|  |  |
| --- | --- |
| INSERT WORKSITE LOGO | |
|  | |
| EMERGENCY MANAGEMENT / DISASTER RECOVERY PLAN | |
|  | <insert WORKSITE name> |
|  | <insert ADDRESS> |
|  |  |

|  |  |
| --- | --- |
| **Prepared by:** |  |
| **Date:** |  |
| **Revision No:** |  |
| **Date Effective:** |  |

This plan will be valid for 12 months from the Date Effective.

This plan is based on the requirements of AS/NZS 3745 *Planning for emergencies in facilities*.

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# PURPOSE

The purpose of this Emergency Management / Disaster Recovery Plan is to document the arrangements, and procedures relating to the response and management of any emergency which may arise at this site, and to identify essential areas of the business and keep them running during an emergency situation.

# SCOPE

The Emergency Management / Disaster Recovery Plan details the minimum requirements to:

* control or limit any effect that an emergency or potential emergency may have on the site or on neighbouring sites;
* facilitate emergency response and to provide such assistance on the site as is appropriate;
* ensure communication of all vital information as soon as possible;
* facilitate the reorganisation and any necessary reconstruction activities so that normal operations and/or occupancy can be resumed;
* provide training so that a high level of preparedness can be continually maintained; and
* provide a basis for updating and reviewing emergency procedures.
* identification of essential areas of the business.

# DISTRIBUTION

A copy of our plan has been distributed to:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Position Title and**  **Organisation Name** | **Date sent** | **Email Address or**  **Postal Address** |
|  |  |  |  |
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|  |  |  |  |

# SITE DETAILS

## Site Description

*Describe the size and location of the site along with a description of the building and geographical orientation. Include:*

* + *photos of the building and site including access point from the main road;*
  + *copy of the floor plan;*
  + *google map of the location of the site.*

## Organisation Arrangements for the Site

*Describe the following:*

* *Activities conducted at the site e.g. office work, warehousing, etc.;*
* *Worksite operating hours;*
* *Include specific additional business that may operate e.g. OSHC, ELC*
* *Car park opening hours.*

## Site Security Arrangements

*Describe the site security arrangements.*

*List the security contact numbers and Out of Office Emergency contact numbers for the site.*

## Fire Safety and Emergency Features

*Describe the site Fire Safety and Emergency Features e.g. smoke detectors, break glass alarms, evacuation alarms, combustible gas detectors, first aid kits, fire blankets, personal alarms, panic alarm buttons, PPE, emergency communication equipment, etc.*

|  |  |  |
| --- | --- | --- |
| Utilities | | |
| Type | Location | Shut off instruction |
| Electricity |  |  |
| Gas |  |  |
| Water |  |  |

Recommend including a map to show location/s

## Arrangements for Personnel with Disabilities or Impairments

For the purpose of this emergency plan, a person with a disability is someone who requires:

* more time or different forms of communication, compared with other occupants, to respond to an emergency or;
* assistance to respond to an emergency or evacuate from a facility.

The **Personal Emergency Evacuation Plan (PEEP),** available as [Appendix 1](#_APPENDIX_1:_), provides an opportunity to discuss and document specific requirements for a person with a disability before an emergency occurs. Whilst workers can easily be accommodated with regards to individual PEEPs, the nature of some buildings / locations at the worksite (e.g. older two (2) storey buildings may not have a lift), makes it difficult to individually address the larger number of people with disabilities who may visit the worksite. The Chief Warden / Wardens are to actively identify people who may need specific assistance (e.g. students, volunteers, clients) and make the necessary arrangements to ensure assistance is provided where and when required.

In the case of a person with a **hearing impairment** who cannot hear the alarm or instructions:

* ensure the person is personally informed of the situation;
* attract attention by waving arms or gently touching the person (don’t yell or exaggerate speech) or;
* write a simple message explaining what is happening;
* provide assistance during evacuation.

If assisting a person with a **visual impairment**:

* ensure the person is personally informed of the situation;
* do not take their arm and try to move the person;
* ask how you can help (a person with a visual impairment will usually place their hand on your arm, indicating they will walk along with you);
* never pull or drag someone along;
* act as their guide during evacuation, informing them of:
* their location and;
* any obstacles encountered.

In the case of a person with an **intellectual impairment**:

* explain the evacuation procedure clearly and concisely;
* ask for feedback to ensure understanding;
* provide reassurance and assistance during evacuation.

In the case of **all persons with a disability**, once at the designated assembly area/s:

* orient them to their surroundings;
* provide further assistance if necessary;
* stay with them as long as needed.

## Communication with Neighbouring Businesses

*Describe the process for advising neighbouring businesses about an emergency situation should one arise.*

# EMERGENCY CONTACT DETAILS

Emergency Contacts will be documented, maintained and displayed <*insert locations e.g. on noticeboards*>.

A copy of the site Emergency Contacts is attached to this plan.

## Emergency services

In an emergency requiring **Police, Ambulance**, and **MFS/CFS** attendance, call 000.

## Worksite Contacts

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Key Roles | Name | Phone | Phone  (After Hours) | Mobile |
| CEO / Manager / Principal / Priest |  |  |  |  |
| RSM/CNC/ Deputy Principal |  |  |  |  |
| Business Manager / Bursar |  |  |  |  |
| Year Level Coordinators |  |  |  |  |
| School Bus Coordinator |  |  |  |  |
| First Aid Officer |  |  |  |  |
| Counsellor / EAP |  |  |  |  |
| WHS Coordinator |  |  |  |  |
| Board Chairperson |  |  |  |  |
| Bulk Messaging System Operator (for example SMS) |  |  |  |  |
| <Add contacts as required> |  |  |  |  |

## Local / other organisations contacts

|  |  |
| --- | --- |
| **Organisation / s** | **Phone** |
| Police, MFS / CFS, Ambulance | 000 (mobile 112) |
| SES (flood, storm and earthquake) | 132 500 |
| Poisons Information Centre | 13 11 26 |
| Hospital/s |  |
| Catholic Safety and Injury Management | 8210 8101  A/H 0417 534 020 |
| Gas Provider |  |
| SA Power Networks | 13 13 66 |
| SA Water | 1300 729 283 |
| Local Council |  |
| Security / Alarm company |  |
| Locksmith |  |
| Preferred Plumber |  |
| Preferred Electrician |  |
| Local Government |  |
| Glazier |  |
| School bus company |  |
| <Add contacts as required> |  |

## Worksite key holders

**# Master Key Holders**

N.B. Persons without the # have general keys that open most of the worksite except executive areas**.**

|  |  |
| --- | --- |
| **Number / Id of key** | **Positions** |
| #XXXXXXX | CEO / Director / Principal |
| #XXXXXXX | Assistant Director / DON / Deputy Principal / APRIM |
| #XXXXXXX | Property / Maintenance Manager / Business Manager / Bursar |
| Record all other key’s issued | *Record remaining key staff / workers here* |
|  | *Contractors who may be provided with specific keys e.g. MFS/CFS, lift companies* |

# EMERGENCY SITUATIONS COVERED

This plan applies to the following emergency situations which have been identified through hazard and risk assessment processes:

List the emergency situations covered in this plan. Minimum to include are Fire and Medical Emergency. The situations may include:

* Bomb Threat
* Bushfire
* Armed or Dangerous Intruders
* Suspicious Items
* Chemical, Biological, Radiation Threat
* Electrical power failure
* Lift failure
* Terrorism
* Flooding
* Earthquake
* Civil Disturbance
* Building Invasion / Armed Intrusion
* Structural instability
* Pandemic

Refer to [Appendix 2](#_APPENDIX_2:_) for specific information.

# EMERGENCY CONTROL ORGANISATION (ECO)

The ECO has been appointed to direct and control the implementation of the site’s emergency response procedures.

During emergencies, instructions given by ECO personnel shall take precedence over the normal management structure.

## Structure

The site Emergency Control Organisation includes:

*The number of ECO members shall be determined depending on (a) the size of the facility, floor or area; (b) the number of occupants and visitors; (c) the installed warning equipment; and (d) the fire engineered and life safety features of the facility.*

* + - * *<first and last name> - <role e.g. Chief Warden>*
      * *<first and last name> - <role e.g. Deputy Chief Warden>*
      * *<first and last name> - <role e.g. Evacuation Warden>*
      * *<first and last name> - <role e.g. Deputy Evacuation Warden>*
      * *<first and last name> - <EPC role e.g. First Aider>*

## Roles and Responsibilities

The roles and responsibilities for each member of the Emergency Control Organisation are:

*Define roles and responsibilities of the members of the ECO as listed above. Review the examples listed below. In some cases a person may have a number of roles rather than just the specific one listed below.*

### Chief Warden

Pre-emergency:

* *Replace ECO members when a position becomes vacant;*
* *Conduct regular emergency 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 ECO identification is available e.g. relevant coloured hat, caps, vests, helmets.*

Emergency:

* *Respond and take control;*
* *Ascertain the nature of the emergency and implement appropriate action;*
* *Evaluate the need for evacuation and initiate evacuation if required;*
* *Contact Emergency Services (i.e. 000) as required;*
* *Ensure that Evacuation Wardens have been advised of the situation;*
* *Monitor progress of the evacuation;*
* *Brief the Emergency Services personnel upon arrival and thereafter act on the Senior Officer’s instructions;*
* *Ensure continuous advice to Evacuation Wardens;*
* *Redirect workers to a new Emergency Assembly Point if required.*

Post-Emergency:

* *When the emergency incident is rendered safe or the Emergency Services returns control, notify the ECO members to have occupants return to their site;*
* *Organise a debrief with ECO members and if appropriate with any attending Emergency Service;*
* *Compile a report for the ECO and management.*

### Evacuation Wardens

Pre-emergency:

* *Report on deficiencies of emergency equipment;*
* *Ensure workers are aware of the Emergency Response Procedures;*
* *Ensure workers are aware of the identity of their Evacuation Wardens;*
* *Carry out safety practices e.g. clear egress paths, access to first-attack equipment;*
* *Attend training and emergency exercises as required by the EPC*
* *Ensure ECO identification is available e.g. relevant coloured hat, caps, vests, helmets.*

Emergency:

* *Implement the emergency response procedures for their floor/area;*
* *Commence evacuation if the circumstances warrant this;*
* *Communicate with the Chief Warden and act on instructions;*
* *Check that any fire doors and smoke doors are properly closed;*
* *Do a sweep through their area IF SAFE TO DO SO to make sure everyone has evacuated;*
* *Direct / assist people to evacuate and assemble at the Evacuation Assembly Point ;*
* *Arrange for assistance for persons with disabilities or impairments;*
* *Assist Roll Caller.*

Post-Emergency:

* *Assist the Chief Warden compile the emergency evacuation report;*
* *Clean and service used specialised equipment e.g. fire extinguishers;*
* *Replace specialised equipment as necessary e.g. fire blankets.*

### First Aid Officers

* *Collect First Aid Kit and proceed to assembly area*
* *Render First Aid to injured persons as required*
* *Liaise with Communications Officer to arrange ambulance if required*
* *Advise Chief Warden of all actions taken and current status of injured persons*

### Roll Caller

* *Report to Evacuation Warden to determine roll call location*
* *Conduct Roll Call with the assistance of Evacuation Warden*
* *Give names of anyone missing to Evacuation Warden*

### Communications Officer

*Pre-emergency:*

* *Ensure personal proficiency in operation of the site’s communication equipment;*
* *Ensure ECO members are proficient in the use of the site’s communication equipment;*
* *Ensure that emergency communication contact details are up-to-date including external neighbours;*
* *Attend training and emergency exercises as required by the ECO.*

*Emergency:*

* *Operate the evacuation siren*
* *Ensure all workers, visitors and contractors to site are aware of emergency*
* *Advise all immediate neighbours*
* *Ensure external communications with Emergency Services and neighbours*
* *Communicate via telephone extensions, radios, mobile phones or in person as appropriate*
* *Record a log of the events that have occurred during the emergency*
* *Act as directed by the Chief Warden*

*Post-emergency:*

* *Collate records of events during the emergency for the debrief and ensure they are secured for future reference*
* *Assist the Chief Warden compile the emergency evacuation report*

### Identification of ECO Members

Members of the Emergency Control Organisation are identifiable as follows:

*Provide a description for how ECO members will be identifiable e.g. Chief Warden – white helmet/ cap/ hat/ vest/ tabard, Evacuation Wardens – red helmet/ cap/ hat/ vest/ tabard, First Aider Officers – helmet with white cross on a green background.*

### Training

#### ECO training

All ECO members, including nominated Deputies, shall be trained, two (2) yearly to develop the skills and knowledge necessary to undertake the duties set out in the emergency response procedures.

