1. Purpose
To outline what emergency response processes will take place in the event of an emergency situation.

2. Scope
This procedure applies to all workers at the Sacred Heart Precinct site at 841 Hunter St Newcastle West, of the Diocese of Maitland – Newcastle (DoMN). Updated on the 29th November 2016.

3. Definitions and Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competent Person</td>
<td>A person who has acquired the appropriate knowledge and skills to carry out a task through training, qualification or experience.</td>
</tr>
<tr>
<td>DoMN</td>
<td>Diocese of Maitland – Newcastle</td>
</tr>
<tr>
<td>Emergency</td>
<td>An event that arises from either internal and/or external sources, which may affect the safety of persons in a building or the community generally and requires immediate response by site personnel.</td>
</tr>
<tr>
<td>Emergency Control Organisation (ECO)</td>
<td>Personnel with designated roles in responding to an emergency i.e. Chief Warden, Area Warden, etc.</td>
</tr>
<tr>
<td>Emergency Plan</td>
<td>A site specific plan containing the emergency procedures for the site.</td>
</tr>
<tr>
<td>Emergency Planning Committee (EPC)</td>
<td>Personnel responsible for the development, implementation and maintenance of the emergency plan and response procedures and related training.</td>
</tr>
<tr>
<td>First Aid</td>
<td>The provision of emergency treatment and life support for people suffering injury or illness. It aims to preserve life, promote recovery and prevent the injury or illness becoming worse.</td>
</tr>
<tr>
<td>Warden</td>
<td>Responsible for an area or floor of their occupied building in which they evacuate all people present.</td>
</tr>
</tbody>
</table>

4. Responsibilities

<table>
<thead>
<tr>
<th>Position</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Managers</td>
<td>• Ensure an Emergency Planning Committee (EPC) and Emergency Control Organisation (ECO) is established for each DoMN site; and&lt;br&gt;• Provide adequate resources for the development and implementation of an Emergency Plan and provision of emergency and first aid facilities at each DoMN site.</td>
</tr>
<tr>
<td>Emergency Planning Committee (EPC)</td>
<td>• Establish, implement, communicate, maintain and review the Emergency Plan and procedures for DoMN premises;&lt;br&gt;• Test and review the Emergency Plan on a minimum annual basis to ensure ongoing effectiveness and update as required;&lt;br&gt;• Arrange training for Emergency Control Organisation (ECO) members (e.g. wardens) to enable them to undertake their duties effectively; and&lt;br&gt;• Ensure the appropriate provision of first aid facilities and trained first aid personnel (or access to trained personnel) at each DoMN site.</td>
</tr>
<tr>
<td>Emergency Control Organisation (ECO)</td>
<td>• Initiate overall control of any emergency situation;&lt;br&gt;• Undertake warden training at least annually;</td>
</tr>
</tbody>
</table>
- Organise and participate in evacuation exercises at least annually; and
- Following an emergency evacuation drill, conduct a full debriefing session;
- Ensure that an Incident Report is completed for the emergency; and
- Document and implement any action items identified during a drill.

**First Aiders**
- Undertake first aid training approved by DoMN;
- Provide first aid assistance in the event of an injury, illness or emergency; and
- Complete an Incident report form for the incident or injury and email it to WHS Incidents email.

**Workers**
- Raising the alarm and/or reporting an emergency or first aid situation to a Manager immediately;
- Following the instructions of wardens in the event of an emergency;
- Participation in emergency evacuation drills on a minimum annual basis.

### 5. Emergency Contact Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Brigade</td>
<td>000</td>
</tr>
<tr>
<td>Police</td>
<td>000</td>
</tr>
<tr>
<td>Ambulance</td>
<td></td>
</tr>
<tr>
<td>GSM mobile phone emergency</td>
<td>112</td>
</tr>
<tr>
<td>SMS emergency</td>
<td>106</td>
</tr>
<tr>
<td>National Security Hotline</td>
<td>1800 123 400</td>
</tr>
<tr>
<td>Leaking Gas (All Areas)</td>
<td>13 27 71</td>
</tr>
<tr>
<td>Poisons Information Hotline</td>
<td>13 11 26</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Provider</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>GAS PROVIDER</td>
<td>AGL 131 909</td>
</tr>
<tr>
<td>ELECTRICITY</td>
<td>AusGrid 131 388</td>
</tr>
<tr>
<td>WATER PROVIDER</td>
<td>Hunter Water 13 00 657 000</td>
</tr>
<tr>
<td>LIFT MAINTENANCE</td>
<td>OTIS 1 800 626 847 ( 4979 1000 )</td>
</tr>
<tr>
<td>AIR CONDITIONING</td>
<td>Snap Freeze 4968 9175</td>
</tr>
<tr>
<td>FIRE MAINTENANCE</td>
<td>Newcastle Fire Extinguisher 4957 4054</td>
</tr>
<tr>
<td>FIRE PANEL-SPRINKLERS</td>
<td>Form 1 0418 437 208</td>
</tr>
</tbody>
</table>
## 6. Building Profile

