance of all food & beverage staff to evacuate and escort all patrons / personnel from the function room and back of house storage areas
 - h. Chef to evacuate and escort kitchen staff from kitchen and back of house storage areas

3. All personnel remain at the Assembly Point until instructed to do otherwise by the Warden or a member of the Emergency Services Officer in-charge

10.3.1.1 Standard Fire Orders

ANYONE FINDING A FIRE or SMELL of SMOKE SHALL:

- Shout ‘Fire! Fire! Fire’ to alert anyone around the area;
- Attack fire if **SAFE** to do so;
- Isolate the fire, if it is out of control, by closing the door;
- Assist any person in immediate danger **if safe to do so**;
- Call the Fire Brigade on **0-000**;
 - Location number and address of building
 - Nature of incident
 - Your name

- Notify Area Warden in your area. The Area Warden will decide whether to evacuate the area, or if an attempt is to be made to extinguish the fire;
- Contact the Chief Warden;
- Give location and details of the fire; and
- When notified:-

Evacuate to the Assembly Point and remain there until accounted for.

Assembly Areas:

Primary Assembly Area – Grassed area between Convention Centre and Civic Centre

Secondary Assembly Area – Grassed mounds next to the Courtyard at the rear of PRACC

Refer to **Appendix F – Evacuation Diagrams and Emergency Evacuation Assembly Areas**

Note: Wardens and staff will be notified by the Chief Warden / Area Warden of the "All Clear" when the emergency services consider the building safe to return to. Do not re-enter the building until the 'all clear' is given by the appropriate service or personnel.

AFTER HOURS – ANYONE FINDING A FIRE or SMELL of SMOKE SHALL:

- Assist any person in immediate danger **only if safe to do so**;
- Isolate the fire by closing the door; and
- Call the Fire Brigade on 000 giving the following information:
 - Location number and address of building
 - Nature of incident
 - Your name

- Decide if an attempt is to be made to extinguish the fire, **only if safe to do so**, or prepare to evacuate the area. Ensure the correct fire extinguisher is used for the type of fire.
- Evacuate the area and proceed down the nearest safe emergency exit stairwell in an orderly manner.
- Evacuate the building and assemble at an area well clear to avoid obstructing on coming emergency services.
- Evacuate to Assembly Point and remain there until accounted for. Ensure the Emergency Services are aware that evacuees are safe.
- Do not re-enter the building until the 'all clear' is given by the appropriate service or building representative.

10.3.2 Medical Emergency (not including First Aid)

In the event of a Medical Emergency occurring:

1. Check for any threatening situation and control it, **only if safe to do so**.
2. Remain with the casualty and provide appropriate support.
3. Notify First Aid Officer.
4. Notify Ambulance Service 000; give details / address etc.
5. Contact casualties' immediate Line Management.
6. Delegate someone to meet ambulance and direct to location where casualty is located.

Note:

Never leave a casualty alone. Do not move a casualty unless the casualty is exposed to life threatening danger.

Provide support and appropriate assistance to casualty until emergency help arrives.

10.3.3 Dealing with Suspect Mail or Parcel

Steps to be taken:

- Confirming that the item has come through the mail system or by courier.
- Check with addressee that the item is expected. If there is a return address on article, check it with the originator.
- Evacuation should be considered. The Chief / Area Warden should give consideration to evacuating the immediate area whilst awaiting the arrival of the Police.

Mail or Parcel suspected of containing Chemical, Biological or Radiological Substances:

Examples of a Chemical, Biological and Radiological threats:

- Chemical – Sarin Gas
- Biological – Botulism
- Radiological – Radioactive isotopes

These following steps are to be followed by all staff / occupants on the discovery of a Chemical, Biological and Radiological threat

- On discovery of a parcel, spill or contamination by a suspect substance:
 - Cover suspect substance, if safe to do so.
 - Isolate the immediate area by closing as many doors as possible between staff and the substance.
 - Isolate any persons who have come into contact with the suspect substance to prevent further contamination and spread.
 - Contact the Chief / Area Warden.
 - Shut down air conditioning systems to prevent further spread of the suspect substance.
 - Call the emergency services on 000.
 - Follow the instructions of the emergency services.
 - Do not allow staff / people to enter or re-enter the contaminated area / complex.

10.3.4 Bomb Threat

It has to be noted that during a Bomb Threats, the following action(s) are critical:

- An alternate Bomb Threat Assembly Point is to be pre-determined by the Chief Warden prior to the actual threat.
- All personal belongings shall be removed to facilitate the identification of suspect objects.
- Not to operate electronics devices such as transistor radio or mobile phones.
- Take damage limitation actions by opening all doors & windows.

IF YOU RECEIVE A BOMB THREAT

Where a staff receives a phone call or answers a call where the caller is making a 'Bomb threat', it should always be taken seriously.

1. The person receiving the call must not hang up the phone as it may be possible to trace the call even if the caller has hung up their telephone.
2. The person should keep try to keep the caller talking while alerting somebody else to notify a Line Management or any Wardens as soon as possible.
3. Record exact wording of threat. (Refer to **Appendix E1 – Bomb Threat Checklist**), including details' of caller's voice and background noises.
4. At the end of the call, the person notifies their Line Management / Chief Warden / Area Warden immediately with all the details they were able to collect.
5. The Chief Warden assesses the situation and takes action (Refer to **Appendix E2 – Bomb Threat Activation**, that could include but not limited to:
 - a. Arranging or preparing to arrange evacuation of possible affected areas.
 - b. Notify the CEO or Director
 - c. Reporting the matter to the Police on 0-000

Wardens Duties

- Notify the Chief Warden immediately.
- Do not create panic.
- The Chief Warden will advise all Wardens who will organise a search with the help of the Police.
- Searchers will check building, systematically looking in the most likely places such as:
 - Water extinguishers, hose reel cabinets etc.
 - Rest rooms (disposal cabinets etc.).
 - Equipment rooms and store rooms.
 - Ceilings – look for loose or out of place tiles.
 - Stairwells.
 - Potted plants

Remember, those who are familiar with an area are the most likely to see something out of place.