#### First Aid Training

Designated First Aiders hold nationally recognised Statement/s of Attainment issued by a Registered Training Organisation (RTO) for the nationally endorsed first aid unit of competency Provide First Aid. Training is completed every three (3) years. CPR is recommended to be completed annually*.*

Workers trained in first aid

|  |  |  |
| --- | --- | --- |
| **Workers** | **Training** | **Date Qualified To** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# EMERGENCY RESPONSE PROCEDURES

See [Appendix 2 – Emergency Response Procedures](#_APPENDIX_2:_).

# EVACUATION DIAGRAM

The Evacuation Diagram defines the emergency and evacuation information specifically related to this site. It provides a pictorial representation of the floor area and other relevant emergency response information including the location of fire extinguishers, fire blankets and hose reels.

Evacuation Diagrams will be documented, maintained and displayed in the workplace following *Catholic Church Endowment Society Inc. (CCES)* **Emergency Management** **Procedure (10).**

A copy of the site Evacuation Diagram is attached to this plan as Appendix 3.

# EVACUATION DRILLS

The Worksite is responsible for ensuring evacuation drills are conducted and that outcomes are documented. Refer **Emergency Management** **Procedure (10).**

# DISASTER RECOVERY

## Key Services

*List your 3 most important or most profitable services at the top of the following 3 pages. For example: Education of students or shopfront (St Vincent de Paul Family Centres) sales. For each one, list the essential things that help you provide that product or service in the task details row.*

*Describe your current arrangements and what you’d do if they failed – your back up options for an emergency.]*

|  |  |  |  |
| --- | --- | --- | --- |
| *(Insert name of essential activity / service, Examples; Student learning program, Shopfront, Mass, Records Management / Retrieval, Food Delivery, Delivery of Care)*  Essential jobs/people | | | |
| Task details | *[Example: Sale of clothes.]* |  |  |
| Training/skills required | *[Example: Front counter sales.]* |  |  |
| Current arrangements | *[Example: Certain staff trained in front counter sales and cash handling.]* |  |  |
| Back up options | *[Example: Train 2 other staff in front counter sales and cash handling]* |  |  |
| Essential services/supplies | | | |
| Task details | *[Example: Truck Deliveries of saleable items.]* |  |  |
| Current arrangements | *[Example: Trucks leave depot with goods to sell at store.]* |  |  |
| Back up options | *[Example:] Use vans or other vehicles to transport goods* |  |  |
| Essential equipment/systems | | | |
| Task details | *[Example: EFTPOS banking/payments.]* |  |  |
| Current arrangements | *[Example: Dodgy-connect to online banking system.]* |  |  |
| Back up options | *[Example: Cash sales.]* |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| *(Insert name of essential activity / service, Examples; Student learning program, Shopfront, Mass, Records Management / Retrieval, Food Delivery, Delivery of Care)*  Essential jobs/people | | | |
| Task details | *[Example: Sale of clothes.]* |  |  |
| Training/skills required | *[Example: Front counter sales.]* |  |  |
| Current arrangements | *[Example: Certain staff trained in front counter sales and cash handling.]* |  |  |
| Back up options | *[Example: Train 2 other staff in front counter sales and cash handling]* |  |  |
| Essential services/supplies | | | |
| Task details | *[Example: Truck Deliveries of saleable items.]* |  |  |
| Current arrangements | *[Example: Trucks leave depot with goods to sell at store.]* |  |  |
| Back up options | *[Example:] Use vans or other vehicles to transport goods* |  |  |
| Essential equipment/systems | | | |
| Task details | *[Example: EFTPOS banking/payments.]* |  |  |
| Current arrangements | *[Example: Dodgy-connect to online banking system.]* |  |  |
| Back up options | *[Example: Cash sales.]* |  |  |

***Insert name of essential activity / service, Examples; Student learning program, Shopfront, Mass, Records Management / Retrieval, Food Delivery, Delivery of Care)***

|  |  |  |  |
| --- | --- | --- | --- |
| Essential jobs/people | | | |
| Task details | *[Example: Sale of clothes.]* |  |  |
| Training/skills required | *[Example: Front counter sales.]* |  |  |
| Current arrangements | *[Example: Certain staff trained in front counter sales and cash handling.]* |  |  |
| Back up options | *[Example: Train 2 other staff in front counter sales and cash handling]* |  |  |
| Essential services/supplies | | | |
| Task details | *[Example: Truck Deliveries of saleable items.]* |  |  |
| Current arrangements | *[Example: Trucks leave depot with goods to sell at store.]* |  |  |
| Back up options | *[Example:] Use vans or other vehicles to transport goods* |  |  |
| Essential equipment/systems | | | |
| Task details | *[Example: EFTPOS banking/payments.]* |  |  |
| Current arrangements | *[Example: Dodgy-connect to online banking system.]* |  |  |
| Back up options | *[Example: Cash sales.]* |  |  |

## Our Main Clients

[Which important clients will need to know about an emergency? How will you tell them what has happened?]

The key customers we need to notify in the case of an emergency.

|  |  |
| --- | --- |
| Customer or business name | Contact method |
| *[Example: Parents of students* | *[Example: We will contact parents directly via registered phone number to inform them that there has been an emergency and what steps to follow.]* |
|  |  |
|  |  |
|  |  |

## Insurance

*[List your insurance for business risks such as building, contents, car or business interruption insurance. For each insurance policy check your product disclosure statement and list the main things your policy covers and any policy exclusions. Review the definition of terms such as floods – they vary between insurers.]*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Insurance type | ***[Example: Building insurance.]*** | ***[enter type]*** | ***[enter type]*** | ***[enter type]*** |
| Policy coverage | *[Examples: damage from fire, floods, storms]* |  |  |  |
| Policy exclusions | *[Example: Damage from landslides.]* |  |  |  |
| Insurance company |  |  |  |  |
| Contact name |  |  |  |  |
| Phone number |  |  |  |  |
| Date product disclosure statement reviewed | Select date |  |  |  |
| Payments due  Amount and frequency. | *[Example: $XXX monthly.]* |  |  |  |

## Property & Infrastructure

*[Describe how you protect your property and infrastructure from damage or theft. For example,* alarms, security staff or cameras to protect against intruders, fire retardant or flood resistant building materials, fuel reduction to reduce fire risk.]

How we protect our property and infrastructure.

|  |
| --- |
| *[Example: We regularly clear grass and leaves from around the building and clean gutters every X months.]* |

## Relocation Options

*[Consider attaching a map of temporary accommodation options to your plan.]*

Temporary business accommodation we can quickly access in an emergency.

|  |  |  |  |
| --- | --- | --- | --- |
| Location type | *[Examples: Crisis Centre, hotel, business centre]* |  |  |
| Address (and name if a business) |  |  |  |
| Resources and equipment available | *[Examples: computers, furniture, photocopiers, phones, internet access]* |  |  |
| Resources needed | *[Examples: software, staff, business records, storage space]* |  |  |

## Other Continuity Arrangements

Other ways we will keep our business going in an emergency.

|  |
| --- |
| *[Examples: virtual office service, digital collaboration tools, e-commerce]* |

## Staff Training

| Job title | Name | Expected staff turnover | Skills or strengths | Training needed |
| --- | --- | --- | --- | --- |
| *[Example: Store manager.]* |  | *[Example: 12 to 18 months.]* | *[Example: Marketing degree. 5 years’ experience in the industry. First aid certificate 2021.]* | *[Example: Requires training in online order and financial systems.]* |
|  |  |  |  |  |
|  |  |  |  |  |

## How We Maintain Staff Skills

How we document and regularly review staff skills to make sure we maintain required skills.

|  |
| --- |
| *[Example: We maintain a staff skills and training register and review it every X months.]* |

## 

## Information Back Up

How we back up our essential business information.

| Information type | How often | Who’s responsible Name and mobile number. | Procedure |
| --- | --- | --- | --- |
| *[Examples: customer records, financial records, contact lists]* | *[Examples: weekly, monthly]* |  | *[Example: Records are backed up using cloud-based storage.]* |
|  |  |  |  |
|  |  |  |  |

# COMMUNICATION OF THE EMERGENCY MANAGEMENT / DISASTER RECOVERY PLAN

The Emergency Management / Disaster Recovery Plan will be communicated to workers, contractors and visitors in the following ways:

*Describe the methods to communicate the Emergency Management / Disaster Recovery Plan*

* *Site Induction*
* *Visitor Information Card*
* *Display of Evacuation Diagrams and Emergency Contacts on the Noticeboard and at egress points*
* *Site Safety Plan*

At least one printed copy shall be available on site and located <*insert where*>.

# MAINTENANCE AND TESTING OF FIRE PROTECTION EQUIPMENT

Maintenance and testing of all fire detection systems, smoke and heat alarms, fire alarm monitoring systems and fire blankets shall be conducted in accordance with AS / NZS 1851 *Routine Service of Fire Protection Systems and Equipment* and be undertaken by suitably qualified personnel at regular intervals. Refer to **Emergency Management** **Procedure (10).**

Records of all testing and maintenance will be kept.

# DISTRIBUTION OF THE EMERGENCY MANAGEMENT / DISASTER RECOVERY PLAN

At a minimum, a copy of the site Emergency Management / Disaster Recovery Plan shall be provided to each member of the Emergency Control Organisation including the worksites Risk / WHS Coordinator.

# REVIEW

The Emergency Control Organisation / WHS Committee will undertake a review of the Emergency Management / Disaster Recovery Plan including the Emergency Response Procedures immediately after any incident including evacuation drills. A formal review will also be conducted annually.

The Emergency Management / Disaster Recovery Plan is valid for twelve (12) months from the date of approval.