<table>
<thead>
<tr>
<th>FACILITY NAME</th>
<th>Cathedral House, Maitland-Newcastle Catholic Diocese</th>
</tr>
</thead>
<tbody>
<tr>
<td>FACILITY ADDRESS</td>
<td>841 Hunter St, Newcastle West NSW 2302</td>
</tr>
<tr>
<td>PROPERTY MANAGEMENT</td>
<td>6 Selma Street, Newcastle West NSW 2302</td>
</tr>
<tr>
<td>BUILDING DESCRIPTION</td>
<td></td>
</tr>
<tr>
<td>Type of building</td>
<td>Commercial</td>
</tr>
<tr>
<td>Number of Floors</td>
<td>3</td>
</tr>
<tr>
<td>Number of Tenants</td>
<td>2</td>
</tr>
<tr>
<td>Number of Occupants</td>
<td>160</td>
</tr>
<tr>
<td>Hours of Operation</td>
<td>8.30am – 5pm (Mon-Fri)</td>
</tr>
<tr>
<td>Loading Dock</td>
<td>No</td>
</tr>
<tr>
<td>Basement Levels</td>
<td>No</td>
</tr>
<tr>
<td>Basement Car park</td>
<td>No</td>
</tr>
<tr>
<td>Number of lifts</td>
<td>1</td>
</tr>
<tr>
<td>ALARM / DETECTION SYSTEM</td>
<td></td>
</tr>
<tr>
<td>Fire Indicator Panel (FIP)</td>
<td>Yes</td>
</tr>
<tr>
<td>Location</td>
<td>Reception Foyer</td>
</tr>
<tr>
<td>Sub FIP</td>
<td>No</td>
</tr>
<tr>
<td>Location</td>
<td></td>
</tr>
<tr>
<td>Mimic FIP</td>
<td>No</td>
</tr>
<tr>
<td>Location</td>
<td></td>
</tr>
<tr>
<td>EWS / BOWS</td>
<td>EWS</td>
</tr>
<tr>
<td>Location</td>
<td>Reception Foyer</td>
</tr>
<tr>
<td>Delay between tones</td>
<td></td>
</tr>
<tr>
<td>Detection System</td>
<td>Smoke Detectors (CSO IT Archive)</td>
</tr>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>VESDA System</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Beam Detectors</td>
</tr>
<tr>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Break Glass Alarms</td>
<td>Red</td>
</tr>
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<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Emergency door release</td>
<td>No</td>
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<tr>
<td></td>
<td>Yellow</td>
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<td>COMMUNICATION SYSTEM</td>
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<tr>
<td>Alert &amp; Evacuate Tones</td>
<td>Yes</td>
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<tr>
<td></td>
<td>Siren / Sounder</td>
</tr>
<tr>
<td></td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Internal Bell</td>
</tr>
<tr>
<td></td>
<td>No</td>
</tr>
<tr>
<td>External Bell</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Loud Hailer</td>
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<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>PA Available</td>
</tr>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>2-Way Radio</td>
<td>No</td>
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<td></td>
<td>Emergency Calls- Shoretel</td>
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<td></td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Whistles</td>
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<td></td>
<td>Yes</td>
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<tr>
<td>ACCESS / SECURITY SYSTEMS</td>
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<td>Proximity Card Access</td>
<td>Yes</td>
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<td>Visitor Procedures</td>
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<td>Yes</td>
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<tr>
<td></td>
<td>Concierge</td>
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<td>Duress Alarms</td>
<td>Yes</td>
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<tr>
<td></td>
<td>Duress Locations</td>
</tr>
<tr>
<td></td>
<td>CDF and CSO reception- Tudor St</td>
</tr>
<tr>
<td>Exit Direction Signs</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Emergency Lighting</td>
</tr>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>ON ACTIVATION OF THE FIRE INDICATOR PANEL</td>
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</tr>
<tr>
<td>Services Notified</td>
<td>No</td>
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<tr>
<td></td>
<td>Pressurise fire stairs</td>
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<tr>
<td></td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Start exhaust fans</td>
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<tr>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Release magnetic doors</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Shut down air conditioning</td>
</tr>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Ground lifts-manual</td>
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<td>Yes</td>
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<tr>
<td>Release fire doors</td>
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<td>Release smoke doors</td>
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<td>SUPPRESSION SYSTEM</td>
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<td>Extinguishers</td>
<td>Dry Chemical</td>
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<tr>
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<td>Carbon Dioxide</td>
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<tr>
<td></td>
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<tr>
<td></td>
<td>Water</td>
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</tr>
<tr>
<td></td>
<td>Foam</td>
</tr>
<tr>
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<td></td>
<td>Wet Chemical</td>
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<td>No</td>
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<td></td>
<td>Fire Blankets</td>
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<td>Yes</td>
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<tr>
<td></td>
<td>Installed systems</td>
</tr>
<tr>
<td></td>
<td>Sprinklers</td>
</tr>
<tr>
<td></td>
<td>Yes (CSO only)</td>
</tr>
<tr>
<td></td>
<td>Hose reels</td>
</tr>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Hydrants</td>
</tr>
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<td></td>
<td>Yes</td>
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<td></td>
<td>Gaseous Suppression</td>
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<td>No</td>
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<td>SPECIAL RISKS</td>
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<td>Gas</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Shut off valve</td>
</tr>
<tr>
<td></td>
<td>Front right corner of CDF</td>
</tr>
<tr>
<td>Flammable Liquid</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Location</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>Dangerous Goods</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Type</td>
</tr>
<tr>
<td></td>
<td>Cleaning chemicals</td>
</tr>
<tr>
<td></td>
<td>Location</td>
</tr>
<tr>
<td></td>
<td>Cupboard next to kitchens CH &amp;CSO</td>
</tr>
<tr>
<td></td>
<td>In cupboards where chemicals stored</td>
</tr>
<tr>
<td>SURROUNDING PREMISES</td>
<td></td>
</tr>
<tr>
<td>St Nicholas Early Education</td>
<td>845 Hunter Street</td>
</tr>
<tr>
<td></td>
<td>Exposure from Cafe/Hall</td>
</tr>
<tr>
<td></td>
<td>Assist with plan-Assembly point</td>
</tr>
<tr>
<td>Newcastle Art (rental from Diocese)</td>
<td>Parry Street</td>
</tr>
<tr>
<td></td>
<td>Can be hazard to Diocesan site</td>
</tr>
<tr>
<td></td>
<td>Consultation necessary</td>
</tr>
</tbody>
</table>
Emergency Response Team

