

BUILDING EMERGENCY CONTROL PROCEDURES

DUMAS HOUSE 2 HAVELOCK STREET WEST PERTH WA

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This publication is a description of the organisation, facilities and procedures to support the actions necessary in the event of a fire, bomb or other emergency.

AMENDMENT CERTIFICATE

It is certified that the amendments in the undermentioned amendment list have been made in this Manual.

Amendment List		Amended by Printed Name & Initials	Date of Amending
Number	Date		
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EMERGENCY NUMBERS

Emergency Services

- Western Australian Fire Brigade Service 000
- St John's Ambulance 000
- Western Australia Police Service 000

Utility Services

- Western Power Corporation 13 1351
- Alinta Gas 13 1358
- Water Corporation 13 1375
- Telstra Corporation
 - Residential Service 1100
 - Business Service 13 2999
 - Business & Government Service 13 2255

Medical

- Building First Aider *(Name)*_____
- Poisons Information Centre 13 1126
- Psychiatric Emergency Team (PET) 9227 6822

Hospitals

(Major Emergency Hospitals)

- Royal Perth 9224 2244
- Sir Charles Gairdner 9346 3333
- Fremantle 9431 3333
- Princess Margaret 9340 8222
- King Edward Memorial 9340 2222
-

Neighbouring Buildings

Name: _____
 Address: _____
 Property Manager: _____
 Telephone: _____
 Chief Warden: _____
 Telephone: _____

Name: _____
 Address: _____
 Property Manager: _____
 Telephone: _____
 Chief Warden: _____
 Telephone: _____

FOREWORD

Jones Lang LaSalle delegates authority to the Dumas House Emergency Control Organisation to conduct emergency evacuations when required in the event of an emergency and when required in accordance with the Western Australia Occupational Safety and Health, Regulations 1996, Article 3.10.

The contents of this Manual have been prepared for the more common emergency conditions arising in the building.

These procedures seek to achieve the following specific objectives:

- *Minimise and eliminate injury or distress through panic, lack of knowledge of the building, equipment, alarms, lack of instruction in appropriate actions and misunderstanding of procedures.*
- *Minimise and eliminate injury or distress, by ensuring the Emergency Services are informed and building occupants are made aware of the situation.*

The attached Plan and Procedures are to be read by all Dumas House tenants and their staff, on receipt, at regular intervals and when any amendments are issued.

The information contained herein is by no means exhaustive, however if the broad guidelines of action, communication and knowledge of procedures are applied then the potential hazards of dealing with emergency situations will be minimised.

These procedures will only be successful if all tenants co-operate with the Emergency Control Organisation, whether it is in an emergency, or during practice exercises. Tenants must also accept their legal responsibility for training and keeping their staff informed and updated on all matters related to these procedures.

Finally, while all due care and diligence was applied in preparing this Manual, the owner and their agents accept no liability for any error or omission contained herein and qualify this by stating that these procedures are guidelines which should be adopted by tenants in an effort to minimise injury through lack of direction in dealing with emergency procedures; and that it is the tenants' legal responsibility to ensure that their staff are fully informed of the proper procedures, and building facilities.

Jones lang LaSalle
Managing Agent

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RED

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GLOSSARY OF TERMS

Alarm System	Facilities provided in a building to give an alarm of fire or other event.
Alarm Signal	A signal given by fire alarm at the Fire Indicator Board.
Alert signal	An audible or audible and visual signal to alert wardens to commence the prescribed actions whilst other building occupants secure workstation.
Evacuation Signal	An audible or audible and visual signal to indicate to wardens and building occupants that an evacuation is necessary.
Assembly Area	A predetermined area where building occupants assemble prior to evacuation and after an evacuation.
Exit Stairway	A fire resisting escape route within the building designed to allow safe travel to the outside of the building.
Evacuation Assembly Area	The final area where building occupants assemble following an evacuation.
Emergency Control Organisation	<p>A group of occupants who exercise control over emergency conditions within the building.</p> <p>Consisting of:</p> <ul style="list-style-type: none">• Chief Warden & Deputy• Floor Wardens & Deputies• Section Warden & Deputies• Any other Warden
EWIS	Emergency Warning and Intercommunication System.
Emergency Planning Committee	<p>A group of occupants who plan and maintain the emergency procedures.</p> <p>It consists of:</p> <ul style="list-style-type: none">• Chief Warden & Deputy• Floor Wardens or Deputies• Co-opted specialists.

Floor Assembly Area	An area set-aside on each floor for occupants to assemble at prior to entering the exit stairway.
Portable Fire Extinguishers	A first attack fire-fighting appliance, which is designed to be carried and operated by hand.
Fire Hose Reel	An assembly designed for permanent connection to a water supply and consisting of a hose with a shut off nozzle and a hose guide. These are situated at Warden Intercommunication Points on each floor.
Master Emergency Communications Point (MECP)	The location within the building from where the warning system can be activated and from where instructions can be relayed to the Warden Intercommunication Points. The MECP is on the ground floor (North) side of central services core.
Fire Indicator Board	A control and indicating panel containing the alarm zone facility. It is the MECP.
Warden Intercommunication Point (WIP)	The location on a floor from which instructions can be received or information relayed to the MECP. The WIP's are located adjacent to the Emergency Escape stairwells. .
Warden	A member of the Emergency Control Organisation who assists with building control during an incident.

INTRODUCTION

This Emergency Procedure Manual has been designed for the guidance and information of the occupants of Dumas House.

During an emergency, all occupants may have to be evacuated from the building. These procedures have been designed to enable the safe evacuation of the occupants and it is mandatory that these procedures are actively supported and adopted by all tenants and their employees.

Aims, Objectives and Scope

The Aims of the Emergency Plan and Evacuation Procedures are:

- To provide an effective means of assessing and communicating the nature and potential of an emergency condition as it arises and develops within the building.
- To provide a pre-determined and delegated counter action by which to safely control the emergency or evacuation responses to a threatening condition.

The Objectives of the Emergency Plan and Evacuation Procedures are:

- To ensure that the orderly and sequential corrective action is initiated without delay.
- To eliminate or minimise personal injury or distress to any occupant of the building during an emergency condition.
- To eliminate or minimise damage to the building, its services or its contents during an emergency condition.
- To restore the normal day-to-day activities of the building as quickly and as safely as possible.

The Scope of the Emergency Plan and Evacuation Procedures can be applied to:

- Fire.
- Bomb Threat.
- Earthquake.
- Chemical or Gas incident.
- Storm or Cyclone.
- Any other incident requiring the Emergency Control Organisation response.

Some aspects of the Emergency Plan e.g. Communications, assistance or alerting the Permanent Emergency Services etc may also be applicable to emergency conditions such as:

- Injury or illness.
- Hold-up.
- Theft.
- Illegal Entry.

AUTHORITY

Directions given by Emergency Control Organisation Personnel shall be observed in all aspects by all persons on the premises being evacuated and to the extent that if any such directions are inconsistent with those given by the management of any tenancy, the directions of the Emergency Control Organisation shall prevail.

