

Emergency Preparedness Procedure

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1. Purpose

The purpose of this procedure is to ensure compliance with legislative requirement and AS3745 to ensure all workers, contractors and visitors are able to respond to the emergency in an appropriate, timely and safe manner.

2. Scope

This procedure applies to any workplace with ANC employees where emergencies can occur and includes actions and responsibilities expected of all workers, contracts and visitors.

3. Definitions

Building, Structure and Workplace

Occupied by people such as Offices, Warehouse and any structure which houses people for business purposes.

Emergency

Any event that arises internally or from external sources which may adversely affect persons, the community, the environment or property and which requires an immediate response.

ECO

Emergency Control Organisation – a structured organisation that will initiate an appropriate response to emergency situations.

- Chief Warden
- Deputy Chief Warden
- Area Wardens

4. Responsibilities

Chief Warden (white head-dress)

- Ascertains the natures of the emergency and determines appropriate action
- Ensures that appropriate emergency service has been notified
- Ensures that Area Wardens are advised of the situation
- Initiate evacuation and controls entry to the affected areas
- Liaises with emergency services personnel upon arrival as to the type of emergency, scope and location and status
- Directs assistance for any medical emergency

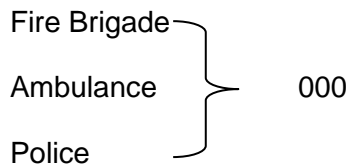
Wardens (Red head-dress)

- Implements emergency response procedures for their area
 - Checks that the appropriate emergency service has been notified
 - Commence evacuation if the circumstances warrant
 - Communicates with the Chief Warden and act on instructions
 - Enlist person as required to assist during emergency
- Checks that all persons have been safely evacuated and all fire doors are properly closed

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Emergency Phone Numbers:



Refer to your states Emergency plan for your state's relevant emergency contact details located on your site safety notice board

5. Types of Emergencies

5.1 Internal Site Emergencies

Fire/Smoke

If you discover a fire remember RACE:

- **R**emove or rescue anyone in immediate danger.
- **A**lert.
 - People in the immediate area.
 - Wardens.
 - Emergency Services "000". (Fire Brigade, Police, Ambulance) Provide details.
- **C**ontain the Fire? Only if safe to do so!
- **E**vacuate – Follow instructions from Wardens.

Fire Safety

- Do not place yourself or others in danger
- Ask any visitors to stay with you
- Know where the nearest fire exits are located
- Know the evacuation procedure
- Close doors and windows if safe to do so to stop the spread of fire
- Only gather small personal items such as Mobile, Wallet, Keys etc
- Know the location of a fire extinguisher to use in the event of a fire
- If trained to fight the fire, attempt to put it out, if safe to do so
- Follow the direction of the Warden in your area
- Proceed to the Assembly Area
- Return to work area only when advised by Chief Warden that it is safe

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Bomb Threat

Bomb threats may be in one of the following forms:

1. Written threat
2. Telephone threat
3. Doubtful or Suspect Article

If a bomb threat is received in writing:

- Immediately report the bomb threat to the Chief Warden. **DO NOT** activate the fire alarm or emergency evacuation system unless instructed to by the Police.
- Should be kept including any envelope or container
- Once recognised as a bomb threat further unnecessary handling should be avoided
- Stay in your immediate environment and prevent others from entering the area.
- Get someone to call 000
- Take further advise from Police

If you find an unusual package/object:

- Immediately report the bomb threat to the Chief Warden. **DO NOT** activate the fire alarm or emergency evacuation system unless instructed to by the Police.
- Do not touch it
- Gather information on the package
- Evacuate the immediate area
- Call 000
- Take further advise from Police

If you receive a phone call of a bomb threat:

- Keep the caller talking
- Get someone nearby to notify supervisor or nearest Warden
- Ask set of questions which form part of the bomb threat checklist (Provided by a Warden)
- Try to ascertain age, accent, calm, male/female, use of language
- Write down any information that is given

Extreme Weather

- Seek information: Radio, Bureau of Meteorology www.bom.gov.au
- Stay away from windows
- Park your car under secure cover and away from trees
- If outside, seek secure cover away from trees
- **DO NOT** walk, ride or drive through any flood water
- Stay away from fallen trees and power lines
- If you need help from the SES, call **132 500**

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- For life-threatening emergencies, call 000

