

	<h1>EMERGENCY PROCEDURES</h1>	Document No:	WHS-PRO-020
		Approval Date:	8/03/19
		Approved By:	G. Mowbray
		Review Date:	8/03/21
	Responsible Officer: Employment Relations Advisor	Expiry Date:	N/A
		Issue No:	14/03/19
Authorising Officer: Business Manager, General Secretariat			

1. Purpose

The aim of this procedure is to ensure that:

- There are adequate processes to deal with emergencies at ACBC agencies
- appropriate training is given to all staff that have been assigned a role in the control of emergencies at ACBC workplaces
- awareness training on emergency procedures is given to all workers at ACBC workplaces

2. Scope

This procedure applies to all ACBC Agencies. It covers all workers at ACBC and ACBC controlled premises.

3. Related Documents

[ACBC Work Health & Safety Policy](#)

ACT:	Work Health and Safety Regulation 2011
NSW:	Work Health and Safety Regulation 2011
NT:	Work Health and Safety (National Uniform Legislation) Regulations
QLD:	Work Health and Safety Regulation 2011
SA:	Work Health and Safety Regulations 2012
TAS:	Work Health and Safety Regulations 2012
VIC:	Occupational Health and Safety Regulations 2007
WA:	Occupational Safety and Health Regulations 1996

Note: It is advisable to check other state and territory legislation which may also apply (e.g. Fire and Emergency Services legislation, Building legislation, Fire Safety legislation).

4. Definitions

Emergency

An emergency is an unexpected event that poses a threat to life, property or the environment and requires immediate action to prevent or limit such a threat.

Emergency warden

An emergency warden is a worker who has been nominated to assist with managing an emergency at the workplace.

Emergency floor plans

Emergency floor plans show a plan view of the workplace indicating the exits, the preferred evacuation route, the emergency assembly area and fire fighting equipment.

Emergency assembly area

The Emergency assembly area is the place where workers should assemble when they have been evacuated from their building.

Emergency Coordinator

At workplaces where there is more than one Emergency Warden, one of the Emergency Wardens must be selected to be the Emergency Coordinator. This role is responsible for the overall management of emergencies at that workplace.

Assistant Emergency Coordinator

At workplaces where there are multiple Emergency Wardens, one of the Emergency Wardens may be selected to be the Assistant Emergency Coordinator. This role is responsible for assisting the Emergency Coordinator.

Health and Safety Representative (HSR)

A Health and Safety Representative nominated and elected by employees at a workplace in accordance with the relevant State or Territory legislation.

Supervisor

The Supervisor is a Bishop, an Agency Head, Director, Manager, Coordinator or Team Leader, who is responsible for the day-to-day supervision of workers.

5. Responsibilities

Emergency Coordinator

The Emergency Coordinator will be responsible for:

- Setting the appropriate emergency plan in motion.
- Determining the level of response.
- Coordinating the response.
- Testing the alarm system.

Assistant Emergency Coordinator

The Assistant Emergency Coordinator will be responsible for:

- Liaising with statutory authorities such as the Police and WorkCover,
- Liaising with relatives.
- Keeping the Emergency Coordinator informed of the situation as changes occur.

Emergency Wardens

Emergency Wardens will be responsible for:

- Assisting the Emergency Coordinator in managing an emergency
- Safe evacuation of all people on site at the time of the emergency,
- Accounting for all people and their whereabouts at the time of the emergency.
- Relaying a summary of this information to the Emergency Coordinator.

Supervisors

Supervisors are responsible for ensuring that:

- Implementing emergency procedures and arrangements at their sites.
- They communicate emergency arrangements to new and existing workers.
- The relevant training has been undertaken by emergency personnel
- Emergency drills are regularly carried out at their site.

Workers

Workers should:

- Make themselves aware of the emergency procedures and arrangements at their workplace
- Cooperate with emergency personnel during emergency drills.
- Follow instructions from emergency personnel in the event of an emergency.

Employment Relations Advisor

The Employment Relations Advisor will:

- Assist in developing emergency plans and procedures.
- Facilitate provision of training.

6. Shared Premises

Where an ACBC Agency shares premises the emergency procedures may be developed in consultation with other occupants. If other occupants have satisfactory emergency procedures and plans, these may be adopted by the ACBC Agency.

7. Emergency Plan

An emergency plan must be developed and tested for each ACBC workplace.