"AUSTRALIAN STANDARD AS3745 Emergency Control Organisation and Procedures for Buildings".

REFUSING TO COMPLY WITH WARDENS DIRECTIONS

Should a person refuse to comply with the directions given by a Warden, from the Building Emergency Control Organisation:

- Ensure the person has been clearly advised they are required to evacuate the building because of an emergency situation.
- Notify the Chief Warden, who will advise the Officer-in-Charge of the attending Emergency Service who, at his discretion, may take the appropriate action under law to remove the person/s.

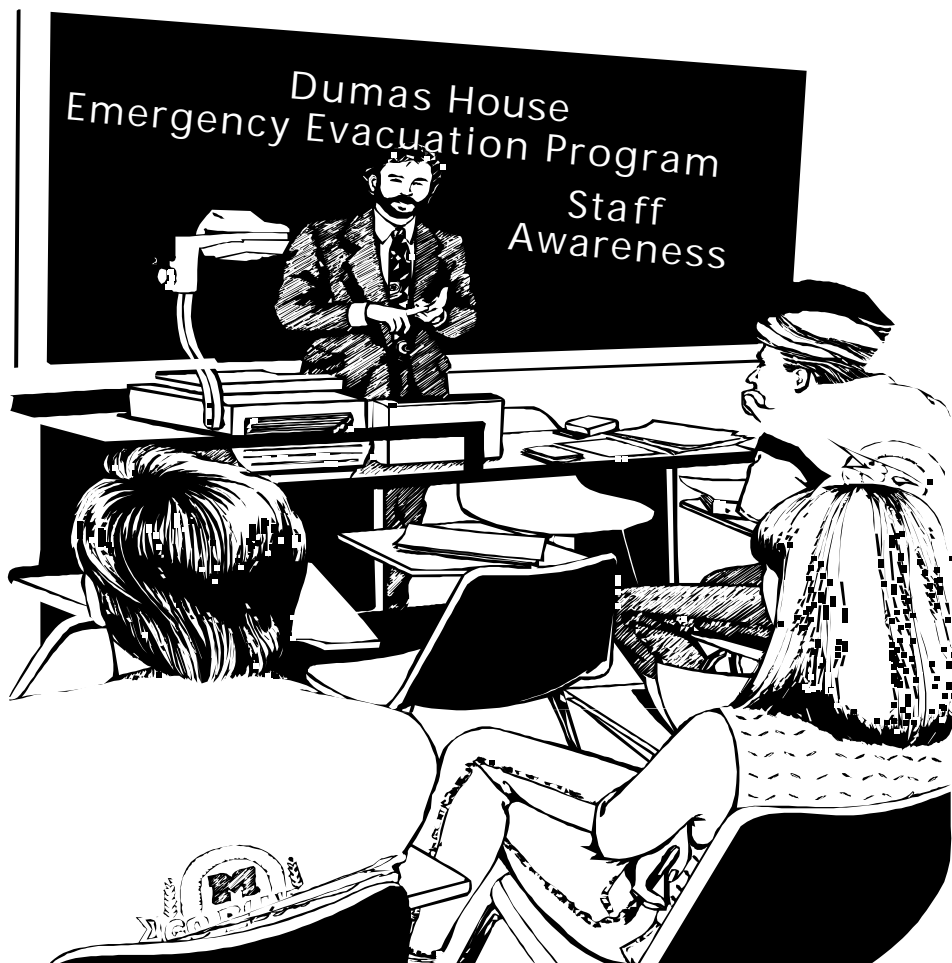
INSTRUCTION OF EMPLOYEES IN FIRE SAFETY

Persons who are employed to work in any premises should be given adequate instruction as to their role in the event of fire.

It is the responsibility of all Wardens to disseminate emergency documentation, instruct and advise staff of the procedures to be taken in the event of an emergency. Additionally, occupants should be encouraged to approach their warden for information and clarification of procedures.

In relation to:

- The location and telephone number of the warden;
- The means of escape from the premises in case of an emergency both during Business and After hours;
- The location of the Floor Assembly Area;
- The location of the External Assembly Area;
- The location of the Fire Equipment Cupboard;
- Identify the "ALERT" and "EVACUATION" signals and state their purpose;



WORKSAFE REGULATIONS

Fire Precautions

- Where there is risk of fire and an adequate supply of water is not available, a person who, in the case of a construction site, is the main contractor or a subcontractor or, on the case of any other workplace, is the employer shall provide on the site a supply of regularly maintained and efficient fire extinguishers of such type and capacity as is suitable for the control of any fire likely to arise from the type of work being carried out.
- A person who, in the case of a construction site, is the main contractor or, in the case of any other workplace, is the employer shall provide and maintain and keep readily for immediate use such fire escapes, appliances and equipment as the Commissioner may, after consultation by the commissioner with the Chief Officer of Fire Brigades appointed under the Fire Brigade Act 1942 or an officer authorised by the Chief Officer.
- In all parts of a workplace in which goods or materials which in the event of a fire are liable to burn with extreme rapidity or emit poisonous fumes or cause explosions, a person who, in the case of a construction site, is the main contractor, in the case of any other workplace, is the employer shall display safety warning signs prohibiting a person from smoking or lighting or introducing a naked flame or any other source of ignition into the those parts of the workplace.

A person who contravenes sub-regulation (1), (2) or (3) or a safety warning sign displayed in accordance with sub-regulation (3) commits an offence.

Emergency evacuation procedure

- A person who in the case of a construction site, is the main contractor or, in the case of any other workplace, is the employer shall have an evacuation procedure to be followed in the event of a fire or other emergency, and shall ensure that employees are familiar with the procedure.

A person who contravenes sub-regulation (1) commits an offence.

ROLE OF THE FIRE AND EMERGENCY CONSULTANT

In the event of an emergency, such as an outbreak of fire, panic would develop rapidly. The smooth operation of Emergency Procedures can only be achieved if everyone (staff and occupants) are thoroughly familiar with what is expected of them.

It is therefore necessary to institute a system of education and evacuation exercises.

The Fire and Emergency Consultants for this building are responsible for the design and implementation of an emergency procedure, the training and instruction of the personnel selected for Warden Duties.

Every occupant of the building will be advised of the action to be taken in the event of an emergency. Each individual should record names, locations and telephone numbers of their Wardens. Building occupants should be encouraged to approach their Wardens for information and clarification of instructions.

A building Warden register has been drawn up, listing all members of the Emergency Control Organisation. Copies of this register have been provided to the Property Manager, Chief Warden and Deputy Chief Warden. This Warden Register is updated regularly.

When requested the Consultants will arrange demonstrations explaining the various types of first attack fire equipment, their uses and limitations and the correct methods by which they are operated.

Meetings with all Wardens will be arranged for instruction in all aspects of Emergency procedures including the showing of instructional videos.

