

# Emergency Control Procedure

## Coffs Harbour Site

### PURPOSE

The purpose of this procedure is to detail the safe and standard operating procedure required when an emergency occurs on site.

### SCOPE

This procedure is applicable to all Nepean Building & Infrastructure staff, management, visitors and contractors on site.

### PROCEDURE

#### 1. Definitions

*Assembly Area* – A place of safety within a building, structure or workplace:

- which is not under threat from an emergency;
- where all people are able to access and be accounted for in the event of an evacuation; and
- From which people are able to disperse after escaping the effect of an emergency to a road or open space.

*Emergency* – Any event that arises internally or from external sources which may adversely affect persons or the community generally and which requires an immediate response.

*Emergency Control Organization (ECO)* – A structured organization that will initiate an appropriate response to emergency situations (eg Fire Wardens)

*Pollution Incident* – Any event that arises internally or from external sources which may result in harm to the environment due to a leak, spill or other escape or deposit of substance.

### Emergency Control Organisation ECO Authority and Identity

The EPC (Emergency Planning Committee) shall ensure that during emergencies, instructions given by ECO (Emergency Control Organisation) personnel shall overrule normal management structure.

During any emergency, the ECO shall have overriding authority of all occupants regardless of their position in the organisation, tenancy arrangements or management structures.

Both the EPC and ECO personnel shall be indemnified by their employer against civil liability resulting from workplace emergency response assessment, education, training sessions, periodic exercises or emergency evacuation of the building where personnel act in good faith and in the course of their emergency control duties. (AS 3745-2002).

#### 2. ROLES AND RESPONSIBILITIES

**Chief Warden- Indicated by a white hard hat with a red and silver band.**

The Chief Warden is responsible for managing the emergency response for the site.

In the event of an emergency, the Chief Warden shall take the following actions:

- Ascertain the nature of the emergency and determine appropriate action
- Ensure that the appropriate emergency service has been notified

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- Ensure that area wardens are advised of the situation
- If necessary, initiate evacuation and control entry to the affected areas
- Brief the emergency services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the senior officer's instructions
- Ensure the progress of the evacuation and any action taken is recorded on an incident form.

### **Deputy Chief Warden – Indicated by a white hardhat with a red and silver band.**

- If the Chief Warden is unavailable, the Deputy Chief Warden shall assume the responsibilities normally carried out by the chief warden and otherwise assist as is required.

### **Floor Warden- Indicated by a yellow hard hat.**

On hearing an alarm or becoming aware of an emergency, the floor or area wardens shall take the following actions:

- implement the emergency procedures for their area
- Confirm sufficient wardens for their area of responsibility
- Commence the evacuation if required to do so
- Communicate with the chief warden by whatever means available and act on instructions
- Advise the chief warden as soon as possible of the circumstances and action taken
- Co-opt persons as required to assist during an emergency
- Confirm with the chief warden that their area is clear, or notify of any persons with a disability that require assistance from the emergency services
- Confirm that the activities have been completed and report this to the chief warden

### **Deputy Floor Wardens- Indicated by a red hard hat**

The Deputy Floor wardens shall take the following actions:

- Implement the emergency procedures for their area
- Ensure that the appropriate emergency service has been notified
- Commence evacuation if required to do so
- Communicate with the chief warden by whatever means available and act on instructions
- Advise the chief warden as soon as possible of the circumstances and action taken
- Co-opt persons as required to assist during an emergency
- Confirm with the chief warden that their area is clear, or notify of any persons with a disability that require assistance from the emergency services
- Confirm that the activities have been completed and report this to the chief warden

### **First Aiders – Indicated by a green hardhat.**

First Aiders are responsible for the provision of first aid to any injured person on-site. In the event of an emergency, any members of the ECO who are wardens in addition to being a First Aid Officer may be required to carry out first aid during an emergency.

### **Managers / Supervisors –**

Managers are responsible for providing support to this procedure and to the ECO (Emergency Control Organisation) in the performance of their duties outlined in this procedure. The Supervisor is responsible for performing a head count of all staff in their area and reporting the results to the Communications Officer.

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### Employees –

All employees are required to adhere to this procedure, follow reasonable directions of the ECO (Emergency Control Organisation) during an emergency (whether real or simulated) and ensure that their behaviour, at all times, does not endanger their own safety or the safety and wellbeing of those around them.

### **Evacuation Procedure**

It is the responsibility of the Chief Warden to determine whether an emergency requires the total evacuation of a facility.

In the event of an emergency, the Chief Warden must be notified immediately. The Chief Warden will authorize the total evacuation (if required).