# APPENDIXES

**Appendix 1: Personal Emergency Evacuation Plan**

**Appendix 2: Emergency Response Procedures**

**Appendix 3: Copy of worksites Evacuation Diagrams**

**Appendix 4: Emergency Kit Checklist**

**Appendix 4: Emergency Preparedness Checklist**

## APPENDIX 1: Personal Emergency Evacuation Plan

|  |  |  |
| --- | --- | --- |
| **Name** | **Location** | **Date** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Questions** | **Yes** | **No** | **Comments** |
| Is there an animal involved in aiding you through the evacuation? |  |  |  |
| Are you trained in emergency response procedures? |  |  |  |
| Do you require assistance? If yes what type? |  |  |  |
| Is equipment required to aid evacuation? |  |  |  |
| Are your assistants trained in emergency evacuation / response procedures? |  |  |  |
| Are your assistants trained in the use of the evacuation equipment? |  |  |  |
| What is your preferred method of being notified of an emergency? |  |  |  |
| How would you like to receive updates of the emergency response procedures? |  |  |  |
| **Egress Procedures** | | | |
|  | | | |
| **Diagram of Preferred Egress Rout** | | | |
|  | | | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **DESIGNATED ASSISTANTS** | | | | | | | |
| Name: |  | | | Name: | |  | |
| Phone Number: |  | | | Phone Number: | |  | |
| Mobile Number: |  | | | Mobile Number: | |  | |
| E-mail |  | | | E-mail | |  | |
| Are your designated assistants trained in the emergency response procedures (including the evacuation procedures)? | | | | | | Yes  No | |
| Are your designated assistants trained in the evacuation equipment? | | | | | | Yes  No | |
| **DETAILS OF APPLICABLE WARDEN** | | | | | | | |
| Name: | | |  | | | | |
| Phone Number: | | |  | | | | |
| Mobile Number: | | |  | | | | |
| E-mail | | |  | | | | |
| **APPROVAL** | | | | | | | |
| Occupant Name: | |  | | | Signature | |  |
| Date: | |  | | | | | |
| Chief Warden Name: | |  | | | Signature | |  |
| Date: | |  | | | | | |
| Date of next review: | |  | | | | | |

## APPENDIX 2: Emergency Response Procedures

Preparation for, and response to most emergencies or disasters are similar in terms of procedures, however there are differences in:

* the amount of preparation possible
* the degree of warning given
* the level of response required
* the detailed actions to be taken in each emergency
* the level of involvement required by outside agencies.

Specific responses and actions will have to be carried out in the following emergencies:

[ABDUCTION OF STUDENT/S AND OR OTHER PERSON/S 26](#_Toc51313816)

[BIOLOGICAL OR CHEMICAL THREAT 27](#_Toc51313817)

[BOMB/TELEPHONE THREAT 28](#_Toc51313818)

[BUSHFIRE 31](#_Toc51313819)

[DRUG OVERDOSE OR POISONING 34](#_Toc51313820)

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[FIRE 38](#_Toc51313824)

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[HAZARDOUS CHEMICALS INCIDENT 42](#_Toc51313827)

[LABORATORY ACCIDENT 43](#_Toc51313828)

[MEDICAL EMERGENCY / SERIOUS INJURY 45](#_Toc51313829)

[PANDEMIC 46](#_Toc51313830)

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[SUICIDE 55](#_Toc51313834)

[TRAFFIC / VEHICLE ACCIDENT 56](#_Toc51313835)

[UNWANTED VISITORS AND INTRUDERS 57](#_Toc51313836)

[WATER STOPPAGE 60](#_Toc51313837)

[WEAPONS 61](#_Toc51313838)

##### ABDUCTION OF STUDENT/S AND OR OTHER PERSON/S

Defined as a situation in which a student or other person has been taken, whilst in the care of the School / workplace, against his or her will.

**IMMEDIATE RESPONSE**

In the event of an abduction of a student/other person:

* Stay calm and designate another person to continue regular routine
* Alert the Chief Warden / Leadership
* Remain to assist the Police with enquiries.

The Chief Warden will:

* call 000 and request the Police,
* notify the parents/caregivers/next of kin, only stating that their immediate attendance is required due to an incident,
* not alarm the parents/caregivers/next of kin by telling them the situation over the phone and
* inform parents/ caregivers/next of kin on their arrival, in person with a Police Officer present.

The person initially witnessing and/or reporting the incident will record factual information about the situation as soon as possible.

##### BIOLOGICAL OR CHEMICAL THREAT

Biological or Chemical Threats are those that are delivered or placed without warning and may present a significant threat. Everyone should be mindful of the potential risk posed by such devices. If a suspicious envelope or package is received, or if a suspicious package and /or substance is noticed in an area where such an object would not normally be left:

* Do not attempt to open or move the object
* Immediately notify the Chief Warden who will ring the Emergency 000 number
* Make the area as secure as possible, move away from the threat and keep others away until assistance arrives
* Evacuate the building if the threat occurs indoors
* Without putting oneself at risk, note as many details of the object/substance as possible:
* any wording or threat,
* details of the container/package, especially the condition of the container/package and whether or not there has been any spillage,
* colour of any substance/material,
* texture of the substance/material eg powder, granules, liquid,
* quantity of material involved and
* any other relevant details or information

**Persons who may have been exposed must:**

* follow the instructions of relevant emergency services personnel,
* turn off mobile phones and ask others to do the same,
* move to a nominated quarantine assembly area, and to minimise contamination, avoid contact with people who have not been exposed and
* not leave the quarantine assembly area until advised by emergency services personnel that it is safe to do so.

**Persons who were not at risk of exposure must:**

* follow the instructions of relevant emergency services personnel,
* turn off mobile phones and ask others to do the same,
* evacuate the building according to the worksites Emergency Management / Disaster Recovery Plan,
* move to the designated safe assembly area/s and follow the instructions of the Chief Warden and Wardens or the emergency services personnel and
* not leave the designated safe assembly area/s until informed by emergency services personnel that it is safe to do so.

##### BOMB/TELEPHONE THREAT

Bomb threats may be received either by phone or in writing and need to be investigated and treated as genuine until proven otherwise.

Threats received by phone result in the disruption of normal workplace activity while emergency services investigate them. If a bomb threat is received it is important to remain calm as the information given by the caller and replies to questions asked by the person taking the call could be of vital assistance to the police.

Lines of communication must be in place prior to a bomb threat being received. Workers who are likely to receive such calls should be trained in what to do. Pre-arranged procedures should be in place to inform the Chief Warden in the event of a bomb threat / telephone threat.

**IF A BOMB THREAT IS RECEIVED BY PHONE**

Person receiving the call:

As far as possible:

* stay calm and ask the caller to repeat the threat;
* keep the caller talking as long as possible and attempt to gain attention of a co-worker (a hand written note or cue card with BOMB THREAT can be displayed without interrupting the call and the co-worker, once informed a threat is received, must call the Chief Warden;
* if alone, attempt to call the Chief Warden on another phone without hanging up on the caller
* complete the Bomb / Telephone Threat Checklist as the call takes place (the checklist should be easily accessible);
* record exactly what is being said, enquire the name of the caller and from where the call is being made;
* ascertain the location of the bomb and when it is set to go off;
* pay close attention to the voice of the caller and any peculiar background noises;
* **do not hang up the phone** as in some circumstances, an investigation by the police may result in the call being traced (the caller’s line can stay “live” for up to four (4) minutes, which may be enough time to identify the origin of the call);
* be available to discuss the threat with the police on their arrival.

**Chief Warden**

* contact Emergency 000 immediately and request the Police;
* evaluate the threat:
* specific threat – the caller will provide detailed information which could include a description of the device, why it was placed, its location, the time of activation and other details. This threat is less common, but more credible;
* non-specific threat – the caller may make a simple statement to the effect that a device has been placed. Generally, very little additional detail is provided before the caller terminates the call;
* assess the situation and make a decision regarding evacuation;
* inform the Emergency Control Organisation (ECO) personnel and take the appropriate action deemed necessary;
* **if a decision is made to evacuate:**
* instruct Wardens to ensure that all windows and doors are left open to lessen any effect from a blast and reduce damage to the building;
* ask workers and others present to remove all personal bags and belongings from the building to facilitate the identification of suspect objects;
* check exit route for suspicious objects, then follow agreed evacuation plan;
* gas lines should be shut off at the main shut off switch.

**IF A BOMB THREAT IS RECEIVED IN WRITING**

The written threat should be kept, including the envelope or container. Once it is recognised as a bomb threat, further unnecessary handling should be avoided in order to retain evidence such as possible fingerprints, handwriting, typewriting, paper and postmarks. This evidence should be protected by placing everything received in a clean plastic bag.

**IF A BOMB THREAT IS RECEIVED FROM A PERSON ON THE WORKSITE:**

* evaluate the person/s making the threats
* has the person a complaint against the workplace or a workers?
* is the person under the influence of alcohol or drugs?
* was the threat made in a joking manner?
* take note of appearance, clothing, age and identifying marks of the person/s
* immediately notify the chief warden if it is possible to do so
* complete the bomb threat checklist
* be available to assist the police with enquiries.

**THE DECISION TO EVACUATE** (also see Evacuation)

The decision to evacuate is made by the Police or in their absence, the Chief Warden.

Some factors to consider when making the decision are:

* Was it a child or adult who made the call?
* Was the threat actual or potential?
* Has it happened before?
* Was the voice recognisable? If so who was it?
* Will immediate evacuation expose workers and others to a greater danger?
* Has there been a recent problem/incident that may have a bearing on the call?

**SUSPICIOUS DEVICE**

Should a suspicious object be seen:

* **under no circumstances is the object to be moved, touched or tampered with**;
* endeavour to prevent other people from nearing the suspicious object;
* inform the chief warden of the sighting;
* don’t tell other persons;
* mobile phones are not to be used within 150 metres of the object;
* portable two way radios may be turned on, but may not be used to transmit within 200 metres of the object;
* all windows and doors should be left open to help dissipate the effects of the blast and reduce damage to the building;
* gas and electricity should, if possible be isolated.