Trial evacuations will be held followed by a debriefing session. The evacuation exercises are designed to test the effectiveness of the procedures, rehearse the members of the Emergency Control Organisation and to enable tenant managers to meet their obligations under Fire and Safety Legislation.

Tenant Managers are remind of both their lawful and moral obligations to make the time available for instruction.

BUILDING PROTECTION SYSTEMS

The building is constructed to the Western Australian Building By-Laws. Passive fire protection is provided by two-(2) hour fire resistance ratings between floors and in isolating the fire exit stairways.

In ascending order the building consists of:

- Lower Basement Plantroom.
- Upper Basement Government Car Park
- Ground Floor
- Common Floors - 1-13
- Floors 14 (Plant Rooms)

Pedestrian and vehicular access is made from Havelock Street.

Automatic Fire Defence

The building is provided with fire detection equipment throughout the premises in the form of smoke and Thermal detectors and a limited integrated sprinkler system within the Basement and Lower basement areas. Additionally, there are breakglass (Red) units located in the fire equipment cupboards. The sprinkler system is located at regular intervals throughout Lower Ground and Basement areas such as, plant rooms, service areas etc, Smoke detectors are located in the passage ways in the vicinity of the emergency exits doors leading to the stairwells.

In the event of a fire, these detectors, breakglass (Red) units and sprinklers within (Basement and Lower Basement) will automatically activate an alarm direct to the Perth Central Fire Station and consequently call out the fire brigade.

Manual Fire Defence

Each floor is serviced by a Hydrant and fire hose reel situated within the Fire Equipment Cupboard marked (*Fire Equipment*)

WHAT INSTIGATES AN ALARM?

When an emergency occurs in your building, an alarm can be raised by:

- Someone witnessing the emergency, and reporting it to the Floor and/or Chief Warden.
- Thermal/Smoke detector activating.
- Sprinkler heads discharging.
- Chief Warden manually switching on either the alert or evacuation alarm.
- By calling the Emergency Service, using 000.
- By setting off the EWIS alarm in the “White” break glass unit.
- By setting off the Fire Alarm in the “Red” break glass unit.

NOTE: To mobilise the Emergency Control Organisation, you must notify the Chief Warden.

The fire brigade responds automatically when:

- A thermal/smoke detector has activated.
- The Breakglass Unit has been activated.
- A sprinkler bulb is broken and water is discharged from the building sprinkler system within the Basement areas only.

OUTSIDE NORMAL WORKING HOURS

If the ALERT ALARM or EVACUATION ALARM sounds outside normal working hours, staff within the building should immediately leave their floor and exit the building via the nearest emergency exit stairs and proceed to the designated assembly area.



SAFETY & SECURITY

We all have an individual responsibility for not only our own safety, but also the safety and security of each other at all times.

It is a fact that an emergency will definitely happen at the most inconvenient time for not only you, but also your business, clients and friends.

Emergencies take no notice of rank, position, title, education, training, client needs, gender or disability. In some instances there will be extremes of emotion, physical reaction, with the possibility of actual, personal, serious injury or death, to one or many persons, most of whom will be at least casual acquaintances.

“Most Emergencies Are Preventable.”

Natural Disasters are rare, most other emergencies can be linked to a combination of carelessness, failure to adhere to good work practices faulty equipment, or criminal activities. If we follow some simple personal and business, safety & security practices, we can all reduce the risk of an emergency occurring.

Safety

Ensure that we are each individually aware of our personal legal responsibility to follow safe work practices.

Make it a habit to examine every action and identify how we can make it safer.

Ensure we inform the person responsible about unsafe work practices or faulty equipment.

In our building it is essential that we immediately report:

Poor Lighting,

Dangerous floor surfaces

Electrical faults

Ill fitting doors (especially emergency exit doors)

Stairwells with refuse and materials within them.

Poor audio reception on the intercom system.

External and internal obstructions to emergency stairwells.

Accumulations of volatile flammable substances or refuse.

Broken or missing fire equipment

Security

We do not live in a perfect world, and many physical and psychological injuries have occurred through criminals & mentally disturbed persons within or around the workplace using physical, verbal or psychological violence. The impact of a theft or arson to a business is not just the loss of materials, but also the accumulated costs in revenue and staff down time for replacement of the equipment and information.

“Many business do not recover from these incidents.”

If we follow simple procedures we can reduce the risk of this occurring.

Continually assess the physical security of our building and office.

Identify & Report security weaknesses.

Educate our staff and each other to be alert for suspicious persons.

Maintain the security of all electronic codes, keys and passes. (immediately report their loss)

Be alert for impending violent or threatening situations. Have a procedure for dealing with these situations.

Lock your office door after hours.

Do not encourage hawkers and salespersons without formal appointments.

Do not demonstrate security systems to friends and relatives, unless it is for your own safety.

Have a formal office procedure for storing information safely and a recovery procedure.

Do not leave office reception areas unattended, even for a short time.

Do not leave valuable, attractive or portable items near public access areas.

Do not let any person, who is not your guest into the building after hours.

EMERGENCY CONTROL ORGANISATION

The Emergency control Organisation is composed of Wardens drawn from occupants of the building. The responsibilities of the emergency Control Organisation, during an Emergency, are:

- To conduct an orderly evacuation of the building's occupants to a safe place of assembly.
- Assist Staff and Members of the public who require special assistance.
- To assist Emergency Services.
- To operate portable fire fighting equipment in the building, if safe to do so.

The Emergency Control Organisation consists of:

Chief Warden	(WHITE HELMET)
Deputy Chief Warden	(WHITE HELMET)
Communication Officer	(WHITE HELMET)
Floor Warden	(YELLOW HELMET)
Wardens	(RED HELMET)

These positions may include trained First Aiders and Security Staff.

IMPORTANT: It should be clearly understood that the primary duty of wardens is not to combat emergencies; but to ensure, as far as practical, the safety of the occupants and their orderly evacuation from the danger zone.



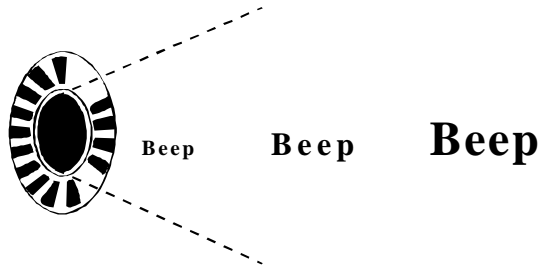
KNOW YOUR ALARMS

FIRE ALARM BELL



The FIRE ALARM BELL is mounted outside the building to indicate to the Fire Brigade which building is on alarm.

ALERT ALARM



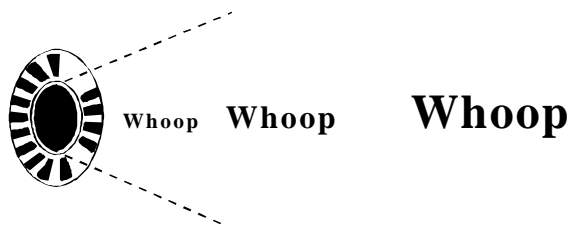
This is a 'Beep...Beep...beep' tone and will be broadcast through the public address system (maximum 3 minutes).