7. **Emergency Planning Committee (EPC)**
   As outlined in the Emergency and First Aid Procedure 3.11 an EPC will be established at each site. The EPC must consist of a minimum of two people from the site, and contain a minimum of one (1) manager from the site.

   Key EPC responsibilities include:
   - Developing, implementing, reviewing and testing the Emergency Plan;
   - Making the Emergency Plan available to relevant personnel;
   - Establishing an ECO;
   - Organise training to ECO members and awareness to building occupants;
   - Meeting on a minimum annual basis and recording minutes of the meeting.

8. **Emergency Control Organisation (ECO)**
   An ECO will be established at each site in accordance with AS 3745-2010 Planning for emergencies in facilities to assist in managing the safety of occupants in an emergency situation.

   The ECO primarily comprises a
   - Chief Warden,
   - Deputy Chief Warden and
   - Wardens.

   The ECO is primarily in place to initiate an appropriate response to emergency situations such as fire, bomb threat, hold ups and other building emergencies where there is a threat to the safety of building occupants. Wardens should be aware that their primary duty is not to combat emergencies, but to ensure as far as practicable, the safety of occupants and their orderly movement from hazardous areas to safe areas as directed by wardens.

   In addition to wardens, runners may also be identified to help facilitate communication from the Chief Warden and Wardens to areas with limited communication.

   Two Wardens should be identified as the Lift Warden/s to ensure that the lift is locked and cannot be used.

   The members of the ECO and EPC as well as training information should be documented on the Emergency Team Register 3.11e and reviewed regularly.

9. **Selection of Chief, Deputy Chief Warden & Wardens**
   The person appointed to each of these roles should:
   - Be capable and available for performing their duties
   - Have leadership qualities and the ability to command authority
   - Display effective decision making skills
   - Demonstrate the capability to remain calm under pressure
   - Be capable of effectively communicating with occupants and visitors
The number of wardens required will be determined on the size, location and type of workplace and the number and mobility of persons within the workplace.

The EPC/ECO can discuss these requirements with the WHS Manager if further clarification is required.

10. Emergency Structure and Identification

The structure of the EPC would consist of the Chief Warden and Deputy Chief Warden. Both these positions would be identified in the event of an emergency by a White helmet and yellow HiVis vest.

The ECO would identified by a Yellow HiVis vest.

11. Emergency Team Training

On establishment of the EPC & ECO, each member will be required to attend training delivered by a competent person as deemed by AS3745 on a minimum 2 yearly basis.

