



NSW RAIL SERVICES

John Holland

JHG-PRJ0425201-NPM-PLN-SQE-0001 Emergency Response Plan

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1	27/05/15	J. Mumford	F. Davis		
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SECTION 1 EMERGENCY RESPONSE PLAN

DISTRIBUTION

There are no restrictions on the distribution/circulation of this Plan within the Workplace, to Subcontractors or the Client.

PURPOSE

This Workplace Emergency Response Plan details the emergency response actions to be taken at the NSW Rail Services Head (NRS15) office 5-7 Welder Street Seven Hills.

The Plan is intended to serve as a reference source for the Emergency Response Team and employees to the workplace and provides guidance on immediate actions and important considerations in the event of an emergency situation or critical incident occurring at this workplace.

This plan is to be used in conjunction with the requirements of [JH-MPR-RCC-006](#) Crisis Management.

DOCUMENT DESIGN

This plan is divided into three sections:

SECTION 1: EMERGENCY RESPONSE PLAN

This section provides an overview of the elements of the plan, incidents addressed, workplace emergency-related resources, emergency response and evacuation processes and post-incident considerations.

SECTION 2: EMERGENCY RESPONSE ACTION PLANS

This section provides response guidelines for various emergency situations/critical incidents.

SECTION 3: APPENDICES

This section is reserved for useful (variable) reference information (e.g. Emergency Response Team personnel, emergency contact numbers, location maps etc.)

REFERENCES

- [JH-MPR-PMA-008](#) Emergency Evacuation & Response procedure
- [JH-MPR-RCC-006](#) Crisis Management
- [JH-MPR-SQE-010](#) Incident Management and Investigation
- Work Health & Safety Act 2011
- Work Health & Safety Regulations 2011
- AS3745 Emergency Response Team and Procedures for Buildings, Structures and Workplaces
- AS1670.1 Fire Detection, Warning, Control and Intercom Systems – Systems Design, Installation and Commissioning – Fire
- AS1851.1 Maintenance of Fire Protection Equipment, Portable Fire Extinguishers and Fire Blankets
- AS4655 Fire Safety Audits Building Code of Australia (BCA) – Amendment 12

TESTING OF THE PLAN

Whenever this plan has been used to conduct an exercise or drill, details must be recorded in the table below.

DATE	TYPE OF TEST/ EXCERCISE	TEST CARRIED OUT BY

1.1 KEY RISKS / ISSUES

No	Risks/Issues (-ve)	Risk Mitigating Actions	Outcomes (+ve)
1	Incidents at workplaces or projects with resultant lack of coordination of the appropriate emergency response.	Workplace / Project Manager has established Emergency Response Team. Project staff appropriately trained to the Workplace Emergency Response Plan	Management of Incident reducing further risks.
2	Workplace / Project Manager attempts to manage the Incident solely.	Incident reported to senior management who may declare the incident a crisis.	Appropriate support mobilised to assist.
3	Emergency equipment not available	Emergency / Evacuation Coordinator ensure required equipment already available.	Incident better managed and controlled
4	External emergency services not contacted	Emergency instructions posted around the project site.	Prompt required response
5	Project staff uncertain what to do when an Incident occurs on the project site.	Emergency / evacuation exercises / desk top audits carried out to test and train Emergency Response Team	Incident better managed and controlled
6	Relevant Authorities not notified of pollution incidents	Communication of notification requirements	Community Notified of pollution incidents Appropriate mitigation of pollution incidents to minimise further harm to the environment
7	Pollution Incident Response Management Plan (PIRMP) not implemented	All projects to ensure PIRMP's are prepared and implemented.	Incident better managed and controlled

1.2 RESPONSIBILITIES

WHS&R Management Activity Matrix:

The following matrix summarises the main activities which must be undertaken, the positions that have primary responsibility to undertake the activities and the positions that are required to provide support or assistance

Activity Description		Accountability and Responsibility Matrix										Minimum Task Timing	Relevant section in document & Relevant forms
		Leading Hand	Safety Advisor/ Coordinator	Safety Manager	Supervisor	Environmental Manager/ ESR	Project Admin	Engineer	Workplace/Project Manager	Operations Manager	General Manager		
1	Appoint Emergency Response Team (ERT) Members		S	S					P	S		Mobilisation	
2	Conduct training in accordance with this plan.		P	S		S			S	S		Mobilisation	
3	Conduct Emergency Response Action Plan Desk Top Audits		S	P	S	S			S			As required	Appendix 3
3	Run emergency response drills in accordance with this plan.	S	P	S	S		S	S	P	S	S	Minimum 12 months	<u>JH-FRM-PMA-008-01</u> Emergency Evacuation Exercise Observers Checklist
4	Minute drills and maintain this plan		P	S			S		P	S		Minimum 12 months and as required.	
5	Maintain first aid provisions and emergency response equipment		P	S			S		P	S		As required	
6	Notify Operation office / senior management / corporate affairs			S	S	P			P		P	As required	

1.3 INTRODUCTION

This Workplace Emergency Response Plan enables management and staff to quickly and decisively respond to an actual or potential emergency, which could threaten the safety of persons or equipment on-site, or significantly disrupt site operations.

The Plan provides for appropriately trained management and staff to assume the primary response role for incidents or emergencies occurring on site which;

- are within the capabilities of internal resources to control,
- have no external impact, and
- do not necessitate the deployment of resources from external authorities or agencies.

The Plan also provides for management and staff to act in a support role in circumstances where external intervention is necessary.

The Plan caters for all modes of site operations and response procedures are intended to complement the roles and responsibilities of responding combat agencies.

1.4 OBJECTIVES

- To facilitate a prompt, decisive, coordinated and appropriate initial response to an emergency,
- To provide guidance for controlling or limiting any negative effect that an actual or potential emergency or critical incident could have on the site or surrounding community,
- To provide a framework in which key persons can develop the competencies to effectively respond to an on-site emergency, and
- To provide a mechanism for assuring the continued accuracy and relevance of the Emergency Management Plan and Procedures and the on-going competency of key persons to effectively implement these procedures.

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1.5 EMERGENCY RESPONSE PLAN POLICY STATEMENT

Coping with hazards gives the reason and focus for planning. These hazards exist within all communities whether they are recognised and planned for or whether they go unnoticed or not identified.

Management understands and accepts its responsibility as described in the Act. This plan addresses such hazards and provides guidance on appropriate action and response. The Workplace Emergency Response Plan incorporates:

- Authority for the conduct of emergency response;
- Guidance to all site occupations in the event of an emergency;
- Recommended Emergency Response Action Plans for Emergency Response Team members;
- Evacuation assembly requirements;
- Security requirements;
- Key personnel recall procedures;
- Communications procedures; and
- Critical response action plan.

This plan has been produced in consultation with the Emergency Planning Committee (EPC), the Workplace Health and Safety Committee (HSC) and in accordance with the Act and AS3745.

1.6 STRATEGY

The Emergency Response Plan encompasses the following key elements:

Compliance	<ul style="list-style-type: none"> ▪ Responsibility of the Emergency Planning Committee. ▪ Review to be conducted following any site emergency and not less than once every 6 months ▪ Pollution Incident test exercises must be carried out once every 12 months or at least once during the life of the project if it is shorter than 12 months ▪ Pollution incidents tests and plan reviews must be carried out within one month of any Pollution Incident relating to the licensed activity.
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Documentation	Type	Distribution
	Area Checklist Cards	Area Wardens

	Type	Objectives	Frequency
	Area Warden Training	Gain Awareness of Warden Responsibilities	Upon mobilisation and as required.
	Emergency Management Training	Gain Awareness of Emergency Mangement Processes	Upon mobilisation and as required.
	Fire Extinguisher Training	Fight fire in its incipient stages	Upon mobilisation and as required.
	Type	Objectives	Frequency
	Notification Protocols	Gain Awareness of notification requirements	Upon mobilisation and as required
	Pollution Incidents and Material Harm	Be aware of what constitutes a pollution incident and material harm	Upon mobilisation and as required
	Pollution Incident Response	Awareness of procedures and practices for responding to pollution incidents	Upon mobilisation and as required

	Type	Frequency
	Evacuation Exercise	Once every 12 months
	Emergency Response Action Plans	As Required
	Pollution Incident Test	Once every 12 months or at least once during the life of the project if it is shorter than 12 months Within one month after any pollution incident

1.7 DEFINITIONS & ABBREVIATIONS

Term	Abbreviation	Definition
Crisis		<p>A Crisis is an out of ordinary event, announcement, disclosure or set of circumstances, which threatens the safety or well-being of employees, the environment, other stakeholders or the integrity, performance, reputation or survival of the company. A Crisis may include a serious (Class 1 / Level 1) accidents, incidents, emergencies or a Near Miss (potential) accident, incident or emergency.</p> <ul style="list-style-type: none"> ▪ any Class 1 Incident/Accidents; ▪ multiple fatalities and/or serious injuries; ▪ small/large scale oil, or other contaminant, spillage; ▪ bomb threats or other criminal act; ▪ mass demonstration ▪ kidnap/hostage; ▪ failure/collapse of the construction structure; ▪ major equipment failure; ▪ vehicular/plant accidents; ▪ industrial accidents; ▪ major information technology failure; ▪ environmental disaster and degradation; ▪ fires/explosion; ▪ activist campaign; ▪ an issue that significantly impacts the community and ▪ natural disaster ▪ threat of self harm, violence or sabotage arising from mental health issues or psychological injuries
Critical Incident Recovery Plan	CIRP	Actions taken to ensure that potential affected employees are provided with counselling if required.
Emergency		<p>Any incident which could:</p> <ul style="list-style-type: none"> ▪ Any event that arises internally or from external sources, which may adversely affect persons or the community generally, and which requires an immediate response. (AS3745 refers).
Emergency Planning Committee	EPC	A group of site representatives responsible for overseeing an appropriate level of emergency preparedness on-site
Emergency Response Team	ERT	The collective name given to staff who perform emergency-related roles

Term	Abbreviation	Definition
Emergency Procedures		Procedures that have been designed so that all responding on-site personnel will act in a coordinated manner which will complement and support the actions and deeds of the emergency services
Evacuation Assembly Area		A safe location which evacuees proceed to in the event of an evacuation
Master Emergency Control Point	MECP	The site command post at which the Chief Warden is located in the event of an evacuation or major incident.
Pollution Incident (NSW)		Any pollution incident that causes or threatens material harm to the environment or human health
Material Harm (NSW)		Harm to the environment is material if: (i) it involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or (ii) it results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000, and the loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment.

1.8 SUPPORTING PLANS

Reference Title

Workplace Safety Management Plan

Rail Safety Management Plan

1.9 ORGANISATIONAL STRUCTURE

THE EMERGENCY PLANNING COMMITTEE (EPC)

a) Responsibilities

The Emergency Planning Committee is responsible for overseeing on an on-going basis:

- The effectiveness and accuracy of the Workplace Emergency Response Plan, Procedures and relevant emergency documentation
- The appointment of Emergency Response Team personnel
- Staff training in emergency preparedness
- Co-ordination of evacuation exercises
- Post - emergency/exercise review

b) Composition

The Committee is comprised of the Chief Warden (Chairperson) and Deputy Chief Warden

(alternate Chair) and functional area representatives including:

- Workplace / Project Manager / Director
- Construction Manager
- Site Manager / Superintendent
- Environmental Manager
- Project Safety Advisor / Coordinator
- Supervisor
- Health and Safety Representative
- Other representatives as deemed appropriate by the Chairperson

c) Meetings

The Committee will meet once upon mobilisation and meet as a minimum every three months thereafter. The committee should also meet to assess any significant changes to workplace conditions / activities and address their possible impact on the Workplace and the Workplace Emergency Response Plan. The Committee will also convene as soon as practicable after an emergency situation to review organisational response and at other times when matters affecting the emergency preparedness of the site deem it necessary. This meeting shall be documented and the minutes distributed.

d) Meeting Agenda

The Meeting Agenda will include:

- Reports from Committee representatives concerning any emergency or critical incident which has occurred at the site and an evaluation of the site's organisational response to the event
- Staff training in emergency preparedness which detail names, positions and date they last attended training
- Details, evaluation and issues arising from the most recent site emergency and evacuation exercise
- Most recent inspection of site emergency systems and equipment
- Proposed amendments to the Site Workplace Emergency Response Plans Manual
- A review of the Site Workplace Emergency Response Plans Manual to ensure that all information contained within remains pertinent and accurate. On completion of the review, the Chair will update the applicable record of amendments page in the Manual (and copies) and sign it.
- Issues impacting on Site Emergency Preparedness

THE EMERGENCY RESPONSE TEAM (ERT)

In the event of an emergency, resources should be used in priority to affect the following measures:

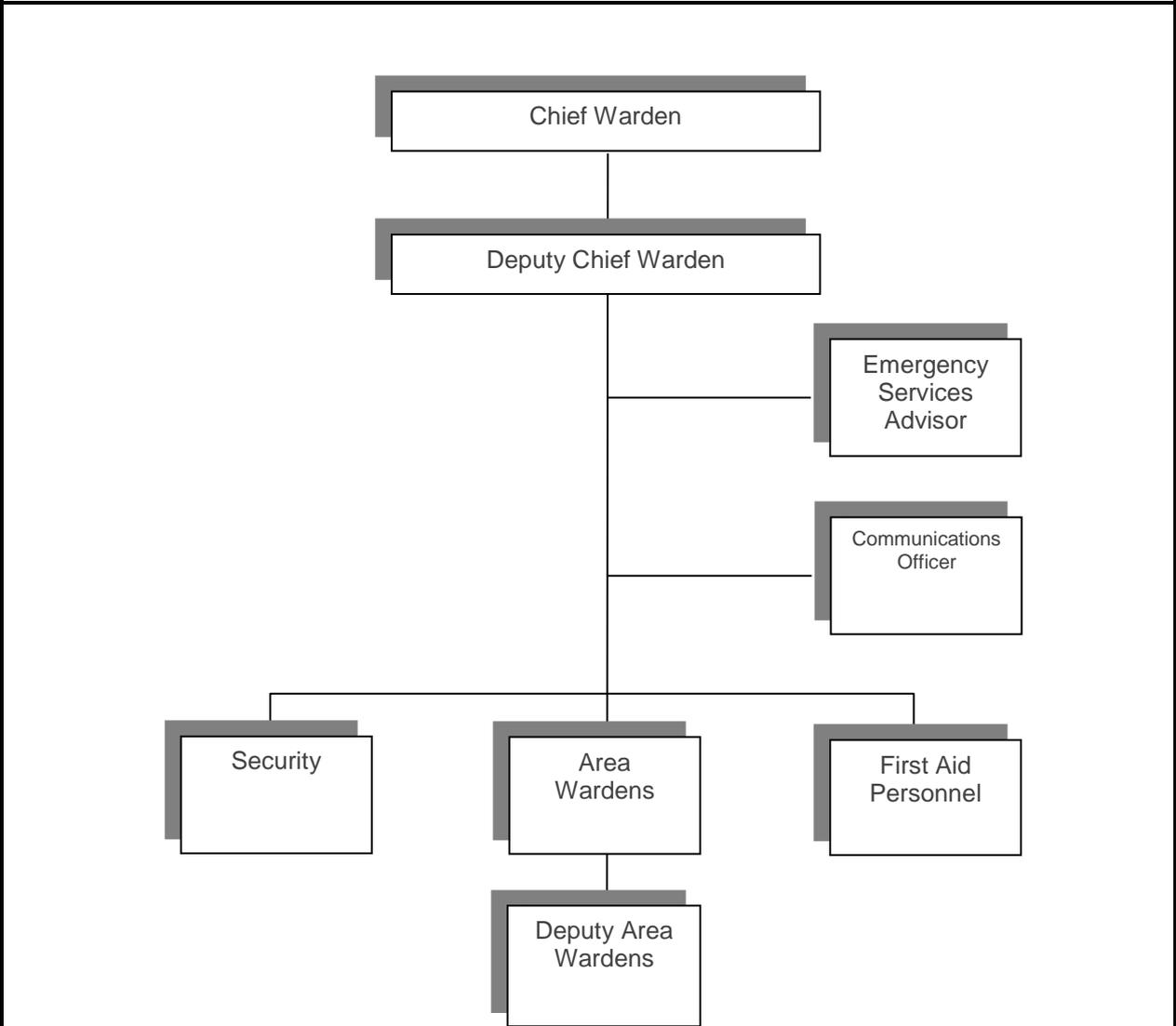
- Protection and rescue of human life;
- Protection of property and information;
- Rendering affected areas safe;
- Restoring disrupted services;
- Resuming normal activities;
- Clearing damaged/affected areas; and
- Recording and assessing the emergency/damage and the effectiveness of counter measures.

The Emergency Response Team will be responsible for providing emergency response action once the alarm has been raised and the appropriate level of response has been determined necessary.

Responsibilities

The Emergency Response Team (ERT) is responsible for implementing emergency procedures as prescribed in the Emergency Response Plan & Procedures Manual.

a) Emergency Response Team Structure



NOTE

The nominated persons for the above positions are listed in the ERT List contained in the Appendices Section at the rear of this Manual.

In the absence of a designated Area Warden, the applicable Deputy will assume the role.

b) Emergency Response Team (ERT) Duties

CHIEF WARDEN

The Chief Warden is responsible for coordinating the internal on-site response to an emergency or critical incident occurring within or affecting the normal operations of the site. The Chief Warden's major priorities will be:

- Ensuring the safety of persons on site
- Assessing the impact of the incident on personnel safety, property and site activities
- Ensuring that appropriate agencies have been informed
- Coordinating internal resources to mitigate the impact of the incident on site activities
- Ensuring that appropriate senior management are informed and regularly updated
- Ensuring that evidence material to any post-incident investigation is not interfered with
- Determining and implementing an appropriate post-incident recovery strategy

DEPUTY CHIEF WARDEN

The Deputy Chief Warden assists the Chief Warden as required and, in the event of an evacuation, proceeds to the Evacuation Assembly Area, receives reports from Area Wardens, updates the Chief Warden on evacuation progress and controls the Evacuation Assembly Area.

AREA WARDENS

Area Wardens are responsible for:

- Acting in accordance with instructions issued by the Chief Warden
- In the event of an evacuation, providing it is safe to do so:
 - Confirming with Deputies that designated area has been evacuated and checked
 - Confirming that Deputies are safe and accounted for
 - Unless otherwise instructed, proceeding to the Evacuation Assembly Area
 - Promptly reporting the results of the evacuation to the Deputy Chief Warden

DEPUTY AREA WARDENS

Deputy Area Wardens are responsible for:

- Acting in accordance with instructions issued by the Chief Warden and/or Area Warden
- In the event of an evacuation, providing it is safe to do so, duties will typically include:
 - Evacuating personnel from assigned area
 - Checking assigned area to ensure that all persons have vacated
 - Promptly reporting the results to the Area Warden
 - Proceeding to Evacuation Assembly Area

EMERGENCY SERVICES ADVISOR

- Providing information about the results of the investigation
- Escorting the external Emergency Services Personnel to the identified location

COMMUNICATIONS OFFICER

- Relaying information
- Maintaining a chronological record of organisational response and key events during the emergency

FIRST AID PERSONNEL

- Administering first aid to casualties as required until the arrival of appropriate emergency services

SECURITY PERSONNEL

- Coordinating with the Chief Warden access to the site for emergency services vehicles(meet & direct)
- Controlling other vehicle ingress & egress at the site
- Other security functions as required

RECEPTION PERSONNEL

- Where time permits and if safe to do so, divert phone immediately to Main or Head Office in the event of a full site evacuation, advising them that this has occurred.

ENVIRONMENT MANAGER / ENVIRONMENT SITE REPRESENTATIVE

- Assesses any pollution incident to Determine if any potential incident material harm has, or has the potential to occur
- Notifies the relevant authorities as per the notification protocol in section 1.9 if required to do so
- Manages the pollution incident
- Point of contact for the authorities during any pollution incident
- Coordinate pollution incident tests

e) Selection Guidelines – Emergency Response Team Personnel

In selecting persons to perform Emergency Response Team roles, the following selection guidelines should be considered:

ALL EMERGENCY RESPONSE TEAM PERSONNEL SHOULD

- Be physically capable
- Have leadership qualities and command authority
- Have maturity of judgement, good decision-making skills and be capable of remaining calm under pressure
- Generally work in one area and be in attendance during working hours (in particular, normal duties should not frequently take them away from the Site)
- Be good communicators

CHIEF WARDEN/DEPUTY CHIEF WARDEN

Persons selected for Chief Warden and Deputy Chief Warden roles should:

- Meet the above criteria,
- Have a good knowledge of the site/building layout and operations, and
- Have undergone appropriate training relative to their roles and responsibilities within the ERT

f) Maintenance of Emergency Response Team (ERT) Coverage

RESPONSIBILITY FOR MAINTENANCE OF SUFFICIENT ERT PERSONNEL

Overall responsibility for the maintenance of sufficient ERT personnel and an accurate listing rests with the Chief Warden.

RESPONSIBILITY FOR CHECKING AND UPDATING ERT LIST

The Chief Warden will check with ERT personnel on a 3 monthly basis to confirm the accuracy of the ERT List and where practicable, make any adjustments.

ERT VACANCIES

On being advised of any ERT vacancies that cannot be filled, the Chief Warden will communicate with the applicable manager requesting an appropriate ERT nomination.

PRODUCTION OF UPDATED ERT LIST

The Chief Warden will ensure that an updated ERT list is produced and distributed to ERT personnel on an as required basis. Copies of this list will be forwarded to all manual holders for insertion in the Workplace Emergency Response Plans Manual (superseded copies to be destroyed).

g) Emergency Response Team Personnel Listing

A listing of ERT personnel is contained in the Appendices at the rear of this Manual.

h) Emergency Response Team Identification

In an emergency, ERT personnel wear colour-coded safety hats - colour-coding is as follows:

ERT ROLE	IDENTIFICATION
Chief Warden	ADD NAMEADD NAMEADD NAMEADD NAMEADD NAMEAs per site First Aid Poster
Deputy Chief Warden	
Area Wardens	
Deputy Area Wardens	
Communications Officer	
First Aid	

1.10 EMERGENCY RESOURCES

FIRE SAFETY

Fire Protection	<ul style="list-style-type: none"> ▪ Fire Hose, Fire Extinguisher, Fire Blanket
Emergency Warning	<ul style="list-style-type: none"> ▪ By internal building alarm

COMMUNICATIONS

Public Address Systems	<ul style="list-style-type: none"> ▪ N/A
Internal Phone System	<ul style="list-style-type: none"> ▪ Switchboard hours are 0800 to 1700 ▪ Site management all carry mobile phones
Two-Way Radio System	<ul style="list-style-type: none"> ▪ N/A

EMERGENCY EQUIPMENT

Item:	Location	Quantity:
Torches	<ul style="list-style-type: none"> ▪ 1 per warden / Deputy Warden 	<ul style="list-style-type: none"> ▪ 1 per warden/ Deputy Warden
Loudhailer / airhorn	<ul style="list-style-type: none"> ▪ 1 upstairs office ▪ 1 downstairs office ▪ 1 warehouse / workshop ▪ 1 spare 	<ul style="list-style-type: none"> ▪ 3
First Aid Kits	<ul style="list-style-type: none"> ▪ ADD 	<ul style="list-style-type: none"> ▪ ADD
Spill Kits	<ul style="list-style-type: none"> ▪ Depot Yard 	<ul style="list-style-type: none"> ▪ 3
Defibrillator	<ul style="list-style-type: none"> ▪ Reception 	<ul style="list-style-type: none"> ▪ 1

EXTERNAL COMMUNITY AGENCIES

EMERGENCY RESPONSE	Police Service	Call 000
	Ambulance Service	Call 000
	Fire Brigade &/or HAZMAT Team	Call 000
	Endeavour Energy	131 003
MEDICAL	Medical Centre Galen & Gray 12 N Parade Rooty Hill	1300 009 009
	Employee Assist Programs	1800 991 151
	Blacktown Hospital Emergency	9881 8215 9881 8216
	Blacktown Hospital General enquiries	9881 8000
	Poisons Information Line	Ph: 13 11 26
SPILL CLEAN UP / REPORT	EPA Information Line	131 555
	Blacktown Council	9839 6000
	Sydney Water	13 20 90
	Gas Leak / Supply Energy Australia	133 466
	Power Failure / Supply Endeavour Energy	131 003
ADJACENT FACILITIES	NA	NA

NOTIFICATION PROTOCOL FOR POLLUTION INCIDENTS (NSW)

The following authorities must be contacted in the order below. [Insert the relevant authorities and contact details within table – example provided]

	Authority	Phone Number
1	EPA	131 555
2	Department of Health – Blacktown community Health Centre	98818700
3	SafeWork NSW (Workcover)	13 10 50
4	Blacktown Council	9839 6000
5	Fire and Rescue	000

Reporting the Emergency

Site Emergency Number

In the event of an emergency, assistance may be obtained by dialling:

PRIMARY CONTACT NO.	INSERT NAME AND NUMBER
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ALTERNATE CONTACT NO.	INSERT NAME AND NUMBER
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Note – if unable to quickly contact the Site Emergency Number (or Alternate) Dial 000 and request applicable emergency service/s.

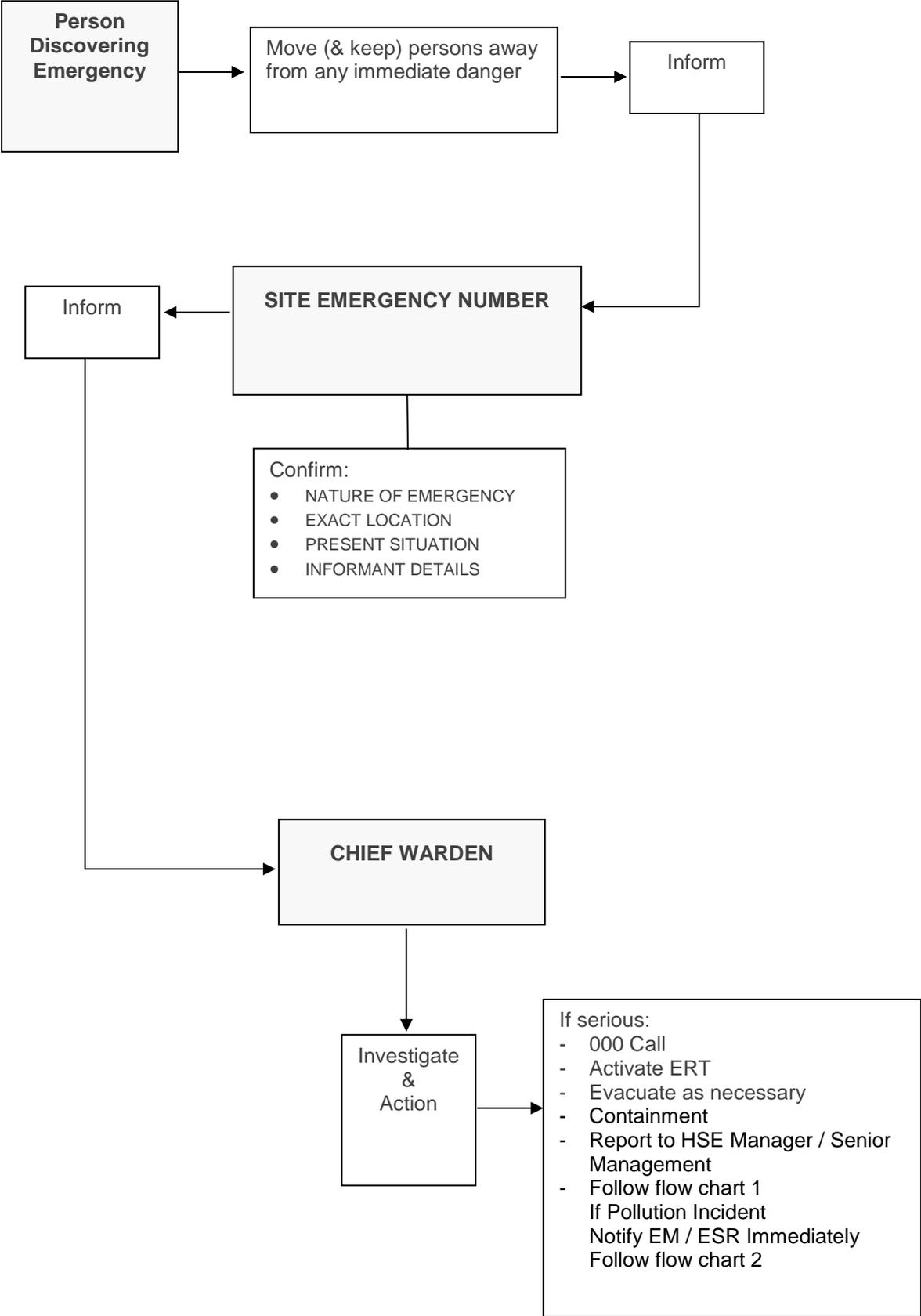
IMPORTANT INFORMATION

When reporting an emergency, the following information should be included:

- Nature of the emergency
- Exact location, including Building, Level & Area/Room Name/No. (where applicable)
- See site map in the Appendix at the rear of this manual for gate numbers and building names
- Present situation
- Name of person reporting the emergency, location and/or contact number (where applicable)

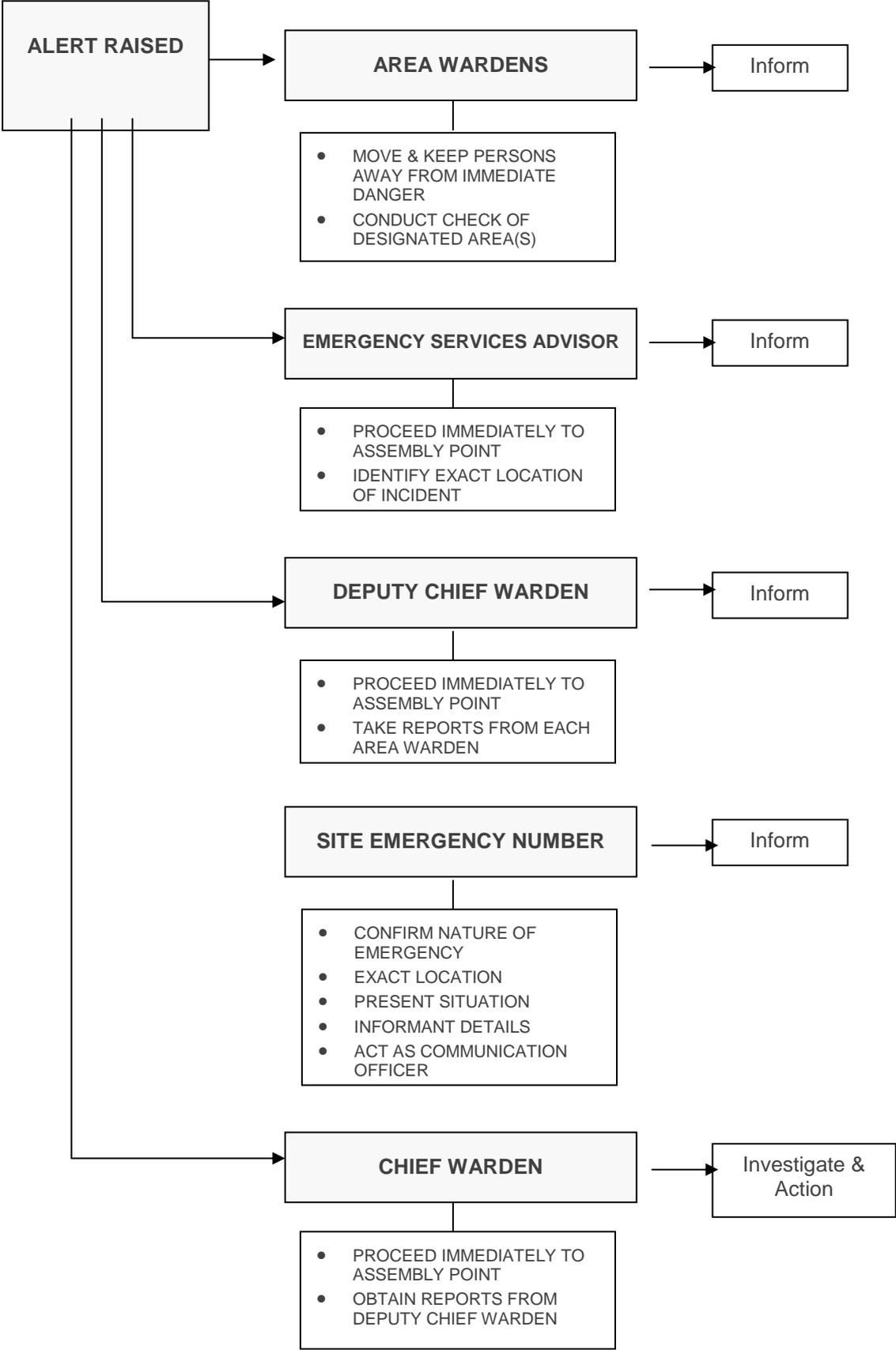
Remember: when providing information remain calm and speak clearly.

a) INITIAL ACTIONS – Discovering an Emergency



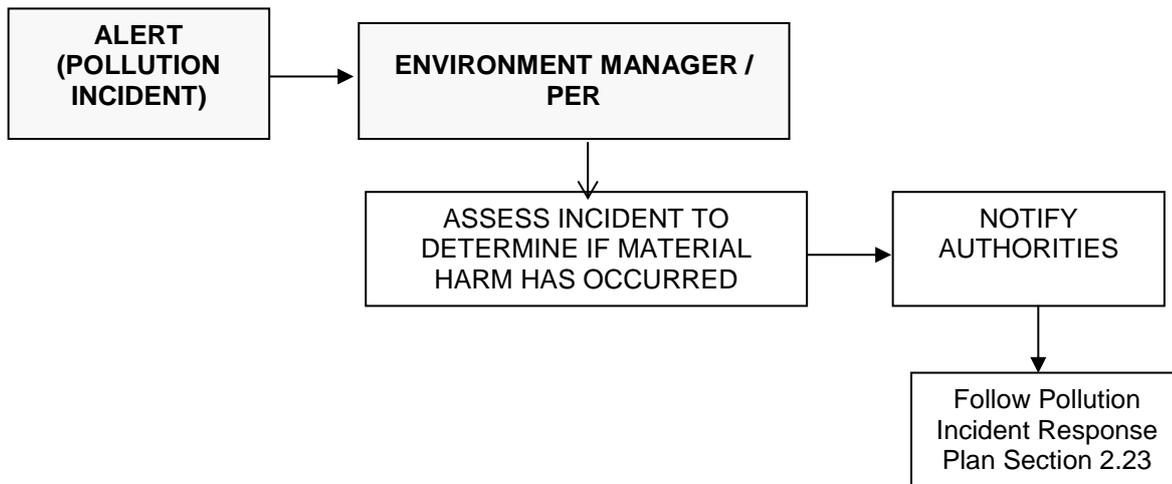
INITIAL ACTIONS CONTINUED...

Flow Chart 1



INITIAL ACTIONS (CONTINUED)

Flow chart 2



1.11 EVACUATION PLAN

KEY ELEMENTS

General Evacuation - Authority	The Chief Warden is authorized to initiate a general evacuation of the Site. Where practicable, this would be done only after conferring with applicable senior management and/or emergency services	
Alert Tone	Upon alert, supervisor to stop critical processes as appropriate and await further instruction on evacuation	
Evacuation Signal	Supervisor to ensure employees proceed to the primary muster point unless directed elsewhere. Evacuation Signal – <ul style="list-style-type: none"> • EVACUATION air horn signal 3 blasts on an airhorn • Verbal directive from Chief Warden via Emergency Response Team personnel or, • Obvious Necessity 	
Evacuation Assembly Areas	PRIMARY Right hand side of main driveway entrance	ALTERNATE INSERT
Warden & Deputy Meeting Point	Providing it is safe to do so the Warden and Deputy Area Warden for each designated area: <ul style="list-style-type: none"> • Meet at the identified area meeting point to collect red safety hat • Whichever person – Warden or Deputy Warden – who reaches the meeting point first should assume the role of the Warden and conduct the area check • Where possible a cooperative check of the area by both the Warden and the Deputy Warden is more efficient 	
Warden Meeting Point	Providing it is safe to do so all Wardens should meet at the nominated evacuation assembly area.	
Re-Entry	<ul style="list-style-type: none"> • Only when authorised by Chief Warden (after consultation with senior emergency services advisor and applicable management/specialists) • A verbal announcement will be made by the Deputy Chief Warden or Chief Warden 	

Restrictions/ Considerations	<ul style="list-style-type: none">• If applicable, persons with disabilities to be assisted by staff who are not deployed on ERT duties• Traffic access to the site may need to be restricted• Emergency services vehicles may need to be met and navigated to the scene• Persons must not gather in areas where they could obstruct emergency services vehicles or personnel or be exposed to danger
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1.12 CONTINGENCIES

a) Informing Emergency Services

When requesting attendance of emergency services, the following information must be included:

- Name of organisation
- Nature of emergency
- Initial response actions
- Any casualties
- Any hazardous materials / processes involved
- Address and nearest cross street
- Name of person making the call and contact number

Where applicable, considerations shall be given if the project is in a remote location and/or difficult to access when contacting emergency services.

b) Informing Relevant Authority

When notifying authorities that a pollution incident has occurred, the following information must be provided

- The time, date, nature, duration and location of the incident
- The location of the place where pollution is occurring or is likely to occur
- The nature, the estimated quantity or volume and the concentration of any pollutants involved, if known
- The circumstances in which the incident occurred (including the cause of the incident, if known)
- The action taken or proposed to be taken to deal with the incident and any resulting pollution or threatened pollution, if known

c) Access Control

In the event of a major emergency it may become necessary for the Chief Warden to invoke restrictions over non-essential vehicular and pedestrian access to the site or affected area and environs.

Note that Police are responsible for control of external roadways, pedestrian and vehicle control.

d) Emergency/Critical Incident – Management Notification

In the event of an emergency or other critical incident, the following persons must be notified at the first reasonable opportunity:

- HSE Manager
- Environmental Managers
- Operations Safety Managers
- Operations Environment Managers
- Operations Manager
- General Manager

Additional notifications will be managed by the HSE Manager and General Manager.

In the event that an emergency situation escalates into a crisis, the JHG Crisis Management Team will assume control of the decision making process.

e) Counselling

Appropriate professional counseling services and additional support are to be made available to staff requiring their support. This service can be accessed by contacting the John Holland Employee Assist Program on 1800 991 151

f) First Aid Assistance

In the event of an evacuation or emergency, First Aid Officers with appropriate equipment should proceed to the First Aid muster point and standby to respond to any requests received for First Aid assistance.

1.13 MEDIA LIAISON

Should any staff member be approached by media representatives for a comment they are only authorised to make the following statement:

GENERAL STATEMENT TO MEDIA IN THE EVENT OF AN INCIDENT

*"I am sorry, but I am not authorised to make any statement to the media.
Please refer your inquiry to Corporate Affairs on (02) 9552-4288*

[JH-MPR-RCC-006](#) Crisis Management provides guidance of media liaison responsibilities within John Holland.

1.14 POST INCIDENT

a) Termination of Emergency

Once emergency services have concluded their involvement, control of the affected area will be handed back to the Chief Warden. In determining the suitability of the area to be re-occupied and to resume normal operations, the Chief Warden should consider:

- Any residual/lingering hazards
- Any structural or process weaknesses caused by the original event, which could initiate a subsequent emergency if operations are reinstated
- The need to preserve the scene if there is to be a subsequent investigation
- Occupant safety
- Industrial relations ramifications
- Need for post incident support or counselling for the psychological wellbeing of workplace staff

Where applicable, the decision to re-commence operations will be taken in consultation with specialist staff.

b) Preservation of the Scene

In any emergency situation where there is the possibility of a subsequent statutory investigation or coronial inquiry, the Chief Warden must ensure that all evidence relating to the incident is preserved and not interfered with. In addition, that any cleaning up, movement of bodies, repairs and so on, apart from that necessary to bring the emergency under control, does not occur without approval of investigating officers. Ideally, measures should be taken to barricade off the immediate area. Refer to [JH-APP-SQE-010-08](#) Alterations and Disturbance of the Site Where an Incident or Dangerous Occurrence has occurred.

c) Report

At the first practicable opportunity following the conclusion of a major emergency/incident and in any event no later than 48 hours after the incident, the Chief Warden will ensure that a report is prepared concerning the emergency and organisational response for the information of the Chair-Emergency Planning Committee. All records are to be retained in accordance with Company document control requirements.

d) Critical Incident Recovery Plan (CIRP)

Critical Incident Recovery Plan (CIRP) aims to assist employees who are not injured but who have witnessed an incident that they might find to be traumatic. In such an event, the employee(s) may require special counseling immediately after the event. The Employee Assistance Program (EAP) provides for these types of services.

The Workplace/Project Manager in consultation with relevant employee representatives (e.g., Health and Safety Representatives – HSRs) are to determine if such services are required.

e) De-Brief

Within 7 days of the conclusion of the emergency, the Emergency Planning Committee will conduct a formal review of the events and processes affecting the emergency to ensure that the Emergency Response Plan and organisational preparedness remain appropriate and competent.

Where deficiencies or weaknesses are identified, a written strategy will be developed to rectify these together with a time frame. This review will involve debriefing relevant personnel and compiling an appropriate report under the authority of the Chair-Emergency Planning Committee.

f) Recovery Plan

Senior management coordinates the implementation of any recovery plans. Key site personnel will receive communication and action plans for implementation at site level

SECTION 2 EMERGENCY RESPONSE ACTION PLANS

To ensure that potential incidents or potential emergencies are adequately identified, any new activity involving plant, hazardous substances/dangerous goods, electrical equipment etc. shall undergo a Risk Assessment in accordance [JH-MPR-WHS-006](#) Managing Safety, Quality and Environmental Risks.

The purpose of this Risk Assessment will be to determine potential hazardous situations and thus the development of an appropriate Emergency Response Action Plan to deal with such an event should it ever arise. The Risk Assessment will address issue such as:

- What could go wrong?
- What are the effects?
- What are the probabilities?
- How often might it occur?
- How can the risk be lessened?

From the information, Emergency Response Action Plan will be developed and will provide guidance to the individual Emergency Response Team (ERT) members in responding to the emergency. All ERT members should be familiar with these actions.

In line with the construction program and the workplace risk assessment the senior project team will identify high risk activities/issues and conduct desktop audits against the workplace specific emergency response action plan to ensure readiness. These audits will be formalized, any identified actions or improvements, raised and re-assessed to ensure compliance. See Appendix 3: Emergency Response Action Plans Desktop Audit Schedule.