(This is not a signal to evacuate, but only a warning for occupants and visitors to take necessary action prior to the possibility of having to evacuate the building)

On hearing the ALERT ALARM, during business hours, all wardens are to proceed immediately to the emergency escape ways, pick up the Red Warden telephone and await instructions from the Chief Warden.

Unless otherwise instructed by the Floor Warden or Warden, they should switch off all electrical power, collected personal items and proceed to the Floor Assembly the area.

EVACUATION SIGNAL



In the event of the need to evacuate the building an undulating 'Whoop...Whoop...Whoop' tone signal will be transmitted through the public address system. On hearing this signal, all staff, acting under instructions of Floor Warden Wardens, should evacuate the floor via the emergency stairs. Occupants **are not** to leave the floor assembly area via the **lifts**.

NOTE:

In the event there are no Wardens present after hours or on the weekend, all occupants should immediately leave their floor and exit the building via the nearest emergency exit stairs and proceed to the designated assembly area.

MASTER EMERGENCY CONTROL POINT (MECP)

The Master Emergency Control Point for emergency control within Dumas House is located on the North side of the Ground Floor. Operations for any emergency in this building are controlled from this point by the Chief warden.

CHIEF WARDEN (WHITE HELMET)

The Chief Warden during Emergency situations is required to respond immediately to the alarm, determine what emergency procedures should be implemented and bring the Emergency Control Organisation promptly into operation.

CHIEF WARDEN/DEPUTY CHIEF WARDEN DUTIES.

The Chief Warden's duty will be to assume control of the occupants of the building, from the time that an alarm is given, until the arrival of the emergency services.

- On the alert tone sounding don White Helmet and proceed to the Emergency Control Centre. (The Deputy Chief Warden assists the Chief Warden and assumes the Chief Wardens Duties when absent.)
- Switch Emergency Warning Intercom System to MANUAL and determine the location of the alarm. As indicated on the Fire Indicator Board.(F.I.B.)
- Request report from the location where the alarm originated. As indicated on the Fire Indicator Board (F.I.B.)
- Ground all lifts, ensure Fire Brigade has been notified and advise all floor wardens of the situation.
- Order evacuation if a fire or other emergency is affecting the safety of the tenants utilising the following rule:

1. Evacuate the affected floor.
2. Two (2) floors above and one (1) floor below.
3. Other floors above and or below if the situation warrants or as directed by attending emergency services.
4. Keep floor wardens informed of the situation.
5. Receive reports from floor wardens on progress of evacuation.
6. Liaise with attending emergency services on their arrival and provide all relevant information.
7. Obtain all clear from Officer In Charge of attending emergency service and stand down Emergency Control Organisation members on receiving the all clear.
8. Reset all equipment shut down and record details in the logbook.

Should the Chief Warden be unable to remain at the Master Emergency Control Panel, due to the nature of the emergency or threat of injury, the Chief Warden will advise all floors.

The Senior Officer from the Fire Brigade, or responding authority, may take over these duties on arrival at the building. The Chief Warden should remain at the Master Emergency Control Panel to render assistance as necessary.

FLOOR WARDENS (YELLOW HELMET)

Floor Wardens will be appointed for each floor to carry out the emergency evacuation procedures for their floor, generally, as directed by the Chief Warden. However, Floor Wardens have the authority to evacuate their floor if they consider the situation to be life threatening.

FLOOR WARDENS' DUTIES

On the *Alert tone* sounding don Yellow Helmet and proceed to the Warden Intercommunication Point and lift phone handset. Ensure Deputy Wardens are present, have floor searched for signs of emergency and assemble any disabled persons in a safe area.

Floor Wardens should:

1. Familiarise themselves thoroughly with their floor and note all exists and alternative escape routes.
2. Know the location of strongrooms, blind passages, toilets, locker rooms, obscure floors in which persons could be located.
3. Know the location of portable fire fighting equipment.
4. Be familiar with operation of equipment installed to assist in the safe evacuation of personnel from the building.
5. Be aware of any mobility, sight or hearing impaired persons on their floor.
6. Ensure they know their evacuation route to their assembly area.

NOTE: A mobility-impaired person is a person with physical, mental or sensory impairment either temporary or permanent or who requires assistance during an emergency evacuation.

If a fire is evident, or when directed by the Chief Warden;

- Determine the nature of the emergency and ensure the alarm has been raised by the operation of the fire alarm.
- Evacuate personnel from immediate danger area to a safe location.
- Co-ordinate attack on Fire (if safe to do so).
- Communicate with Chief Warden giving details of;
 - a) present situation
 - b) whether evacuation is warranted.
- If evacuation is required, check all areas including offices, toilets, and other areas. Closing all doors after check.
- Before leaving area report evacuation complete to Chief Warden, then proceed to assembly area.

(OTHER THAN AFFECTED AREA)

When notified of an emergency in the building the Floor Warden of a non-affected area will don Yellow Helmet and:

- Proceed immediately to Wardens' Intercommunication Point and await instructions from the Chief Warden and then;
- Prepare all personnel for evacuation by assembling at designated Floor Assembly Area;
- Check all areas including offices, toilets etc. Closing all doors after check.;
- Before leaving area report evacuation complete to Chief Warden then proceed to assembly area;

WARDENS DUTIES (RED HELMETS)

Wardens will be appointed for each floor to carry out the emergency evacuation procedures for their floor, generally, as directed by the Floor Warden.

WARDEN DUTIES

On the *Alert tone* sounding don Red Helmet report immediately to the Warden Intercommunication Point and await instructions from the Floor Warden.

Warden's duties may include:

Assuming control of the floor in the absence of the nominated Floor Warden.

- Stopping occupants from evacuating prematurely.
- Operating communications equipment.
- When directed, notifying all occupants to proceed to the floor assemble area in preparation for evacuation.
- When directed, guiding occupants down the emergency exit stairs to the assembly area.
- Assisting mobility impaired people.
- Operate Portable Fire Equipment (if safe to do so).
- Searching a floor or area to ensure nobody has been left behind.
- Searching a floor or area for suspicious articles (Bomb Threat Procedures.)
- Ensuring **lifts are not used** during the evacuation.
- If directed, meet emergency services on arrival at their floor.
- Wardens will be appointed to guide groups of occupants down the emergency exit stairs and, if instructed conduct a head count of occupants leaving the floor.

During an evacuation, wardens should be prepared to:

- Wait until the emergency exit stairs are clear before entering, If congested, wait for a few moments and check again.
- Lead the occupants down the stairs, preventing running or lagging behind.
- Provide assistance to any occupant falling or tripping.
- Ensure noise level is kept to a minimum.
- Allow room for Emergency Service Personnel who may also be using the emergency exit stairs.
- Prevent any person from re-entering the floor or building, unless authorised by the Chief Warden or Officer-in-Charge of the Emergency Services.
- Disallow substances such as food, drinks or lighted cigarettes, which could create a hazard, from being taken into emergency exit stairs.
- Permit only non-bulky personal items, such as purses, wallets or handbags, to be carried into the emergency exit stairs.