5.2 External On-Road Emergencies

Examples;

- Vehicle Accident/Rollover
- Major Chemical Spill
- Major Load Restraint Failure
- Extreme Weather (floods, heat)
- Break Down in Remote Location

Actions;

- Confirm wellbeing of people
- Call emergency services or specialist advice for spills
- Assess the situation, put controls in place to minimise further impact
- Preserve scene
- Communicate internally to ANC- Executive Team/State Manager/Account manager/Client
- Send clean-up/recovery assistance if required
- Gather evidence- photos
- Notify regulator- WorkSafe, EPA etc.
- Investigate

5.3 Major Medical Emergency (e.g. fatality)

- Call for help/notify supervisor
- Check for danger
- Render assistance if trained in first aid
- Response, touch and talk
- Airway breathing, stable side position
- Circulation, pulse in neck
- Unconscious person: leave on their side, ensure airways is clear and, call an ambulance
- Disorientated person after a fall, ascertain if they are in pain. If they are not moving, but conscious, assess the situation to decide if an ambulance is required
- Minor injury, assess and manage within limitations
- If you are not sure, call an ambulance
- Document all incidents

When calling an ambulance, provide details about:

- Time and location of incident
- Condition of patient, what happened
- Identity, age and known medical conditions of patient (if possible)
- Location of patient
- Name of supervisor/caller
- Other information as requested

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- Time ambulance contacted
- Regulator Notification if required

6 Emergency Control Organisation (ECO)

At any site with an Emergency Evacuation Plan there will be an ECO that will be responsible for planning and carrying out emergency drills within that specific site. The ECO will also action any issue identified as a result of the drills. The EPC will include the following personnel:

- Chief Wardens
- Wardens
- Emergency Service Liaison Officer- Chief Warden
- Health and Safety Officer

7 Emergency Drill Training Schedule

The ECO must be adequately trained in emergency procedures. ANC uses a third party (ALSCO) to ensure there is adequate information, training and instruction for the ECO. Training may include practising evacuations, identifying assembly points, location of emergency equipment, first aid arrangements and how to use emergency equipment such as fire extinguishers.

A national Emergency Response Training and Drill Schedule is located on the Safety SharePoint and is monitored by the Safety Team. All records of training and evacuation drill reports is also filed on the Safety SharePoint.

8 Emergency Control Equipment

- Fire and smoke alarms
- Fire extinguishers, fire blankets, hose reels, hydrants, sprinkler system
- Spill kits
- Fire/smoke doors
- First aid kits
- Emergency lighting

9 Post Incident Procedures

Following an emergency, the cause of the emergency and the corresponding emergency response procedure shall be reviewed by the ECO and the site safety officer. The corrective and preventative actions shall be identified and undertaken by following the Incident Reporting and Investigation Procedures.

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10 Bella Vista

Wardens

| Title | Name |
|--------------|------------------|
| Chief Warden | Maria Harrison |
| Chief Warden | Nathan Dawe |
| Warden | Jennifer Norman |
| Warden | Brett Smith |
| Warden | Mark Robb |
| Warden | Paul Nguyen |
| Warden | Navin Navaratnam |