- The emergency plan must show the location of exits, fire-fighting equipment and the emergency assembly area.
- A copy of this plan is to be displayed in a prominent place at the workplace.
- A list of emergency contact phone numbers must be displayed at each workplace.
- All workers must be shown the relevant plan during their induction, and the emergency evacuation procedure and assembly point must be shown to them.
- All workers must be given training in the contents of the emergency plan and made aware of their responsibilities during an emergency.

8. Emergency Personnel

- Each workplace must nominate the appropriate number of workers to undertake the role of **Emergency Wardens**. These can be any workers who are likely to be at the site at most times.
- Where there is more than one Emergency Warden at a workplace one of the Emergency Wardens must be selected to be the **Emergency Coordinator**: This should be a senior management representative who is likely to be at the site at most times.
- Where there is more than one Emergency Warden at a workplace one of the Emergency Wardens may be selected to be the **Assistant Emergency Coordinator**: This should be a management representative who is likely to be at the site at most times.
- Where there is only one Emergency Warden at a workplace, the Emergency Warden will assume the role of the Emergency Coordinator and Assistant Emergency Coordinator.

9. Emergency procedures

Emergency procedures are to be developed for each ACBC Agencies premises which outline the steps to be taken (if applicable) in the event of emergencies. For example:

- Violence
- Smoke/Fire
- Threatening phone calls/emails (See Appendix B)
- Intruder
- Medical emergency

These procedures are to be documented in the form of an Emergency Procedures folder or booklet, and communicated to every worker at induction, and reinforced through emergency evacuation drills.

A sample of emergency procedures is provided in Appendix A

10. Evacuation procedure

Evacuation procedures must be developed for each ACBC workplace taking into consideration the following:

- The nature of the evacuation
- The distance to be travelled in the evacuation
- The buildings from which workers have to be evacuated
- Any specific requirements of people to be evacuated

11. Emergency alarm

An appropriate means of raising the alarm is to be developed at each ACBC work premises. This must be communicated to workers at regular intervals. If there is an electronic alarm system, it must be tested at regular intervals to ensure that it is working. The date and time of these checks must be recorded.

12. Emergency Evacuation Drills

Emergency Evacuation drills are to be carried out at each work site at least once a year.

The purpose of these drills is to enable emergency personnel to practice standard emergency and evacuation procedures and as a result, to refine these procedures for their sites.

Emergency Evacuation drills are to be coordinated by the Emergency and the Assistant Emergency Coordinator.

Records of these drills are to be maintained by each Agency. These can be diary notes on the date and time that the drill was conducted, the type of emergency scenario (fire, medical etc.); the number of workers evacuated, the number of refusals, the duration of the exercise and any other findings. These findings may be used to review emergency plans for the site.

13. Fire-fighting equipment

Fire-fighting equipment must be installed in all ACBC Agencies, and their locations must be indicated by signage which complies with all relevant building codes.

Workers will be given training in the use of this equipment. This training will be both by verbal instruction and practical demonstration.

This training is compulsory and shall be conducted for all emergency personnel on an annual refresher basis.

All fire-fighting equipment shall be regularly checked and serviced by an approved service provider.

Fire-fighting equipment must not be used for any purpose other than the one it was intended for. Abuse of this equipment will lead to disciplinary action.

14. Records

Emergency Plans for each site
Emergency Procedures Folder
Emergency Contact numbers list
Emergency Evacuation Records
Bomb threat Checklist ([WHS005](#))

APPENDIX A: EMERGENCY PROCEDURES



**FOR ALL EMERGENCY SERVICES
POLICE FIRE AMBULANCE
Dial 000**

External Assemble Area:

Refer to site plan

.....

Please keep this in a prominent position

Emergency Numbers:

Emergency Coordinator.....

Asst: Emergency Coordinator.....

Emergency Warden.....

Switchboard:.....

Office Manager:.....

First Aid Officer:.....

CONTENTS:

1. Hold-up or unarmed violence
2. Armed hold-up
3. Medical emergency
4. Discovery of fire/smoke
5. Power failure
6. Civil disturbance
7. Other external disturbance
8. Evacuation
9. Bomb threat

1. IN THE EVENT OF A HOLD-UP OR UNARMED VIOLENCE

Violent or potentially violent person:

- Attempt to defuse the situation by quiet, understanding discussion.
- If unsuccessful, summon assistance – if safe to do so.
(Dial Emergency Numbers – see first page)
- Assess the situation and decide on the appropriate action to be taken.
- Comply with all demands – DO NOT take undue risks.
- NO attempt should be made to apprehend the assailant(s).