Typically the training program would entail:

- Evacuation Procedures
- Bomb Threat Procedures
- Fire Awareness
- Use of Fire Extinguishers and Hose Reels
- Any other training as deemed appropriate to reflect emerging trends or site specific considerations

AUTHORITY OF WARDENS

All directions given by Wardens in respect of evacuating the premises SHALL be obeyed in full.

IF ANY SUCH DIRECTIONS GIVEN BY WARDENS ARE INCONSISTENT WITH THOSE OF THE MANAGEMENT, THE DIRECTION OF THE WARDEN SHALL PREVAIL.
WARDEN INDEMNITY

Wardens shall NOT be held legally liable (including liability for negligence) as a result of any act or omission on their part during the course of an emergency (or practice emergency evacuation) of the premises, when they act in good faith and in the course of their duties.

12. Emergency Warning System Panel Instructions

Emergency Warning System (EWS)

The Emergency Warning System (EWS) Panel is activated by the Fire Indicator Panel (FIP) should a smoke detector or sprinkler head or similar device attached to the system be activated.
The EWS generates an Alert Tone on the floor where the FIP detected an activation of the fire system. Should the system continue in automatic mode it will cascade the alarm to other floors within the facility until all floors have been alerted.
On hearing the ALERT TONE sounding the Chief Warden and Deputy Chief Warden will report immediately to the FIP and EWS panels.

The Chief and or the Deputy Chief Warden can manually operate the Emergency Warning System (EWS).
1. Activate the PA / SPEECH mode.
2. Press the “speech” button on the microphone and make announcements and/or make an announcement about the location of the alarm.

Fire Indicator Panel (FIP)

The Fire Indicator Panel (FIP) indicates which detector or sprinkler has been activated by an LCD readout indicating a zone that needs to be cross-referenced to facility diagrams that show the active zones.

The FIP can only be reset by the attending Emergency Services and should only be used as a reference source.
Under no circumstances should an attempt be made to cancel an alarm prior to the arrival of the Emergency Service.

13. Communication Systems

There are a number of forms of communication systems that are available for use during emergency situations.
All offices are equipped with Landline Phones and this is connected to ShoreTel system which will be used for alert to wardens and conference call to discuss emergency actions.
Mobile phones are carried by all senior staff members. A megaphone is available for emergencies.
A Public Address System (PA) is available for use by the Reception Staff and the Chief and Deputy Warden.

14. Evacuation Diagrams

Evacuation diagrams are required within every building. These are to be placed in key locations in easy view for employees and Emergency Services.

Each diagram should contain as a minimum the following contents:
- Title – Evacuation Diagram
- Location/Address of Building
- Location of Emergency Equipment
- Location of Emergency Exits
- Assembly Area
- You Are Here Arrow
- Location of Emergency Warning System (EWS)
15. Emergency Equipment

As outlined in the Emergency Procedure 3.11, emergency equipment will be located and tested regularly by a qualified service provider. Equipment should be reviewed as part of regular workplace inspections, and any defects or faults immediately reported to the Property Department. Wardens are responsible for ensuring that hardhats, vests, torches and any other emergency equipment is available and in working order at all times.

16. After Hours Emergencies

If there is a fire or other emergency outside normal working hours, ALL personnel within the premises are to IMMEDIATELY evacuate, leaving the building via the safest exit. Personnel are to gather at the designated assembly point and await instruction from the Emergency Services (who will be called by staff or security to attend if required) before re-entering the building. If Emergency Services are not required to attend then Senior staff in attendance on site can authorise re-entry.

Outside normal working hours (ie. “After hours”) is defined as:-

After 5pm to 8.30am Monday to Friday and all hours of the weekend.

17. Standard Emergency Response Procedure – For all Occupants & Visitors

- Move persons away from danger
- Notify Chief Warden or nearest Warden of the emergency situation
- If Competent in use of the fire fighting equipment and safe to do so, attack the fire
- If the fire cannot be controlled, inform others in vicinity and Evacuate the area.

ON HEARING THE ANNOUNCEMENT TO EVACUATE,

DO THE FOLLOWING:

1. Immediately stop what you are doing and collect your valuables and keys etc from your desk.
2. If away from your normal place of work, DO NOT try to return to it.
3. Evacuate under directions of Warden/s
4. Leave by the nearest safe fire exits. THE LIFTS ARE NOT TO BE USED
5. Employees must ensure that visitors under their control, or visitors within their local area, accompany them to the Assembly Area (Muster point).
6. Proceed to the designated Assembly Area and wait. Do not leave the Assembly Area until directed by your Area Warden.