Site Map



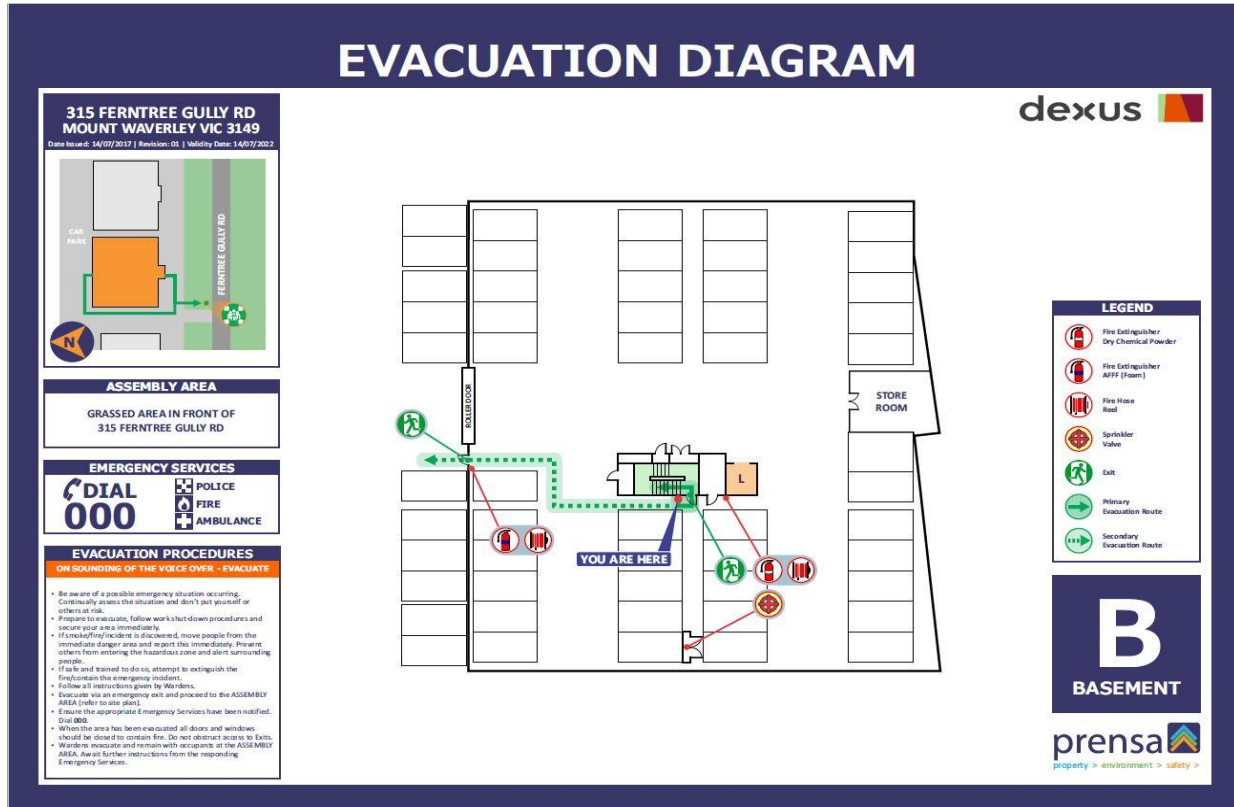
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11 Mt Waverley Wardens

| Title | Name |
|--------|----------------|
| Warden | Steve Magliaro |

Site Map



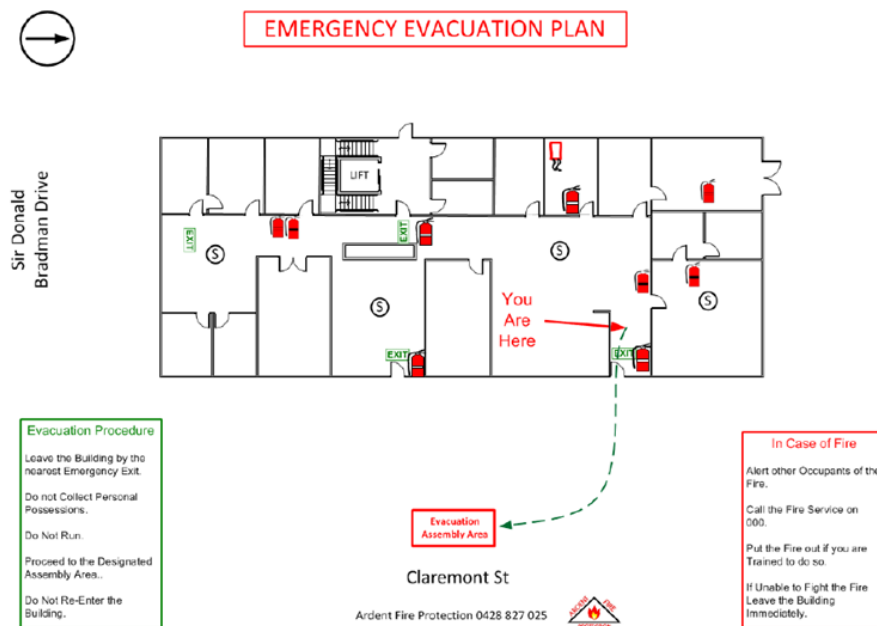
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12 Mile End Wardens

| Title | Name |
|--------------|------------------|
| Chief Warden | Paul Krahner |
| Chief Warden | Michael Aliferis |
| Warden | Josh Dickenson |
| Warden | Tyrone Cengarle |
| Warden | Chris Tanner |