SECTION 2 EMERGENCY RESPONSE ACTION PLANS

(* denotes mandatory plans)

2.1	[A] Air Supply Contamination *
2.2	[B] Armed Hold-Up
2.3	[C] Assault *
2.4	[D] Bio-Hazard/Blood Product Spill *
2.5	[E] Bombs – Threat/Found/Mail Bombs *
2.6	[F] Civil Disorder/Demonstrations
2.7	[G] Communications Failure
2.8	[H] Deceased Person *
2.9	[I] Electric Shock
2.10	[J] Evacuation *
2.11	[K] Explosion/Disaster *
2.12	[L] Fire – Building / Bush *
2.13	[M] Food Poisoning
2.14	[N] Gas Leak *
2.15	[O] Hold / Shelter-in-Place *
2.16	[P] Medical Emergency *
2.17	[Q] Motor Vehicle Accident *
2.18	[R] Power Failure
2.19	[S] Seismic Event
2.20	[U] Spill/Release
2.21	[V] Storm/Severe Weather *
2.26	[W] Structural Damage to Building/s *
2.22	[X] Mental Health Emergency

2.1 AIR SUPPLY CONTAMINATION

A

Actions during the Emergency:

CHIEF WARDEN

- Immediately contact maintenance staff required
- Providing it is safe to do so ensure that the suspect air handling system is immediately shut down or ventilated to atmosphere as appropriate
- Attempt to identify source of contamination
- If necessary, evacuate the areas serviced by the suspect system
- If necessary, isolate smoke detectors
- Cordon off any suspect plant/area to prevent unauthorised access
- Consult with appropriate specialists and determine if areas fed by the air supply should be naturally ventilated
- Report findings to the Emergency Planning Committee and indicate any remedial actions to be taken to prevent a recurrence

Internal Notifications:

- In accordance with [JH-MPR-SQE-010](#) Incident Management and Reporting

External Notifications:

- Council notification
- Health Department notification

Additional Considerations:

- Ensuring that appropriate tests/medical assessments are conducted

2.2 Armed Hold-Up

B

Actions during the Emergency:

COLLEAGUES OR PERSONS INVOLVED

- **DON'T BE A HERO** - stay calm. Your safety and the safety of those around you is of paramount importance. If you are not directly involved stay out of it.
- **DON'T ARGUE** - obey the bandit's instructions. But do only what you are told and no more. Do not volunteer any information.
- **BE DELIBERATE** in your actions. If you are ordered to do something by the bandit. Avoid sudden movements.
- **DON'T STARE** at the bandit. Avoid direct eye contact.
- **MAKE A MENTAL NOTE** of everything you can about the bandit. In particular note speech, mannerisms, clothing, scars or any other distinguishing features such as tattoos.
- Try and **OBSERVE ANY VEHICLE** used by the bandit. Once the bandit has left, if you can without risk and if nobody else has already done so, take particular note of the registration number, type, colour and any distinguishing features.

Actions after the Emergency:

COLLEAGUES OR PERSONS INVOLVED

- **HELP** any person who has been injured
- Activate **DURESS ALARM** (if applicable)
- **RING** the Police and the Site Emergency Number
- **LOCK DOORS** to secure crime scene
- **RECORD** your observations in writing as quickly as you can after the Hold-Up using the attached check sheet for reference. See Bandit/Offender Checklist in the Appendix at the rear of this manual for assistance in recalling details that may help post incident. (The Police need individual impressions of what happened, uninfluenced by others.)
- **Contact the following persons:**
 - Chief Warden
 - Police
 - Ambulance (if required)

CHIEF WARDEN

- Consider Hold/Shelter-In-Place procedure
- Confirm offenders have left and obtain brief description (ensure police are updated)
- Confirm if any persons injured and ensure appropriate medical treatment is provided
- Secure the area where the incident occurred and don't allow anyone into the area
- Nobody should be allowed into this area until the Police have checked for fingerprints and other evidence
- Inform appropriate senior management
- Obtain names, addresses and telephone numbers from all persons involved together with brief details of incident (including description of offender/s, estimated value of cash/valuables stolen)
- All persons involved to remain until the Police arrive. Explain to them that their view of what happened, however fleeting, could prove vital when pieced together with other evidence. Provide a quiet place for them to sit down and offer them a cup of coffee or tea
- Obtain names of attending police (and station) and prepare a brief incident report

Internal Notifications:

- In accordance with [JH-MPR-SQE-010](#) incident Management and Reporting

External Notifications:

- Police

Additional Considerations:

- The Operations Safety Manager is responsible for ensuring that appropriate counselling is offered to affected persons using the Employee Assistance Provider.
- Following immediate actions, the Chief Warden should also, in consultation with appropriate senior management, undertake a security review of the activity and location including physical and procedural security elements to determine if security can be improved and the risk of a repeat incident reduced.

2.3 Assault

C

Actions during the Emergency:

CHIEF WARDEN

- Assess the situation
- Remain calm
- Obtain assistance
- Do not provoke the assailant or aggravate the situation
- If safe to do so, assist the victim (e.g. determine if first aid or medical attention is required and action accordingly)
- Disperse any casual spectators but ask witnesses to remain
- Obtain and note details concerning the incident;
 - full details of victim
 - circumstances surrounding the incident
 - witnesses
 - description/details of assailant/s

Actions after the Emergency:

CHIEF WARDEN

- **If Minor Assault**
 - Refer the matter to the Senior Management for follow-up
 - Complete a report for the information of the Senior Management detailing the incident & action taken
- **If Serious Assault**
 - Immediately notify the Police (include description of offender/s, any weapon/s, vehicle/s and last known whereabouts and direction of travel)
 - Cordon off the scene of the incident
 - Identify any witnesses and request them to remain until police arrive
 - Where witness(s) cannot wait for Police attendance, their details are to be noted
 - If offender is still present on-site, ensure that victim and witness(s) are isolated from the person
 - If offender is still present on site and is considered to pose a danger to others, attempt to keep persons away from the offender and keep the offender under discrete surveillance.



- **If Sexual Assault**

On receipt of a report of a sexual assault:

- Ensure that appropriate medical treatment is afforded
- Ascertain the facts from relevant persons - preserve the crime scene.
- Explain to the victim that Police will be called as they can provide specialist expertise and support to the victim. It will however be up to the victim to determine whether s/he wishes Police to take further action in relation to the matter.
- Notify Police
- Notify Operations Safety Manager who will inform applicable counselor.
- Log brief details and complete a detailed confidential Incident Report

NOTE:

Sexual Assault is a very personal and traumatic (both physically and psychologically) crime for the victim and must be handled with the sensitivity and well-being of the victim foremost in the mind of the Chief Warden.

The preservation of physical evidence can prove to be of significance in obtaining the subsequent conviction of an offender for this crime. For this reason, where circumstances permit, the victim should be discouraged from cleansing themselves or disposing of clothing worn at the time of the offence until police are in attendance.

Internal Notifications:

- In accordance with [JH-MPR-SQE-010](#) incident Management and Reporting

External Notifications:

- Police (if serious or sexual assault)

Additional Considerations:

- The Operations Safety Manager is responsible for ensuring that appropriate counselling is offered to affected persons using the Employee Assistance Provider.
- Following immediate actions, the Chief Warden should also, in consultation with appropriate senior management, undertake a security review of the activity and location including physical and procedural security elements to determine if security can be improved and the risk of a repeat incident reduced.

2.4 Bio-Hazard/Blood Spill

D

Actions during the Emergency:

PERSON DISCOVERING

In the event of an actual or suspected biological hazard, the person discovering should:

- Treat all such events as infectious
- Not touch or approach suspect material
- Notify the Site Emergency Number in the event of a major spill
- Prevent unauthorised access to hazardous area

SITE EMERGENCY NUMBER – MAJOR SPILL

- Confirm the exact nature and location of the hazard
- Confirm the name and telephone number/location of the informant
- Notify Chief Warden
- Keep a log of times and actions
- Assist specialist personnel if applicable and safe to do so

CHIEF WARDEN

- Isolate area
- Contact First Aiders for the immediate treatment of any injured persons if necessary
- Notify the Project Safety Advisor / Coordinator, applicable trained colleagues and senior management

PROJECT SAFETY ADVISOR / COORDINATOR

- Notify applicable trained colleagues (e.g. First Aiders and Volunteer Contract Cleaners) for the commencement of cleaning if not already commenced
- Ensure that the bio-hazard/blood spill is recorded using the internal Incident Investigation Report and that the cause is investigated

FIRST AIDERS

- Specimens containing blood, blood products or body fluids should be regarded as infectious – as should all sharps.
- Provide emergency First Aid Treatment to the injured person, taking care to wear appropriate PPE (e.g. gloves, safety goggles / glasses, respirator, apron) for the size of the spill
- Assist in clean up if requested to do so



CLEAN UP BY TRAINED PERSONS

- Specimens containing blood, blood products or body fluids should be regarded as infectious – as should all sharps.
- Use dedicated clean up equipment stored in the First Aid Room (e.g. designated bio-hazard bucket, plastic bags, scrubbing brush, yellow mop bucket, heavy duty plastic apron, long sleeved gloves, disposable respirator, safety goggles / glasses. chux paper towelling & Viraclean)
- Wear PPE and flow a stream of Viraclean around the outside of the spill and across the top of the entire spill taking care not to spread the spill. Place chux or similar absorbent material over the area and allow to stand for fifteen (15) minutes and this will eliminate potential contaminants. Collect the chux or absorbent material, blood/body fluid and place into a contaminated waste/ Bio-hazard bag. Ensure the bag is sealed and placed in a Bio-hazard bin.
- Any remaining residue is to be cleaned up using the dedicated yellow mop and bucket and hot water. Stubborn stains can be removed with the scrubbing brush and full strength Viraclean.
- If blood/body fluid comes into contact with skin or abrasion occurs, wash area immediately with Viraclean and/or copious quantities of water and contact the supervisor immediately. An Incident Report Form should be completed and distributed as per normal procedures.
- All equipment used to clean up the blood/body fluid spill must then be cleaned using Viraclean, in particular the mop must soak for 15 minutes.

Actions after the Emergency:

TRAINED PERSONS/FIRST AIDERS - Contaminated Waste Disposal

- Appropriate PPE (as above) should be worn when handling contaminated waste bags and containers. Dispose of any and all contaminated personal protective equipment in the same way as the contaminated waste by placing it inside a Bio-hazard bag, inside a Bio-hazard bin.
- Contaminated waste bags and containers should be yellow in colour with the internationally recognised black multi-circle symbol (Biohazard symbol). Infectious waste must be disposed of in a leak-proof bag and these must never be overfilled as overfilling will prevent closure and increase the risk of rupture in transit.
- Contaminated waste bags should be tied or sealed and placed immediately into an appropriate waste bin in case of leakage.
- Sharp objects should never be placed into contaminated waste bags or containers. Needles should not be bent, broken or re-sheathed before discarding. Place any sharps from the spill into a sharps container.
- Any personal clothing, including footwear that may have been contaminated is to be placed in a Bio-hazard bag.
-

Internal Notifications:

- In accordance with [JH-MPR-SQE-010](#) incident Management and Reporting

Additional Considerations:

- Counselling may be required for any persons who came in contact with blood or bodily fluids suspected of containing HIV, Hepatitis or other similarly transferable viruses for affected persons using the Employee Assistance Provider. Refer to Section 1.12 for contact details.

2.5 Bombs – Threat/Found/Mail Bombs

E

Bomb Threat Received - General Guidelines

- Bomb threat calls must always be treated seriously. Action in relation to any call should always be assessed by the Chief Warden who will determine the level of response required, where practicable in consultation with Police and appropriate senior management.
- Police and Security should always be informed of any bomb threat calls received.
- Wherever time permits and/or suggested by Emergency Services, a search is recommended (precautionary inspection) of any area mentioned in the threat, relevant building/s exterior, exit routes and Assembly Area/s should always be undertaken in response to a specific bomb threat.
- Because improvised explosive or incendiary devices can be easily disguised, colleagues who are familiar with the area to be searched are more likely to quickly discover an unusual item or object.
- If colleagues are requested to check their work area in response to a bomb threat, any such search must be on a voluntary basis and should be based on a recommendation by Emergency Services.
- Whenever a bomb threat call is received, colleagues located in the building/area affected by the threat should be notified of the threat and advised of what action is being taken in relation to the threat.

WARNING

If evacuating in response to a suspected bomb being discovered or as a precaution:

- Evacuation should be initiated no later than 30 minutes prior to any detonation deadline
- All persons should take bags and personal belongings with them
- Where practicable, doors and windows in close proximity to the suspect item should be left open
- People must not assemble in any location that is line of sight to a possible danger area
- Building re-entry should only be considered after a thorough search has been conducted by volunteers together with Police (not to be initiated less than 30 minutes after detonation deadline has elapsed) and after consultation with police, senior management and other applicable personnel

Actions During the Emergency – Bomb Threat Received:



PERSON RECEIVING THE THREAT

- Take note of all details you can remember (see format below)
- Don't hang up the phone
- Use another phone to contact the Site Emergency Number and Chief Warden

What time was the call received?

Useful information to obtain from call recipient. Ask the caller or record what the caller said?

WHERE	Exactly is it – which building?
WHEN	Will it explode?
WHAT	Does it look like?
WHAT	Will make it explode?
DID	You place the bomb?
WHY	Did you place the bomb?
WHO	Are you?
HOW	Can we contact you?

What can you remember about the caller?