NOTE: The Main Assembly Area for evacuation is:

On the grassed area adjacent to the front steps of the Presbytery beyond the Cathedral entry.
EMERGENCY PLAN

EMERGENCY PHONE NUMBERS

- Fire Brigade, Police, Ambulance: 000
- Digital Mobile Phone Emergency Services: 000 or 112
- Electricity (AusGrid): 13 13 88
- Gas (AGL): 13 19 09
- Water and Sewerage (Hunter Water): 1300 657 000
- Hazards or Spills (Environment Protection Authority): 13 15 55
- Translating & Interpreting Services: 13 14 50
- Poisons Information Centre: 13 11 26
- State Emergency Services (flood & storm): 13 25 00
- National Security Hotline: 1 800 123 400

18. Chief Warden Emergency Response

On hearing the Alert or Evacuation Tones the Chief Warden and/or Deputy Warden should take these steps.

**ALERT TONE (Beep.... Beep.... Beep....)**

- Ascertain the nature of the emergency and determine the appropriate action
- Don the White Helmet/vest
- Proceed to the FIRE INDICATOR PANEL (FIP)
- Maintain control from this location if safe to do so
- Notify the appropriate external Emergency Services “000” if required
- Request Wardens to do a sweep of the activated area and report back
- Based on feedback from Wardens, cease alarm or escalate to evacuation
- Using the EWS Public Address announcement advise all occupants of the situation and whether to stand-down or evacuate.
- Record the time and location of the activation

**EVACUATION TONE (Woop.... Woop.... Woop....)**

- Request the Lift Warden to ground the lift.
- Receive clearance reports from the Floor Wardens noting:
  - Floors cleared / not accessed
  - Occupant/visitor with a disability requiring assistance
- Notify surrounding premises of evacuation if required.
- Chief Warden reports to attending Emergency Services at the Fire panel or main entrance
- Follow instructions of Emergency Services
- Oversee safe return to building on the ALL CLEAR being given by Emergency Services or CW
- Do Not attempt to shut off alarm unless the ALL CLEAR is given

**ASSEMBLY AREA**

The Roll should be called from the Visitor Book and other attendance records should be checked to ensure that all persons are accounted for. Wardens should inform the Chief Warden of any issue or anyone who refused to evacuate. Emergency Services who attend should be informed.


**NOTE:** The Main Assembly Area for evacuation is:

On the grassed area adjacent to the front steps of the Presbytery beyond the Cathedral entry
19. Warden Emergency Response

**ALERT TONE (Beep.... Beep.... Beep....)**
- Advise staff in your area to remain calm and that you are going to report to the Chief Warden.
- There is no need to evacuate unless the hazard is immediately evident.
- Put on the Yellow Hi Vis Vest.
- Report to the control point or at a Shoretel Phone and wait for instructions.
- If advised, review your area for any emergency situations and report back to Chief Warden.
- Be prepared to evacuate on instruction from the Chief Warden.

**EVACUATION TONE (Woop.... Woop.... Woop....)**
- Evacuate the EMERGENCY INCIDENT AREA first and then areas immediately adjoining the incident location.
- Progressively evacuate the remainder of the areas.
- Clear storerooms, toilets and any other areas likely to be occupied.
- Check all rooms and structures to ensure that they are evacuated. Close the doors of the rooms and structures behind you.
- Report to the Chief Warden the status of the evacuation noting:
  - Areas cleared / not accessed.
  - Occupant/visitor with a disability requiring assistance.
- Once clear of the building ensure occupants do not re-enter the building until the Chief Warden has given the ALL CLEAR.
- Ensure persons at the assembly area remain at the assembly area and do no leave until advised that it is safe to do so – ALL CLEAR is given.

**ASSEMBLY AREA**
- The Roll should be called from the Visitor Book, iPad and other attendance records should be checked to ensure that all persons are accounted for. Wardens should inform the Chief Warden of anyone who refused to evacuate and Emergency Services if they are in attendance should be informed.

**NOTE:** The Main Assembly Area for evacuation is:
*On the grassed area adjacent to the front steps of the Presbytery beyond the Cathedral entry.*

20. Lift Warden/s

On being made aware of an emergency the Lift Warden/s should:
- Put on the Warden Hi Vis Yellow vest.
- Take the exit stairs to ground level, call the Lifts to ground level using the Lift key and lock the lift there with the doors open.
- Lift Wardens are authorised to stop people using the Lifts or stairs.
- Signs can be placed within each Lift, “Do Not Use Lift”.

In case of a power failure, the Lift Warden/s should establish which level the lift has stopped on and whether the lift is occupied, then notify the Chief Warden.