- The Wardens will advise the result of the search directly to the Chief Warden.
- If a particular place is named in the threat, evacuation may be required. Occupants are to take personal belongings with them.

Threat received by mail

Any staff receiving any threat by mail (including electronic mail) passes the information on to the **Chief Warden**, an **Area Warden** or their Line Management immediately. The Warden or Supervisor deals with the threat in the same way as if they were informed of a telephone threat.

Threat received in person

Where a staff is confronted by a person at the counter making threats they should immediately activate the Duress Button or alert another staff and tries to keep the person at the counter.

When nominated personnel respond to the Duress Alarm, they take appropriate action that includes arranging the Chief Warden / Area Warden to be notified immediately. Refer to **Appendix D – Duress Alarm Activation Response**.

IF A BOMB IS FOUND

1. Do not touch it – clear the area. **UNDER NO CIRCUMSTANCES ATTEMPT TO OPEN THE ITEM AS THIS MAY CAUSE IT TO FUNCTION**
2. Record as much information about the envelope / package as possible to assist the bomb technician (if it is suspected to be a bomb):
 - a. Dimensions
 - b. Balance
 - c. Stains
 - d. History of threats
 - e. Type of construction of package
 - f. Exact location
3. Do not immerse in water.
4. Do not place suspected bomb mail / parcel in an enclosed space as this will increase the fragment effect if the device functions.
5. Evacuate taking personal belongings with you if safe to do so.
6. Advise your Warden immediately.
7. Report the package to the Police on 0-000
8. Prevent other personnel from entering the area near the bomb.
9. Do not close doors, open all doors and windows if possible.
10. Your Warden will advise you of any further action you should take.

Wardens Duties

1. The Warden on that floor will:
 - a. Advise the Chief Warden.
 - b. Evacuate the area.
2. The Chief Warden will:
 - a. Ensure that the bomb has been reported to the Police on 0-000.
 - b. Advise the Wardens concerned to evacuate.

Note

1. Do not make unnecessary public announcements unless authorised by the Chief Warden.
2. Do not use radio-transmitting equipment such as mobile telephones and portable radios as the transmitting signal may activate the device.

ISOLATION AREA

Have a predetermined area in which suspect mail may be placed until it is cleared by Police.

The isolation area should:

1. Be well clear from building services e.g. gas, power, water and should be sheltered from the elements.
2. Informing all staff to avoid the area.
3. Permit unrestricted access for authorised personnel to remove the article.

10.3.5 Civil Disturbance (Lock Down)

Staff attending to members of the public at reception counters activate one of the Duress Alarm Buttons where they feel there is a threat of physical or psychological violence from individuals or groups.

Where possible the staff should maintain conversation with the aggressor, attempting to placate them and await the arrival of assistance. The staff should step back to maintain a reasonable distance between themselves and the aggressor.

- If the staff feels personally threatened they should retreat immediately;
- Where there are numerous aggressors staff should retreat immediately, and/or
- If the site is being threatened and access is being limited or completely cut-off by demonstrators or aggressors:
 - Activate duress alarm if available;
 - Notify Police at 0-000;
 - Secure emergency exit(s);
 - Turning off the lifts;
 - Area Warden / Warden / staff to:
 - Lock doors within site / area / floor;
 - Post a warden / staff as a 'watch';
 - Confine themselves to that 'safe site / area / floor';
 - Not make contact with demonstrator or aggressor

Refer to Preventing and Responding to Work-related Violence Guideline.

10.3.6 *Natural Disaster*

Where an external natural disaster occurs that may affect the safety of people inside the Council site the issue is referred to the Chief Warden / Area Warden.

The Chief Warden / Area Warden assesses the situation and may request further information from Resilience and Emergency Management Unit, Facilities Management or other departments to assist in determining the nature and severity of any potential risk.

The Chief Warden / Area Warden liaises with external emergency services and others until the situation is under control and the building and surrounds are deemed safe

10.3.7 *Electrical Power Outages*

In the event of power outages all employees except those that may be involved in resolving any internal problems should remain at their desk and await further instructions.

Where the power outages or any other issue that may arise from or during the failure may put people within the building at risk, the person identifying that risk must notify the Chief Warden / Area Warden immediately.

The Chief Warden / Area Warden assesses the situation and decides on appropriate action.

10.3.8 Working Late / After Hours Emergency

An after hour specific emergency response for staff, required to be present outside normal operating hours and public functions, may be necessary depending on operational needs. This should be done between Line Management and staff involved.

Refer to Working Alone or in Isolation Guideline, Risk Assessment and Mitigation Tool for guidance.

Prior to Working Late / After Hours

- Consent must be sought from your Line Management i.e. Manager, Team Leader or Coordinator, Supervisor. If this afterhours work is planned then this request should be put in the form of an email, type of work and estimated time of starting and finishing.
- No afterhours work is to be conducted without knowledge and consent of Line Management.
- Ensure that you have telecommunications available at all times.
- Plan your location of exit from the premise and move your vehicle to the closest well-lit and secure area possible.

WHEN YOU'RE WALKING OUT OR TO YOUR CAR

- Be assertive and walk with confidence.
- Always keep one ear free if using headphones.
- Be alert and aware of people who appear suspicious or appears suddenly.
- Keep hold of your valuables at all times.
- Keep bags facing away from passing traffic.
- Keep bags zipped up so valuables cannot be seen.

MOTOR VEHICLE SAFETY

- Remove all valuable items when you leave your car. If you must leave valuables in your car – place them in your boot.
- Do not leave your personal documents such as your registration or drivers licence in your car. These items contain your home address.
- Do not leave house keys or garage door openers in your car – they may be stolen and used in burglaries.
- Lock all doors (physically check that it is locked) and close all windows (including sunroof).
- Secure your keys and never leave them in your car.
- Park in well-lit area – thieves do not want to be caught breaking into cars, so increase the risk that others will detect them.
- In the event that your valuables have been stolen from your car, report to the police.

10.3.9 Security Breach**10.3.9.1 Armed Assault / Intruder**If you are involved

1. Try to remain calm and comply with the demands of the assailant.
2. When safe / practicable, notify the Police on Triple Zero 000 and give as much details as possible e.g. description of incident, weapons.
3. Comfort any one injured / harmed and render first aid if required
4. Be observant – Try to picture a description of the offender(s) with as many details as possible.