Call taker information

SITE EMERGENCY NUMBER

- Note threat details in security log, including time and details of internal caller, and details of any detonation time or time call taken
- Inform Chief Warden immediately

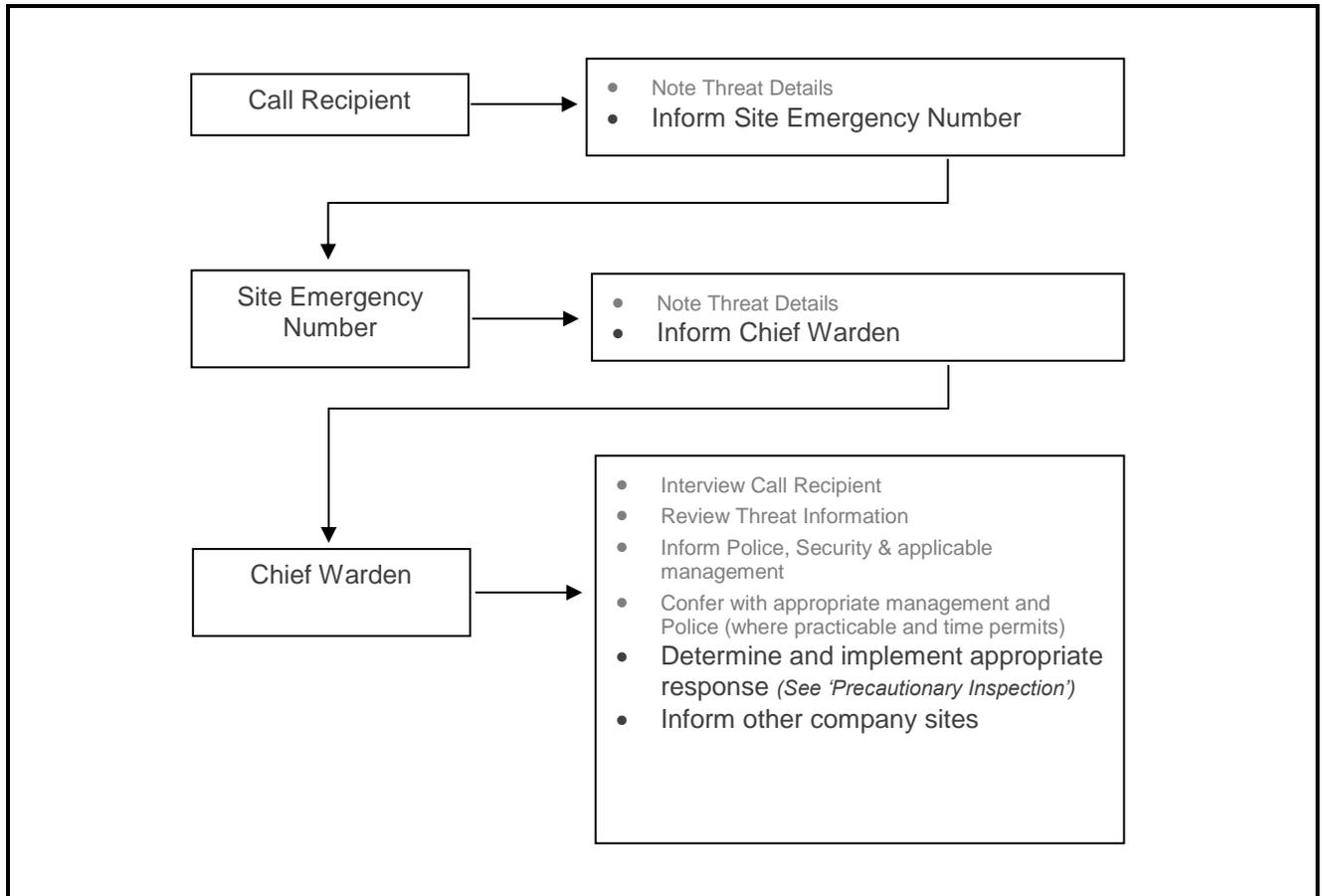
CHIEF WARDEN

- Interview call recipient
- Review threat information
- Inform Police, Security & applicable management
- Confer with appropriate management and Police (where practicable and time permits)
- Determine and implement appropriate response (see 'Precautionary Inspection' in this section and Hold/Shelter-In-Place procedure section in this plan.
- Inform other company sites

Actions during the Emergency - Bomb Threat Received



RESPONSE PLAN SUMMARY



Actions during the Emergency – Precautionary Inspection

CHIEF WARDEN

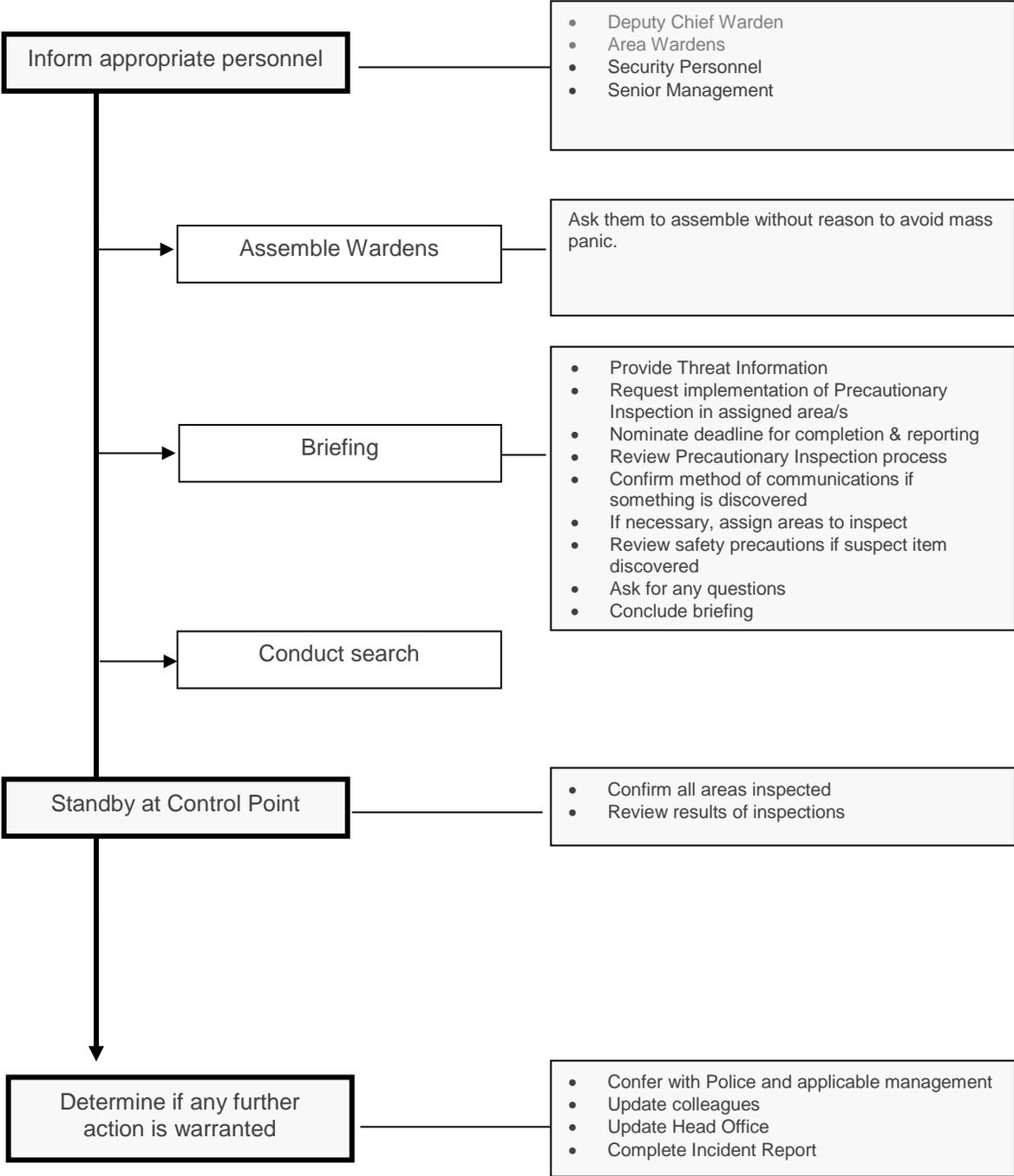
- Inform Deputy Chief Warden and Security personnel
- Inform Area Wardens, to assemble without referring to the reason so as not to panic colleagues to gather the wardens at an agreed meeting point
- Once assembled, brief the area wardens, advising of threat information received
- Establish search areas and an agreed report in time. Review procedures for what to do if a suspicious object is discovered (see following pages)
- Contact Police
- Standby at MECP (Master Emergency Control Point) for confirmation of areas checked and cleared
- Determine any further action in consultation with the Police and Senior Management

Actions during the Emergency – Precautionary Inspection



CHIEF WARDEN RESPONSE PLAN SUMMARY

If initiating a Precautionary Inspection in response to a site-specific threat (and time permits):



Actions during the Emergency – Precautionary Inspection continued



ERT PRECAUTIONARY INSPECTION TEAM PERSONNEL

- On being requested to conduct a Precautionary Inspection, ERT personnel will promptly and discreetly inspect their assigned areas for any suspicious object.
- Prior to conducting inspection, review inspection process as follows:
 - Review safety precautions in the event of discovering a suspicious object
 - Discreetly check with staff regarding anything unusual
 - Be clear on what area/s each person is responsible for inspecting
 - What to look for
 - Confirm time by which they will meet back at the Control Point

WARNING

Do not touch suspicious objects – note description and location

Keep people away

Immediately inform the Chief Warden

Do not use two-way radios or mobile phones in close proximity

- When searching for a possible explosive or incendiary device, packages, bags, boxes or other items may be viewed as 'suspect' in any of the following circumstances:
 - The item appears similar to the one described in the threat message
 - The item is foreign to the premises and its' origin is questionable
 - The item is labelled suspiciously
 - The physical characteristics of the item are suspicious in size, shape, weight and sound
 - The item cannot be vouched for as belonging to anyone on site
 - There are signs of forced entry, footprints, scrapes or fresh diggings
 - Pieces of tape, wire, string, or explosive wrappings etc. are present
 - The condition of the room or area has been altered e.g. furniture has been rearranged, doors have been closed which are usually open or windows have been opened which are usually closed etc.
- On completion of the inspection, Area Wardens (and other Inspection Team Leaders) will then contact the Chief Warden and advise the results of the inspection (note – if a suspicious object has been discovered, this fact should be immediately communicated). Comply with any subsequent instructions issued by the Chief Warden.

Actions during the Emergency – Suspicious Object Discovered

PERSON DISCOVERING

- Do not touch suspicious object – note description and location
- Keep people away
- Immediately inform the Chief Warden
- Do not use 2-way radios or mobile phone in close proximity

Actions during the Emergency – Suspicious Object Discovered continued



CHIEF WARDEN

- Evacuate the potential danger area
- Where time permits, request all employees take their personal belongings with them, leave internal doors open (not fire doors) and implement controlled shut down procedures (if applicable).
- Colleagues should NOT be permitted to gather in an area that is in line of sight to a suspected danger area.
- Inform Police, security and senior management
- Isolate gas and hazardous processes (if applicable)
- Cordon off the potential danger area
- Liaise with Police on their arrival

Actions After the Emergency – Bomb Threat / Suspicious Object Discovered:

CHIEF WARDEN

- Update all colleagues on the bomb threat received or suspicious object discovered and the outcome of the precautionary investigations and any other actions taken
- Inform senior management of the outcome

Additional Considerations:

- Caller may have mistakenly called the wrong location, hence other facilities and JH projects should be made aware of any threat being made

Mail Bomb Suspected, Received or Discovered - General Guidelines

- Mail bombs are essentially anti-personnel weapons, which are generally designed to explode at the moment of opening
- **Activation** may occur as a result of:
 - Opening the package
 - A rough tearing apart of the envelope
 - The pulling of an envelope flap which has been tucked-in
 - The action of using a letter opener
 - Withdrawal of string or tape
 - The removal of the contents
 - Tampering or careless handling
 - Submersion in liquid
 - Two-way radio or mobile phone transmission in vicinity
 - Smoking in close proximity

Characteristics (recognition points) to look for in determining whether mail is suspect include:



- Excessive weight for size
- Uneven balance
- Stiffness of the envelope or package
- Protruding wires or strips
- Perforations or pinholes
- Noise of loose metal when moved
- Greasy marks
- Strong smell of almonds or marzipan
- Sound of ticking
- Powder deposits
- Restrictive markings
- Excessive taping
- Poor typing or handwriting
- Title but no name
- Misspelling of common words
- Visual distractions
- Incorrect title
- Excessive stamps
- Unknown source
- Unusual postmark

Actions during the Emergency – Mail Bomb:

PERSON RECEIVING OR DISCOVERING

If a suspected mail bomb is discovered in the course of opening:

- Carefully place on nearest level surface
- Do not handle any further
- Evacuate the immediate vicinity
- Notify the Site Emergency Number

SITE EMERGENCY NUMBER

- Note details of exact location, situation, actions taken and the name of the person phoning in the security log
- Immediately inform the Chief Warden

CHIEF WARDEN

- Proceed to scene, observe object and note appearance – DO NOT TOUCH
- Ensure that persons are evacuated from the immediate vicinity
- Notify Police, security and applicable senior management
- Do not use 2-way radio or mobile phone in vicinity of suspect object
- Evacuate potential danger area and cordon-off
- Isolate gas and hazardous processes (if applicable)
- If located in an outside room with windows - cordon off outside area
- Liaise with Police on their arrival



- Consult with senior management re follow up action concerning alerting staff, other sites and implementing mail screening measures.

SAFETY PRECAUTIONS

Do not handle unnecessarily

Do not smoke in the immediate vicinity

Do not subject to open flame, excessive heat or direct sunlight

Do not immerse in water

Actions After the Emergency – Bomb Threat / Suspicious Object Discovered:**CHIEF WARDEN**

- Update all colleagues involved or observing on the suspected mail bomb, the actions taken and the outcome

Internal Notifications:

- In accordance with [JH-MPR-SQE-010](#) Incident Management and Reporting

2.6 Civil Disorder/Demonstrations**F****Actions Prior to the Emergency – Preplanning & Preparation:****PERSON BECOMING AWARE OF CIVIL DISORDER / DEMONSTRATION**

On becoming aware of civil disorder in the vicinity of or within the site, or there is a real likelihood of such an incident occurring or a rowdy person or group has trespassed on the site, the Chief Warden should be immediately notified.

CHIEF WARDEN

On being advised of a forthcoming event which could possibly result in civil disorder:

- The Chair-Emergency Planning Committee must be notified and the Committee will co-opt, as appropriate, applicable on-site personnel and representatives of the Fire Brigade, Police and Ambulance for a planning meeting.
- The Emergency Planning Committee would determine the appropriate level of Site preparedness after identifying the risks.
- A written action plan would be prepared

Actions during the Emergency:**CHIEF WARDEN**

- Where time permits, consult with senior management, security and the Police to determine if

appropriate personnel and property protection measures should be instituted

- Where sufficient advanced warning of possible unrest is obtained, an action plan must be documented (see below)
 - If there is a risk to occupant safety or of unlawful building entry, then colleagues should be directed as follows for personnel and property protection:
 - Restrict access to buildings or infiltration within buildings by the demonstrator/s
 - Remove colleagues and visitors to safe areas within the buildings
 - Secure critical records, equipment and valuable items
 - Remove any objects in accessible locations that could be used as weapons or missiles by aggressive trespassers.
 - Be mindful of possible diversionary tactics by demonstrators to mask criminal activity
 - Ensure that any group of demonstrators is kept under continuous discreet surveillance and attempt to ascertain size of group, composition, leader's identity, motive, intentions, mood, and location
 - From the moment that the possibility of civil disorder is first suspected, the safety of the site's occupants must be of paramount consideration to the Chief Warden and all necessary action undertaken (particularly providing advanced warning to the site's occupants) to assure this.