MOBILITY IMPAIRED PERSONS

A mobility-impaired person is a person with physical, mental or sensory impairment, either temporary or permanent, who require assistance during an emergency.

The mobility-impaired person should be guided to the Warden Intercommunication Point, handed over to the attending Warden and the Chief Warden notified. The Chief Warden will arrange the evacuate with the responding Emergency Services.

When all occupants have been evacuated, the mobility-impaired person may be placed on the landing in the emergency exit stairs with a Warden, or a responsible person, to provide comfort and reassurance. They will be rescued by the attending emergency services.

ON A NON AFFECTED FLOOR

On the sounding of the ALERT ALARM, mobility impaired employees and visitors, should be advised of the alarm and then guided to the Warden Intercommunication Point, handed over to the attending Warden. The Chief Warden is to be notified.

When all occupants have been evacuated, the mobility-impaired person may be placed on the landing in the emergency exit stairs with a Warden, or a responsible person, to provide comfort and reassurance. They will be rescued by the attending emergency services.

CAR PARK ATTENDANT

The car park attendant, under the direction of the Chief Warden or Deputy Chief Warden, shall control any emergency or evacuation that occurs in the car park.

On receipt of advice of any emergency, the car park attendant on the car-parking floor where emergency occurs is to :

- Instruct suitable-personnel, if available and safe to do so, to operate fire extinguishers or hose reels and other people to stand clear.
- Advise Chief Warden (if not already done so) and take charge of immediate situation,
- Control the movement of vehicles under the direction of the Chief Warden and/or Fire Brigade.
- Evacuate all people from the car park at the direction of the Chief Warden.

Movement of Vehicles

The evacuation of vehicles from the building may be undertaken after the evacuation of personnel, subject to the consent of the Chief Warden and the Officer in Charge of Police.

The movement of vehicles in and out of the building during an emergency will vary according to the type of seriousness of the emergency. However, until the type of emergency is established, there should be no movement of vehicles in or out of the car park.

The Chief Warden will advise what movement of vehicles may be permitted.

Car Park

During a bomb threat, a search may be undertaken. If a device is found in the car park or a threat indicates a device has been left in a car park, the Chief Warden should:

- Ensure Police are notified and other Emergency services if required.
- Ensure vehicle and pedestrian access is restricted to the responding Emergency Services.
- If necessary, commence evacuation of the Building.
- Until advised by appropriate Emergency Service, no vehicle or persons can re-enter the car park.

NOTE: In a bomb threat situation, **DO NOT** use mobile phones or two-way radios.

SWITCHBOARD OPERATOR INSTRUCTIONS

Do not panic. Keep the caller on the line as long as possible and record the person's comments word by word.

The recipient of a Bomb Threat call must leave the telephone off the hook, go to another telephone service and contact the West Australian Police on 9222 1111, report the threat and request the call to be traced. 'DO NOT REPLACE THE RECEIVER UNTIL REQUESTED BY THE DUTY INSPECTOR, POLICE OPERATIONS.

- Advise the Floor Warden, Chief Warden and Manager of the call and what the caller said, along with what actions were implemented.
- Obtain and complete a Bomb Threat Call Checklist Form.
- Wait until directed by the Chief Warden to leave.
- At this stage, care should be taken to avoid undue publicity of the threat. This is to reduce panic or confusion from an unidentified hazard.

Attempt to determine the following:

- ⇒ Where is the bomb?
- ⇒ When will it go off?
- ⇒ Why was the bomb placed in this building?
- ⇒ What does it look like?
- ⇒ How can it be set off?
- ⇒ What is your name?

Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex and location of the caller.

NOTE: A copy of the **Bomb Threat Checklist Form** is contained in Section 5 (attachments) of this manual.



LIFTS

Lifts are powered directly from the main switch rooms.

Lifts will function between floors in the normal manner should an "alert" condition occur.

Business Hours

Upon an emergency alarm being activated during business hours, the Chief Warden will call the lifts to the ground floor.

Occupants in the lifts at the time of emergency will proceed to the Ground Floor where the lifts will be immobilised and then proceed to the Assembly Area.

Lifts **are not** to be used for evacuation during an emergency.

Within each lift is a telephone to automatically call for assistance in an emergency.

After Hours

The lifts will not automatically go to the ground floor. It is therefore paramount that the lifts **are not used** after hours when the ALERT OR EVACUATION ALARMS are operating.

ALL CLEAR DECISION

The Chief Warden will be advised when the building is safe to enter by the relevant Emergency Services depending on the extent and type of emergency.

Return to the Building

Occupants gathered at their assembly area will be advised to return to the building by the Chief Warden or his or her representative.

The main entrances will be used for the return to the building.

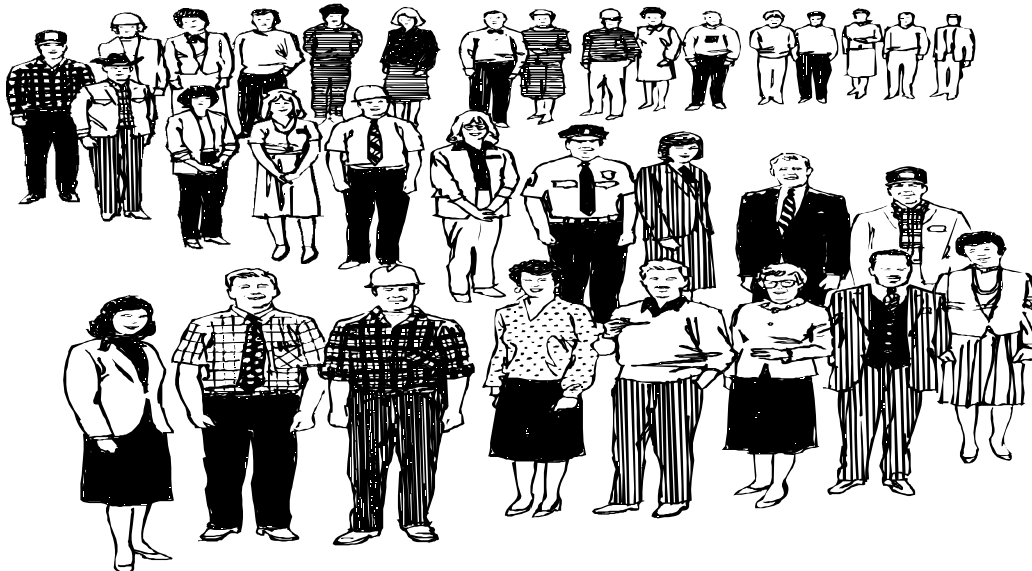
Lifts can be used for the return of occupants to work areas.