21. First Aid Officers

First Aid Officers are persons qualified to render first aid medical assistance when required. First Aid Officers should not be Wardens.
First Aid Officers should attend to injured persons with the nearest First Aid Kit, render First Aid required and complete an incident report form with the injured person, if possible

The Portable Evacuation First Aid Kit located in the WHSPM office should be taken to the Assembly Area whenever an evacuation occurs. If it is not accessible then a kit from the kitchen L2 CH or L1 CSO should be accessed and taken to the assembly area.

22. Responding to an Assault

In the event that assault occurs the following actions should take place.

- Assess the situation and remain calm
- Obtain assistance (other staff/security) where practicable
- Do not provoke the assailant or aggravate the situation
- Where applicable and practicable, operate within view of CCTV camera
- If safe to do so, assist the victim (eg determine if first aid or medical attention is required and notify a First Aid Officer and Chief Fire Warden)
- Ensure Police are immediately notified (include description of offender/s, any weapon/s, vehicle/s and last known whereabouts and direction of travel).
- Identify any witnesses and request them to remain until Police arrive.
- Disperse any other casual spectators.
- Where witness/es cannot wait for Police attendance, their details are to be obtained and supplied to the Chief Warden
- Cordon off the scene of the incident for Police to view and conduct their investigation first.
- Do not attempt to clean/tidy the area (crime scene) until Police have instructed to do so. This will normally happen after the police and/or SafeWork NSW inspectors have completed their investigations.
- Complete an Incident Report Form 4.3a with as many details as possible:
  - Full details of victim.
  - Circumstances surrounding the incident.
  - Witnesses.
  - Description/details of assailant/s.
- If offender is still present, ensure that the victim and witness/es are isolated from the offender and keep the offender under discrete surveillance.

23. Responding to an Earthquake

Staff should:

- remain calm
- try to reassure others

Safest Place

- open space away from the building
- next to tables/desks or anything solid
- corner of rooms away from windows
- next to beams or support structures

Be Alert of

- falling plaster/brick/masonry/glass
- light fixtures/switchboards
- high bookcases/cabinets/shelves
- windows/mirrors/chimneys
- furniture which might slide or topple
In a Tall Building
- take shelter
- exits and stairways may be jammed with people
- do not use lifts

If Caught Outside
- do not run through the streets
- avoid high buildings/walls/power poles or pylons and electrical wires

In a Motor Vehicle
- stop in an open area away from buildings

24. Responding to a Workplace Intrusion, Siege or Hostage Situation
Workplace intrusion, siege or hostage situation can occur from a variety of sources and may not necessarily result in robbery. However, in regards to theft or robbery some simple safety measures and principles should be adhered to so as to minimise the impact upon both the business and also any personnel that may become involved.

Employees who may be subject to such an incident should be given procedural training by their line manager/supervisor or an approved training provider to ensure their safety. Managers should ensure that cash and valuables are secured and kept to a minimum workable level.

If confronted by an intruder employees should:
- Obey their instructions
- Try and remain calm
- Do not take any action to excite the intruder
- If you are in a group situation, do not single yourself out by being aggressive or argumentative
- If in the vicinity of a duress alarm, activate it
- Hand over cash/valuables on request
- DO NOT give chase

Upon departure of the offender
- Contact the police
- If someone was injured during the incident contact a First Aid Officer, Chief Fire Warden and Emergency Services.
- Make sure the injured person is comfortable until the First Aid Officer arrives.
- Complete an Incident Report Form 4.3a, including details of the offender’s appearance, direction of travel when they left the premise and any witness details.
- Do not discuss the incident with others, as the Police will need a statement of what you saw/did.

i. Responding to a Duress Alarm
In the event a duress alarm is activated Managers and Reception should be aware of the following steps:
- Safety Planning and Response (SPAR) trained workers should be sent to investigate;
- All investigations should be done as discreetly as possible as to not alarm a potential intruder;
- If safe to do so, try to negotiate a resolution with the intruder using their SPAR training principles;
- If false alarm, log the alarm and report;
- Contact Police on confirmed alarm and follow their advice.

25. Responding to a Threat (Bomb or Extortion)
Should a threat be received, all threats are to be treated as genuine and serious.
All employees should be made aware of what to do in the event of a bomb threat and the Bomb Threat Checklist 3.11d that should be completed in the event it occurs.