NOTE

Removal of trespassers will usually be performed by police in consultation with the Chief Warden and Site senior management.

2.7 Communications Failure

G

Communications Failure - General Comments

- The PABX telephone system is equipped with a battery back-up system – in the event of a mains power failure the Site telephone system will continue operating for up to 2 hours.

Actions during the Emergency

CHIEF WARDEN

- Notify head office or IT/ communications contacts and inform them of the failure.
- Contact Telstra on 132000 to confirm service conditions
- Alternative communications methods include:

Mobile Phones

Site management are equipped with mobile phones. If necessary, these could be pooled and temporarily re-distributed to key areas.

- A 'pool' of **runners** can be temporarily established to provide an internal messenger service

2.8 Deceased Person

H

Actions during the Emergency

PERSON DISCOVERING

- Remain calm
- Isolate the site where the incident has occurred
- Notify the Site Emergency Number immediately

SITE EMERGENCY NUMBER

- Immediately inform the Chief Warden
- Commence making file notes.

CHIEF WARDEN

- Isolate the site where the incident has occurred, if not already done
- Segregate any witnesses in a private area away from the incident scene and each other.
- Segregate any friends/colleagues of the deceased in private area away from incident scene
- Disperse any spectators
- Avoid contact with blood and other body fluids by using protective gloves
- If practicable, cover the body and make sure that it cannot be disturbed
- Inform Police, Ambulance, applicable senior management, HR Manager (if colleague involved as victim, witness or first responder) and HSE Manager
- Do not interfere with any evidence
- Comfort witnesses/colleagues
- Collect accurate information about the incident

NOTE

Police will perform Next of Kin notification. Ask Police to advise when notification has been made (particularly if staff member involved)

External Notifications:

- Police
- Ambulance

Internal Notifications:

- Senior management as applicable
- HSE Manager
- HR Manager (if colleague involved a victim, witness or first responder)

Additional Considerations:

Post incident trauma counselling (EAP). Refer to Section 1.12 for contact details

2.9 Electric Shock



Actions during the Emergency

PERSON DISCOVERING

- Disconnect supply to affected person. This may be done by switching off at the switch or pulling cable from sockets. If necessary, the supply may need to be isolated at the local source or at the main supply switchboard.

CAUTION

Avoid direct contact with the affected person while they are in contact with the electricity supply.

- If you suspect the person is in contact with a high voltage supply, do not attempt to rescue them. Contact the local electricity authority or if applicable the electrical control room immediately.
- Delegate a person to contact the Site Emergency Number and the Ambulance (000 call)

SITE EMERGENCY NUMBER

- Immediately contact the nearest First Aider, Chief Warden and maintenance staff
- Make a note in the security log of the exact details of specific location, situation, actions taken and the name of the person phoning in the security log

CHIEF WARDEN

- Attend scene and keep onlookers away from live or energised equipment
- Ensure the power source is disconnected
- Only permit first aid after the electricity supply has been switched off
- Confirm ambulance and electricity authority informed
- For all voltage electrical shocks ensure appropriate medical care is provided, including a precautionary ECG is conducted.
- Confirm scene is secured and isolated
- Ensure all colleagues and other persons are kept well away from live or energised equipment
- Inform HSE Manager and complete Incident Notification and Investigation Report Form JH-FRM-SQE-010-02 through SQE EMS.

NOTE

Injuries due to electric shock from low voltage contact are not usually severe, however further pre-cautionary medical review is needed

Injuries due to high voltage contact may be very severe - even fatal - involving burns to the skin and possibly to internal organs

External / Internal Notifications:

- Senior management as applicable
- HSE Manager as post trauma counselling may be required
- Local electrical safety office. This generally a statutory requirement. The safety office may carry out a site investigation.
- Complete Incident Notification and Investigation Report Form [JH-FRM-SQE-010-02](#) through SQE EMS.

2.10 Evacuation

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Evacuations – General Considerations

Evacuations can be triggered in a workplace due to a number of different circumstances. The following Action Plan provides guidance in the event of an evacuation.

- **ERT Identification:** It is important for ERT personnel to wear safety hats to assist in easy recognition – particularly in crowded areas.
- **Directives:** Must be unambiguous, given in a calm, clear voice and supported by visual signals. Avoid emotive terms and actions. Avoid lengthy explanations.
- **Exits and egress routes** must be safe and unobstructed. Where possible and practicable, check in advance of directing persons through an exit that it is clear and safe to do so.
- **Persons Refusing to Leave:** Do not engage in arguments. Restate the situation and your request. If persons refuse to comply, carry on with your own emergency duties and report the matter to the Chief Warden/Deputy Chief Warden as soon as possible.
- **Personal Belongings:** Personal belongings such as wallets, handbags, briefcases, keys, mobile phones etc. should only be taken if they are immediately and safely accessible and will not obstruct egress routes or in any way hinder a person's prompt evacuation from the affected area/building.
- **Out of the Way' Places:** Providing it is safe to do so, particular attention must be paid to toilets, storerooms, offices etc. where persons could be unaware of an evacuation in progress.
- **Locked Rooms:** Unlocking and checking rooms can prove to be a time consuming task, which can significantly increase the warden's time in the affected area. If the warden encounters a locked door to a room/office which he/she suspects could be occupied - knock loudly - announce the emergency - listen for any response - if none, carry on with warden duties and advise the Deputy Chief Warden of the locked room/s (where practicable).
- **Gas & Electrical Appliances:** In the event of a fire, where either could serve as a source of fuel or an ignition source - supply should be isolated where practicable.
- **Opening Doors - Fire Safety:** When opening doors (to check a room or leave) in circumstances where a fire is suspected (e.g. a fire alarm), before opening the door, place the back of the hand against the door and check for temperature - if warm - treat this as a warning sign that a fire may be present on the other side of the door and exercise caution.
- **Cash & Critical Items or Records:** Should only be secured if time permits and it is safe to do so.
- **People Standing Outside:** Persons must be encouraged to move well away from the building/s to ensure that they do not block exits, obstruct emergency services personnel or expose themselves to secondary hazards.
- **Entry/Re-entry to the Affected Building/Area:** Be alert for persons attempting to enter the building during or following the evacuation. Persons are not permitted to re-enter until approval is

given by the senior emergency services officer present or the Chief Warden.

Evacuations – Persons with Disabilities



- Persons with disabilities are not necessarily helpless, and can serve as resources for their individual conditions and needs. Discuss with persons who have disabilities how they can best be assisted in an evacuation (e.g. lifting, carrying, escorting from the building).
- Ideally, involve the person's colleagues in the planning process so that if it does become necessary to evacuate, they can directly assist the individual.
- Specific considerations include:
 - **Mobility:** Keep offices and passageways clear of obstructions. If unsafe to use a lift and unable to evacuate a person immediately and safely, position person in fire isolated stairwell, close door (where practicable with someone to remain with them) and obtain assistance. Don't assume that lifting techniques will be similar for all disabled persons.
 - **Vision:** Walk evacuation routes with blind and/or vision impaired persons until they feel familiar. During an emergency, have them take your elbow and then guide them from the building. Maintain a dialogue describing the nearest exit and obstacles in their path.
 - **Hearing:** Discuss communication requirements with the individual and determine communication techniques which best suit the individual. In an emergency and/or evacuation, ensure that the person is personally informed.
 - **Intellectual:** Explain evacuation procedures carefully and clearly, ask for feedback to ensure understanding. In an emergency and/or evacuation, ensure that the person is personally informed.

2.11 Explosion/Disaster



Actions during the Emergency

PERSON DISCOVERING

- Contact the Site Emergency Number immediately

SITE EMERGENCY NUMBER

- Note details of emergency, exact location, situation and name of person advising
- Ensure that emergency services have been contacted and if not immediately contact (call 000) for assistance
- Inform the Chief Warden immediately
- Only essential vehicles and personnel should be permitted on site

CHIEF WARDEN

- Ensure that emergency services have been contacted
- Identify if any casualties are involved. Seriously injured should be treated at the scene, persons suffering minor injuries should be treated at the Assembly Area.

- Note: persons that are obviously dead must not be moved
- If appropriate and safe to do so, deploy appropriately trained volunteer colleagues to control any fires pending the arrival of the Fire Brigade
- Colleagues and other persons not engaged in on-scene response efforts should be evacuated to the primary muster point (or other location as appropriate)

NOTE

Emergency Services will normally perform **search and rescue operations**, but steps should be taken to attempt to quickly account for all persons in the affected area at the time of the explosion. Any persons unaccounted for should be brought to the attention of emergency services.

- Deploy appropriate colleagues to isolate/shut down hazardous processes or equipment that could pose additional hazards to rescue and recovery operations
- A 'no-go' zone should be placed around the scene. Only authorised persons should be permitted inside this restricted area. This reduces the risk of evidence being destroyed or interfered with or persons being unwittingly exposed to danger or sightseers hampering rescue efforts.
- Action should be taken to quickly survey building/s for any sign of structural damage and if suspect - placed off-limits
- All efforts must be made to preserve the physical and legal integrity of all evidence. Nothing must be touched without the permission of the senior emergency services officer present.

Actions after the Emergency**CHIEF WARDEN**

- Ensure that an accurate list is prepared and maintained of those injured in the incident (record name, brief description of injuries and present disposition e.g. taken to hospital, treated at the scene and released). Details will only be released with the permission of the colleague (or family) involved, senior manager/s and in consultation with the senior emergency services officer present.
- Details of witnesses should be documented and referred to the Police

Internal Notifications:

- Senior management
- HSE Manager

External Notifications:

- Emergency services as applicable – Police, Ambulance, Fire Brigade

Additional Considerations:

- There may be the need for external counselling services, on-site support, communication and / or transport requirements for colleagues and other persons
- Details of colleagues involved should only be released with the permission of the colleague (or family) involved, senior manager/s and in consultation with the senior emergency services officer present

2.12 Fire – Building / Bush



Fire – General Considerations

All staff should be aware of the following important information regarding fire safety housekeeping:

- Know the **location of ALL emergency exits**. They must be **clear and unobstructed** at all times.
- **Exit lighting** should be **ON** at all times
- Fire fighting appliances should only be used in an emergency and NEVER removed, operated or tampered with for amusement or malicious purposes.
- First attack fire fighting equipment such as extinguishers and fire hose reels should only be operated by persons who are competent in their use, providing it is safe to do so and only for the specific types of fires for which they are designed.
- Extinguishers or any other fire detection, suppression or safety equipment that appears to be faulty, missing or in any other way suspect should be immediately reported to the Maintenance Foreman
- Items must not be stored around fire extinguishers or in the fire hose reel cabinets.

Actions during the Emergency – Building Fire

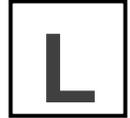
PERSON DISCOVERING

- Alert persons in the vicinity of the fire
- Contact the Site Emergency Number immediately (if unable to quickly contact then ring 000)
- Extinguish the fire – only if safe to do so and competent in use of applicable fire fighting equipment
- Attempt to contain fire and smoke by closing all windows and doors as area is evacuated.
- If too dangerous to fight the fire, raise alarm and evacuate the immediate vicinity (Use ALL available safe exits)
- Turn off ignition sources and gas, if safe to do so and aware of how this should be done
- Meet and update Chief Warden / maintenance colleagues

SITE EMERGENCY NUMBER

- Note details of emergency, exact location, situation and name of person advising
- Notify the Fire Brigade (call 000), if not already called
- Inform the Chief Warden immediately
- Ensure that persons are kept away from building and Fire Brigade ingress route

Actions during the Emergency – Building Fire continued



CHIEF WARDEN

- Fire Brigade informed and responding
- Confirm that all persons are evacuated from potential danger area and initiate broader evacuation if appropriate
- Inform senior management
- Inform HSE Manager

DEPUTY CHIEF WARDEN

- Proceed to Warden Meeting Point, follow evacuation procedures and standby
- Establish communications link with Chief Warden

Actions after the Emergency – Building Fire

CHIEF WARDEN

- Consult with emergency services personnel to ensure that clearance to re-enter the building can be given
- Advise the Deputy Chief Warden that re-entry is allowed as per the Evacuation Procedure
- Evaluate damage and investigate cause of fire
- Update senior management and HSE Manager
- Arrange debriefing with the ERT within 7 days of a major incident on site

Actions during the Emergency – Bush Fire

PERSON DISCOVERING

- Alert persons in the vicinity of the fire
- Contact the Site Emergency Number immediately (if unable to quickly contact then ring 000)
- Extinguish the fire – only if safe to do so and competent in use of applicable fire fighting equipment

Actions during the Emergency – Bush Fire continued

SITE EMERGENCY NUMBER

- Note details of emergency, exact location, situation and name of person advising
- Notify the Fire Brigade (call 000), if not already called
- Inform the Chief Warden immediately
- Ensure that persons are kept away from the bush fire area and Fire Brigade ingress route

CHIEF WARDEN

- Confirm Fire Brigade informed and responding
- Confirm that all persons are evacuated from potential danger area and initiate broader evacuation if appropriate
- Consult with emergency services personnel regarding site evacuation need
- Inform senior management and HSE Manager

DEPUTY CHIEF WARDEN



- Proceed to Warden Meeting Point, follow evacuation procedures and standby
- Establish communications link with Chief Warden

Actions after the Emergency – Bush Fire

CHIEF WARDEN

- Advise the Deputy Chief Warden that re-entry is allowed as per the Evacuation Procedure
- Evaluate damage and investigate cause of fire
- Update senior management and HSE Manager
- Arrange debriefing with the ERT within 7 days of a major incident on site

2.13 Food Poisoning



Immediate Actions

As suspected food/water borne illnesses can have a gestation period of some time (sometimes up to 72 hours) it must be considered that the first notification of concern could be some time after consumption and from person's no longer on site.

PERSON REPORTING

- Once food poisoning is suspected, immediately inform your supervisor, the Safety Advisor - Coordinator and on-site management as appropriate

PERSON TAKING REPORT

- Helpful information to obtain:
 - Relationship to Site - Colleague/Visitor/Contractor
 - Meal or item(s) purchased/consumed
 - Day/Date/Time of consumption
 - Names of any dining companions
 - Length of time after consumption and before the onset of illness
 - History of foods consumed in last 72 hours
 - Condition assessed by local Doctor; Yes/No – If YES, when and by whom and if fecal or vomit samples have been taken

Investigation and Follow up Actions

PERSON INVESTIGATING

- Contact the chef or the source of the suspected consumed food
- Quarantine any suspected food
- Ascertain delivery, storage and food preparation details
- Confirm statutory/local government reporting requirements and comply.