The Chief Warden will sound the evacuation alarm and advise staff over the EWIS (Intercom system) to evacuate the building and proceed to the designated emergency assembly area. All members of the ECO should wear their required hard hats and hi-visibility vests.

Fire wardens will cross check with each other in their respective area to ensure that there is a warden for that area. If not, recruit a responsible person to assume the role.

The Chief Warden or Communications Officer will alert the relevant emergency service(s), remove the visitor sign in register from Reception to check off all visitors with the respective Supervisors. The Communications Officer will also take a portable first aid kit and complete up to date listing of all permanent employees on site to enable managers to conduct a headcount of their staff.

The Chief Warden will be positioned at the front of the Assembly Area to do a final check. All wardens are to commence evacuation of their area from the furthest extremity and carry out a "Search and Remove" in all areas, including toilets, computer rooms, storerooms, etc. ensuring that NO staff go past them but move quickly out of the building. Continue reminding staff where the assembly area is located.

Staff are to exit in an orderly fashion through designated exits (refer floor plan), proceed to the emergency assembly area and report to their Supervisor. If a staff member has a visitor with them, they are to take the visitor to the Chief Warden or Communications Officer.

All wardens are to report to the Chief Warden as they vacate the building as a final check and all clear.

All wardens are to check with Supervisors to ensure the headcount has been completed and in order, or perform the headcount if required.

Staff are not to leave the assembly areas until instructed by the Chief Warden.

Visitors and staff will remain under the control of the Chief Warden for the duration of the emergency.

Once the emergency has been downgraded and it is safe for staff to return to the building, the Chief Warden will declare an "ALL CLEAR".

Should the emergency remain, the Chief Warden together with the Senior Manager on site will determine what further action is required and inform staff accordingly.

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### Evacuation Drills

Trial Evacuations / Drills must be conducted annually. An observer must be nominated for the evacuation and the Evacuation Observers Checklist will need to be completed. (Refer to the Evacuation Observers Checklist).

A debrief meeting with all ECO members will be conducted after an emergency drill to review what went well and recommend changes where required.

### Environmental Emergency

In the event of an environmental emergency such as discharges to the storm water drains, hazardous airborne emissions or contaminated waste etc, the following need to be notified:

- Contact management immediately (refer emergency phone numbers on flip chart)
- EPA Ph 131 555
- NSW Fire & Rescue Ph 000
- Workcover Ph 131 050
- Coffs Harbour Council Ph 02 6648 4000

Contact neighbours on all sides of NB&I:

- BUNNINGS(North side) Ph 6659 1111
- ESSENTIAL CARE (South) Ph 6650 0528, POLES AND UNDERGROUND (South) Ph 6651 5266
- PDF FOODS (East) Ph 6648 7718, CHARTER TRANSPORT (South) Ph 6651 1891, BAINS PTY LTD (South) Ph 6650 9881
- COFFS HARBOUR DEMOLITIONS (West) Ph 6652 3123

### Fire Emergency

In the event of a fire emergency, advise the Chief Warden immediately.

Only personnel trained in the use of fire extinguishers can use the available extinguishers to put out the fire. Personnel not trained in the use of fire extinguishers must evacuate the area in an orderly manner leaving the affected area and ensuring all fire doors are closed.

The Chief Warden will then make a determination about the course of action to take.

### Bomb Threat

In the event of a Bomb threat emergency, the Chief Warden must be advised immediately.

If you are required to evacuate, ensure that all doors and windows are left open to minimise the effect of an explosion. Except for the purpose of contacting emergency services, do not use mobile phones, radio sets, or any other devices that emit radio waves.

Bomb Threats may be in one of the following forms:

- *Written Threat* – If a bomb threat is received in writing, it should be kept, including any envelope or container. Once a message is recognized as a bomb threat, further unnecessary handling should be avoided. Every possible effort has to be made to retain evidence such as possible fingerprints, handwriting or typewriting, paper and postmarks. Such evidence should be protected by placing the evidence in an envelope (preferably a plastic envelope). Take the threat to the Chief Warden immediately.

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- *Telephone Threat* – An accurate analysis of the telephone threat can provide valuable information on which to base recommendations, actions and subsequent investigation. The person receiving the bomb threat by phone should NOT HANG UP and, as soon as possible, complete the information required using the **Bomb Threat Checklist**. Try to attract the attention of other staff members and get them to notify the Chief Warden immediately.
- *Suspect object* – A suspect object is any object found on the premises and deemed a possible threat by virtue of its characteristics, location and circumstances. Do not disturb the object. Contact the Chief Warden immediately and ensure that no one else disturbs the object.