2. ARMED HOLD-UP

- Remain calm and co-operate fully with offender(s).
- DO NOT make any sudden movements.
- Always convey intentions to offender(s).
- Notify police, if safe to do so.
- NO attempt should be made to apprehend the offender(s).

3. IF A MEDICAL EMERGENCY ARISES IN YOUR AREA

- If the injury has resulted from a fall DO NOT move the person(s) and where possible do not leave them unattended.
- Make the injured person comfortable.
- Call your First Aid Officer.
- Dial 000 and request Ambulance attendance (if required).
- Contact your Warden and/or Office Manager, dial (ext.....) and advise of current situation.

YOUR FIRST AID OFFICERS ARE

Names:.....

Extension Nos.

A First Aid Kit is located:.....

4. ON DISCOVERY OF FIRE/SMOKE

- Alert people and evacuate the immediate area.
- If safe to do so, contain the fire by closing doors.
- Ensure an alarm has been raised by
 - External** – By dialling the Fire Brigade on 000
 - Internal** – By activating Break Glass Alarm (if available in your building)
- Notify your Warden of the location, nature and status of the fire emergency.
- Follow your Warden's instruction, and evacuate if necessary.
- If safe to do so, attempt to extinguish the fire¹.

NOTE

DO NOT take risks.

DO NOT stop to collect personal belongings.

DO NOT use the LIFTS.

DO NOT return to the building until authorised to do so.

¹ It should be clearly understood that the primary duty of workers/occupants is not to combat the fire, but to ensure as far as practicable and to the best of their ability, the safety of themselves and others. Workers/Occupants with first attack fire fighting skills may attempt to extinguish the fire, if safe to do so.

REMEMBER (...RACE...)

Remove people from the immediate fire area

(Do not obstruct Exits and Exit Routes)

Alert other staff in vicinity of the fire.

Raise alarm by dialling "000" and ask for the Fire Brigade).

Confine fire and smoke

Close doors behind you and, where practicable, windows.

Extinguish or contain fire

If trained and if safe to do so, operate appropriate extinguishers and/or hose reels.

INTERNAL EMERGENCY

E.g.

- Failure of vital services
- Gas leak
- Building damage
- Air conditioning contamination

1. If fire is indicated follow "FIRE" procedures and/or if an evacuation is indicated follow "EVACUATION" procedures.
2. Dial Emergency Services on "000" and advise of the location, status and location of the emergency.

5. POWER FAILURE

In the event of a power failure to the building

1. The Electricity provider should be contacted immediately to check possible causes of the power loss.
Note: The majority of power loss to a building is ten minutes. Staff should liaise with the Office Manager on the appropriate course of action.
2. The Emergency Warden should make the announcements to the building at 10 minute intervals until power is returned, informing occupants of the status of the situation.
3. If the power is not returned to the building within 60 minutes and it is considered necessary, the Emergency Warden must begin to evacuate the building as the emergency lighting will begin to fail.
4. Follow "EVACUATION" Procedures

EXTERNAL EMERGENCY

6. CIVIL DISTURBANCE

If the building is threatened during a demonstration or other civil unrest, every effort must be made to keep the demonstrators outside the building. External doors should be locked with access to the building limited. The lift should be restricted, under supervision or grounded.

PROCEDURE:

1. Advise your Emergency Warden or Security who will in turn notify the Emergency Coordinator.
2. At the Emergency Coordinator's instruction, police will be notified of the situation.
3. Lifts may be grounded on instruction from the Emergency Coordinator working under the general direction of attending police.
4. Wardens may be advised to:
 - Post a guard on the inside of each stairway door.
 - Confine workers and other occupants to that floor.
 - Ensure that workers and others do not make contact with the demonstrators who may be in the stairways.
 - Check that doors to stairways and lift lobbies are locked off or guarded.
5. Police may advise that a deputation of 4-5 demonstrators be received by selected members of management. The Emergency Coordinator will make the appropriate arrangements.

7. OTHER EXTERNAL DISTURBANCE

1. Record the following:
 - Who is calling
 - Type of disaster
 - Time of disaster
 - Location of disaster
 - Number of people injured
 - Types of injuries
2. Dial Emergency Services on "000" and advise of emergency.
3. Await further instructions from Emergency Services.