- Follow up on the outcome of tests and inspections and inform the person(s) concerned
- Update senior management and the Safety Advisor - Coordinator as applicable

Internal Notifications:

- Applicable senior management
- HSE Manager

2.14 Gas Leak – Mains / Cylinders

N**Actions during the Emergency – Mains Gas Leak****PERSON DISCOVERING**

- Alert persons in the vicinity of the leak
- Contact the Site Emergency Number immediately (if unable to quickly contact then ring the Site Manager)
- Turn off ignition sources and gas, if safe to do so and aware of how this should be done

SITE EMERGENCY NUMBER

- Note details of emergency, exact location, situation and name of person advising
- Inform the Chief Warden and maintenance colleagues immediately
- Notify Fire Brigade

CHIEF WARDEN**WARNING - CONFIRM AREA SAFE TO APPROACH**

Colleagues or other persons must not enter any confined area where there is a risk of being overcome by gas

Gases present a vapour explosion hazard indoors, outdoors, and in sewers.

- Where applicable, evacuate persons from the affected area (or building if a major leak) and assemble them in a well-ventilated area where they are not exposed to further risk. (see also Hold/Shelter-in-Place Action Plan). Wind direction should be monitored to ensure that the gas is not re-directed to the assembled area and pose a further threat.
- Inform maintenance staff
- Ensure no naked flames or smoking throughout the building
- Ensure the affected area is well ventilated
- Do not allow any electrical equipment to be operated in the immediate vicinity and do not touch any electrical equipment
- Ensure no cordless or mobile phones are used in the vicinity
- See also Spill / Release Action Plan
- Update applicable senior management

SITE MANAGER

- If safe to do so, isolate gas supply
- Notify Gas Company

Actions during the Emergency –Gas Cylinder Leak



GENERAL INFORMATION & CONSIDERATIONS

Flammable Compressed Gas (DG Class 2.1)

WARNING - Flammable Compressed Gas (DG Class 2.1)

Extremely flammable, may be ignited by heat, sparks or flames. Fire may produce irritating or poisonous gases.

Vapours may travel to a source of ignition and flash back to the container, which may explode due to the heat from a fire.

Vapours may cause dizziness or suffocations. Contact on the skin will cause severe frostbite.

Non-Flammable, Non-Toxic Compressed Gas (DG Class 2.2)

WARNING - Non-Flammable, Non-Toxic Compressed Gas (DG Class 2.2)

Cylinders may explode in a fire.

Vapours may cause dizziness or suffocations. Contact on the skin will cause severe frostbite.

PERSON DISCOVERING

- Alert persons in the vicinity of the leak
- Contact the Site Emergency Number immediately.
- Turn off ignition sources and gas, if safe to do so and aware of how this should be done. Most cylinder leaks occur at the top of the cylinder in areas such as the valve threads, pressure safety device, valve stem or valve outlet, but personal protective equipment (SCBA respiratory protection, thermal gloves, coveralls) should be used if attempting this.
- Eliminate any other hazards (e.g. incompatible materials) if safe to do so. Small gas cylinders should be moved to the laboratory fume hood to reduce the risk.
- Dry Chemical or CO₂ extinguishers should be used on small fires, or water spray or fog for large fires, if trained and safe to do so

SITE EMERGENCY NUMBER

- Note details of emergency, exact location, situation and name of person advising
- Inform the Chief Warden immediately
- Notify Fire Brigade

CHIEF WARDEN – Gas Cylinder Leak

WARNING - CONFIRM AREA SAFE TO APPROACH

Colleagues or other persons must not enter any confined area where there is a risk of being overcome by gas

Where applicable, evacuate persons from the affected area (or building if a major leak) and assemble them in a well-ventilated area where they are not exposed to further risk. (see also Hold/Shelter-In-Place Action Plan)



- Inform maintenance staff
- Ensure no naked flames or smoking throughout the building
- Ensure the affected area is well ventilated
- Do not allow any electrical equipment to be operated in the immediate vicinity and do not touch any electrical equipment
- Ensure no cordless or mobile phones are used in the vicinity
- See also Spill / Release Action Plan
- Update applicable senior management

Actions after the Emergency – Mains Gas Leak &/or Gas Cylinder Leak

CHIEF WARDEN

- Consult with emergency services personnel to ensure that clearance to re-enter the building can be given
- Advise the Deputy Chief Warden that re-entry is allowed as per the Evacuation Procedure
- Evaluate any damage and investigate cause of the leak
- Update senior management and HSE Manager
- Arrange debriefing with the ERT within 7 days of a major incident on site

2.15 Hold / Shelter-in-Place



Hold / Shelter in Place – General Considerations

Situations can develop external to the site or a building within the site where it is prudent in the interests of personnel safety to temporarily hold persons. These situations may be safety related, such as a cyclone, gas leak or chemical release or, security-related, such as a report of an armed offender or a suspected explosive device outside.

In any such event, the priority for the Chief Warden is the safety of personnel within the site and building/s and this will be primarily dependant on effective, prompt, site/building-wide communications and perimeter security.

Actions during the Emergency

CHIEF WARDEN

- On being instructed by emergency services to hold personnel within the site or building/s, the following process may be adopted:
- Establish line of communication with appropriate emergency services senior officer in order to be able to keep abreast of developments outside and to confirm how you will know when it is safe to release personnel from the site/building
- Confirm nature and location of threat/hazard with applicable emergency services senior officer
- Depending on the threat/hazard, confirm if building air-handling system/s should be shut down

- Depending on the threat/hazard, determine if persons should withdraw indoors
- Ensure adequate supplies exist to sustain the individuals.
- Inform all colleagues and other persons on site of actions being taken in response to an emergency situation

CHIEF WARDEN

- Confirm that the site/building perimeter is secure
- Inform applicable senior management
- If you have a radio or TV, monitor an appropriate news channel
- Continue to monitor occupant morale/welfare and update personnel on any developments
- Maintain line of communication with appropriate emergency services senior officer in order to be able to keep abreast of developments outside and to confirm how you will know when it is safe to release personnel from the site/building

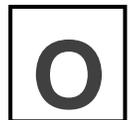
Actions after the Emergency

CHIEF WARDEN

- Consult with emergency services personnel to ensure that the emergency has ended
- Update senior management and colleagues
- Arrange debriefing with the ERT within **7** days of a major incident on site

Internal Notifications:

- Senior management



Additional Considerations:

- Following the emergency counselling may be required

2.16 Medical Emergency

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Actions during the Emergency

NEAREST COLLEAGUE / PERSON

- Confirm that no further danger exists to casualty
- Contact designated area First Aider using the lists posted around the site, or alternatively contact the Safety Advisor – Coordinator.
- If it is safe to do so and does not further the possibility of additional injury, assist the casualty to the First Aid Room or out of the main facility traffic, otherwise request First Aider attendance at the scene.
- Remain with casualty until First Aider is in attendance.
- Assist the First Aiders to arrange transportation for medical treatment off-site if deemed necessary.
- If a major incident/accident, contact the ambulance service if instructed to do so by the attending First Aider ensuring that the location and gate access points are communicated to 000. Where possible the first aider and/or workplace manager should direct an employee to meet the ambulance service at the gate access point and direct them to the incident/accident location.

FIRST AIDER

- Provide primary first aid to injured person
- Contact First Aider or Safety Advisor - Coordinator if additional assistance is required
- Ensure incident/accident is reported using the Incident Notification and Investigation Report JHG-3F-107-1B through the SQE EMS system.

CHIEF WARDEN OR DELEGATE

- Facilitate ambulance access
- Liaise with senior ambulance officer and deploy resources as applicable to support ambulance personnel

Actions after the Emergency

SAFETY ADVISOR – COORDINATOR

- Investigate the cause of the incident/accident
- If off-site medical treatment is required, initiate rehabilitation program for work related injuries or assist with the injury management, where requested by the colleague and supervisor, for non-work related injuries

2.17 Motor Vehicle Accident

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On-Site Accident

SECURITY OR COLLEAGUE OBSERVING

- Ascertain if any person/s injured - if yes, request Ambulance/Police
- Determine if vehicle/s pose/s a hazard to persons nearby (e.g. leaking fuel) - if yes, request appropriate emergency services (e.g. Fire Brigade) and evacuate persons from immediate danger area.
- If accident poses a danger or hazard or a person has been injured, inform Site Emergency Number and/or Chief Warden
- If no person injured and no danger, determine if vehicle/s pose/s an obstruction to normal vehicular traffic flow. If yes, request driver/s to move vehicles - if vehicle unable to be moved, request driver to immediately obtain tow truck assistance – towing allocation through (000)
- Obtain particulars from driver/s & witness/es involved:
 - Names
 - Addresses
 - Telephone Numbers (Home & Work)
 - Drivers License Details
 - Details of registered owner/s of vehicles involved (if different from driver/s)
 - Vehicle details (Reg. No., type, make, colour)
 - Brief description of events
- Confirm if driver/s require Police to be called (note - if persons injured, Police must attend)
- Complete Incident Notification and Investigation Report [JH-FRM-SQE-010-02](#) through the SQE EMS system.

SAFETY ADVISOR – COORDINATOR

- Ascertain if any person/s injured – if yes, pursue appropriate primary care, rehabilitation and workers compensation follow up

Off-Site Accident Involving Company Vehicle or Vehicle Containing Colleagues

COLLEAGUE SUPERVISOR / MANAGER

- Ascertain if any person/s injured – if yes, inform the Operations Safety Manager and/or Safety Advisor - Coordinator as soon as possible
- Ensure particulars from driver/s & witness/s involved are obtained:
 - Names
 - Addresses
 - Telephone Numbers (Home & Work)
 - Details of registered owner/s of vehicles involved (if different from driver/s)
 - Vehicle details (Reg. No., type, make, colour)
 - Brief description of events

- Confirm if driver/s require Police to be called (note - if persons injured, Police must attend)
- Complete Incident Notification and Investigation Report [JH-FRM-SQE-010-02](#) through the SQE EMS system.



SAFETY ADVISOR – COORDINATOR

- Ascertain if any person/s injured – if yes, pursue appropriate primary care,
- rehabilitation and workers compensation follow up
-

2.18 Power Failure



Actions during the Emergency

CHIEF WARDEN

- Establish whether power failure is area, building or locality specific
- Immediately inform appropriate maintenance staff (and power authority if applicable)
- Determine impact on operations/communications
- Ascertain expected time until restoration of power
- If applicable, determine plan for mitigating effects and deploy appropriate resources
- Update affected personnel and have them turn off any equipment such as computers, power tools etc.
- Monitor situation
- Update affected personnel once power has been re-established.

NOTE: Where rescue at height is required, a formal risk assessment and rescue at height action plan must be developed.

2.19 Seismic Event

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The onset of a seismic event will occur without warning and even a slight tremor will cause anxiety and uncertainty amongst all staff on-site.

Minor Tremor

- In the event of a slight tremor, the Chief Warden should consider the following:
 - The possibility of further tremors (and uncertainty concerning magnitude, frequency, duration and timing)
 - Impact on building structures
 - Impact on utilities
 - Impact on critical processes
 - Impact on fire safety and communications systems
 - Impact on occupant morale
- Determine if a risk is posed to occupant safety as a result of any or all of the above factors and implement an appropriate response
- Where practicable, consultation would be undertaken with emergency services, senior management and site specialists

Earthquake

- In the event of a more pronounced seismic event, the consequences may be far more extreme and could encompass any or all of the following:
 - Structural collapse
 - Gas leaks
 - Fires
 - Communications Failure
 - Uncontrolled movement of personnel
 - Casualties
 - Loss of critical personnel
 - Failure of essential services
 - Dilution of emergency service capabilities
 - In the event of such a disaster, the Chief Warden's major priorities would include:
 - Prompt re-establishment of command, control and communications
 - Evacuation of non-essential personnel
 - Combating fires
 - Isolation of hazardous utilities
 - Treatment of casualties
 - Cordoning off dangerous areas
 - Accounting for staff
 - Support to emergency services

2.20 Pollution Incident Response Management Plan

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This Pollution Incident Response Management Plan (PIRMP) has been prepared for the NSW Rail Services (the Project) and should be read in conjunction with the Environmental Management Plan (EMP) and the Emergency Response Plan (ERP). This plan has been prepared in accordance with Section 153C of the *POEO Act* and the *POEO (G) Regulation*.

1) Objective

The objectives of this PIRMP is to:

- Ensure comprehensive and timely communication about a pollution incident to staff at the premises, the Environment Protection Authority (EPA) and other relevant authorities specified in the *POEO Act* (such as local councils, NSW Ministry for Health, WorkCover NSW, and Fire and Rescue NSW), and people outside the project who might be affected by the impacts of a pollution incident;
- Minimise and control the risk of a pollution incident associated with the construction of project activities by requiring identification of risks and the development of planned actions to minimise and manage those risks; and
- Ensure that the PIRMP is properly implemented by trained staff, identifying persons responsible for implementing it and ensuring that the plan is regularly tested for accuracy, currency and suitability.

2) Hazard Identification and Pre-emptive Measures

ERP identifies environmental and safety aspects associated with the construction of Project activities. Potential hazards relevant to pollution are outlined below.

Aspect	Hazards
Soil & Water	<ul style="list-style-type: none"> • Storage of fuel and chemicals; • Refuelling; • Earthworks increasing the risk of erosion and sedimentation; and • Tree clearing, topsoil stripping and soil disturbance.
Resource & Waste	<ul style="list-style-type: none"> • Liquid waste: <ul style="list-style-type: none"> • Concrete slurries drilling muds, lubricants. • Liquid waste from human waste storage facilities (sewage). • Fuels, oils, greases, engine coolant. • Hazardous waste: <ul style="list-style-type: none"> • Adhesives, lubricants, cleaning agencies, water treatment chemicals and other plastic material. • General solid waste: <ul style="list-style-type: none"> • Non-recyclable and other putrescible general solid waste.

	<ul style="list-style-type: none"> • Spoil, concrete, metallic materials, brick, rubble, soils. • Drained and crushed oil filters, rags and other absorbent material that do not contain free liquids.
Air	<p>Sections 2.1, 2.15 of the ERP details hazards associated with Air. Hazards include:</p> <ul style="list-style-type: none"> • Air contamination (Dust); and • Gas Leaks.

1) Inventory of Pollutants

The Work, Health and Safety (WHS) Management Plan requires that that a Safety Data Sheet (SDS) and a Hazardous and Dangerous Substances Register be kept at all chemical storage and handling locations and which will provide an inventory of the pollutants on site. The location of pollutants to be stored/held on site shall be identified in the SEP, including storage methods.