The chief warden will:

* evaluate the threat and make a decision to evacuate to a safe area. (the safe area should be one that affords safety in respect to the detonation of the device. this area may be a different location to the normal designated safe area/s);
* ensure that all personnel reach and remain in the safe area;
* contact the police, informing them of:
* the exact location of the device,
* a description of the device, if known.
* ask that the person who can most assist the police in their investigations be available on their arrival;
* where required, be available to accompany police to ensure the exact location of the device is quickly found;
* where time allows, ensure that classified documents and valuables are secured immediately after evacuation;
* place responsible persons at all entry points to prevent visitors approaching the suspected danger area until the arrival of the police;
* be prepared to assist police, if required, to make a full search of the building for the location of further devices.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **EXACT WORDING OF THREAT** | **BACKGROUND SOUNDS** | | | | |
|  | Street Noises | **Yes** |  | **No** |  |
| Voices | **Yes** |  | **No** |  |
| House Noises | **Yes** |  | **No** |  |
| Aircraft | **Yes** |  | **No** |  |
| Music | **Yes** |  | **No** |  |
| Machinery | **Yes** |  | **No** |  |
| **GENERAL QUESTIONS** | **THREAT LANGUAGE** | | | | |
| What is it? | Well spoken | **Yes** |  | **No** |  |
|  | Incoherent | **Yes** |  | **No** |  |
| When is the bomb going to explode? | Irrational | **Yes** |  | **No** |  |
|  | Taped | **Yes** |  | **No** |  |
| Where did you put it? | Message read by caller | **Yes** |  | **No** |  |
|  | Abusive | **Yes** |  | **No** |  |
| What does it look like? | **CALLER’S VOICE** | | | | |
|  | Accent (specify) |  | | | |
| When did you put it there? | Impediment | **Stutter** |  | **Lisp** |  |
|  | Voice | **Soft** |  | **Loud** |  |
| How will the bomb explode? | Speech | **Slow** |  | **Fast** |  |
|  | Diction | **Muffled** |  | **Clear** |  |
| Did you put it there? | Manner | **Angry** |  | **Calm** |  |
|  | Do you recognise the voice? | **Yes** |  | **No** |  |
| Why did you put it there? | Who do you think it is? |  | | | |
|  | Estimate Age |  | | | |
| **BOMB THREAT QUESTIONS** | **CALL TAKEN** | | | | |
| What type of bomb is it? | Date call received |  | | | |
|  | Time call received |  | | | |
| What is in the bomb/ | Duration of call |  | | | |
|  | Number called |  | | | |
| What will make the bomb explode? | **ACTION TAKEN** | | | | |
|  | Reported to |  | | | |
| **CHEMICAL / BIOLOGICAL QUESTIONS** | **PERSON RECEVING THE CALL** | | | | |
| What in of substance is in it? | Name |  | | | |
|  | Telephone number |  | | | |
| How much of the substance is there? | Signature |  | | | |
|  | **ANY OTHER INFORMATION** | | | | |
| How will the substance be released? |  | | | | |
|  |
| Is the substance a liquid, powder or gas? |
|  |

##### BUSHFIRE

**WHEN AN EMERGENCY IS DECLARED**

Under normal circumstances, evacuation should take place only at the direction of the Chief Warden in in consultation with person in charge of the Bush Fire Brigade. If a firefighter or a police officer tells everyone to evacuate you must obey the order. As a general rule no workers (or any other person) should remain, once asked to leave the area. In some circumstances and, in the absence of advice to the contrary, the Chief Warden should make immediate arrangements to evacuate to a place of safety. The worksite if in a deemed high risk bush fire area must have a specific Bushfire Policy implemented.

Worksites should:

* listen to the radio for information on the approaching fire (talkback radio stations and the ABC) and do not call emergency services for updates;
* only call 000 if a fire is seen with no fire trucks in attendance;
* if possible arrange for the hosing down of the roofs, walls and open areas especially on the side facing the fire-front and leave sprinklers on;
* if possible arrange for down pipes to be plugged and roof gutters filled with water, using hoses;
* fill sinks and all available containers with water for extinguishing small fires and to use as drinking water;
* if there is a swimming pool or water tank in the grounds, tie a towel around the letterbox or at the gate to let authorities know where to find water (there is also a static water supply plaque available from the local fire station).

**AS THE BUSHFIRE APPROACHES**

If the organised movement of people etc. to a place of safety is **impossible**, or early evacuation advice is not issued and **workers and others are trapped**, movement to a safe refuge should occur.

**A safe refuge** is a building with characteristics that make it resistant to fire. Typically these would include:

* solid construction;
* under-floor area fully enclosed and spark proof;
* doors and windows which are in good condition and seal well to exclude sparks;
* all exposed timberwork, such as window frames, smooth and well painted so that flying embers will fall off rather than lodge on the timber;
* no overhanging trees to fill gutters with leaves;
* shrubs, trees and flammable groundcover vegetation kept well clear of the building, with surrounding grass short and green;
* roof cladding of sheet construction in good condition and firmly fixed with no gaps, so as to exclude flying sparks;
* roof space insulated with non-flammable batts;
* ceiling lining of a non-flammable sheet material.

In this situation the following precautions should be taken:

* move everybody inside and direct workers and others to remain calm within the building;
* assemble on the lower floor in the case of multi-storey premises (never remain in a room with no outside exit);
* workers and others should be assembled clear of windows and away from the part of the building which will be initially exposed to the fire-front;
* isolate gas and oil at mains switches;
* if possible isolate electricity in all but the refuge area of the workplace;
* disconnect all hoses and store them inside close to exit point, to prevent fire damage;
* connect a hose to an inside tap if possible;
* turn off air conditioning;
* close all windows and draw blinds, if fitted;
* close all doors and place wet towels or blankets at the base;
* everyone should remain inside until the main fire-front has passed (usually 10 - 20 minutes) - statistics show that where all of the above precautions were taken, people who remained inside buildings survived.

**WHAT TO EXPECT WHEN THE FIRE COMES**

* radiant heat, even in areas well back from the flames (do not remove clothing – it is the only thing that will protect skin from embers and heat);
* sparks and embers flying through the air, as well as thick smoke and loud noises;
* thirst (it is advisable to drink plenty of water).

**AFTER THE FIRE-FRONT HAS PASSED**

* workers and others should leave the building in an orderly manner and assemble in a safe area, nominated by the Chief Warden and away from the premises;
* hoses should be re-connected and a check for spot fires near or on the worksite building (including the roof cavity) should be made;
* attempts should be made to extinguish parts of the building which have been ignited, provided it is safe to do so.

##### DRUG OVERDOSE OR POISONING

A wide range of symptoms can occur as a result of a drug overdose or poisoning. These may include nausea and/or vomiting, dizziness, rapid pulse, blurred vision, headache, stomach cramps, burning pain in the mouth or throat, ringing in the ears, fitting, confusion, breathing problems and drowsiness which may lead to unconsciousness. Signs of poisoning may include burns around the mouth and a smell of fumes or odours.

**IF A DRUG OVERDOSE OR POISONING OCCURS:**

* check security of the environment and do not place yourself at risk (e.g. in the case of inhaled poisons);
* provide immediate first aid as necessary and monitor the person at all times;
* notify the chief warden or other nominated person who will contact emergency 000 and request an ambulance and the police;
* clear area of onlookers;
* if a drug overdose or poisoning occurs, obtain a history and look for empty bottles, containers and syringes;
* contact the poisons information centre (ph. 13 11 26) for advice before the arrival of the ambulance service;
* ascertain what poison or medicine has been taken, including how much and when;
* talk calmly to the person, offering to help by way of listening;
* communicate with and assist emergency services personnel on their arrival;
* in the case of swallowed poison, do not try to make the person vomit unless otherwise advised by the poisons information centre;
* record factual written information about the situation as soon as possible or when circumstances allow.

##### EARTHQUAKE

Although the probability of an earthquake occurring is negligible, worksites could, at some time, be subjected to earth tremors of varying degrees. Should such a situation arise, there will be no warning. Steps should be taken to minimise the risk of injury.

**REMEMBER:** **Stay out of danger and do not take risks that endanger yours and other lives.**

**DURING THE EARTHQUAKE:**

* if indoors, stay there and ensure nobody moves about or leaves the building;
* ensure everybody takes cover under tables, benches, desks or against internal walls, pillars or door frames;
* try to stay calm and help others if possible;
* keep away from windows, shelves and overhead fittings;
* in multi-storey buildings, stay clear of windows and outer walls;
* do not allow lifts to be used;
* if outside, ensure everybody is well clear of buildings, walls, power lines, trees etc.

**AFTER THE EARTHQUAKE:**

* check for injuries and administer first aid;
* do not move seriously injured persons unless they are in immediate danger;
* avoid use of telephones (to relieve congestion) unless there is a serious injury, fire or other problem;
* turn off electricity, gas and water at the mains supply if possible;
* do not light matches until a check is made for gas or fuel leaks;
* listen to local radio station and heed warnings and advice;
* be prepared for aftershocks;
* if a decision is made to vacate the building, evacuate everybody (clear of buildings, walls, power lines and trees etc.) by the safest route.

**The Chief Warden will:**

* ensure emergency services personnel are aware of the emergency and any damage and/or injuries;
* secure the area and prevent other people from entering.

**DAMAGE SURVEY:**

* check for water or sewerage leaks, broken electrical wiring, gas pipes, etc.;
* do an external check for cracks and damage, including roof, chimneys, foundations, stairs, veranda’s and railings;
* ensure buildings have been declared safe by an engineer before allowing people to re-enter and do not re-enter even slightly damaged buildings until they have been checked.

##### ELECTRIC SHOCK

When attending a casualty exposed to electricity, SAFETY is the priority. Rescuers must approach the scene with extreme caution and be alert for hazards. If, following electric shock, the casualty is not breathing or has lost pulse, it is of the utmost importance that resuscitation be commenced immediately after rescue as any delay may seriously reduce the chance of recovery.

**IN THE CASE OF ELECTRIC SHOCK:**

* contact the First Aid Officer and direct to the location of the incident;
* turn off the power supply, disconnect any plugs from the outlet and isolate the electricity supply at the main power board if possible;
* be alert for the presence of water or conducting materials which may be in contact;
* remove the casualty from the electrical source by pushing or pulling them using non conducting materials (in all cases, assume all conductors are still live). Rubber gloves, rubber sheeting, dry timber or cloth (including loose portions of the casualty’s clothing) may provide adequate insulation for the rescuer’s hand.

**The First Aid Officer will:**

* assess the state of consciousness of the casualty;
* check the airway is not obstructed;
* check the pulse;
* administer CPR if necessary;
* reassure and keep the casualty warm;
* if the casualty has suffered burns, treat the burned area;
* if the casualty is unconscious, but has a pulse and is breathing move them into the side position; and
* administer first aid until the arrival of the ambulance.

An ECG is recommended for all workers who sustain an electric shock.

##### EXPLOSION

An explosion is caused by rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire, heat, smoke, falling glass or debris, or building damage.

**IF AN EXPLOSION OCCURS:**

* notify the chief warden / warden who will evacuate the building as quickly and calmly as possible and move to a designated safe assembly area/s which may be further away than for some other emergency situations (see previous information on evacuation);
* if persons are injured, first aid is to be administered by the first aid officer/s;
* if items are falling from bookshelves or from the ceiling assist other person to shelter under desks and tables;
* if there is a fire, stay low to the floor and exit the building as quickly as possible;
* only attempt to extinguish a fire if trained in the use of fire equipment and it is safe to do so;
* do not use lifts;
* assist persons in immediate danger only if safe to do so (untrained persons should not attempt to rescue people who are inside a collapsed building. wait for emergency services personnel to arrive).

**The Chief Warden will:**

* immediately call Emergency 000,
* inform emergency services personnel of:
* the type of explosion, if known;
* the presence of a fire;
* the presence of any possible flammable or explosive products in the vicinity;
* access to fire;
* presence of injuries.
* communicate with and assist emergency services personnel;
* evacuate the worksite if there is a danger of further explosion; and
* record factual written information about the explosion as soon as possible after the explosion.

##### FIRE

Building fires rate among the most common emergencies and there is usually no prior warning; therefore it is important to have established and practiced fire drills. The local Fire Service may be contacted for more detailed guidance on fires in buildings and related responses.

The primary duty of workers 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 with first attack firefighting skills may attempt to extinguish the fire, if it is safe to do so.

Every worker who is informed of or becomes aware of a fire will:

**RESCUE ALARM CONTAIN EXTINGUISH**

* rescue any person/s in immediate danger if it is safe to do so;
* move those in the immediate area away from the threat;
* ascertain the location and extent of the fire and the number of people involved, if possible
* raise the alarm and follow emergency procedures;
* ensure that the chief warden and warden/s are informed so that the fire brigade/emergency services are called promptly;
* where possible, and providing it is safe to do so, close all doors and windows and turn off fans and air conditioning units to slow down the spread of heat, fire and smoke;
* only attempt to extinguish the fire if trained in the use of firefighting equipment and it is safe to do so.