Emergency Services

Any emergency arising within the building will be attended by the appropriate Emergency Service.

In most emergencies, there will be a least three emergency services involved:

- Police
- Fire Brigade
- Ambulance Service



FIRE RELATED EMERGENCIES

FIRE PROCEDURES FOR WARDENS

Upon the outbreak of fire or the presence of smoke being reported to you, immediately take the following action:

1. Ensure someone has notified the Fire Brigade and Chief Warden. If this has not been done, direct a staff member to do so.
2. Investigate the fire/smell of smoke and assess as :
 - Minor fire (initially evacuation not required)
 - Major fire (immediate evacuation).

IF IN DOUBT, COMMENCE EVACUATION!

MINOR FIRE

A fire is deemed to be “minor fire” if:

- The building sprinkler system is not operating.
- The fire is not severe or the smoke widespread.
- It is considered safe to commence fire fighting actions, and
- No life threatening conditions prevail.

MAJOR FIRE

Commence evacuation of floor and notify the Chief Warden accordingly.

OUTSIDE NORMAL WORKING HOURS

If the ALERT ALARM or EVACUATION ALARM sounds outside normal working hours, staff working in the building are to immediately leave their floor and exit the building via emergency exit stairs.

NOTE: **Do not** use the Lifts during an Alert or an Evacuation Alarm



KITCHENS AND FOOD PREPARATION AREAS

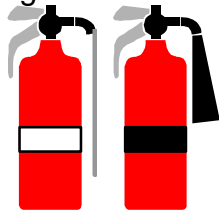
Kitchen areas are high-risk areas as heat/flame used in food preparation can cause fire. Special considerations are necessary:

- All areas must be kept clean and grease free.
- Oils/Spirits/Fats must be stored away from a possible ignition source.
- All kitchen staff must be aware of location and operation of alarm/extinguishers, including fire blankets.

OVEN FIRE

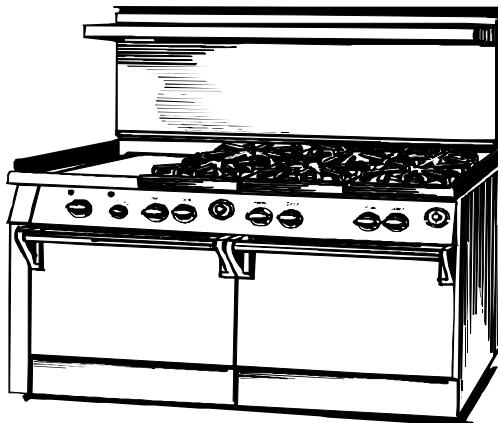
To extinguish an oven fire:

- Raise alarm.
- Ensure the door is closed.
- Turn off power (if safe to do so).
- Obtain a CO₂ or Dry Powder Extinguisher.



For oven with pull down door:

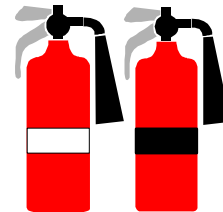
- Stay at side of oven, open door, extinguish, and shut door.
- For oven with side opening door:
- Keep below top of door, open door, extinguish, and shut door.



RANGE TOP FIRE

To extinguish a range top fire:

- Raise alarm.
- Turn off power, (if safe to do so).
- Obtain a CO₂ or Dry Powder Extinguisher.
- Approach fire-discharging extinguisher.

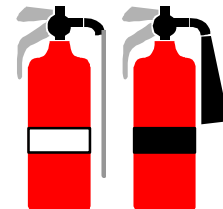


DEEP FAT FRYER FIRES

(WET CHEMICAL type portable fire extinguisher are the most suitable)

To extinguish a Deep Fat Fryer Fire:

- Raise alarm.
- Turn off power, if safe to do so.
- Slide close fitting metal lid over the vat.
- If available, operate a CO₂ or Dry Powder Extinguisher.



CAUTION: do not use a hose reel or water extinguisher. When operating extinguishers on deep fat fryer fires, initially stand well back.

Refer to Wardens duties on page 19.

FIGHTING FIRE WITH PORTABLE FIRE EXTINGUISHERS

1. Be Sure You Know How To Use The Extinguisher.
2. If In Doubt, Read the Instructions.
 - Do not panic.
 - Remain calm and think.
 - Warn everybody on the floor.
 - Ensure someone has alerted the Fire Brigade.
 - Instruct someone to advise the Chief Warden.
 - Determine type of fire and exact location.
 - Select right type of extinguisher.
 - Have another person back you up with another extinguisher.
 - Where possible, keep the doorway at your back or behind you.
 - Keep low to avoid smoke.
 - Do not get too close to the fire.
 - Direct extinguishing agent at seat of the fire NOT at the smoke.

GENERAL GUIDELINES FOR USE OF HOSE REELS

Each floor is serviced by a fire hose reel situated within the cabinet that is marked (*Fire Equipment*).

In addition, each floor is serviced by a fire hydrant. These are for fire brigade use only.

TO OPERATE

- Do not use on electrical fires.
- Open tap, remove hose and pull towards fire. Open nozzle and direct spray to centre of fire.

Whenever possible two people should be used to run out a hose reel, one to run out the hose and one to ensure hose runs off reel freely and is not caught around doors or corners.

Remember to turn on the water supply at the reel before running out the hose. The water is capable of being turned “on and off” at the nozzle.

FIRE AND SAFETY PRECAUTIONS

Prevention of fire is as important as the development of efficient means of fighting it, and to this end the Wardens, and all occupants, should be acutely aware of the need to avoid dangerous practices and the danger to life and property in the event of fire getting out of control.

Wardens should be encouraged to take note of, and bring to the attention of the Chief Warden or person in charge of their floor:

- Any accumulation of litter which may increase the danger of fire.
- Incorrect storage of flammable liquids.
- The placement of furniture, decoration, equipment or any other items that might impair access to the fire exits.
- Missing, defective or discharged fire extinguishers.
- Defective Public Address System or Warden Intercommunication Telephone.
- Emergency Exit doors are kept shut except during use. The self-closing mechanism is in operational order (the door should close automatically), and they are not held open by wedges etc.
- Passages are kept free from obstruction.
- Emergency exit stairs are kept clear at all times and not used for storage.
- The keeping of flammable liquids in office floors should be permitted only in special circumstances and only in minimal quantities.

All occupants should be encouraged to observe the greatest care in the use of matches, portable heaters, electrical appliances and other possible sources of ignition. Their immediate surroundings should be kept neat and tidy.

**PUT OUT
THE WORD ON
FIRE
*PREVENTION***

BOMB THREAT PROCEDURES

ON RECEIPT OF THREAT

- Remain Calm.
- Obtain as much information as possible, and record.
- Notify the Chief Warden, Floor Warden, Manager and Police.
- Complete Bomb threat Report. A copy is contained in Section 5 (attachments) of this manual.