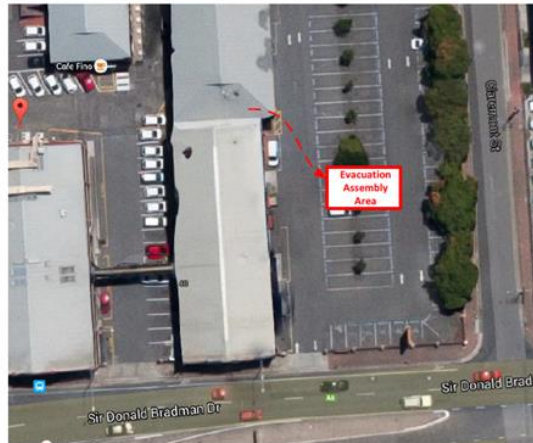
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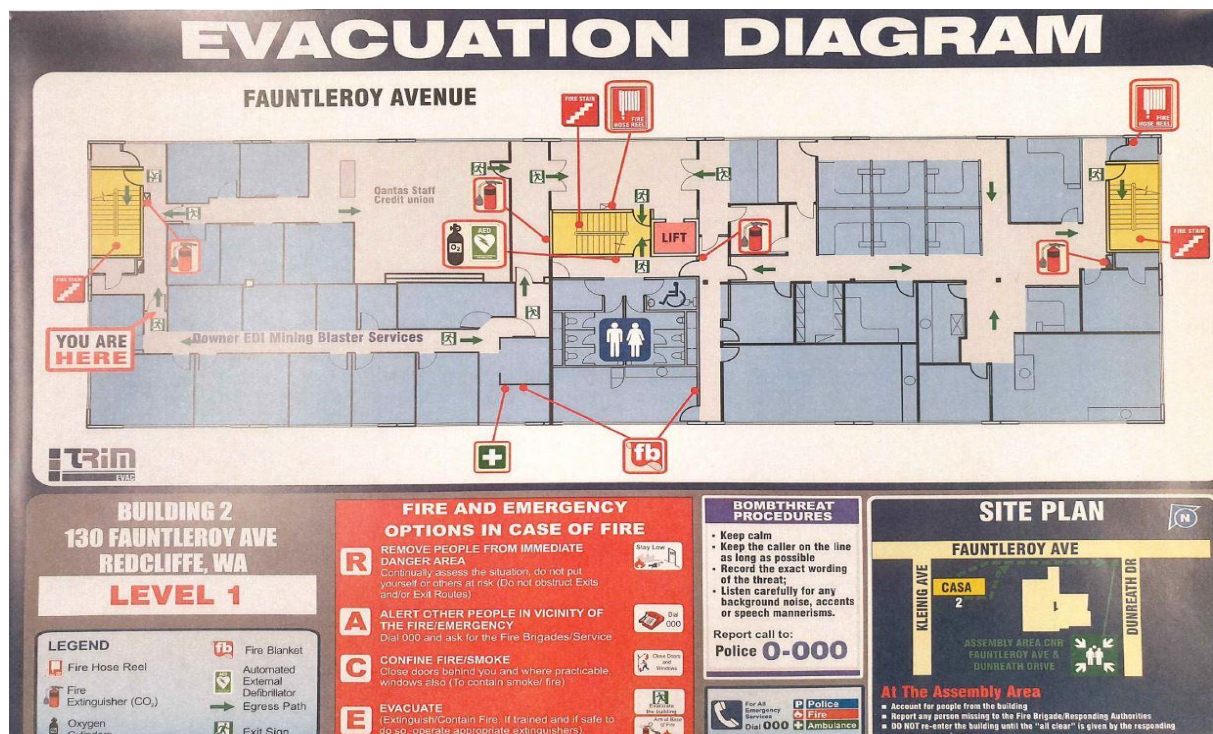
EMERGENCY ASSEMBLY AREAS