**The Chief Warden and/or Wardens** will assess the situation and will make the decision to evacuate to designated safe assembly area/s.

**All workers and other persons** including visitors:

* pending the arrival of the Fire Brigade, will act at the direction of the Chief Warden; and
* on arrival of the Police or Fire Brigade, will act at the direction of the senior member of that Service.

Lifts may not be used during a fire and/or smoke emergency.

##### FLOOD

Floods are classified according to the speed at which floodwaters rise:

* Slow-onset floods:

Characterised by the slow rise and fall of water level. Flooding of rivers occurs in low-lying areas which may last for weeks or months. This causes loss of livestock and crops, and extensive damage to road and rail links.

* Rapid onset floods:

Characterised by a rapid rise in water level. Flooding occurs in the mountain headwater areas of larger rivers where the ground is steeper, causing quicker drainage. Although these floods may only last for one or two days, they are potentially much more damaging to life and property since there is less time to take preventative action

* Flash-floods:

Characterised by an extremely rapid rise in water level. Flooding results from short, intense bursts of rainfall, often as a result of thunderstorm activity. This type of flooding poses the greatest threat to loss of life and may result in significant damage to property and disruption to normal services. Flash-floods are a serious problem in cities where drainage systems are unable to cope.

Flood warnings will be issued by State Emergency Services. The predicted extent of the flood and the amount of time available before it arrives will determine the course of action to be taken

**FLOOD RESPONSE AND PROPERTY PROTECTION**

Ask the local council or State Emergency Services for local history:

* at what official river heights the worksite becomes isolated or inundated
* details of the local flood plan, whether there may be a need to evacuate the worksite in the event of a flood and how to get to the nearest safe location.

**FIRST WARNINGS**

The Chief Warden will:

* listen to the local radio for information,
* communicate with emergency services personnel,
* notify the community (e.g. parents / cares for schools, families for aged care facilities) if it is necessary to keep the person/s at home, due to all or some sections of the worksite being closed because of flooding prior to commencement of the work day, and
* implement procedures to safeguard life and equipment:
* turn off power, water and gas services;
* move equipment, if possible to higher levels in the buildings or arrange to stack furniture, equipment and books above likely flood level (electrical items and books on top);
* arrange to move stock e.g. garbage, chemicals and fuel to a high, secure place; and
* remove or secure heavy objects that could float and cause damage (inside and outside).

**EVACUATION**

**The Chief Warden** will:

* if there is sufficient warning and in consultation with emergency services, notify parents / caregivers to collect their children/or workers provided it is safe to do so;
* arrange manning of phones to answer enquiries and advise parents/caregivers or others;
* activate a pre-arranged plan for early release of workers with homes or property in flood-prone areas; and
* secure the area and prevent other people from entering.

**REMEMBER: Stay out of danger and do not take risks that endanger yours and other lives.**

**POST-EMERGENCY**

Apart from action needed to cope with the actual flood, the worksite will need to:

* make a decision about when to re-open the worksite, in consultation with emergency services;
* implement procedures to resume worksite activities as soon as possible; and
* plan continuing business needs / operations isolated by floods for extended periods.

##### GAS LEAK

Both natural gas and Liquid Petroleum (LP) gas are colourless and odourless. A strong and distinctive odour is added to assist in the early detection of leaks. Neither natural gas nor LP gas is poisonous or toxic, but if an area becomes filled with gas, it can cause nausea and dizziness due to the absence of normal air. In extreme cases it can result in asphyxiation.

In natural gas leaks the gas rises and dissipates. If LP gas leaks it will fall to the lowest surrounding level.

If a gas leak is suspected:

* inform the chief warden immediately;
* turn off all appliances and pilot lights;
* turn off supply at the gas meter or cylinder;
* open all doors and windows for ventilation;
* evacuate the building and contact emergency 000 if you believe there is a risk to life and property;
* phone the plumber/gas fitter immediately if the gas leak is suspected of coming from an appliance;
* if the smell is coming from the meter or there is a hissing sound near the meter, phone 1800 808 526.

Remember, if a gas leak is suspected:

* do not use a naked flame, light switches, power points, mobile phones and pagers;
* do not operate electrical equipment in the vicinity of a gas leak;
* stay out of danger and do not take risks that endanger yours and other lives.

##### HAZARDOUS CHEMICALS INCIDENT

A hazardous chemicals incident or toxic spill / emissions may occur within or outside the worksite e.g. tanker spill, train derailment (chemicals), explosion at a chemical works or major escape of gas. The worksite may be alerted of such an incident either by phone or warning sound.

In the event of a major spill of hazardous chemical outside the worksite, notify the Chief Warden who will:

* immediately initiate lock in procedures;
* close all external doors and windows. Draw curtains or blinds and seal ventilation grills;
* turn off air conditioning units and extinguish naked flames, including pilot lights;
* call Emergency 000;
* listen to the radio for warnings or reports; and
* remain indoors until the ‘all clear’ is heard or advice is received by emergency services personnel.

**EVACUATION**

Evacuation should only be attempted if directed by emergency services personnel or forced to by extraordinary circumstances e.g. a building already full of fumes. The designated safe area/s are likely to be much further away than for some other emergency situations and evacuation should take place to an area upwind of the incident. In the event of a major spill of hazardous chemicals inside the worksite building:

* evacuate and immediately inform the chief warden who will contact emergency 000;
* be available to inform emergency services personnel of the incident;
* the following information should be made available to emergency services personnel:
* Name of worksite and phone number
* Identity of material
* Location of spill
* Time of spill
* Approximate amount of spilled material
* How the substance is being released
* first aid personnel will attend to injured or contaminated persons, ensuring they avoid contaminating themselves by wearing personal protective equipment. in case of contamination of the skin, remove affected clothing and flush contaminated skin with water for at least fifteen minutes. seek medical attention immediately;
* close doors to affected area once the area has been evacuated;
* it is important that separate instructions are issued to cover incidents in laboratories where spills or emissions are minor and only a few students may be involved.

**REMEMBER: Stay out of danger and don’t take risks that endanger yours and others’ lives!**

LABORATORY ACCIDENT **(applicable to schools)**

The key to preventing accidents is to follow all laboratory rules and procedures. In the unlikely event of an accident, knowing the following information may prevent more serious injury.

The most common accident occurring in a laboratory is broken glass. In the event of glass breaking:

* instruct students to stop where they are and not to move until it is safe to do so (there may be small slivers of glass that are not immediately noticed and most minor cuts occur after this type of accident than before it);
* assess the situation, check if anyone is cut and administer first aid if necessary;
* wearing gloves, collect the broken glass and other residue using tongs and put it into the sharps container;
* chemical spills are often involved with glass breakage - when that occurs, follow the safety precautions for minor chemical spills.

**MINOR CHEMICAL SPILLS**

If a minor chemical spill occurs in a science laboratory, workshop or visual arts room, notify the Chief Warden who will:

* move students to a safe area;
* notify all workers in the laboratory, workshop or visual arts room of the chemical spill;
* ask for assistance to attend to anyone who has been exposed to chemical contamination;
* close all drains to prevent the spill from reaching the environment;
* switch off all electrical equipment including air conditioning in the vicinity of the spill; and
* cordon off the area and control access of unnecessary workers.

A first aid kit and spill kit must be available in a science laboratory, workshop or visual arts room. A trained first aid worker must be present in a science laboratory, workshop or visual arts room.

When the teacher in charge is satisfied that the emergency has been adequately dealt with, the all clear should be given and students may return to class.

**CLEANING UP SPILLS**

Before cleaning up chemical spills consult the Safety Data Sheet/s (SDS) for more information on the specific chemicals involved and follow instructions for clean-up and disposal. The goal of the clean-up is to contain the chemical and remove or inactivate it.

When cleaning up chemical spills the following procedures should be put in place in conjunction with SDS:

* wear protective equipment as needed, including safety goggles or face mask / shield, gloves and long-sleeved lab coat or apron;
* to avoid breathing vapours from the spill, increase area ventilation by turning on hoods or extractor fans, opening windows and wearing an appropriate mask;
* attempt to confine spill to small area with absorbent materials;
* use an appropriate spill kit to neutralise and absorb inorganic acids - for other chemicals use the appropriate kit or absorb the spill with vermiculite, dry sand, diatomaceous earth, paper towels or “kitty litter”;
* dry spills can usually be collected with a paper towel or mopped up, the exceptions being dry materials which react with water – collect these with dry tongs;
* take note of all information on the labels from broken containers, both safety information and toxicity - label the container and dispose of appropriately;
* clean up spill area with water.

**MEDICAL EMERGENCY OR INJURY**

In the event of a medical emergency or injury occurring in a laboratory, follow the procedures in section *Medical Emergency / Serious Injury.*

**SPECIFIC EMERGENCY PROCEDURES**

Specific procedures may be necessary if a person is injured in a laboratory accident:

* if chemicals have been spilled on the skin, flush the affected area with large quantities of water and remove any contaminated clothing;
* if a chemical has entered the eye, immediately irrigate the eye ball and the inner surface of the eyelid with plenty of water for 15 minutes. Use the eye wash facilities in the first aid kit.
* if clothing is on fire, wrap the person in the fire blanket to smother the flames. Minor burns can be treated by applying cold water to relieve pain. for more extensive burns, seek prompt medical attention;
* minor cuts can be washed under running water and a dressing applied. If the cut is more serious, stop the bleeding by applying direct pressure with a clean pad or towel and obtain prompt medical attention. Use gloves. Do not come into contact with another person’s blood;
* if toxic gases are inhaled move the victim to safety without endangering personal health. Call for emergency medical assistance and administer CPR if necessary.

##### MEDICAL EMERGENCY / SERIOUS INJURY

If a medical emergency or serious injury occurs:

* assess the situation and assure personal safety - check for any immediate danger to yourself and others;
* call for chief warden and first aid officer;
* secure the area and prevent other occupants from entering the immediate area.