If you are not involved

1. Do not panic.
2. Close doors and windows.
3. Get out of sight, stay low.
4. If in transit at the time of announcement, get out of the open and seek refuge in a safe place, taking any members of the public with you.
5. Do not go near scene of crime.
6. Do not ring reception / wardens unless you have some information regarding the emergency.
7. Await “All Clear” announcement.
8. Do not leave the site until “All Clear” is announced.

10.3.9.2 Robbery

In any armed robbery the overall aim should be to ensure the offender(s) leave the Council Site as soon as possible, without injuring or harming anyone.

Money and merchandise can be replaced, but your family can not replace you. Remain calm and cooperate with the offender(s). Be observant and remember the description of the offender(s) and details of the robbery.

1. Do not resist in any way.
2. Obey instructions (remain calm and cooperate).
3. Let the offender(s) know you intend to cooperate with them.
4. Do not plead, argue or confront in any way to upset the offender(s).
5. Give only what is asked for, no more.
6. Take no action, which may jeopardise your safety (do not attempt to apprehend, obstruct them or put yourself in harm's way e.g jumping in front of their get away vehicle).
7. Consider all weapons to be loaded and real.
8. Be observant – Try to picture a description of the offender(s) with as many details as possible.
9. Activate the alarm, if fitted, only if safe to do so.
10. Remember where the offender(s) have been and which way they left the premises.
11. Notify police on Triple Zero 000 as soon as it is safe to do so.
12. Inform Line Management as soon as possible.
13. Retain any witness(es) until Police arrive if possible. Get names, addresses and telephone numbers of witness(es) if they do not want to remain.
14. Secure the building or workplace.
15. Retain anything left behind by the offender(s).
16. The crime scene should remain as undisturbed or untouched as possible to help police.

Every robbery has to be reported by staff and fully investigated by the immediate Line Management, and Facilities Management (Security) if it involves occurring within a Council site. Otherwise, Line Management is expected to review and implement appropriate operational processes to prevent any recurrences during offsite operations.

All affected Staff will be debriefed as soon as practical and made aware of the ‘Employee Assistance Program (EAP)’.

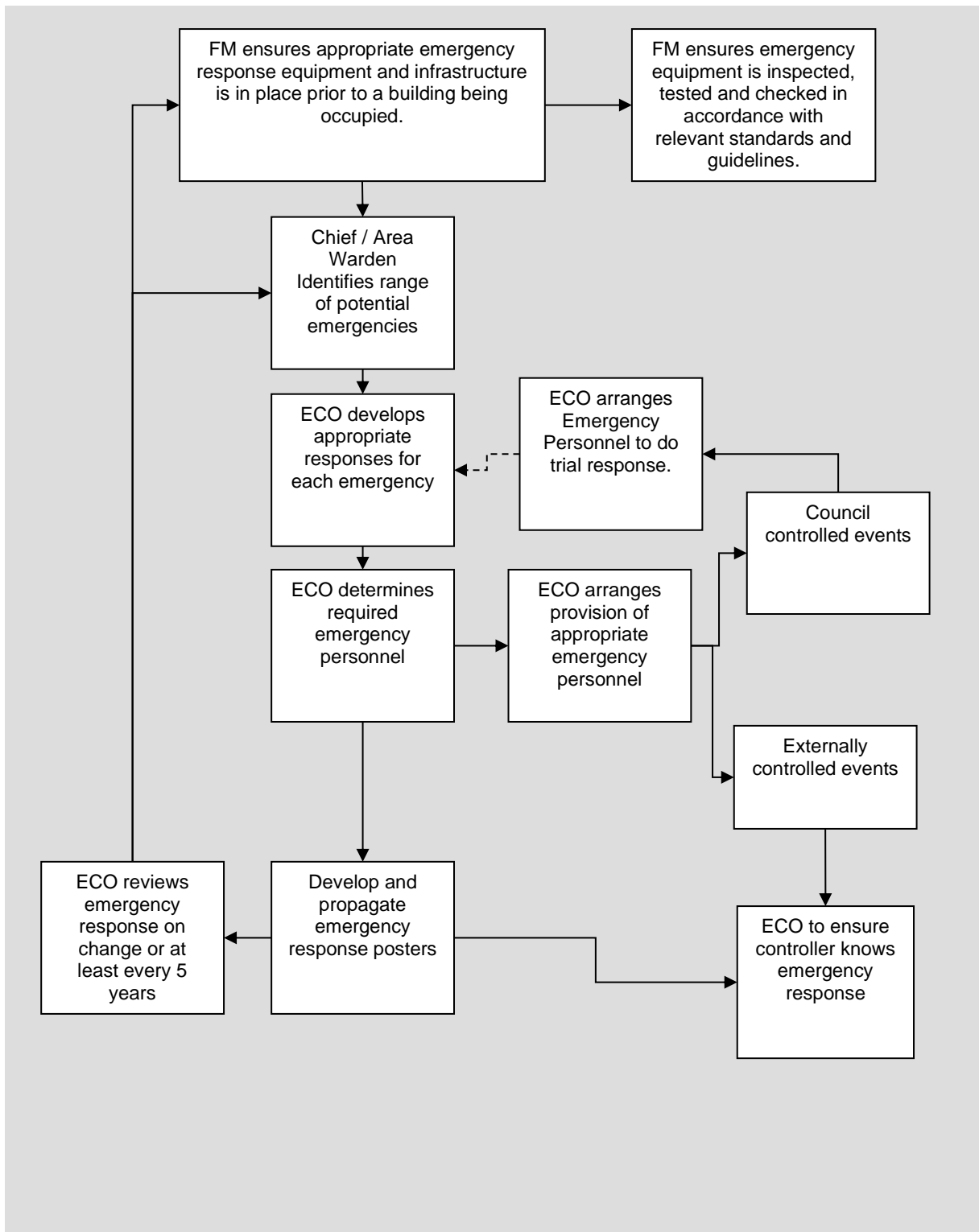
Fill in Appendix G – Intruder(s) Description Form

10.4 Post Emergency Actions

The ECO should take the following actions, but not limited to:

1. Notifying occupants to return to the facility as appropriate when the Emergency Service renders the emergency situation safe and returns control to the Chief Warden.
2. Organise a de-brief with ECO members and where appropriate include any Emergency Service.
3. Compile a report, including actions to the EPC / Management.