Threats may be made in a number of ways:

I. Telephone
II. Written, Email or SMS threat

For all threats the Chief Warden should contact the police and notify them of the details.

i. Bomb Threat Procedure

If a threat is received via telephone the following procedure should be followed:

1. Do not terminate the conversation;
2. Attract someone’s attention to notify the Chief Warden;
3. Accurately record information given as quickly as possible and transcribe onto the Bomb Threat Checklist 3.11d if a checklist is not immediately available.
4. Do not rely on your memory. Please write the information down as accurately as possible;
5. Try to obtain as much information as possible including where, what time, what does the bomb look like, and why was the bomb planted?
6. Try to assess the caller’s details (ie. male/female, speech, background noise, behaviour ie. calm, intoxicated, rational);
7. Record the exact time the threat was received;
8. Do not hang up the phone;
9. Do not discuss the call with other staff;
10. Await the arrival of the Chief Warden;
11. Ring Police and advise them of the situation;
12. Provide assistance to Police as required and follow the directions given by the Police; (see ii. Search and Evacuation Response)
13. The person who received the call should remain available for Police to take their statement.

In the event that the threat is written, emailed or via SMS:

- Avoid any unnecessary handling
- Do not photocopy or forward to anyone unless advised to by Police
- Place in a plastic sleeve (if written)
- Contact the Chief Warden
- Do not discuss the threat with other staff
- Email messages should be retained. Do not attempt to reply to the message
- SMS messages should be retained. Do not attempt to reply to the message.

ii. Search and or Evacuation Response

Once a threat has been established the Chief Warden will assess the level of threat and options based on the information provided (eg evacuation of the whole building or partial evacuation). The preferred response is to evacuate to a secondary assembly area and to await the arrival of police and bomb search specialists.

There are two possible options.

Option 1: Evacuate (without a search)
Option 2: Evacuate and Search; or

Evacuate
When the Chief Warden is considers an evacuation is necessary, it is important to consider the risks associated with it.

As a general rule, the easiest area in which to plant a bomb is in the areas where the public has the easiest access. Immediate evacuation through these areas might increase the risk of injury.

If the Chief Warden decides his risk is minimal they should direct a full evacuation to take place. The Chief Warden should direct wardens to assemble at an alternate location which is not in the direct line of sight of the building.

iii. If a Suspicious Item is Found

If a suspicious item is found the Chief Warden would direct for an evacuation to commence. All doors and windows should be left open to minimise property damage from a potential blast. All evacuees should be directed to an assembly area that is not in the line of sight of the building, not necessarily the usual Assembly Point. The removal and disarming of a bomb or suspicious object must be left to the police bomb unit.

Search

If the threat is considered credible, the Chief Warden may agree with Police that a search to be undertaken prior to their arrival.

In accordance with Australian Standard AS 3745: 2010 Planning for an emergency in facilities, it should not be assumed that the Police or Security will conduct bomb searches. The most appropriate personnel to carry out a search, in any given area, are the occupants of the building, structure or workplace because they have the knowledge of "what belongs" or "what doesn’t belong" in a location at any given time.

The Chief Warden will co-ordinate the search using available resources. No mobile phones should be used at this time.

Employees should only take part in the search if they feel comfortable. Usually it is best if all employees only check their own desk and office space and report back to their warden.

All employees should be advised that if anything unusual is found it must not be touched, moved or covered in any way.

26. Responding to a Lift Entrapment

There is one lift on the premises that is fitted with an emergency alarm button. In the event a person becomes entrapped within the lift, the Chief Warden, Property Department and Emergency Services should be immediately contacted.

Chief Warden Response:
- Ascertain the person’s condition (e.g., disturbed, calm, etc.);
- Reassure the occupant(s);
- Do not attempt to release persons from the lift car;
- Await for Emergency Services attendance;
- Complete an Incident Report Form 4.3a.

27. Black Out Emergencies

In the event that there is a black out within the building, emergency lighting should come on for an hour.

For blackout situations all wardens should be supplied with torches that are checked on a regular basis and the Chief Warden with higher intensity torches.
The evacuation procedures should be followed in the same way, however more care will need to be taken by wardens to ensure that all occupants are evacuated and access down stairs is taken carefully as emergency lighting is not the same as normal lighting.

28. Removal of Vehicles in an Emergency
The wardens should prevent the movement of motor vehicles in the car park during an emergency. On arrival, the Emergency Services will determine if it is safe to allow people to remove vehicles from the property.

29. Re-Occupation of Building
The Chief Warden will be advised when the building is safe to enter by the relevant Emergency Services (i.e. Fire Brigade, Police etc.) depending on the extent and type of emergency. In a emergency drill, the Chief Warden with give the ALL CLEAR.
Occupants gathered at the Assembly Area will be advised to return to the building by the Chief Warden. The main entrances should be used for the return to the building.

30. Evacuation of People with a Disability
An occupant/visitor with a disability is a person 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.
All Wardens should be made aware of the evacuation process that should be taken if a person is identified with a disability.

