

Procedure: Emergency Preparedness Response & Operational Control

1. Purpose

To ensure procedures are in place to manage emergencies within GSCC worksites.

2. Actions Required

- Identify work places and work groups that require emergency plans
- Ensure emergency procedures and personnel are in place
- Conduct and record emergency drills
- Ensure appropriate and regular training of emergency personnel
- Review and audit.

3. Definitions

GSCC- Greater Shepparton City Council

GSCC RO - GSCC Responsible Officer, a Greater Shepparton City Council employee, who in their area of responsibility has a managerial or supervisory role over employees, contractors or volunteers

WORKERS - Employees, Contractors, Volunteers and any person performing duties.

4. Responsibility and Authority

Directors

Delegate appropriate OHS responsibilities and accountabilities to all levels of management.

Managers and Supervisors in Charge of a GSCC Worksite or Building / Building Maintenance Personnel / Contractors

- Ensure the appropriate emergency procedures are in place within all GSCC and contractor worksites
- Emergency personnel are appointed and regularly trained
- Ensure that all relevant Emergency Equipment is tested and maintained
- Perform and record emergency drills
- Ensure all employees are inducted to the required emergency procedures.

Workers

- Be aware and apply procedures for emergency situations
- Participate in any emergency drills
- Are encouraged to nominate for emergency personnel when required.

5. Procedure

GSCC RO's are to ensure procedures are to be in place to cover any reasonably foreseen emergency.

An emergency situation can develop from a number of causes including fire, structural damage (including gas leak), bomb threat, assault, robbery, civil disturbance or others. Any of these may threaten the safety of workers and visitors.

Risk Assessment

The emergency requirements of workers must be assessed to ensure emergency procedures are suitable for:

- The size and location of the workplace

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- The nature of hazards and risks faced by work groups
- The nature of the work being done
- The number and composition of the workers, employees, contractors, and other visitors
- New work sites prior to workers occupying them
- Workers who work alone or in remote locations.

Documented risk assessment identification can be done using:
Refer: M12/41624 Emergency Identification Assessment

Emergency Plans

Emergency plans or procedures must be developed for workers within all worksites including possible emergencies with outdoor worksites or locations.

Emergency plans must include:

- Evacuation procedures
- Emergency services notification
- The provision of medical treatment and assistance
- Effective means of communication between emergency response team members /or people within the workplace in an emergency situation
- Testing of the emergency procedures and how often testing should occur
- Information, training and instruction to workers in emergency procedures

Emergency Signage

Emergency plans should be displayed in prominent locations and include:

- Routes of egress from the building
- Location of First-Aid facilities / kits (including plant items)
- Location of fire alarm panel
- Fire fighting equipment
- Location of the Emergency Assembly Area
- Emergency contact numbers

Emergency Wardens

The number of wardens required depends on:

- The number of staff and visitors in the buildings
- The size and complexity of the premises
- Areas or rooms needing to be evacuated in a timely and safe manner

Performing evacuation drills will ensure appropriate numbers are in place.

Emergency Wardens shall be identified by the following:

- Chief Emergency Controller - White Helmet
- Warden - Yellow Helmet
- Assistant Warden - Red Helmet
- First Aid Officer - Green Helmet

Arrangements For Aged And Disabled Persons

Evacuation procedures and drills should include scenarios involving aged or disabled persons to ensure appropriate and effective evacuation will occur.

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Construction Sites

GSCC RO's must ensure appropriate emergency plans have been developed and documented for all work sites prior to works beginning.

First Aid

The quantity of required first aid facilities is dependent on activities being undertaken or the amount of employees or visitors within the building. Refer M11/22869 "First Aid in the Work Place" Compliance code for guidance.

Evacuation Procedures and Drills

Evacuation or emergency drills (such as bomb and civil disturbance) must be undertaken bi-annually or as legislatively required within specific work areas. Emergency drills performed must be documented into Trim 46/544/0004/Directorate folder.

Refer:

M10/100470 Emergency Drill Report Checklist

Training

Emergency preparedness training must include:

- Regular emergency drills to ensure personnel are confident with their roles and duties
- Knowledge of the emergency plans, facilities and evacuation areas
- Evacuation methods and scenarios
- All emergency training given is to be recorded on employees personnel file.

Emergency Equipment Maintenance

- All emergency equipment is to be tested and maintained within all council work sites.
- GSCC RO must ensure emergency equipment is regularly checked and date tagged.

Emergency Scenarios

Hold Up / Robbery

No amount of money is worth a life. Never attempt to stop a robbery or hinder them in any way.

The potential for robbery both on site and with staff taking money to financial institutions must be considered by GSCC RO's. Minimum levels of cash should be kept in public access areas.