Appendix A – Flow Chart



City Presentation – Facilities Management (FM)

Appendix B – Emergency Contacts List Template (Site Specific)

This contact list should be populated to specific needs of the site and displayed at locations as determined by designated Chief or Area Wardens.

Emergency Contacts	Contact Number	Notification Requirements:
Emergency Services (Ambulance, Fire, Police)	000	Fire, Hazardous Material Release, Chemical Spill, Major Accidents
Workplace and Dangerous Goods Incidents (WorkSafe)	13 23 60	Serious Accidents
Poisons Information – 24 hrs. (Victoria Poisons Information Centre)	13 11 26	Poisoned, takes an overdose, is bitten or stung by spiders, snakes, bees, wasps etc.
Gas escape (Energy Safe Victoria)	13 27 71	Gas leak
Victoria State Emergency Service (SES) (Flood Storm Emergency)	13 25 00	Flood Storm
Northern Hospital	8405 8000	Serious Injuries / Disease
Whittlesea Facilities Management Helpdesk	9217 2050	
PRACC Emergencies	Contact Number	Notification Requirements:
Venue Office	9217 2317	Site Fire, Bomb Threats, Lock Down Emergencies
Depots / Workshop / Plant Emergencies	Contact Number	Notification Requirements:
City Presentation Manager	9401 0501	Serious Depots / Workshop / Plant related Emergencies
Plant Emergencies	9401 5513	Serious Workshop / Plant related Emergencies
City Presentation OHS	9401 0596	All Depots / Workshop / Plant related Emergencies
Council Resources	Contact Number	Notification Requirements:
Corporate Accountability and Performance Manager	9217 2401	Serious Incidents (Fatality, Amputations)
Corporate OHS	9217 2484	Serious Incidents (Fatality, Amputations)
Advocacy and Communications Manager	9217 5528	Serious Incidents (Fatality, Amputations)
Emergencies involving Community	Contact Number	Notification Requirements:
Community Wellbeing Manager	9217 2525	All community related emergencies
Resilience and Emergency Management Coordinator	9217 2156	All community related emergencies
Health Services Team Leader	9217 2252	All community health related emergencies

Security	Contact Number	Security Requirements:
Security Control Room (If available)		Security, Emergencies (Facilities Management or External Site Specific Security requirements)

What to say when contacting Ambulance, Fire or Police?

"Location (address including cross road), Nature of incident, Your name"

Appendix C – Chief Warden Checklist

Purpose and Scope To provide a checklist that the Chief Warden should use to ensure all appropriate actions have been taken and recorded during an emergency situation.	
Required PPE NA	Required Training / Certification Fire Wardens with Extinguishers Training Chief Warden's Training (Major Sites)

Date: Address:

Floor or area:

Evacuation Sequence	Time	
	Hour	Minutes
Alarm sounded		
Warden(s) respond		
Wardens check floor or area		
Evacuation commenced		
Wardens report floor or area clear		
Persons with disabilities accounted for		
Arrive at assembly area, safe place		
Wardens check personnel present (where appropriate)		
Evacuation completed		
Exercise terminated		

Action Plan			
Issue	Action	Responsible	CRS / Safety Report Nos
1			
2			
3			
4			
5			

Appendix D – Duress Alarm Response

Fixed Duress Alarms at PRACC are located in the key office areas. Staff are to activate duress alarms in accordance with the below response guidelines.

Portable Duress Alarms are located at PRACC in the managers office for use by all staff who are working in isolation or are working in a position of higher risk. Portable Duress alarms are designed to be worn on the body of the respective staff for easy activation in the event of assistance being required. Staff are to activate duress alarms in accordance with the below response guidelines.

Appendix D1 – Duress Alarm Response (without Blue Strobe) Template

This is only a template that requires updating to suit site specific requirements / resources provided by Line Management if required.

Step 1 – The incident has occurred / is occurring

- Are you or any of your staff directly under threat or feel unsafe?