13 Redcliffe Wardens

| Title | Name |
|--------|------------|
| Warden | Kane Silvi |

Site Map



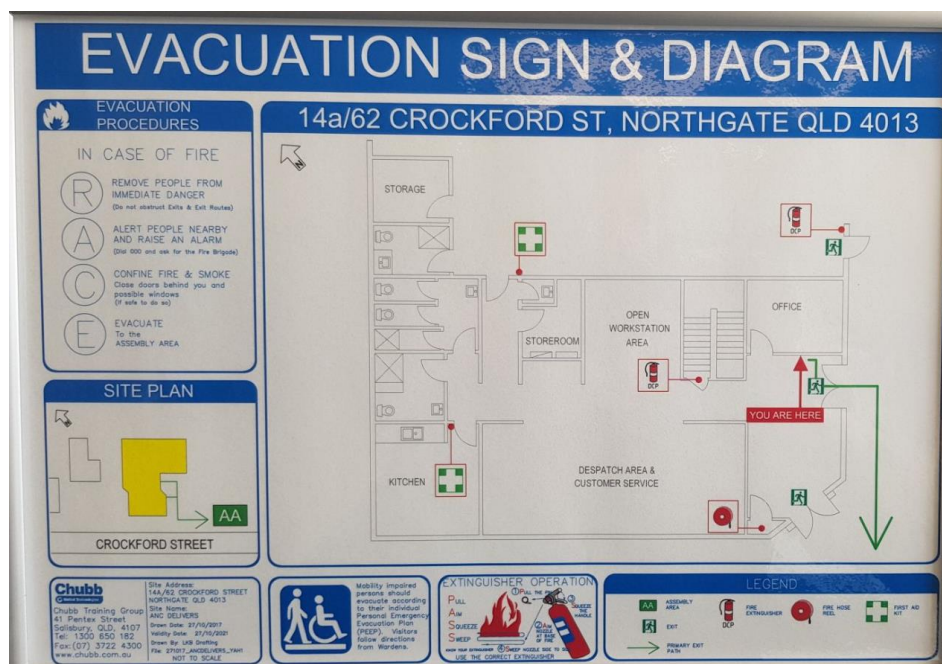
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14 Northgate Wardens

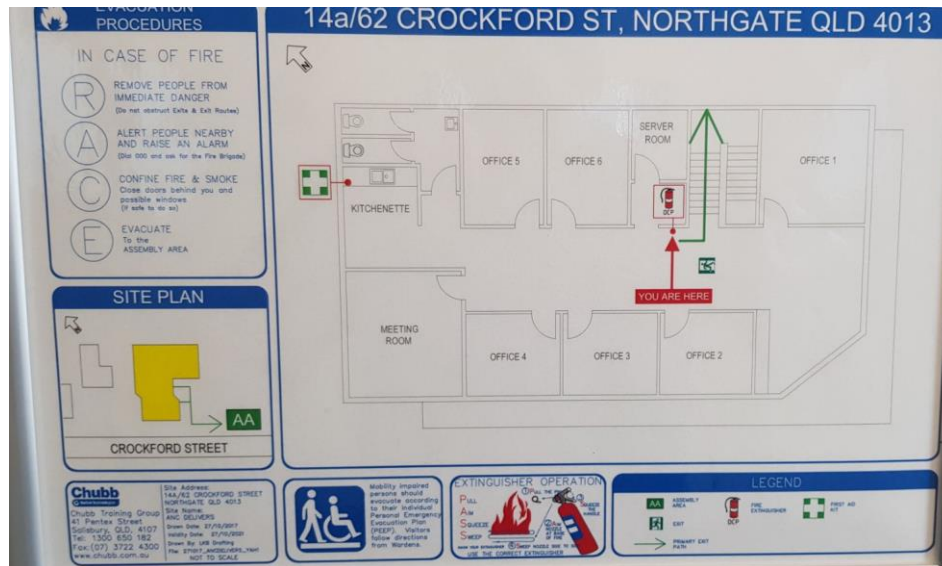
| Title | Name |
|--------------|-----------------|
| Chief Warden | Derek Simpson |
| Chief Warden | Sean Glasgow |
| Warden | Allison Leitner |
| Warden | Jodi Abraham |
| Warden | Trevor Harris |