A plan should be developed that gives staff guidance on:

- What to do if a robbery occurs
- What is required to help identify/describe assailants
- What information is required to assist Police
- Number of offenders.

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Verbal / Physical Harassment, Abuse & Assault

Workers dealing with public and possibly exposed to threats or acts of violence should have clear directions on:

- Conflict resolution methods
- How to call for assistance
- Dealing with the disturbance
- Removing persons not involved from the area.

Armed Hold-Up

Follow the steps below in the event of an armed hold-up:

1. PERSONSTAND STILL

- Identify the situation
- Keep your hands where they can be seen and do not make any sudden or quick moves
- Stand slightly side on to the robber (A submissive position)
- Do not use the telephone or PA system.

2. OBEY THE ROBBERS INSTRUCTIONS

- Do exactly what you are told
- Allow the robber(s) to leave
- The sooner they leave the safer for everyone.

3. REMAIN CALM & QUIET

- Speak only when spoken to
- Avoid shouting or provoking the robber(s)
- Be submissive and avoid drawing attention to yourself
- Avoid staring at the robber(s) and/or making direct eye contact.

4. OBSERVE

- Make a mental note of the robber's appearance clothes, hair, colour, weight, scars, tattoos
- Assess robber's height on doorway when leaving
- If safe, observe get-away car make, model, year & registration number.

5. STAY OUT OF THE DANGER AREA

- The robber is in control – Do not try to “out smart” them.

6. STAY WHERE YOU ARE. DO NOT CHASE

- Leave this to the Police
- Observe the direction of departure
- If safe, lock the door after the robber has left to prevent them from re-entering.

7. CALL THE POLICE

- When it is safe call the Police. If calling from a landline dial "0" then "000"
- Make a full report to the Police before discussing the hold-up with other staff.

8. SEAL OFF THE HOLD-UP AREA

- Evidence must not be touched
- Any interference may destroy vital clues.

9. ASK WITNESSES TO REMAIN

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- All witnesses to remain as the Police may want to interview them.

Bomb Threats

A bomb threat at all times should be considered as authentic. Staff should be aware of the procedure if a bomb threat is received. This information should be on display to persons likely to receive this threat.

Remember: Keep calm and don't hang up.

Questions to Ask:

- When is the bomb going to explode?
- Where did you put the bomb?
- When did you put it there?
- What does the bomb look like?
- What kind of bomb is it?
- What will make the bomb explode?
- Did you place the bomb?
- Why did you place the bomb?
- What is your name?
- Where are you?
- What is your address?

Threat Language

- Well spoken
- Irrational
- Abusive
- Incoherent
- Taped message read by caller
- Street noises
- Aircraft
- Music
- Local call
- House noises
- Voices
- Machinery
- Long distance
- Other

Note the exact wording of the threat.

Caller's Voice

- Accent
- Impediment
- Voice (loud, soft, etc)
- Speech (fast, slow, etc)
- Diction (clear, muffled)
- Manner (calm, emotional)
- Did you recognise the voice?

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- If so, who do you think it was?
- Was the caller familiar with the area

Note the following:

- Date / Time
- Duration of call
- Number of caller (caller ID).

Phone 000 Immediately

6. Business Continuity Plan (BCP)

A Business Continuity Plan **may** need to be activated as soon as possible after the critical incident. Contact Risk Management.

7. References

- Victorian Occupational Health and Safety Act 2004
- Australian standard AS/NZS 3745 Emergency Control & Organisation procedures for Buildings
- First Aid in the Workplace Compliance Code.

8. Related Procedures And Documents

- M12/41624 Emergency Identification Assessment. (Attachment 1)
- M10/100470 Emergency Drill Report Checklist (Attachment 2)
- M10/109368: Working without support systems Procedure
- M10/105076: First aid Procedure
- 2010/18087: Business Continuity Plan

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Emergency Identification Checklist