- Once identified the Warden should notify the Chief Warden.
- Under no circumstances should the person with a disability be left alone.
- A warden or Chief Warden should accompany the person with a disability at all times during an emergency.
- If the emergency is such that you or the safety of the person with a disability is at risk, the person should be moved into the emergency stairs and wait for Emergency Service assistance.
- If safety is not at risk, then a suitable staging point should be sought near an exit or fire-isolated stairwell until retrieved by the Emergency Services. If there are no fire stairwells, the person should be moved as closely as possible to the emergency exit and Emergency Services notified.

A Personal Emergency Evacuation Plan (PEEP) should be developed for any occupant who undertakes work within the premises on a regular basis. A copy of the PEEP should be held by the Chief Warden and WHS Manager. All relevant wardens should be advised of the PEEP. If a Warden becomes aware that a PEEP is no longer relevant they should notify the Chief Warden & WHS Manager. The Chief Warden should destroy their copy of the PEEP, but the WHS Manager should retain their copy for the required retention time.
See Form 3.11f Personal Emergency Evacuation Plan (PEEP) Template.

31. Visitors and Contractors
All visitors and contractors should be treated as any employee and are required to follow emergency evacuations as required and directed by the Chief Warden.

Wardens should be made aware if there are any contractors or visitors in their area that need to be located and evacuated. This information can be taken from the sign in/out book and reception.

If a visitor or contractor is not cooperative with evacuating the Chief Warden should be notified and information passed on to Emergency Services.
32. Refusal to Leave or Unconscious Persons

At no times are Wardens to use physical force to remove someone who refuses to evacuate. Wardens should strongly persuade the occupant to evacuate. If they still refuse the Warden should advise them to stay as close to an emergency exit as possible, then leave the person and report the person’s location to the Chief Warden.

The Chief Warden will then advise the attending Emergency Service that there is someone who refused to leave or an unconscious person still in the building.

33. Emergency Response Exercise & Debrief

Evacuation exercises will be conducted on a minimum annual basis. Following an emergency evacuation drill a full debriefing session shall be conducted. Members from ECO shall be present to gain feedback from their performance. This will enable management to assess the effectiveness of the ECO and the Emergency Plan currently in place.

Refer to the 3.11 Emergency & First Aid Procedure for full details.

34. EPC/ECO Meetings

EPC/ECO Meeting should be held every six (6) months or as requested by the Chief Warden. EPC/ECO Meetings are used to review the Emergency Procedure 3.11 and this Emergency Plan 3.11a.

EPC/ECO Meeting Minutes should be documented on the EPC/ECO Meeting Minute Form 3.11c.

The meeting should also include review of:

- Number of wardens and adequacy of coverage
- Warden training
- Emergency diagrams
- Close out of issues raised and documented on Emergency Response & Debrief Forms 3.11b.

Any suggested changes to the Emergency Procedure or Emergency Response Plan should be escalated to the WHS Manager prior to changes being made.

35. Evacuation Announcements

A copy of the below announcements should be held by the Chief Warden and at Reception (if applicable) and/or near the Emergency Warning System Panel.

See sample wordings below.

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**INVESTIGATING AN ALARM**

“Attention, Attention, this is the Chief Warden. We have an alarm signal in the vicinity of the _______ area. Wardens please investigate, staff please be prepared to evacuate on instruction.”

**NO EMERGENCY EVIDENT**

“Attention, Attention, the alarm situation in the ___________area is under control. Please resume normal activities” (repeat once)

**PRACTICE EVACUATION**

“Attention, Attention, a practice evacuation is about to commence. I repeat, a practice evacuation
is about to commence.*

**FULL BUILDING EVACUATION**

“Attention, Attention, This is an announcement for a complete building evacuation. Occupants of the building should calmly and quietly proceed to the stairs and exit the building. Do NOT use the lifts.

After you have left the building, please move away from the building and proceed to the Assembly Area located on the grassed area adjacent to the front steps of the Presbytery beyond the Cathedral entry.

You will be notified when it is safe to re-enter into the building.

Please do not try to remove your car from the car park or leave the assembly area.

36. Forms

- 3.11 Emergency & First Aid Procedure
- Form 3.11b Emergency Response & Debrief
- Form 3.11c EPC/ECO Meeting Minutes Template
- Form 3.11d Bomb Threat Checklist
- Form 3.11e Emergency Team Register
- Form 3.11f Personal Emergency Evacuation Plan

37. References

- Work Health & Safety Regulation 2017 (NSW) Part 3.2 Division 3 & 4
- First Aid in the Workplace Code of Practice
- AS3745:2010 Planning for emergencies in facilities
- AS/NZS2293.2:1995 Emergency evacuation lighting for buildings - Inspection and maintenance
- AS1851:2005 Maintenance of fire protection systems and equipment