8. EVACUATION

For buildings equipped with a two (2) stage Emergency Warning System

STAGE 1

On hearing the ALERT TONE

Beep....Beep.....Beep.....

- Await further instructions from your Warden via the Public Address System or the sounding of the Evacuation Tone.

STAGE 2

On hearing the EVACUATION TONE

Whoop....Whoop.....Whoop.....

- Evacuate the building via the nearest safe fire exit and proceed to your Assemble Area.
(See back page for location of Assembly Area)
Note: If you are in another area, follow the procedures for that area.
- **The alarm may be raised by another method in buildings which do not have this alarm system.**
- Mobility impaired personnel are to follow the Emergency Wardens instructions.
- Remain at the Assembly Area with your Emergency Warden until advised by the responding authorities that it is safe to return to the building.

NOTE

DO NOT stop to collect personal belongings.

DO NOT use the lifts

DO NOT take risks

DO NOT return to the building until authorised to do so.

KNOW YOUR WARDEN IDENTIFICATION

WARDEN IDENTIFICATION

Emergency Coordinator: WHITE

Emergency Floor/Area Wardens: YELLOW

Emergency Wardens: RED

9. IF YOU RECEIVE A THREATENING PHONE CALL (including Bomb Threat)

- Remain calm and professional, and attempt to assist the caller with their enquiry
- Offer the caller the option to speak to your Supervisor.
- Listen. Do not try to talk over or interrupt the caller, this will most likely make them angrier.
- If the caller is not clear what they want or if their questions cannot be answered by the receiver let them know.
- In the instance of a bomb threat, endeavour to establish with the caller where the device has been placed, a description of the device and when it will detonate.
- Advise your Warden, but avoid panic. **DO NOT TELL ANY OTHER PERSON.**
- Dial (Ext.....) and advise the Office Manager of the threat.
- Your Emergency Warden will report to and liaise with the Emergency Coordinator and Management.

REMEMBER

- **Inform your Emergency Warden immediately on receipt of this call**
- **DO NOT inform other persons.**

SEE BACK PAGE FOR BOMB THREAT CHECKLIST *[insert Bomb Threat Checklist]*

IF YOU FIND A SUSPECT OBJECT

DO NOT TOUCH THE OBJECT

- Endeavour to prevent people from going into the vicinity of the suspect object.
- Advise your Emergency Warden.
- Do NOT use phones in the immediate area as this may trigger off a possible bomb.
- Dial (Ext.....) and advise the Office Manager of the suspect object.
- Follow instructions from your Emergency Wardens.

APPENDIX B

THREATENING CALLS AND EMAILS

Confidentiality – In the event of receiving a threatening phone call or email inform your Supervisor. Make sure that you keep the phone call confidential to other workers to avoid panic in the workplace.

EMAILS

- Report any emails that you find threatening or abusive to your Supervisor immediately. Your Supervisor will notify the Police of the incident if necessary.
- Do not respond to the email personally. Your Supervisor will refer it to the appropriate person to provide a response.
- Ensure that all emails of this nature are stored as evidence.
- If emails are being sent from the same abuser, notify your Supervisor who will then inform ICT to automatically block any email coming from the abuser's email account.

PHONE CALLS OR TEXT MESSAGES

- Report any call or text message which is of a threatening/abusive nature to your Supervisor as soon as possible after the incident.
- Note the time, date, length and content of the call or text message.
- If your phone has 'caller ID', take note of the phone number.
- If an abusive call has been received via voicemail, ensure the message is stored and inform your Supervisor as soon as possible.

RESPONDING TO THE CALL

- Always maintain a polite and professional manner and express a willingness to assist the caller with their enquiry.
- Give the caller the option as to whether they would like to speak to someone of senior authority. If they agree, transfer the call your Supervisor.
- If you are unable to contact your Supervisor, offer to take the callers contact details and inform them that someone will return their call as soon as they are available.
- If the caller repeatedly uses foul language or makes personal threats, advise them that you will not tolerate this. Reiterate your willingness to help them with their enquiry but the call will be terminated if the threats or foul language continue.
- Please listen. Do not try to talk over or interrupt the caller, this will most likely make them angrier.
- If the caller is not clear about what they want or if their questions cannot be answered by the receiver let them know. Do not try to make up information as this will only enrage the caller and lead to further issues.
- **Remember the receiver can terminate the call at anytime**