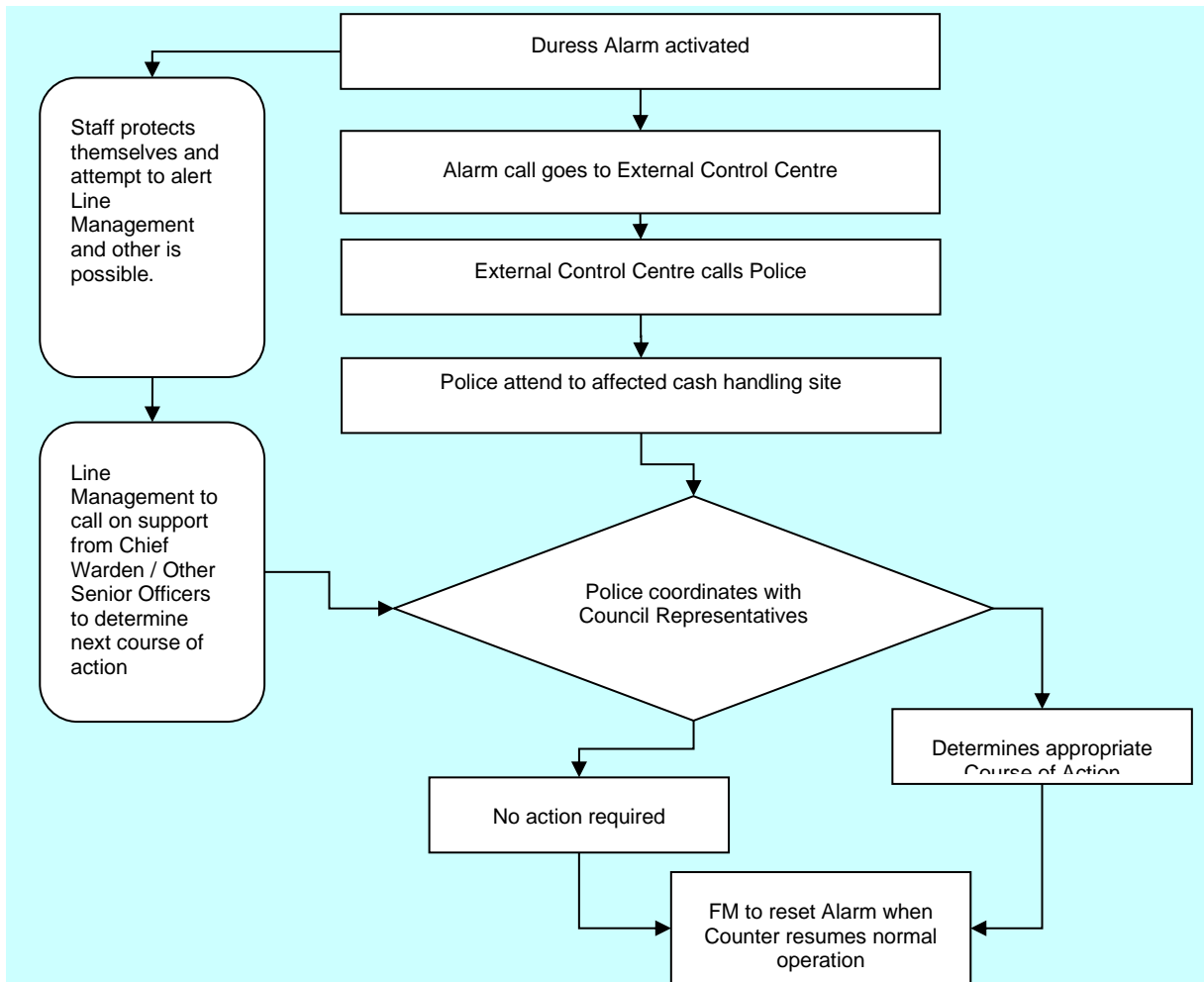
Step 2 – Assess the degree of the threat

- How real is the danger?

Step 3 – Activate the duress alarm

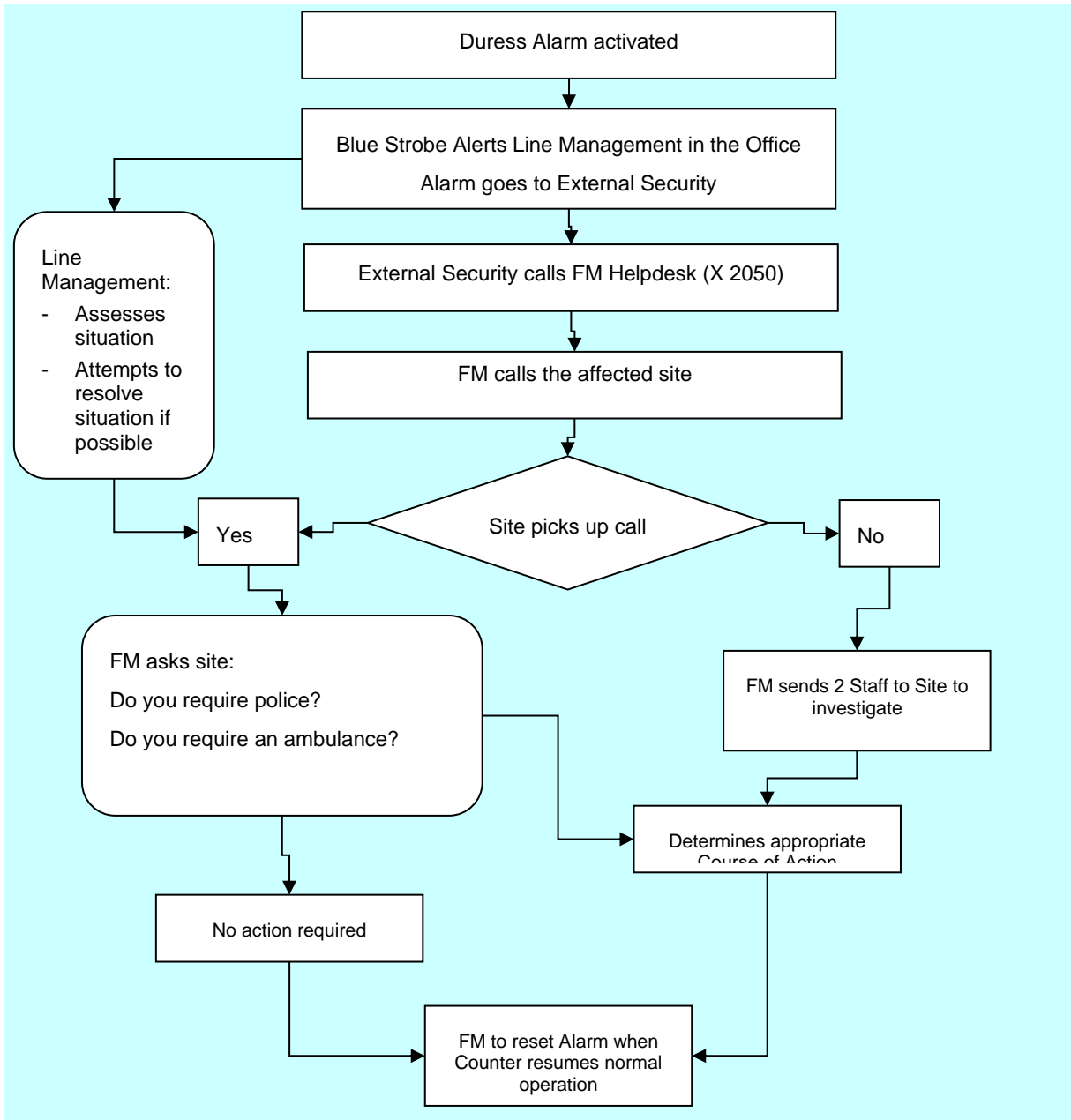
Step 4 – Protect yourself and others

- Lock yourself in the back room or a location that is safe.
- If possible – Attempt to alert your Line Management or a member of your leadership team who can call on support from the Chief Warden or other senior officers to determine the course of action. This may include locking down the Civic Centre or Westfield office – the situation will be assessed and the course of action agreed.
- If the situation is real, do not confront or jeopardise your safety (e.g. attempt to apprehend aggressor or put yourself in harm's way)



Appendix D2 – Duress Alarm Response (with Blue Strobe) Template

This is only a template that requires updating to suit site specific requirements / resources provided by Line Management if required.