THE SEARCH

Search public areas first, including emergency exit stairs, lift lobbies, reception areas, waiting rooms and hose reel cupboards.

Remember - you are looking for something that does not belong where it is.

If you find anything suspicious-**DON'T TOUCH IT DON'T MOVE IT!** Notify your Floor Warden.

EVACUATION

Evacuate after the threat has been evaluated, and evacuation has been decided upon. Take all personal belongings and **DO NOT USE THE LIFTS.**

PROCEDURES WHEN A BOMB THREAT IS RECEIVED

Switchboard operators/receptionists, or anyone answering outside calls, on receiving a bomb threat should observe the following:

- Keep calm.
- Keep the caller on the line as long as possible (**DO NOT HANG UP**).
- Use the bomb threat checklist provided or write down information obtained.
- Obtain as much detail as possible about the bomb and its location.
- Listen carefully for any background noises, speech mannerisms, accents etc, that might give a clue to the age, sex and location of the caller.
- Do not discuss the call with other occupants of the floor.
- Immediately after the bomb threat, contact the Chief Warden Floor Warden, Manager and notify the police.
- Complete the bomb threat report form and hand the bomb threat check list and the report form to the Chief Warden, Floor Warden, Manager, or, in their absence, the Police on their arrival.

THE SEARCH

Floor Wardens could be asked to organise their Wardens to search a designated area of their floor. The following information is provided for general guidance of Wardens:

- Assemble and brief the Wardens fully.
- Keep your Warden Intercommunication Telephone manned at all times.
- To avoid irrational behaviour, helmets should not be worn during the search.

Begin the search in those areas which are accessible to the public, i.e. emergency exit stairs, lift foyer, waiting rooms, reception areas, rest rooms, canteens, kitchens, toilets, hose reel cupboards, etc, then search within remaining tenancy floors. Ground or Lower Floor personnel should search all lifts.

NOTE: Remember you are looking for something that doesn't belong and does not fit into the surroundings. If you find anything that arouses your suspicion:

DO NOT TOUCH IT!

DO NOT MOVE IT!

Report the suspicious object immediately to the Chief Warden/Police and immediately evacuate personnel from the floor.

Follow all instructions from the Chief Warden and/or Police.

If a floor evacuation or general evacuation is ordered you will proceed in the same manner as for a fire evacuation, and in addition, personnel should take personal belongings, briefcase, bags, purses, etc. with them.

BOMB THREAT (AFTER HOURS)

Should a bomb threat be received outside normal working hours, the recipient should report the matter to the police.

- Alert other tenants occupying the floor, evacuate using the fire stair.
- Do not re-enter until advised by police it is safe to do so.
- There is a manual Breakglass Unit located in the Fire Equipment Cupboards immediate Fire Alarm activation.

Refer to warden's duties on page 23.

EARTHQUAKE EMERGENCY PROCEDURES

Generally, the SAFEST PLACE to be is in the OPEN - away from buildings. However, if you are in a building when the earthquake strikes, you should NOT attempt to run from the building. Outside the building, you may be met with falling debris and power lines. It is much safer for you to remain in the building.

STATE EMERGENCY SERVICE guidelines for earthquakes are as follows:

- Remain calm.
- Move away from windows and outside walls.
- Do not use lifts.
- Keep away from mirrors, light fittings, bookcases and other furniture which may fall or slide.
- If possible, take cover under a desk from falling debris or move to an internal corner of a room, sit down and protect your face and hands.

REMEMBER: DO NOT ATTEMPT TO RUN FROM THE BUILDING.

Once the tremor has stopped, look around for injured persons and reassure others in your area.

The Building Emergency Control Organisation should be called into action by the Chief Warden or his or her Deputies, as soon as possible after the earthquake.

The duties of this Organisation will include:

- Assessing injured personnel and the damage to property.
- Ensuring First Aid is given to those injured.
- Notification of the relevant authorities.
- Shutdown of electrical power to appliances, if safe to do so.
- Initiating controlled evacuation through Floor Wardens and Wardens.
- It is important the Floor Wardens account for all personnel normally occupying their floor. Members of the public, in the building at the time of the earthquake, must be located and assisted.



CIVIL DISORDER AND ILLEGAL OCCUPANCY

GUIDELINES

public demonstrations which could threaten the security of a building. In all instances,

RESPONSIBILITIES

Building Management, Tenant Managers and the Building's Emergency Control
-ordinate the response to an incident until the arrival of
police to whom they should provide as much assistance as required. As soon as the
Chief Warden, Property Manager or Tenant Manager is aware of a civil disorder
taken.

Tenant Managers; to initiate the following actions:

Restrict entry to the building.

-
- Restrict contact between demonstrators and building occupants.
-
- Offices should be locked, cash, valuables and files secured. Windows, blinds and curtains should be closed and staff directed not to agitate the

Refer to Wardens duties

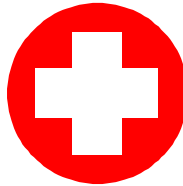


MEDICAL EMERGENCY

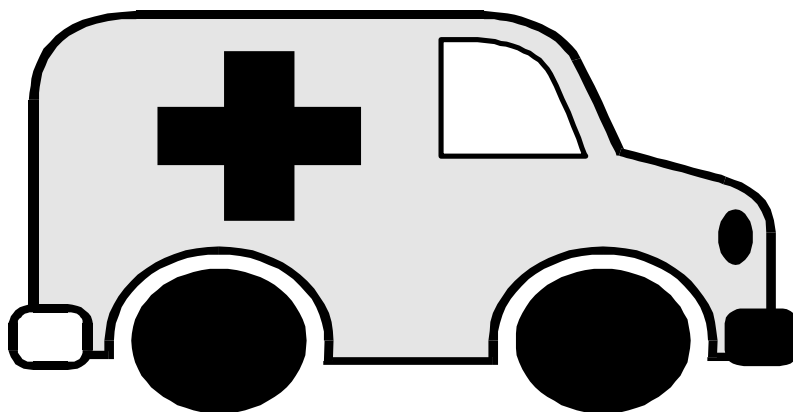
GENERAL

The possibility of a medical emergency has to be considered during the course of a normal working day. Although not directly related to the operation of the building, management and staff must be prepared to take appropriate steps to assist the ill or injured.

If any person is made aware of a medical emergency, they should:



- Dial 000 and advise Ambulance of details of the injured person. Providing the following information:
 - ⇒ Address:
 - ⇒ Nearest Cross Street:
 - ⇒ Floor Number:
 - ⇒ Dispatch a trained first aider to the scene, if available. Based on their training, the first aider should render assistance to the injured and make them comfortable.
 - ⇒ If the injury has resulted from a fall. DO NOT move the person and where possible do not leave them unattended.
 - ⇒ The first aider will remain with the injured person until despatched from the site by the ambulance or such other time as deemed necessary.



-UP

GENERAL

experience in today's society. As banks, credit unions and other institutions are becoming less of a target due to the presence of being targeted.

cash and valuables are secured and kept to a minimum workable level.