**CHIEF WARDEN**

* call Emergency 000 for an ambulance and clearly state the nature and location of the emergency and how the location is to be accessed;
* ensure a workers is available to meet the ambulance outside the building and direct ambulance personnel to the location of patient;
* inform parents / caregivers or next of kin;

**FIRST AID OFFICER**

* do not move sick or injured person unless they are in danger of further harm e.g. fire risk
* do not jeopardise their own safety to rescue someone as they may fall victim to the same danger
* check airways and breathing if the person is unconscious and reassure, if the person is conscious
* initiate first aid and/or resuscitation
* keep the person warm and reassure them that help is on the way
* remain with sick or injured person until medical assistance arrives

**REMEMBER: Always seek expert advice and report all accidents and emergencies.**

##### PANDEMIC

Depending on the pandemic at the time, worksites are encouraged to review and implement and directions provided by the SA Government, SA Health and the Federal Government (where applicable).

|  |  |  |
| --- | --- | --- |
| PREPAREDNESS STAGE | | **The scale and nature of preparedness activities is the same for all possible levels of clinical severity** |
| Description - No novel strain detected (or emerging strain under initial detection) | |
| **Category** | **Key Actions** |
| **Review Emergency Management / Disaster Recovery Plan** | * Review your Emergency Management / Disaster Recovery Plans (EMP), including:   + pandemic planning arrangements   + contact lists of workers, students / residents / others, families, local services and any other Emergency Management coordinators (e.g. schools – CESA)   + communication tree of key workers. | Preparedness activities should be incorporated into normal business.  This includes incorporating a comprehensive risk management strategy that takes an ‘all hazards’ approach and includes influenza pandemic as a specific hazard that needs to be considered.  Regularly review, exercise and update plans.  Communicate pandemic plans with workers. |
| **Influenza prevention** | * Promote basic hygiene measures within worksites by:   + information about the importance of hand hygiene (more information is available at [SA Health](https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/healthy+living/protecting+your+health/preventing+disease+and+infection/hand+hygiene/hand+hygiene))   + providing convenient access to water and liquid soap and alcohol-based hand sanitiser   + educating workers and students/residents/others about covering their cough with a tissue or their inner elbow to prevent the spread of germs   + ensuring careful disposal of used tissues. * Exercise appropriate home-based exclusion from workplace among workers and others with flu-like illness. * Encourage workers to seek immunisation for seasonal influenza. |
| **Communications** | * Communicate personal hygiene messages to workers. * Convey seasonal influenza messages as directed by SA Health. |
| **Travel advisories** | * Encourage workers to access the [smartraveller](http://www.smartraveller.gov.au/) website prior to international travel. |
| **Business continuity** | * Ensure currency of business continuity plan which:   + identifies minimum requirements and key workers for continued operations (including planning for the absence of the principal/manager/director)   + considers workforce strategies to enable continued operations, if pandemic impacted a portion of the workforce. |

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| RESPONSE STAGE - STANDBY | | **Clinical severity** | | |
| Description - Sustained community person-to-person transmission detected overseas | |
| **Category** | **Key Actions** | **Low** | **Med** | **High** |
| **Review Emergency Management / Disaster Recovery Plan** | * In April, (or at the time of the overseas detection, if earlier):   + ensure EMP (including emergency numbers and key contacts) are up to date and pandemic planning arrangements are included   + ensure contact lists of workers/students/residents/others etc, local services and Emergency Management Coordinators / ECO are up to date   + ensure communication tree of key workers is circulated to nominated Incident Management Team members. | Apply | Apply | Apply |
| **Incident response** | * In April, (or at the time of the overseas detection, if earlier):   + prepare to enact pandemic response section of your EMP with stakeholders   + prepare to activate Incident Management Team. | Apply  Not suggested | Apply  Not  suggested | Apply  Apply |
| **Hygiene measures** | * Continue to reinforce basic personal hygiene measures within worksite’s including:   + provide information about the importance of hand hygiene   + provide convenient access to water and liquid soap and alcohol-based hand sanitiser   + educate workers and others about covering their cough with a tissue or their inner elbow to prevent the spread of germs   + careful disposal of used tissues. * Ensure germicidal wipes are available in stationary supplies for workers to clean workers administrative area, telephones etc. | Apply  As required | Apply  Recommended | Apply  Recommended |
| **Communications** | * In May, (or at the time of the overseas detection, if earlier), ensure hygiene information/posters are communicated/ displayed. * In late May, (or at the time of the overseas detection, if earlier), consider providing information sessions for workers and others about:   + the local status   + the risk of influenza and how to identify pandemic influenza symptoms and cases of possible influenza based on the current, up-to-date case definition by the Chief Health Officer, DHHS   + best practice hygiene practices   + vulnerable children. * Access and follow Chief Health Officer, Department of Health advice. * Encourage workers and others to obtain seasonal flu vaccination as appropriate (especially those people/families at a greater risk of infection). * Prepare sample letters for others for next stage (if required). | Apply  Apply  Apply  Apply  As required  Apply | Apply  Apply  Apply  Apply  Apply  Apply | Apply  Apply  Apply  Apply  Apply  Apply |
| **Travel advisories** | * Encourage workers and others to access the [smartraveller](http://www.smartraveller.gov.au/) website prior to international travel. * Where appropriate, implement procedures to repatriate workers and others (e.g. students who are overseas on a school trip) if there is a risk of travel restrictions and overseas border closures, or risk of pandemic in a nearby country. (For international students studying in Australia, provide advice to students and their families that in the event of an increased influenza pandemic risk, students may be sent home and, if travel restrictions apply, how the school will meet its duty-of-care obligations etc.) | Apply  Not suggested  Not suggested | Apply  Apply  Apply | Apply  Apply  Apply |
| **Business continuity** | * Ensure currency of business continuity plan which:   + identifies minimum requirements and key workers for continued worksite operations (including planning for the absence of the Executive / leadership)   + considers workforce strategies to enable continued operations, if pandemic impacted a portion of the workforce. | Apply | Apply | Apply |

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| --- | --- | --- | --- | --- |
| RESPONSE STAGE – INITIAL ACTION / TARGETTED ACTION | | **Clinical severity** | | |
| Description – Cases detected in Australia –1. information about the disease is scarce  2. enough is known about the disease to tailor measures to specific needs | |
| **Category** | **Key Actions** | **Low** | **Med** | **High** |
| **Review Emergency Management / Disaster Recovery Plan** | * In April, (or at the time of the overseas detection if earlier):   + ensure your EMP (including emergency numbers and key contacts) are up to date and pandemic planning arrangements are included   + ensure contact lists of workers and other relevant personnel are current * Ensure communication tree of key workers is circulated to nominated worksite EPC members. | Apply  Apply | Apply  Apply | Apply  Apply |
| **Incident response** | * Enact your EMP. * Ensure workers who develop influenza-like illness at the worksite leave immediately. Worksites such as schools, where a student attends and appears to have flu like symptoms, ensure they are collected from school immediately to seek medical attention. * Encourage workers and others who develop flu-like symptoms during a pandemic to stay away from the worksite until completely well. | Seek advice  Not suggested  Apply  Apply | Seek advice  Not suggested  Apply  Apply | Apply  Seek advice  Apply  Apply |
| **Hygiene measures** | * Reinforce basic hygiene measures including:   + provide information about the importance of hand hygiene (more information is available at [SA Health](https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/healthy+living/protecting+your+health/preventing+disease+and+infection/hand+hygiene/hand+hygiene))   + provide convenient access to water and liquid soap and alcohol-based hand sanitiser   + educate about covering their cough with tissue or inner elbow to prevent the spread of germs   + careful disposal of used tissues. * Ensure germicidal wipes are available in stationary supplies for workers to clean workers administrative area, telephones. | Apply  As required | Apply  Recommended | Apply  Recommended |
| **Communications** | * Follow and distribute information and advice from SA Health in accordance with instructions, including information about:   + the local status   + personal hygiene measures * containment measures, including any plans for closure if applicable to workers. * Communicate the risk of influenza and how to identify cases of possible pandemic influenza based on current, up-to-date case definition by the Chief Health Officer. | Apply  Apply  Not required | Apply  Apply  Apply | Apply  Apply  Apply |
| **Containment strategies** | * The appropriate containment strategy will vary depending upon the level of clinical severity as determined by SA Health. * Follow the advice of SA Health regarding service closures and exclusion periods for infectious diseases. * If required, worksites may be closed on advice of the Chief Health Officer. In these circumstances:   + inform workers of their obligations   + schools: for students at home, provide access to educational materials including online learning. * Schools: Identify a designated area to keep sick students quarantined from the general school population until they can be taken home by others. | Not suggested  Apply  N/A  Apply | Seek advice  Apply  Apply  Apply | Apply  Apply  Apply  Apply |
| **Travel advisories** | * Encourage workers and others to access the [smartraveller](http://www.smartraveller.gov.au/) website prior to international travel. | Apply | Apply | Apply |
| **Business continuity** | * Implement business continuity plan to promote adequate workforce supply and capacity to continue service, by:   + prioritising work functions to ensure adequate workforce availability to deliver education   + implementing contingency strategy, which may include employing replacement workers and/or modifying programs. | Apply | Apply | Apply |
| **Governance and reporting obligations** | * Report confirmed incidents of influenza/virus. * You will be advised of any additional reporting requirements by SA Health or SafeWork SA. | Apply | Apply | Apply |

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| --- | --- | --- | --- | --- |
| RESPONSE STAGE – STAND DOWN | | **Clinical severity** | | |
| Description – The public health threat can be managed within normal arrangements and monitoring for change is in place | |
| **Category** | **Key Actions** | **Low** | **Med** | **High** |
| **Containment strategies** | * Be aware that multiple waves of the virus may occur. * Replenish PPE (if required). | N/A  N/A | Apply  As required | Apply  As required |
| **Business continuity** | * Implement business continuity plans for resumption of full business capacity which may involve: * restoring workforce capacity * following procedures for re-opening of service (if applicable) * providing supports, including counselling (if required) * monitoring cumulative effects of pandemic and identifying and supporting those who may need assistance. * Chief Warden to de-activate EPC and conduct final debrief(s). * Utilise the sample letters developed by applicable government departments to communicate status of situation to workers and others, including supports that may be available. * Review effectiveness of your EMP and update as appropriate – involving relevant workers and others, particularly as multiple waves of the virus may occur. | N/A  N/A  As applicable  Apply | Apply  Apply  Apply  Apply | Apply  Apply  Apply  Apply |
| **Communications** | * Communicate the updated status of situation to workers and others including supports that may be available. | Apply | Apply | Apply |
| **Travel** | * Continue to encourage workers and others to access the [smarttraveller](http://www.smartraveller.gov.au/) website prior to international travel. | Apply | Apply | Apply |

##### POWER FAILURE

Electrical power to a worksite can fail, either as an isolated incident or as part of a larger emergency (eg. a severe storm). Planning for power failures and knowing what to do when they occur can prevent the incident from creating more serious situations.

**PREPARATION**

* make a list of equipment that must be reset or restarted once the power is restored;
* back up computer files regularly to prevent loss of data when the power goes off suddenly.

**WHEN THE POWER IS OFF:**

Be aware that cordless phones may not work without power. Always have a mobile phone available.

* on becoming aware of a power failure contact the Chief Warden, as the failure may be localised to a small area within the workplace;
* in the event of the power failure being caused by fallen power lines or branches in contact with power lines notify SA Power Networks <https://www.sapowernetworks.com.au/outages/>;
* in the event of power failure due to an unknown cause notify at <https://www.sapowernetworks.com.au/outages/>;
* in extreme situations where there is a risk to life and worksite property call Emergency 000;
* in the event of a widespread blackout in the suburb, listen to a battery operated radio or a car radio, for power restoration updates - if in SA Power network supply area, call 13 13 66 for pre-recorded reports;
* stay away from fallen power lines or anything touching them;
* secure the area and prevent other people from entering;
* put essential equipment on emergency power circuits if they are available in the Worksite;
* disconnect machinery s and equipment that runs unattended - turn off lights and appliances such as heaters and fans (this will reduce the risk of power surges and unforeseen damage or injury that could result when the power comes back on unexpectedly);
* unplug sensitive electrical and electronic equipment such as televisions, stereos, video recorders and computers;
* if power is off for a lengthy period of time, check items stored in refrigerators and cold rooms;
* always keep a torch and battery operated radio handy for emergency situations;
* do not use candles as they could be knocked over and start a fire.

**REMEMBER: Stay out of danger and do not take risks that endanger yours and other lives.**

**WHEN THE POWER RETURNS:**

* Reset / restart / check equipment.