Upon notification of a Bomb threat, the person receiving the threat shall:

- Call “000” (Police Emergency number) immediately
- Ask for Duty Police Operational Inspector, at Police Operations
- Advise of the threat – give the exact time of the call.
- Request Police attendance at the building
- If the police direct to do so, advise staff to evacuate the building following the above evacuation procedure.
- **Refer Bomb Threat Checklist**

### **Civil Commotion or Disruptive Demonstration**

If the building is threatened during a demonstration, access should be severely limited or completely cut-off to the demonstrators by taking the following steps:

- Notify Police.
- Emergency exits are to be secured by Wardens to prevent entry from outside
- Floor/Area Wardens may be advised to:
  - ❖ Lock doors
  - ❖ Post a guard at each door
  - ❖ Confine staff and other personnel to that area
  - ❖ Ensure that staff do not make contact with demonstrators

Civil disturbances may become violent and result in employee injury or property damage. Where there is any threat to employee safety, employees must retreat to a more secure location.

Do not confront demonstrators, call the Police and let them control the behaviour of the demonstrators.

### **Earthquake**

**In the event of an earthquake, Emergency Control Personnel should:**

- Instruct occupants to keep away from windows and seek shelter under a table or desk

After the earthquake, Emergency Control Personnel should:

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- Evaluate the need to evacuate if uncontrolled fires, gas leaks or structural damage has occurred.
- Ensure that the Assembly Area is clear of trees, power lines, buildings, etc. If the Assembly Area is unsafe, identify a safe alternative assembly area and direct staff to it.
- Isolate/shut off electricity, water and gas services if necessary
- Arrange medical assistance where required
- Report to the Chief Warden regarding the status of the occupant's safety, and to seek instruction.
- Tune in radios and follow any emergency instructions.

### Flood or Severe Storm

#### In the event of a flood or severe storm, Emergency Control Personnel should:

- Store or secure all loose items external to the building, such as outdoor furniture, etc.
- Secure all windows (closing curtains/blinds) and external doors
- Tape windows and glass entrances, and protect them with boards and sand bags (if necessary)
- Isolate/shut off electricity, water, and gas services
- Protect valuables, disconnect electrical equipment, and cover and/or move it away from windows.
- During a severe storm remain in the building, keeping the occupants away from windows
- After the storm, evaluate the need to evacuate if uncontrolled fires, gas leaks or structural damage has occurred as a result of the storm
- Report to the Chief Warden regarding the status of the occupant's safety.

### Gas Leakage

#### In the event of Gas Leakage, Emergency Control Personnel should: -

- Ensure that the Chief Warden is notified
- Isolate the gas supply at the source (if safe to do so)
- Notify the fire brigade by dialling "000"
- Shut down the air Conditioning to prevent the spread of any flammable and/or toxic gases.
- Remove all ignition sources (if safe to do so). Turn off the electrical supply.
- Report to Chief Warden regarding any actions taken
- Control the movement of occupants to the Evacuation Assembly Area (if required)
- Remain at the Evacuation Assembly Area until further advised by emergency services.

### Personal Threat

#### In the event of Personal Threat, Emergency Control Personnel should: -

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- Ensure the Chief Warden is notified immediately
- Notify the policy by dialling “000” and requesting assistance
- Do not do or say anything that may encourage irrational behaviour
- Alert any other emergency control personnel in your vicinity
- Initiate action to: -
  - Restrict entry to the building if possible
  - Confine or isolate the presence from building occupants
- Report to the Chief Warden regularly regarding the status of the occupant’s safety
- Evacuation should be considered (only if safe to do so)

### Hazardous Substance Incident / Toxic Emission

If an area becomes affected by a noxious odour, hazardous substance or toxic emission, evacuate the area and notify the Chief Warden. If the substance causing the emission can be safely identified refer to the SDS for information regarding the first aid implications, clean up instruction, etc. Ensure that any staff members affected are closely observed and an ambulance called in the event that they are suffering any adverse reactions.

If the substance is not identified, or it is not safe to clean up, contact the Fire Brigade on “000”.

### Post Evacuation Procedures

1. At the Assembly Area, congregate occupants together in area groups.
2. Conduct a head count of staff and ask personnel if they notice anyone who was present prior to the Alert now missing.
3. Notify the Chief Warden of anyone noticeably missing.
4. Ensure occupants do not re-enter the site until allowed by the Chief Warden.

Protocol for industry notification of pollution incidents:

When material harm to the environment is caused or threatened. The following information and procedures may assist those responsible for reporting a pollution incident.