Employees who may be subjected to such an incident should be given instruction to ensure their safety.

If you are confronted by an armed intruder:

Obey their instructions.

-
- Do not take any action to excite the intruder.
-
- Try to make a mental note of the description, clothing, speech, scars or other markings.

DO NOT GIVE CHASE

- Dial 000 and provide the Police with the details of the incident. Providing
- Your Name:
Address:
•
- Floor Number:

Manager.

BUILDING DAMAGE

Generally, buildings in Australia can withstand a certain amount of damage without placing their occupants at risk. Recent experience however, has shown that although rare, there is a remote possibility of building failure due to unexpected forces such as earthquake. Other possible causes of failure may be explosion, internal failure and collision.

When Damage Occurs:

- Take immediate refuge under desk or benches, under door frames, etc.
- Do not use lifts.
- Stay clear of filing cabinets, shelves and bookcases etc.
- Maintain refuge until structural safety checks are completed.
- DO NOT SMOKE, USE MATCHES OR LIGHTERS.

Chief Wardens Duties:

- Notify emergency services.
- Contact and organise Wardens and Security staff to carry out an injury/building safety checks and to report back.
- Organise for any main gas supply to be isolated.
- When safe to do so, commence evacuation ensuring that:

Floor Warden Duties:

- When safe to do so, make contact with Chief Warden.
- Organise assessment of injury and damage on your floor.
- Transmit damage report to Chief Warden and be prepared to commence evacuation.
- Commence evacuation when directed.

Wardens Duties:

- When safe to do so, make contact with Floor Warden.
- Assist with injury and damage assessment.
- When safe to do so, organise people to allocated exit route and assist with evacuation
- when ordered to.
- Assist people to assembly areas.

CHEMICAL LEAK

GENERAL

Modern society uses a wide range of chemical substances ranging from safe, non-toxic mixtures through to highly toxic and very unstable substances, which could, if leaked, cause disruption and injury.

All chemicals should be recorded and Material Safety Data Sheets held for all substances. Supporting this, tenants must ensure that the labelling, handling, storage, transport and use of chemical is adequate.

If a chemical leak occurs, the Chief Warden should:

- Proceed immediately to scene of leak.
- Establish scope of emergency and whether safe containment will be speedily achieved.
- If in doubt, commence evacuation.
- Ensure Fire Brigade are notified and ambulance if required.
- Ensure injured are removed to a place of safety and no one is exposed to further risk of injury.
- Notify Floor Wardens of situation.
- If necessary, instruct Floor Wardens to implement evacuation.

GAS LEAK AND/OR AIR CONDITIONING CONTAMINATION

General

Air conditioning in a high rise building is achieved by heating or cooling some of the recycled air from within the building, supplemented as required by the intake of some fresh air from outside the building.

As much of the air can be recycled, it will be appreciated that any air contamination on one floor level will readily be circulated to all floor levels through the air conditioning system.

In the event of a fire, the operation of either the smoke detectors or sprinkler system will automatically switch the air conditioning system over to the fire mode. In this mode, the system either switches over to exhaust and thereby helps remove the smoke to the outside atmosphere or switches off the smoke spill system operates.

Procedure

In the event of a gas leak, the Chief Warden will:

- Notify the Building Engineer to turn off main gas supply and then proceed immediately to Emergency Control Room to coordinate the emergency.
- Establish scope of emergency and whether safe containment will be speedily achieved. If in doubt, commence evacuation.
- Ensure injured are removed to a place of safety and no one is exposed to further risk of injury.
- Notify Floor Wardens of situation, ensure they are prepared for possible evacuation.
- Ensure Emergency Services and Gas Company are notified and ambulance if required.
- If necessary, instruct Floor Wardens to implement evacuation.

NOTE: Highlight the need for no naked lights, eg. No Smoking or Maintenance (welding etc.).

BOMB THREAT CHECK LIST

<p>BOMB THREAT CHECK LIST QUESTIONS TO ASK</p> <p>1. When is the bomb going to explode?</p> <hr/> <p>2. Where did you put the bomb?</p> <hr/> <p>3. When did you put it there?</p> <hr/> <p>4. What does the bomb look like?</p> <hr/> <p>5. What kind of bomb is it?</p> <hr/> <p>6. what will make the bomb explode?</p> <hr/> <p>7. Did you place the bomb?</p> <hr/> <p>8. Why did you place the bomb?</p> <hr/> <p>9. What is your name?</p> <hr/> <p>10. Where are you?</p> <hr/> <p>11. What is your address?</p> <hr/> <p><i>EXACT WORDING OF THREAT:</i></p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <p>ACTION</p> <p>Report call immediately to:</p> <p>Phone Number:</p> <hr/> <p>REMEMBER KEEP CALM DON'T HANG UP</p> <hr/> <p>BOMB THREAT</p> <hr/>	<p>DESCRIBE CALLERS VOICE</p> <hr/> <p>Accent (specify)</p> <p>Any impediment (specify):</p> <p>Voice (loud, soft, etc):</p> <p>Speech (fast, slow, etc):</p> <p>Diction (clear, muffled):</p> <p>Manner (calm, emotional, etc):</p> <p>Did you recognise the voice?</p> <p>If so, who do you think it was?</p> <p>Was the caller familiar with the area?</p> <hr/> <p>THREAT LANGUAGE</p> <hr/> <p>Well Spoken:</p> <p>Incoherent:</p> <p>Irrational:</p> <p>Taped:</p> <p>Message read by Caller:</p> <p>Abusive:</p> <p>Other:</p> <hr/> <p>BACKGROUND LANGUAGE</p> <hr/> <p>Street/house noises:</p> <p>Aircraft:</p> <p>Voices/music:</p> <p>Local/long distance call:</p> <p>Machinery:</p> <p>Other:</p> <hr/> <p>OTHER</p> <hr/> <p>Sex of caller:</p> <p>Estimated Age:</p> <hr/> <p>CALL TAKEN</p> <hr/> <p>Date: / / Time:</p> <p>Duration of call:</p> <p>Number called:</p> <hr/> <p>RECIPIENT</p> <hr/> <p>Name (print):</p> <p>Telephone N^o:</p> <p>Signature:</p>
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EVACUATION CHECKLIST

TIME:	<input type="text"/>	DATE	<input type="text"/>
NATURE OF EMERGENCY			
FIRE LOCATION:	<input type="text"/>		
BOMB THREAT:	<input type="text"/>		
OTHER:	<input type="text"/>		
EMERGENCY SERVICES INFORMED <small>(Station notified, Time called and Time arrived)</small>			
FIRE BRIGADE:	<input type="text"/>		
POLICE:	<input type="text"/>		
AMBULANCE:	<input type="text"/>		
HOSPITAL:	<input type="text"/>		
COMMENTS:	<input type="text"/>		
SIGNATURE: <small>(Print Name & Title)</small>	<input type="text"/>		