##### SEVERE STORM

Severe storms with thunder and lightning, are often accompanied by hail, high winds, torrential rain and flash-flooding, can strike with very little warning, threatening life and causing severe damage.

**PREPARING FOR STORMS:**

* trim tree branches well clear of buildings;
* check roofs, guttering and downpipes are in good condition;
* clear grounds of loose objects that could cause damage during high winds;
* ensure there is a battery radio and torch in working order;
* check emergency contact numbers.

**WHEN THE STORM IS APPROACHING:**

* keep the radio on and listen for warnings and reports;
* secure all doors and windows (masking tape placed in a ‘x’ fashion can stop large areas of glass from shattering);
* close outdoor window shutters if fitted;
* secure outdoor objects that could blow away or cause damage or injury, eg garbage bins, bench seats;
* disconnect all unnecessary electrical equipment and shut off gas outlets;
* have a first aid kit available where people will be sheltering;
* direct workers and others to assemble inside the buildings on the lowest floor possible and to:
* stand against interior walls;
* stand away from windows and skylights; and
* avoid auditoriums, gymnasiums, and other structures that have long roof spans.

**WHEN THE STORM STRIKES:**

* ensure everyone stays inside;
* do not use telephones (danger from lightning);
* listen to the radio for storm updates.

**AFTER THE STORM HAS PASSED:**

* everyone must remain inside until advised by emergency services or the weather bureau that danger has passed;
* check for injuries, assist and stay calm;
* check buildings for damage and evacuate if in dangerous condition;
* before moving outside, check for damage to neighbouring buildings, fallen power lines, debris and flooded water courses;
* listen to the radio for warnings and reports of damage and disruption to services;
* if emergency assistance is required contact the state emergency services;
* don’t ignore official warnings and advice;
* secure the area and prevent other people from entering.

**REMEMBER: Stay out of danger and do not take risks that endanger yours and other lives.**

##### SUDDEN DEATH

This section only details the immediate response to a death occurring within the worksite.

**IF A DEATH OCCURS AT THE WORKSITE:**

* notify the first aid officer for immediate assistance, or if trained to do so, commence cpr;
* if possible, isolate the affected student or workers or visitor;
* notify the chief Warden who will:
* call Emergency 000;
* activate the worksites Emergency Management / Disaster Recovery Plan;
* notify the parent/s or guardian/s of affected student or next of kin for workers / others.

**IF THE DEATH OCCURRED OUTSIDE THE WORKSITE:**

* director / manager / principal will activate the Emergency Management / Disaster Recovery Plan;
* notify workers before normal working hours, including EAP;
* determine a method of informing workers and others;
* offer counselling services for those who need assistance;
* consult with personnel regarding media enquiries.

##### SUICIDE ATTEMPT

This section only details the immediate response to an attempted suicide occurring at a worksite.

**SUICIDE ATTEMPT AT WORKSITE:**

* notify the manager and first aider who will:
* assess the situation;
* call emergency 000, if the person requires medical attention, has a weapon or needs to be restrained, notify next of kin;
* call the parent / s or guardian/s if the suicidal person is a student (principal may schedule meeting with parents and counsellor to determine proper course of action).
* calm suicidal person;
* try to isolate individual from others;
* stay with person until counsellor or emergency services personnel arrive – do not leave the suicidal person alone.

Following the immediate response, the Manager / Principal will:

* determine method of informing workers, and other relevant personnel;
* hold daily workers meetings, or as needed.

##### TRAFFIC / VEHICLE ACCIDENT

Defined as any type of vehicle accident such as bus, car, truck, train, tractor, mower, or plane which may cause serious injury, multiple injuries, death or shock.

A traffic accident may affect the worksite internally or externally depending on the circumstances.

The Chief Warden will act at the direction of the Police or Fire Brigade, or if the incident warrants, order an immediate evacuation of the incident scene. This could be as a result of:

* power failure due to electrical wires being brought down,
* escape of gas due to a ruptured gas pipe or
* toxic chemicals or fumes, e.g. accident involving a petrol tanker (see Hazardous Material Incident).

Where adjoining buildings or facilities are affected, i.e. outside the worksite, the Chief Warden will act at the direction of the Police or Fire Brigade.

In some circumstances, it might be necessary to contain workers and others within the confines of the building rather than evacuate them.

CHIEF WARDEN:

* call Emergency 000 and inform emergency services of situation and number of injuries, if any
* coordinate procedures until the arrival of the emergency services personnel
* identify themselves to the emergency services personnel
* be identified to the emergency services personnel by either a white helmet or cap or a white tabard
* decide when to re-open, in consultation with the police.

##### UNWANTED VISITORS AND INTRUDERS

Workers, and others should be encouraged to report the presence of unwanted visitors and intruders. The same responsibilities should also be encouraged among parents, neighbours and legitimate users to keep the worksite informed and aware of what occurs.

Workers should be clear about the process of reporting and approaching visitors who are not displaying a visitor’s badge.

* look out for unidentified people;
* inform a worker of the visitor’s presence (students);
* ask another worker to accompany them before approaching the unwanted visitor/intruder;
* issue a friendly challenge like “Can I help you?”;
* inform the unwanted visitor / intruder that all visitors must register at the main office
* ask the unwanted visitor/intruder to leave if their purpose is not legitimate, accompanying them to the exit;
* walk away from the unwanted visitor / intruder if they indicate a potential for violence;
* only attempt to diffuse the situation by quiet understanding discussion, if trained and it is safe to do so;
* NO attempt should be made to apprehend the unwanted visitor / intruder/s or to follow them out of the worksite premises.

Duty of care consideration is important in ensuring the safety of everyone. Particular consideration should be given to the safety of anyone who is involved directly with an unwanted visitor. Workers should not confront unwanted visitors without adequate support and an effective means of communication.

**ROBBERY / ARMED HOLD-UP**

Any unwanted visitors should be reported to the main office as keen observations may result in apprehension of the offender/s, prior to an offence being committed.

If confronted by an armed person:

* **Stand still**
* keep your hands where they can be seen and do not make any sudden or quick moves;
* stand slightly side-on to the offender (a submissive position);
* always convey intentions to offender/s;
* do not use the telephone or public address system.
* **Obey their instructions**
* do exactly what you are told;
* do not make any sudden unexpected moves.
* **Remain calm and quiet**
* speak only when spoken to;
* avoid shouting or provoking the offender/s;
* be submissive and avoid drawing attention to yourself;
* avoid making direct eye contact or staring at the offender.
* **Observe (if you safely can)**
* make a mental note of the offender’s appearance including hair colour, weight, clothing, age and type of weapon;
* assess height markings on the doorway;
* look for identifying characters including scars, tattoos and speech patterns;
* if it is safe to so, write down the license number and make, model colour and year of the get-away car.
* **Stay out of the danger area**
* the offender /s are in control – do not try to outsmart them;
* during the hold-up, do not investigate out of curiosity or bravado.
* **Call the police**
* when it is safe to do so, phone Emergency 000 and request the Police;
* make a full report to the police before discussing the hold-up with others.
* **Seal off the hold-up area**
* be aware of where the offender went and what was touched - secure it and don’t touch it yourself;
* evidence must not be touched - any interference may destroy vital clues.
* **Ask witnesses to remain**
* the person in charge should ask all witnesses to remain until the police arrive.

**HOSTAGE/SIEGE**

Hostage/siege situations are isolated occurrences, but require procedures to follow.

In the event of such occurrences:

* if hostage taker is unaware of your presence, do not intervene;
* seal off area near hostage scene and notify the Chief Warden who will call Emergency 000 immediately and give details of the situation;
* give control of the scene to the police and other Emergency Services;
* make detailed notes of the sequence of events.

If taken hostage:

* Follow instructions of the hostage taker/s;
* Try not to panic and calm others if they are present;
* Be respectful to the hostage taker/s;
* Do exactly what you are told;
* Avoid direct eye contact with the hostage taker/s;
* Ask permission to speak and do not argue or make suggestions;
* If possible, observe characteristics of the offender – note speech, manner, attitude, appearance and means of escape;
* As soon as it is safe to do so alert Chief Warden who will:
* notify Police, clearly stating if the person(s) were armed and what weapons were carried;
* restrict entry to the building;
* keep witnesses present until police arrive and cooperate and assist police as necessary; and
* prepare a brief message for those making phone enquiries.
* Do not touch anything that the offender(s) have handled;

**VIOLENCE**

Worksites have a duty of care to ensure the safety of workers and others at all times. Issues involving family disputes, disgruntled ex-workers, gang activity, drug use and unwanted visitors may expose the worksite / community to risk.

In the event of such an incident:

* Ensure the safety of workers and others first;
* Inform the First Aid Officer;
* Inform the Chief Warden who will:
* call Emergency 000;
* activate the Emergency Management / Disaster Recovery Plan;
* seal off the area where the assault took place;
* diffuse the situation if possible;
* be available to assist police with their enquiries; and
* document all activities, asking victim/s or witness for their account of the incident.

##### WATER STOPPAGE

If the water supply to the worksite is stopped:

Contact management who will:

* determine the extent of the stoppage and what areas of the worksite are affected,
* contact the local water authority to establish:
* how long the water will be off;
* the possibility of an alternative supply.
* in consultation with the Health and Safety Representative (if in place), decide whether or not keeping the worksite open will affect the health or compromise the safety of workers, other persons;
* consider such issues as:
* hygiene;
* whether or not certain areas can continue to function;
* provision of clean drinking water; and
* firefighting capabilities.
* notify the local fire service if fire hydrants and fire hose reels are affected.

##### WEAPONS

Any person who is aware of a weapon being brought to the worksite must:

* notify management immediately, informing them of:
* the name of the suspected person who is in possession of the weapon;
* where the weapon is located; and
* if the suspect has threatened anyone.

**MANAGEMENT**

The Manager will:

* call the police if a weapon is suspected or has been viewed by a reasonable person, to be in the worksite;
* if situation warrants, isolate the suspect or the area until the police arrive;
* assign a person to keep detailed notes of all events and why a search was conducted;
* notify parents/caregivers if the suspect is a student - explain why a search was conducted and the results of the search;
* avoid confrontation and not attempt to disarm the suspect; and
* back away with arms up and remain calm.

## APPENDIX 3: Evacuation Diagram/s

|  |  |  |  |
| --- | --- | --- | --- |
| Building Name: |  | Date Evacuation Diagram Validated: |  |

Insert a detailed evacuation diagram here.

If the worksite is large, all applicable diagrams are to be inserted here.