Firstly, call 000 if the incident presents an immediate threat to human health or property. Fire and Rescue NSW, the NSW Police and the NSW Ambulance Service are the first responders, as they are responsible for controlling and containing incidents.

If the incident does not require an initial combat agency, or once the 000 call has been made, notify the relevant authorities in the following order. The 24-hour hotline for each authority is given when available: the appropriate regulatory authority (ARA) for the activity under the POEO Act (usually the EPA or local authority) – the local authority is a local council of an area under the Local Government Act

The EPA, if it is not the ARA – phone Environment Line on 131 555

The Ministry of Health via the local Public Health Unit – Port Macquarie Ph: 02 65882750

The WorkCover Authority – phone 13 10 50

The local authority if this is not the ARA

Fire and Rescue NSW – phone 000.

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The Chief Warden is to contact the Manager and OHSE Coordinator of the site in case of an Incident

In the event of an emergency contact your **Chief** or **Deputy** warden.

The **Chief** or **Deputy** will then make the decision whether or not to evacuate or control the situation. If the decision is to evacuate then the **Chief** or **Deputy** Warden will send a warden to sound the emergency button and inform office staff as to which assembly point to go to (this will be put over the PA system to inform the employees).

The office warden will collect the visitor's book, Bundy cards and contractor's book and take them to the assembly point for the employee count. They will also have the contact details for the emergency services.

Once the Emergency Evacuation siren has been activated the floor wardens are to evacuate their assigned areas making sure everyone has left their work stations and report to the Emergency assembly point. Once the office warden has checked that all employees have been accounted for he will then report back to the Chief Warden via mobile phone. Some area wardens maybe required to return to the emergency to assist in the controlling of the situation. When the Chief Warden is notified that the site is clear, he will then notify the office warden if wardens are required and for them to return to the emergency.

If the Emergency Services are to be called the Chief Warden will go to the Emergency box at the front of the building and unlock it ready for the Emergency Services to arrive

## NEIGHBOURS CONTACT LIST

Coffs Harbour Demolitions  
02 6652 3123  
0438 674 953

Poles and Underground  
0429 038 681

Barry Smith Engineering  
02 6652 2310  
0427 522 383 Email: [Ashley.bse@bigpond.com](mailto:Ashley.bse@bigpond.com)

Boambee Industrial Supplies  
02 6654 6294

PFD Food Services Pty Ltd  
02 66487718 Email: [droby@pfdfoods.com.au](mailto:droby@pfdfoods.com.au)

Bunnings  
02 6659 1111  
Email: [pwalsh@bunnings.com.au](mailto:pwalsh@bunnings.com.au)

Absolute Car Systems  
02 6651 2985

Hungry Hound  
02 66526189

Bains PTY LTD  
02 6650 9881  
02 6652 4251



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AMBULANCE EMERGENCY		000
AMBULANCE STATION COFFS		131233
POLICE EMERGENCY		000
POLICE STATION COFFS		02 6652 0299
FIRE BRIGADE EMERGENCY		000
FIRE BRIGADE		02 6651 6891
EPA Email: <a href="mailto:ClarenceNorth.Area@environment.nsw.gov.au">ClarenceNorth.Area@environment.nsw.gov.au</a>		131 555 02 6641 1500
Ministry of Health Port Macquarie Office		02 6588 2750
COUNCIL		02 6648 4000
WORK COVER		13 10 50 02 66591700
POISON HOT LINE		131126
ESSENTIAL ENERGY		132080
SECURITY		1300 721878
COLIN KNEALE (ELECTRICIAN)		0418 222 453
SITE MANAGER	A/H 02 6656 1251	0417 260 282
GALVANISING MANAGER	A/H 02 6649 4745	0419 129 831
MAINTENANCE MANAGER	A/H 02 6654 7463	0419 441 388
WHS CO-ORDINATOR	A/H 02 6658 8831	0447 477 107
MAINTENANCE LEADING HAND	A/H 02 6651 2054	0438 383 091

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### RESPONSIBILITY AND REVIEW

#### 1. Reference Documents

- NB&I WHS Policy
- WHS Act 2011
- WHS Regulation 2011
- AS 3745-2010 Planning for emergencies in facilities

#### 2. Consultation

This procedure has been developed and reviewed in consultation with Brendan Cooper, Nathan Lyons, Stephen Mann, Kevin Elks, Luke Edwards, and Margaret Simpson.

#### 3. Document history

Version	Date	Summary of Changes	Training Required?
1	April 2004	Chubb procedure	Y
2	4/9/2012	Procedure review – supersedes previous procedure	Y
3	19/03/14	Review procedure to include environmental emergencies (PIRMP)	Y