Australian Standard 3745 Planning for emergencies in facilities

Date:		
Work location:		
Persons completing emergency assessment :		
No to any of the following indicates the emergency response plan is to be revised.		
EMERGENCY RESPONSE PLAN (ERP)		
1.	Does your building have a detailed ERP that covers all parts of the facility?	Yes No
2.	Have considerations for what type of emergencies might occur in the workplace or from outside the workplace when preparing the emergency plan?	Yes No
3.	Does the ERP include co-tenants or other business groups within the building/area?	Yes No
	o Have they been consulted?	Yes No
	o Informed?	Yes No
4.	Are specific procedures in place for critical functions such when other areas within the facility are operating or not operating?	Yes No
5.	Is the emergency response plan reviewed regularly or when site changes occur?	Yes No
6.	Is the emergency response plan reviewed following an incident or emergency?	Yes No
7.	Does the ERP contain all necessary information on fire evacuation, bomb threats, personal threat, medical emergencies, etc.	Yes No
8.	Does the ERP detail the roles and responsibilities of all emergency personnel?	Yes No
9.	Are emergency contact details included in the ERP?	Yes No
10.	Does the ERP consider emergency response after hours?	Yes No
11.	Do emergency personnel have coloured identifiers (hard hats or vests) during an evacuation so they are easily identified?	Yes No
EVACUATION MAPS		
12.	Are accurate evacuation maps prominently posted within buildings/rooms?	Yes No
13.	Do evacuation maps show exit routes, stairways, fire extinguishers, fire hose reels, fire hydrants, first aid kits?	Yes No
14.	Are evacuation maps clear for staff, clients and visitors to understand?	Yes No
ASSEMBLY AREAS		
15.	Is your primary assembly area in a suitable location, easily identifiable to all persons?	Yes No
16.	Has a secondary assembly area been identified in case of complete evacuation?	Yes No



Emergency Identification Checklist

Australian Standard 3745 Planning for emergencies in facilities

EMERGENCY EQUIPMENT AND BUILDING SERVICES		
17. Is there an adequate emergency alarm system such as bells or whistles to evacuate persons?	Yes	No
18. Can the notification and/or alarm systems be heard in all areas? If not, are suitable alternative arrangements in place to notify all persons of an evacuation?	Yes	No
19. Are all emergency exits clearly labeled and kept clear at all times?	Yes	No
20. Are all emergency equipment and facilities checked regularly including fire extinguishers, hose reels, emergency lighting and alarm systems?	Yes	No
RESPONSIBILITIES		
21. Are there persons appointed who can declare a full evacuation?	Yes	No
22. Has someone with appropriate skills been made responsible for specific actions in an emergency (e.g. area wardens)? Are they identifiable as per emergency Preparedness Procedure?	Yes	No
23. Is there someone responsible for making sure all workers and others in the workplace (e.g. contractors, customers and visitors) are accounted for in an evacuation?	Yes	No
24. Is there someone responsible for notifying emergency services?	Yes	No
BUSHFIRE DANGER RATINGS		
25. If you are located in a bushfire danger area, have you reviewed your existing fire risk controls to ensure they will be effective in bushfire danger conditions	Yes	No
26. Have you reviewed workplace emergency evacuation procedures for days of declared fire ratings (e.g. code red catastrophic, extreme etc) to include matters such as: - safe exit routes (i.e. which roads are open and closed) - the closest designated 'safe place' - employee access to reliable communication equipment	Yes	No
27. If you are located in a bushfire danger area, have your workers been trained in the bushfire emergency evacuation procedures?	Yes	No
28. If your workers are required to travel into areas where fire ratings such as code red or extreme may be declared, have you developed appropriate policies and procedures for when such declarations are made?	Yes	No
FIRST AID		
29. Has first aid equipment been provided for the workplace?	Yes	No
30. Have an adequate number of workers been trained to administer first aid in the workplace?	Yes	No

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Australian Standard 3745 Planning for emergencies in facilities

TRAINING		
31. Have all Emergency personnel been trained in their duties?	Yes	No
32. Have wardens have been instructed in their responsibilities with respect to co-tenants?	Yes	No
33. Do members of the Emergency personnel receive training annually the following:		
o Warden roles and responsibilities	Yes	No
o Building Safety.	Yes	No
o Fire drills and fire prevention measures.	Yes	No
o Evacuation and assembly priorities and procedures.	Yes	No
o The R.A.C.E system of fire safety.	Yes	No
o Fire, bomb threats and other emergencies.	Yes	No
o Fire extinguisher use P.A.S.S. system	Yes	No
34. Do new staff receive a briefing of their role in an emergency?	Yes	No
35. Are training logs retained for all emergency response training and awareness sessions?	Yes	No
36. Is there a schedule for providing wardens and staff with regular training sessions?	Yes	No
HAZARDOUS OR FLAMABLE SUBSTANCES		
37. Have all areas where flammables are kept been identified within the emergency plan?	Yes	No
o Procedures in place to be followed by staff within these areas?	Yes	No
38. Are current safety data sheets available for all hazardous chemicals on site	Yes	No
39. Are all hazardous chemicals labelled and stored in a safe manner	Yes	No
40. Are appropriate fire fighting kept in these areas?	Yes	No
EVACUATION DRILLS		
41. Are evacuation drills conducted at least annually?	Yes	No
42. Is a debrief held following an incident or drill, and are the results documented? Trim M10/100470)	Yes	No
NOTES		
All completed assessments are to be saved to: Trim 46/544/0004 Human Resources - Occupational Health & Safety (OH&S) – Evacuation plans (Within the appropriate Department sub folder)		

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