## APPENDIX 4: Emergency Kit Checklist

*To be modified to suit your business needs.*

*This is an example for a school*

|  |  |  |
| --- | --- | --- |
| **The Emergency Kit Contains:** | | ✓ |
| Student data and parent contact information (contained in EMP) | |  |
| Student and staff with special needs list (contained in EMP) including any student medications | |  |
| Staff contact information | |  |
| Student Release Forms/sign out book | |  |
| List of staff on the ECO | |  |
| Traffic/emergency safety vests and tabards | |  |
| Facility keys | |  |
| Standard portable First Aid Kit. | |  |
| Automated External Defibrillator (AED) (if available) | |  |
| A charged mobile phone and charger/s | |  |
| Torch with replacement batteries (or wind up torch) | |  |
| Whistle | |  |
| Megaphone | |  |
| Portable battery powered radio | |  |
| Copy of facility site plan and EMP including evacuation routes | |  |
| Sunscreen and spare sunhats | |  |
| Plastic garbage bags and ties | |  |
| Toiletry supplies | |  |
| Other | |  |
|  |  | |
| **Date Emergency Kit Checked:** |  | |
| **Next Check Date:** |  | |

## APPENDIX 5: Emergency Preparedness Checklist

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| DETAILS | | | | | | | | | | | | |
| **Sector:** |  | | | | **Assessment Date:** | | | | | |  | |
| **Site Name:** |  | | | | | | | | | | | |
| **Assessed By:** |  | | | | | | | | | | | |
| **CHECKLIST** | | | | | | | | | | | | |
| **ASSESSMENT** | | **Yes** | **No** | | | | **N/A** | **ACTIONS REQUIRED** | | | | |
| **EMERGENCY ITEM** | | | | | | | | | | | | |
| **1. Warning Signals** | |  |  | | | |  |  | | | | |
| Is there a mechanism such as visual/audible alarms for alerting everyone in the workplace of an emergency? | |  |  | | | |  |  | | | | |
| Are visual/audible alarms operational? | |  |  | | | |  |  | | | | |
| Area visual/audible alarms activated automatically? | |  |  | | | |  |  | | | | |
| Are smoke/heat detection systems present? | |  |  | | | |  |  | | | | |
| Is there a regular maintenance schedule for alarms & detectors? | |  |  | | | |  |  | | | | |
| Does the fire alarm automatically notify the Fire Department? | |  |  | | | |  |  | | | | |
| Is the alarm control panel accessible when the building is occupied? | |  |  | | | |  |  | | | | |
| Has the impact of neighbouring buildings, business or environment been considered? | |  |  | | | |  |  | | | | |
| **2. Communications** | |  |  | | | |  |  | | | | |
| Is there a phone accessible in every area/floor? | |  | |  | | |  | |  | | | |
| Are emergency numbers attached to or posted near the phones? | |  | |  | | |  | |  | | | |
| Is there a process / procedure for the receptionist / switch board operator? | |  | |  | | |  | |  | | | |
| Is there an alternate means of communication in the event of a power outage? | |  | |  | | |  | |  | | | |
| Is there a process for advising neighbouring businesses about an emergency situation should one arise? | |  | |  | | |  | |  | | | |
| Is there a process for communicating with the press and next of kin of injured persons? | |  | |  | | |  | |  | | | |
| **3. Evacuation** | |  |  | | | |  |  | | | | |
| Are evacuation routes posted? | |  | |  | | |  | |  | | | |
| Are secondary routes of exit identified? | |  | |  | | |  | |  | | | |
| Are exits marked with an exit sign? | |  | |  | | |  | |  | | | |
| Are exit signs illuminated? | |  | |  | | |  | |  | | | |
| Are emergency lights present and working properly? | |  | |  | | |  | |  | | | |
| Do exits empty out into vehicular traffic? | |  | |  | | |  | |  | | | |
| Are exits supported with emergency lighting? | |  | |  | | |  | |  | | | |
| Is there an emergency light in each access way? | |  | |  | | |  | |  | | | |
| Are exit routes unobstructed? | |  | |  | | |  | |  | | | |
| Are there at least 2 exits in all critical areas? | |  | |  | | |  | |  | | | |
| Are procedures in place for assisting people with physical disabilities, deafness or hearing impairments or blind and visual impairments? | |  | |  | | |  | |  | | | |
| Are there sufficient exits to permit prompt escape in the event of an emergency? | |  | |  | | |  | |  | | | |
| Are exit doors easily opened (without a key) from the direction of exit travelled? | |  | |  | | |  | |  | | | |
| Are there procedures for lifts / escalators? | |  | |  | | |  | |  | | | |
| Is there a traffic management process to address vehicle movements? | |  | |  | | |  | |  | | | |
| Are building access roads for emergency vehicles kept free of obstructions? | |  | |  | | |  | |  | | | |
| Do self-closing fire doors work properly? | |  | |  | | |  | |  | | | |
| Are access walkways to the building for emergency personnel kept free of obstructions? | |  | |  | | |  | |  | | | |
| Is there a designated assembly point? | |  | |  | | |  | |  | | | |
| Is there a process for accounting for people? | |  | |  | | |  | |  | | | |
| Are emergency drills conducted at least annually? | |  | |  | | |  | |  | | | |
| **4. Utilities / Electrical Control** | |  |  | | | |  |  | | | | |
| Is the building equipped with gas shut-off valves? | |  | |  | | |  | |  | | | |
| Are the gas valves marked and accessible? | |  | |  | | |  | |  | | | |
| Is the building equipped with RCD Safety switches for electricity? | |  | |  | | |  | |  | | | |
| Are the electrical outlets and switches marked to identify the distribution board, and accessible? | |  | |  | | |  | |  | | | |
| Are electrical cords in good condition? | |  | |  | | |  | |  | | | |
| Do extension cords present a tripping hazard? | |  | |  | | |  | |  | | | |
| Is storage around electrical equipment safely arranged? | |  | |  | | |  | |  | | | |
| Is any defective equipment properly marked and taken out of service? | |  | |  | | |  | |  | | | |
| Are electrical outlets overloaded? | |  | |  | | |  | |  | | | |
| Does the building have a back-up energy source? | |  | |  | | |  | |  | | | |
| **5. Fire Suppression / Emergency Response Equipment** | |  |  | | | |  |  | | | | |
| Appropriate types of fire extinguishers available for the risks at the workplace (e.g. foam or dry powder type extinguishers for fires involving flammable liquids) and in sufficient number? | |  | |  | | |  | |  | | | |
| Are fire extinguishers/fire hoses located in the appropriate places? | |  | |  | | |  | |  | | | |
| Are fire extinguishers/fire hoses inspected according to local requirements? | |  | |  | | |  | |  | | | |
| Are fire extinguishers/fire hoses visible, accessible and free of obstructions? | |  | |  | | |  | |  | | | |
| Are sprinkler heads free of obstructions? | |  | |  | | |  | |  | | | |
| Is there a fire hydrant located in the vicinity of the building? | |  | |  | | |  | |  | | | |
| Is any other emergency response equipment needed e.g. stretchers? | |  | |  | | |  | |  | | | |
| Have first aid requirements been addressed (e.g. emergency equipment, facilities) to deal with the type of emergencies that may arise? | |  | |  | | |  | |  | | | |
| Has a First Aid Risk Assessment for the site been completed? | |  | |  | | |  | |  | | | |
| Are workers trained to use emergency equipment (e.g. fire extinguishers, chemical spill kits, breathing apparatus, lifelines)? | |  | |  | | |  | |  | | | |
| Is equipment easily accessible in an emergency? | |  | |  | | |  | |  | | | |
| **6. Housekeeping** | |  |  | | | |  |  | | | | |
| Are floors in good state of repair? | |  | |  | | |  | |  | | | |
| Is the building interior clean and orderly? | |  | |  | | |  | |  | | | |
| Are storage areas clean and orderly? | |  | |  | | |  | |  | | | |
| Is equipment properly stored? | |  | |  | | |  | |  | | | |
| Is there anything restricting egress from the building? | |  | |  | | |  | |  | | | |
| Is the outside of the building clearly marked with a name or number? | |  | |  | | |  | |  | | | |
| Are elevated surfaces more than 30 inches above the floor or ground provided with a standard rail? | |  | |  | | |  | |  | | | |
| Are stairways kept clear? | |  | |  | | |  | |  | | | |
| Are flammable liquids properly stored? | |  | |  | | |  | |  | | | |
| Is the area free of an accumulation of combustible materials? | |  | |  | | |  | |  | | | |
| **7. Immediate Response Action** | |  |  | | | |  |  | | | | |
| Are immediate emergency response action plans for various scenarios in place? | |  | |  | | |  | |  | | | |
| Are there trained emergency response personnel e.g. Chief Warden, Area/Floor Wardens, Traffic Controller, First Aiders? | |  | |  | | |  | |  | | | |
| Are First Aider and Warden training records available? | |  | |  | | |  | |  | | | |
| Are workers trained in the established response action? | |  | |  | | |  | |  | | | |
| Are there records of evacuation drills and how often have these occurred? | |  | |  | | |  | |  | | | |
| Are workers provided with information regarding site emergency procedures during induction? | |  | |  | | |  | |  | | | |
| **8. Security** | |  |  | | | |  |  | | | | |
| Are visitor / contractor sign ins available? | |  | |  | | |  | |  | | | |
| **9. Documentation** | |  |  | | | |  |  | | | | |
| Is there a written Emergency Management / Disaster Recovery Plan covering relevant emergency situations with clear emergency procedures? | |  | |  | | |  | |  | | | |
| Is the plan accessible to all workers? | |  | |  | | |  | |  | | | |
| Is someone responsible for reviewing the Emergency Management / Disaster Recovery Plan and informing staff of any revisions? | |  | |  | | |  | |  | | | |
| Has it been reviewed annually? | |  | |  | | |  | |  | | | |
| Has it been reviewed following an emergency exercise or when changes at the workplace may affect the emergency conditions? | |  | |  | | |  | |  | | | |
| Is there a current Fire Safety Statement available? | |  | |  | | |  | |  | | | |
| Is an Evacuation Report completed after every emergency drill / incident? | |  | |  | | |  | |  | | | |
| Are contact details for emergency personnel and emergency services available / regularly reviewed? | |  | |  | | |  | |  | | | |
| Is there a current site plan (Evacuation Diagram) and is it displayed in key locations throughout the workplace? | |  | |  | | |  | |  | | | |
| Does the site plan (Evacuation Diagram) illustrate the location of fire protection equipment, emergency exits and assembly points? | |  | |  | | |  | |  | | | |
| **10. Inspection and Testing** | |  |  | | | |  |  | | | | |
| Is there an inspection and testing program for all emergency equipment? | |  | |  | | |  | |  | | | |
| Does the testing frequency of emergency equipment occur at least 6 monthly? | |  | |  | | |  | |  | | | |
| Is emergency equipment, first aid equipment / rooms, and evacuation drills listed? | |  | |  | | |  | |  | | | |
| **CORRECTIVE ACTIONS** | | | | | | | | | | | | |
| **Complete action plan below if there are known controls for the hazards identified above.**  **If there are no known controls complete Risk Assessment (004F)** | | | | | | | | | | | | |
| **List the corrective actions** | | | | | | **Priority**  **(H, M, L)** | | | | **By Whom** | | **By When** |
| 1. | | | | | |  | | | |  | |  |
| 2. | | | | | |  | | | |  | |  |
| 3. | | | | | |  | | | |  | |  |
| **Transfer HIGH Risk Corrective Actions (as a minimum) into Corrective Action Register** | | | | | | | | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sign Off** | | | | | |
| **Assessment Team** | **Name** | **Job Title** | **Signature** | | **Date** |
| **Team Leader** |  |  |  | |  |
| **Team Member** |  |  |  | |  |
| **Team Member** |  |  |  | |  |
| **Team Member** |  |  |  | |  |
| **I take responsibility for ensuring all corrective actions are completed and followed up to review effectiveness.** | | | | | |
| **Manager:**  *name, position and signature* | | | | **Date:** | |
| **Comments** | | | | | |