City Presentation – Facilities Management (FM)

Appendix E1 – Bomb Threat Checklist

EXACT WORDING OF THREAT:

Time of call:

.....

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

QUESTIONS TO ASK:

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

ACTION:

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

CHIEF WARDEN:.....

IDENTIFYING / LOCATING THE CALLER (Tick appropriate boxes)

CALLER'S VOICE:

<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Old <input type="checkbox"/> Young <input type="checkbox"/> Slow <input type="checkbox"/> Rapid <input type="checkbox"/> Soft <input type="checkbox"/> Loud <input type="checkbox"/> Laughing <input type="checkbox"/> Emotional	<input type="checkbox"/> Well spoken <input type="checkbox"/> Foul <input type="checkbox"/> Slurred <input type="checkbox"/> Nasal <input type="checkbox"/> Stuttering <input type="checkbox"/> Lipping <input type="checkbox"/> Raspy <input type="checkbox"/> Abusive <input type="checkbox"/> Incoherent <input type="checkbox"/> Clear	<input type="checkbox"/> Deep breathing <input type="checkbox"/> Cracking voice <input type="checkbox"/> Disguised <input type="checkbox"/> Irrational <input type="checkbox"/> Familiar? <input type="checkbox"/> Inconsistent <input type="checkbox"/> Recorded <input type="checkbox"/> Message read by caller <input type="checkbox"/> Angry <input type="checkbox"/> Crying
--	---	---

Estimated age _____ Accent (specify) _____

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

<input type="checkbox"/>	Male	<input type="checkbox"/>	Well spoken	<input type="checkbox"/>	Deep breathing
<input type="checkbox"/>	Street noises	<input type="checkbox"/>	Air craft	<input type="checkbox"/>	Long Distance
<input type="checkbox"/>	Crockery	<input type="checkbox"/>	Fading	<input type="checkbox"/>	Office Machinery
<input type="checkbox"/>	Voices	<input type="checkbox"/>	Local	<input type="checkbox"/>	Factory Machinery
<input type="checkbox"/>	PA System	<input type="checkbox"/>	Animal Noises	<input type="checkbox"/>	Local Call
<input type="checkbox"/>	Music	<input type="checkbox"/>	Clear	<input type="checkbox"/>	Mobile
<input type="checkbox"/>	House noises	<input type="checkbox"/>	Muffled	<input type="checkbox"/>	Private Number
<input type="checkbox"/>	Motor / Engine	<input type="checkbox"/>	Static	<input type="checkbox"/>	Area code?

CALL TAKEN:

Date & Time: Duration of call:

Call received on: (Extension / phone number)

RECIPIENT:

Name (print): Phone:

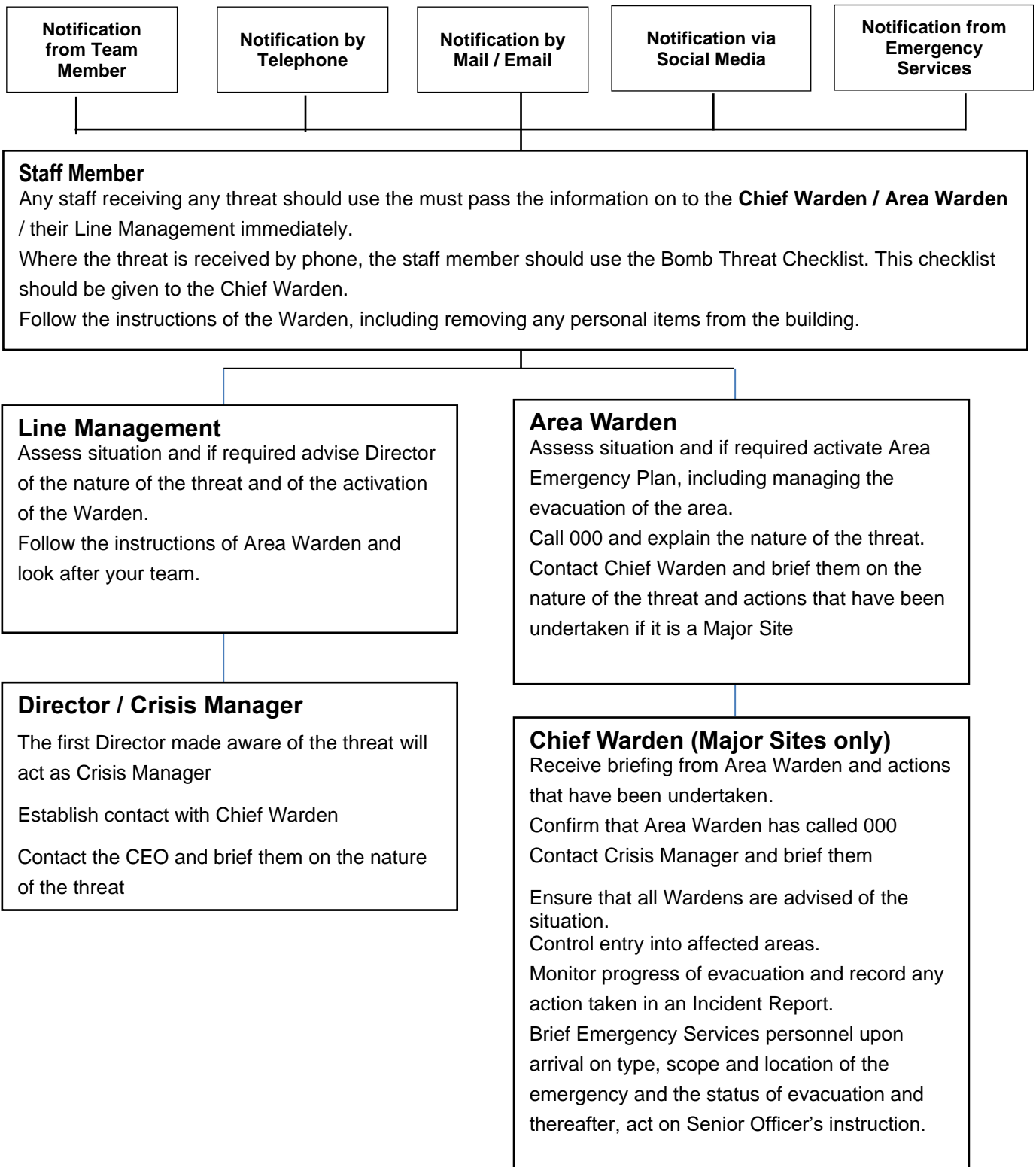
Signature:

Please provide this report to the Chief Warden or to the Corporate OHS

Appendix E2 – Bomb Threat Activation

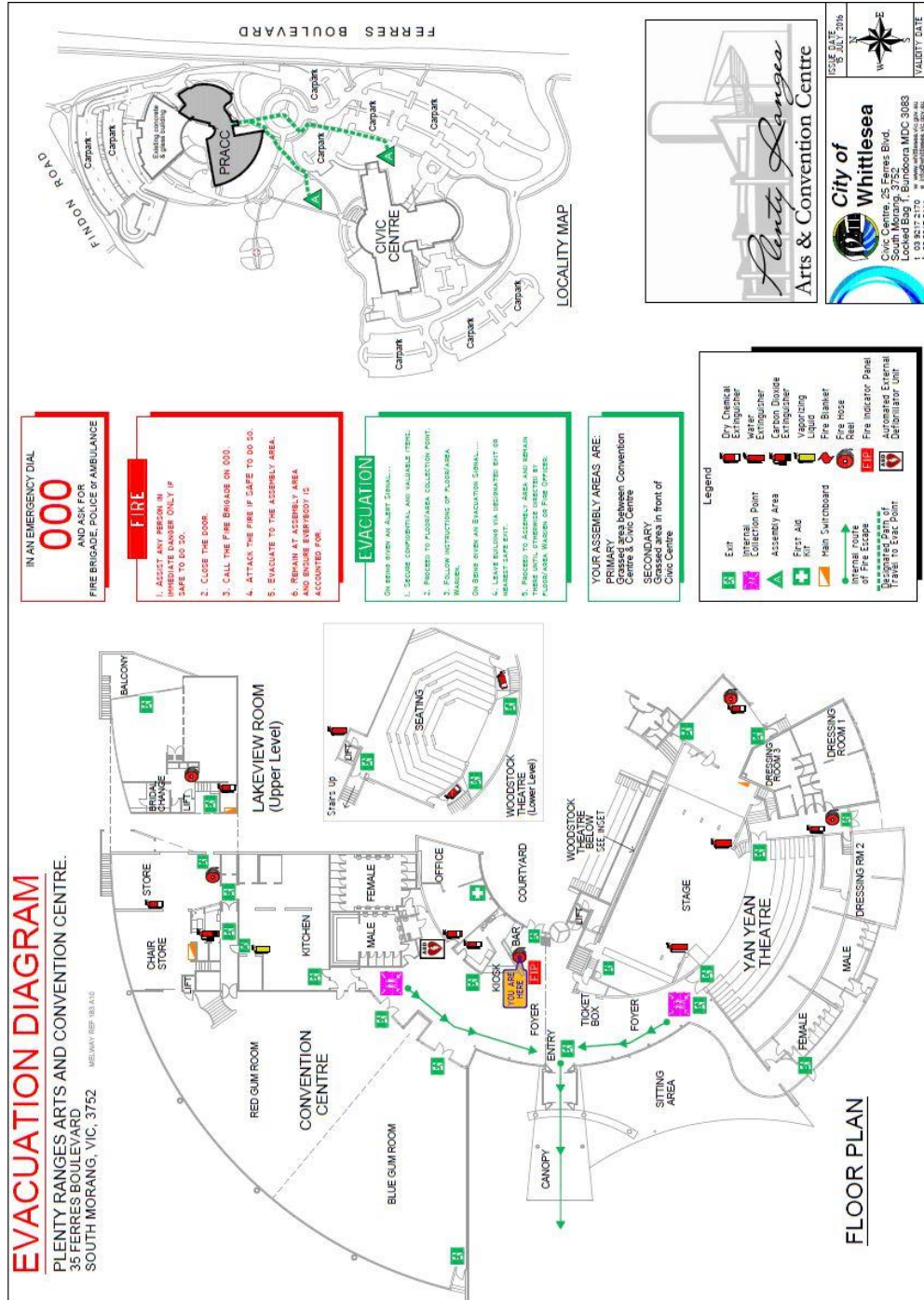
All calls where the caller refers to or directly threatens to have placed or intends to place a bomb or other device, must be taken seriously.

When a bomb threat is received, the first member of the Executive Leadership Team who is advised of the threat will assume control as Crisis Manager.