Site Map



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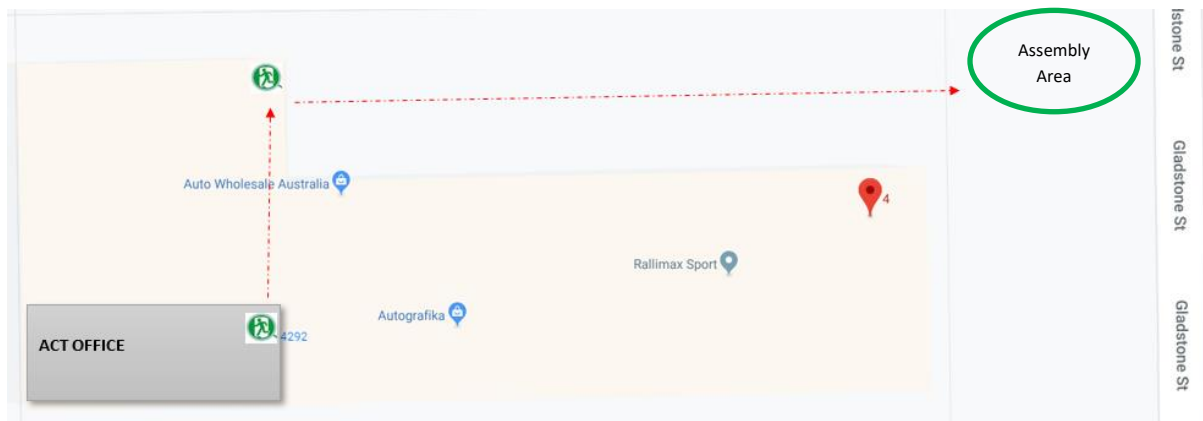
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15 Fyshwick ACT Wardens

| 16 Title | Name |
|----------|-----------------|
| Warden | Justin McMillan |

Site Map



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17 Related Documents

- Work Health and Safety Policy
- Site Specific Evacuation Procedures
- Site Emergency Contact List
- Evacuation Drill Report
- First Aid Procedure
- Incident Management Procedure
- Spills & Leaks Procedure

18 References

- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- AS3745-2010 Planning for Emergencies in Facilities
- Safe Work Australia Code of Practice – First Aid in the Workplace
- Safe Work Australia Code of Practice – Managing the Work Environment and Facilities

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Appendix A - Bomb Threat Checklist

Remember – keep calm – don't hang up – keep caller talking for as long as possible

Questions to ask

1. When is the bomb going to explode?

2. Where did you put the bomb?

3. When did you put it there?

4. What kind of bomb is it?

5. What does the bomb look like?

6. What will make the bomb explode?

7. Why did you place the bomb?

8. Where are you?

9. What is your name?

10. What is your address?

Exact wording of threat

Information on caller

Sex _____ Age _____ Race _____

Length of call _____

Caller's voice

- | | | |
|--|-------------------------------------|----------------------------------|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Angry | <input type="checkbox"/> Excited |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Rapid | <input type="checkbox"/> Soft |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Laughing | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Distinct | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Intoxicated | <input type="checkbox"/> Stuttering | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Cracking voice | <input type="checkbox"/> Deep | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Disguised | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Deep breathing | <input type="checkbox"/> Familiar | <input type="checkbox"/> Raspy |

If the voice is familiar, who did it sound like?

Action on call

Number call received at: _____

Recipient : _____

Time _____ am/pm Date ____ / ____ / ____

Call reported to _____

Telephone No. _____ Date ____ / ____ / ____

Threat language

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Incoherent | <input type="checkbox"/> Speech type |
| <input type="checkbox"/> Taped message | <input type="checkbox"/> Irrational |
| <input type="checkbox"/> Abusive/foul | |
| <input type="checkbox"/> Message read by threat maker | |
| <input type="checkbox"/> Other | |

Background noises

- | | |
|--|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Animal noises |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Clear |
| <input type="checkbox"/> PA system | <input type="checkbox"/> Static |
| <input type="checkbox"/> Music | <input type="checkbox"/> House noises |
| <input type="checkbox"/> Motor noises | <input type="checkbox"/> Office machinery |
| <input type="checkbox"/> Public phone | <input type="checkbox"/> Local call |
| <input type="checkbox"/> STD call | <input type="checkbox"/> Aircraft |
| <input type="checkbox"/> Other | |

Remarks

Instructions

Report IMMEDIATELY to Chief Warden or Supervisor.

DO NOT discuss with other staff.

DO NOT return to the area until advised by the Chief Warden or Area Warden.

IMMEDIATELY after receipt of the call, please complete this form.

Name: _____

Position: _____

Telephone No. _____

Date: ____ / ____ / ____

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