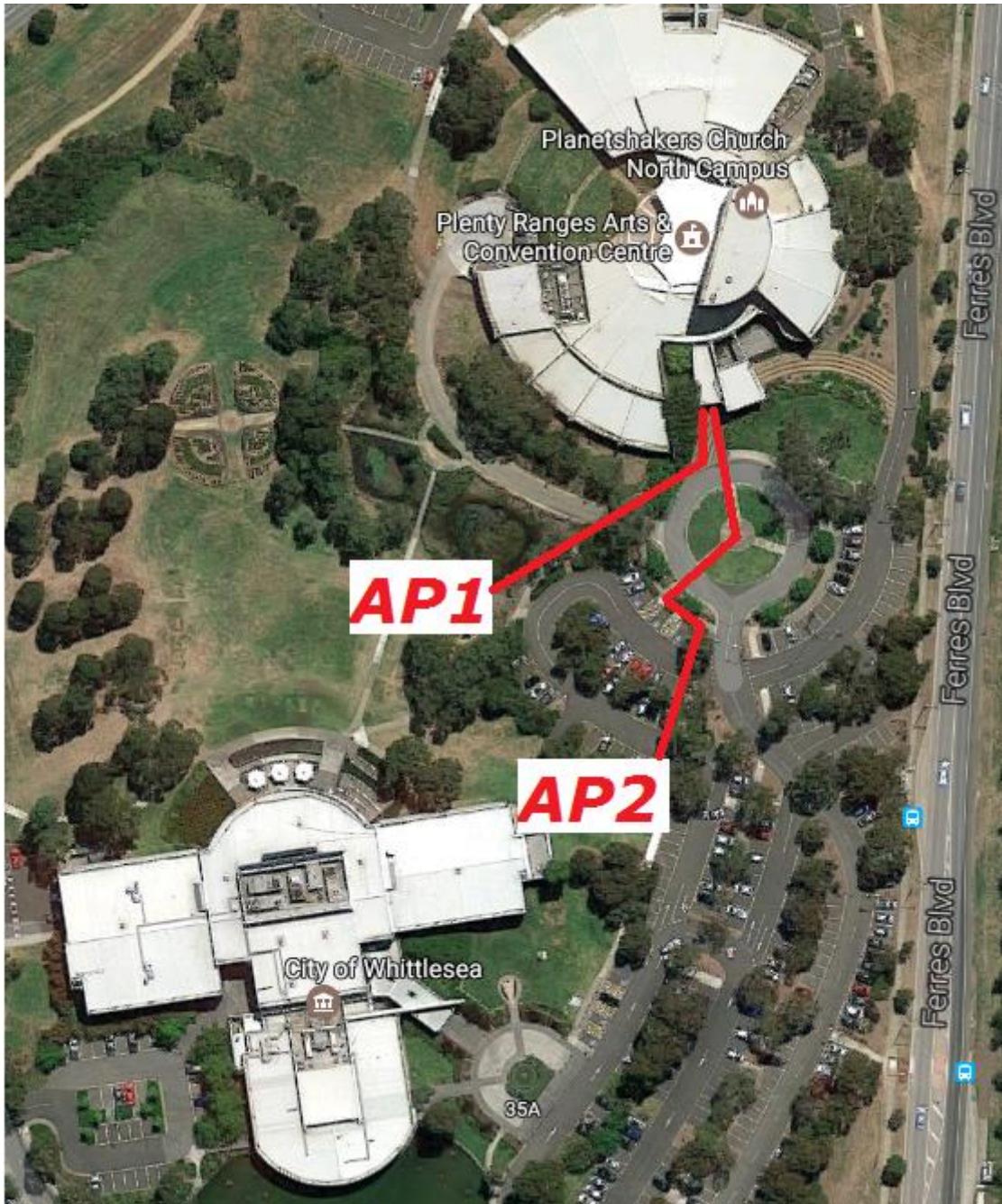
Appendix F – Evacuation Diagrams and Emergency Evacuation Assembly Areas

1. Evacuation Diagram



Determined by Chief and Deputy Wardens for Major Sites, CAC Chief / Area Wardens (Satellite Site) and Evacuation Diagrams are provided by City Presentation – Facilities Management.

2. Aerial View of Assembly Area



Appendix G – Intruder(s) Description Form

Notes for completion:

1. This form is to be completed by staff / witnesses IMMEDIATELY AFTER AN INCIDENT
2. Use a separate form for each person
3. No consultation should take place when completing the form
4. The team leader will pass the forms on to the police
5. If you don't know the answer to any of the questions write unknown

Staff Members Name		Position	
Date of Incident:		Time:	
Location of Incident:			

Offence:	Robbery	Theft	Assault	Other	
-----------------	---------	-------	---------	-------	--

Description of Offender

Sex:	Male	Female	Build:	Thin	Fat	Medium	Large
-------------	------	--------	---------------	------	-----	--------	-------

Approximate Weight:		Approximate Age:		Approximate Height:	
----------------------------	--	-------------------------	--	----------------------------	--

Name:	Was Called:	Sounded like:		
Hair:	<u>Colour:</u>	<u>Type:</u>	<u>Length:</u>	<u>Condition:</u>
	Black	Straight	Long	Clean
	Brown	Wavy	Short	Greasy
	Blonde	Dreadlock	Shaved	Thinning
	Grey	Afro	Medium	Scruffy
	Sandy	Curly	Bald	Thick

Eyes:	<u>Colour:</u>	<u>Type:</u>	<u>Eyebrows:</u>	<u>Eyeglasses:</u>
	Black	Narrow	Bushy	Clear
	Brown	Bulging	Thin	Plastic
	Blue	Deep set	Shaved	Dark
	Grey	Wide	Joined	Tinted
	Green	Squint	Thick	Metal

(/) Where appropriate

Further Details of Offender(s):

Describe anything not covered above.

Additional Details

Vehicle Details:		Number of occupants		
Registration		Make		Model
Type		Year		Colour
Distinguishing features:			Accessories	

Weapon(s):		Number of occupants		
Knife		Syringe		Air rifle/pistol
Revolver		Rifle		Shotgun
Other			Any unusual features:	

Form completed by:			
Date			
Signature:		Date	

Appendix H Two Way Radio Protocols**General instructions**

- Press the flat lever on left side of radio (when looking at radio).
- Lever must be fully depressed prior to talking
- Always speak slowly, clearly and keep your message brief. It helps to think about your message before starting, what you need to say and what you need to find out.
- Introduce yourself to the person you wish to address, ie "Bec to Julie, over"
- Always finish your sentence with "over" so your recipient knows when you have finished.
- Wait for your recipient to finish with "over" before pressing receiver to reply – unless it's really obvious!
- Please be careful what you say over the radio: be polite, concise and clear.
- No Gossip and be aware of who may be listening.

Common radio terms:

Term	Meaning
"Test" or "Can I get a test"	Testing your radio
"Copy that" or "Roger that"	OK, that's clear, got it, etc.
"10/4 Big Buddy"	Trucking term for OK, that's clear, etc.
"Over"	Indicates end of sentence. 'Over' to you
"Out"	Indicates end of conversation