2) Safety Equipment

A list of pre-emptive actions (or mitigation measures) to be implemented during construction of Project activities to minimise or prevent the risks to human health and the environment is outlined within Section 2 (Action Plans) of the ERP, WHS Management Plan and EMS Documentation. These documents include a description of safety equipment and activity-specific equipment required to address hazard, risk and safety issues. Spill kits will also be available on site for all personnel to use with locations identified within the SEP.

1) Maps

A map showing the location of the premises, the surrounding area that is likely to be affected by a pollution incident, the location of potential pollutants on the premises, the location of any stormwater drains on the premises, and the discharge locations of the stormwater drains to the nearest watercourse or water body have been developed as part of the SEP.

3) Emergency Contact Details

The following authorities Contact details are listed in Section 1 (Emergency Resources) of the ERP:

- Key individuals who are responsible for activating the plan and notifying relevant authorities;
- EPA;
- Local council;
- NSW Ministry of Health;
- WorkCover NSW;
- Fire and Rescue NSW.

4) Notification

Notification Protocol shall be initiated in accordance with Section 1 (Notification Protocol for Pollution Incidents NSW) of the ERP. Local community stakeholders that may be potentially affected by a pollution incident will be managed in accordance with Sections 1 and 2 of the ERP.

5) Pollution Incident Response Scenarios

- Air Supply Contamination – Refer to Section [A]
- Bio-Hazard Spill – Refer to Section [B]
- Fire – Refer to Section [M]
- Gas Leak – Refer to Section [O]
- Spills or Releases – Refer to Section [X]

6) Training

Details regarding the nature and objectives of any staff competence, training and awareness are outlined in Section 1 (Strategy) of the ERP. Several forms of environmental training will be provided, if required. Examples include:

- A project site induction, including environmental roles and responsibilities;
- Toolbox talks; and
- Environmental awareness training for specific issues.

The Environment and Quality Manager will undertake training, where required and maintain a register of all project site inductions and environmental training carried out.

7) Testing and Review

The testing of this plan shall be carried out in such a manner as to ensure that the information included in this plan is accurate and up to date and the plan is capable of being implemented in a workable and effective manner. Any such test is to be carried out:

- Routinely at least once every 12 months, and
- Within 1 month of any pollution incident occurring in the course of an activity to which the licence relates so as to assess, in the light of that incident, whether the information included in the plan is accurate and up to date and the plan is still capable of being implemented in a workable and effective manner.

In accordance with the Regulation, testing of this PIRMP will occur:

- Initially within three months after commencement of construction of the Project;
- Every 12 months thereafter, while construction continues; and
- Within 1 month of any Category One pollution incident during the construction of the Project.

Testing of the PRIMP will involve:

- Desk top simulation; or

- Practical exercise or drill.

Records will be kept in accordance with the EMP and Section 1 of the ERP.

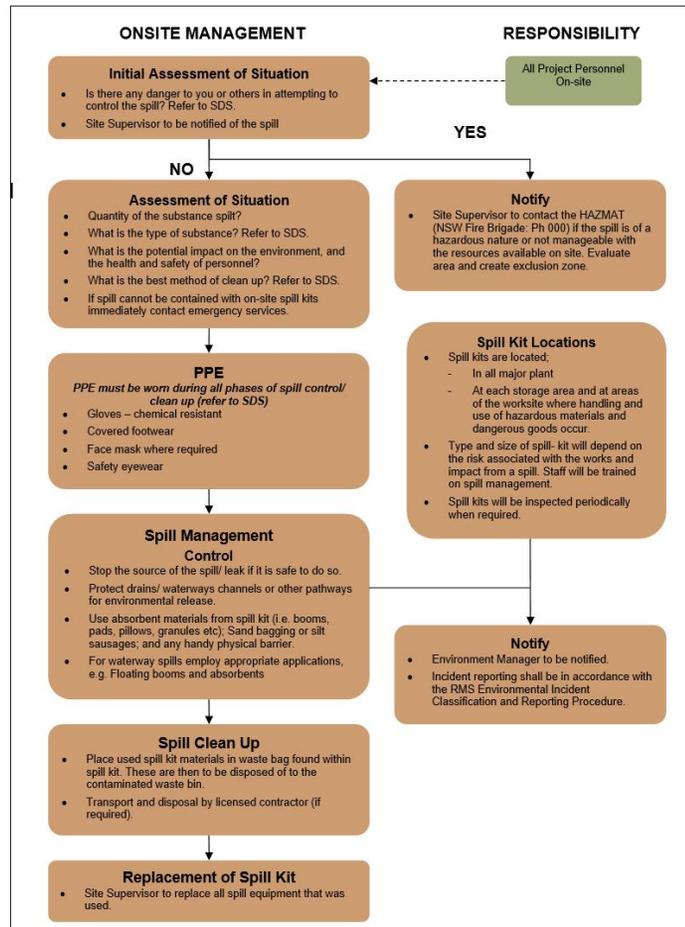


2.21 Spill / Release

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Spill Management Procedure

Below is the Spill Management Procedure which shall be adhered to on the Project.



Spill Clean Up/ Spill Kit Application

Material	Application	Use the correct materials
Booms	Deploy booms first to contain spill. Floating booms to be used for spills in waterways to prevent spreading. If the booms alone cannot absorb the spill/ leak, then use absorbent granules to soak up spilled liquid.	Deploy first to contain or divert spill away from waterway
Granules/ Particulate	Absorbent granules are best for small spills/ leaks	Quick and absorbent, good for large spills
Pillows	Lay down pads or pillows	Best for thickly spread liquids
Pads	Reduce the size of the spill/ leak by gently pushing the booms towards the centre of the spill.	Best for thinly spread liquids
Sorbents	Sorbents are materials that soak up the spill. Once the absorbent material has been applied to the spill material, the mixture is recovered with the aid of nets, rakes, forks or pike poles.	Used in water way spills where spill material will float on the water
Manual Recovery.	Manual recovery is another common method especially for areas with a high concentration of oil.	Buckets and shovels are used to remove the oil

Disposal of Material Used and Spilled Waste

- Booms, pads, pillows, gloves & absorbent granules to be placed in waste bag found within spill kit. These are then to be disposed appropriately.
- Spilled liquid waste to be placed into a labelled sealed container. The container is to comply with Australian/ New Zealand Standards.



Oil Spill Boom



General Spill Kit



Chemical Lay Down Pad



Use granular absorbents if booms alone cannot absorb spill and dispose in Waste Bag in Spill Kit

CHIEF WARDEN

- The spill/release should be contained as soon as possible, using appropriate absorbents (booms, absorbent granules, pads) if it is believed safe to do so, based on information at hand. Particular attention should be paid to drains/water courses and these may need to be dammed using appropriate bunding



PERSON DISCOVERING OR RESPONSIBLE FOR THE SPILL/RELEASE OR FOR THE CLEAN UP

- The person responsible for the substance should manage the spill/release as specified on the Materials Safety Data Sheet (MSDS) or by the manufacturer/supplier of the substance
- On arrival at the scene, if the spill/release is significantly large, adversely uncontained or in any other way deemed unsafe ensure that the affected area has been evacuated

• **IMPORTANT – NOTIFYING FIRE BRIGADE**

- The Fire Brigade HAZMAT Team is to be notified immediately for any hazardous substance spill beyond our control. This call should be made via '000'.
- The Fire Brigade should also be informed via a '000' call if the spillage has caused evacuation, entered drainage systems or is a size or nature that Site personnel have insufficient resources or training to safely and effectively manage.
- All information regarding the spill should be reported to the Officer-In-Charge of the Fire Brigade on arrival at the scene.

- Prevent unauthorised access to the area
- Consideration should be given to site environmental conditions and a decision made as to whether further evacuation of the area is required
- Ensure that persons assemble in a well-ventilated, safe area, upwind from the spill/release
- Considerations, instructions and advice relating to specific spill types must be followed for the safety of colleagues, other persons and the environment

Oil and Grease Considerations:

- Stop the leak at the source
- Determine the type and size of the spill
- Protect stormwater drains by forming barriers or blocking them
- Prevent any runoff into storm water drains - use the containment booms, located in the spill prevention kits, to confine small spillages (up to 200L).
- Spills that cause or potentially threaten material harm must be notified to the relevant authorities
- Spills of 1000 litres or more must be reported to the HSE Manager
- Wear personnel protective equipment (PPE) located in the spill prevention kits to prevent skin and eye contamination and to avoid breathing any vapor. PPE includes overalls, splash apron, eye goggles, gloves (PVC or neoprene), footwear, and appropriate breathing apparatus.
- Clean up method will be dictated by the quantity spilled
- Emergency (teflon pneumatic) pump for pumping out drains and holding pits. Spilled material must

- be pumped into approved (degassed), sealed, and labelled 200L steel drums
- Cleaning equipment (mops, squeegees etc.) for directing liquid spills into the bund or holding pits
- Spill response kits for absorbing minor spills
- Ensure that the spill area has been appropriately cleaned, and is no longer a hazard.



Turbid/ Sediment Laden Water

- Inform Supervisor of problem, /exact location and the estimated volume magnitude
- If uncontrollable, notify Project Environment Manager / PER
- Divert flow away from existing waterways
- Create barriers and block any stormwater drains
- Contain the spill by forming a barrier around the affected area. Establish emergency berm (earth or sandbags) to contain trap stormwater/sediment laden water or reduce flow. Where possible turbid/sediment laden divert dirty water to suitably sized operational sediment control point or basin device.
- Work on the source control / restoration of original control device e.g tank, embankment. basin
- Assess impact and devise remedial action for affected waterway and embankment
- Apply buffering solutions/agents or pump out if necessary
- Remove sediment build-up deposit

Powder and Dust Considerations:

CAUTION

SLIP HAZARDS – AVOID SPILL ZONE & STOP AREA ACCESS / TRAFFIC FLOW
TOXIC VAPOURS – MAXIMISE VENTILATION & WEAR BREATHING APPARATUS
FIRE HAZARDS - ELIMINATE IGNITION SOURCES & HAVE FIRE EXTINGUISHER READY

- Identify any outside area, where the powder could be dispersed to the environment.
- Wear personnel protective equipment, located in the spill prevention kits, to prevent skin and eye contamination. i.e. overalls, splash apron, eye goggles, gloves and rubber boots
- Wear a breathing mask or face mask to prevent inhalation of the powder.
- PREVENT ANY EMISSION TO THE ENVIRONMENT. Where possible close doors and windows in the vicinity of the spill. If a large amount of powder is spilled in an external area, organise cover sheets to be placed over the spill to prevent dispersion from wind etc. during the cleanup time.
- Collect all of the material, by using one of the following methods:
 - Vacuum Cleaner (check that the material is not explosive under pressure)
 - Bulk tanker removal (vacuum pump)
 - Emergency (Teflon pneumatic) pump
 - Cleaning equipment (mops, squeegee, buckets, etc.)
 - All materials must be contained in appropriate, sealed and labeled containers
 - Flush the remaining residue with copious amounts of water
 - Contact the Waste Management colleagues, who will be responsible for the correct disposal of all containers according to the corresponding waste disposal procedures
 - All materials used in the cleanup of hazardous powder materials (e.g. vacuum filters, mop heads, tarpaulins, etc.) shall be considered contaminated with the hazardous substance(s) and must be managed as hazardous wastes unless deemed otherwise by the Environmental Group



Dangerous Goods

CAUTION

IDENTIFY THE CLASS OF DANGEROUS GOOD (AS DESCRIBED BELOW) AND THE INHERENT DANGEROUS PHYSICAL PROPERTY OF THAT CLASS (SEE PRODUCT MSDS)

CONTROL THE IDENTIFIED DANGER OR ANYTHING THAT MIGHT INCREASE THE EXPOSURE TO THAT DANGER

RESPOND TO THE SPILL AS PER ACTION STEPS OUTLINED FOR THE "PERSON ENCOUNTERING THE SPILL/RELEASE" AT THE START OF THIS SECTION

Compressed Gases (Class 2)

See also *Gas Leak Action Plan*

Flammable Compressed Gases (Class 2.1) – may be ignited by heat, sparks or flames. Vapors may travel to a source of ignition and flash back to cylinder. Gases present a vapor explosion hazard indoors, outdoors, and in sewers. Vapors may cause dizziness or suffocation. Contact of gas on skin will cause severe frostbite. Fire may produce irritating or poisonous gases.

Non-Flammable, Non-Toxic Compressed Gases (Class 2.2) – cylinders may explode in a fire. Vapours may cause dizziness or suffocation. Contact of gas on skin will cause severe frostbite.

- Verify the leak source and identify the type of gas leaking
- Eliminate any hazards such as incompatible substances or ignition sources
- Take precautions - including the alerting of others in the area and isolating the situation
- Ensure appropriate personal protective equipment is utilised, this includes positive pressure self-contained breathing apparatus and thermal gloves
- Control the leak and extinguish any fires

Flammables (Class 3)

- Eliminate all sources of ignition
- Prevent any runoff into stormwater drains - use the containment blocks (booms), located in the Hazchem spill kits, to confine the spillage
- Wear personal protective equipment (i.e. overalls, splash apron, eye goggles, gloves, rubber boots), located in the spill prevention kits, to prevent skin and eye contamination
- Identify any fire risk
- Ensure ventilation systems are in full operation (adjust to suit where possible) and remain operational until such time as the hazardous atmosphere dissipates

Oxidising Substances; Organic Peroxides (Class 5)

- Class 5 substances will generate large amounts of oxygen when exposed to heat, metals and many chemicals. High concentrations of oxygen can result in the initiation of severe fires in any combustible material.
- All Class 5 substances shall be kept separate from other dangerous goods classes and any

combustible material by at least 5 metres in a well-ventilated area, or in an approved Class 5 storage cabinet.



Toxic and Infectious Substances (Class 6)

- All class 6 poisons shall be stored in areas complying with the Dangerous Goods Regulations.
- Class 6 goods shall be kept at least 5 metres away from foodstuffs and dangerous goods of other classes, or alternatively be separated by a liquid tight wall.

Corrosive Substances (Class 8)

Neutralise using soda ash - NEVER add water to corrosive substances

Hypochlorite Solution and Peroxide Acids - use glass or plastic equipment for storage for disposal. Avoid use of all metals

Ammonia - volatile, containers can develop pressure with an increase in temperature. Do not store near heat. Exercise extreme care when opening containers as they may be pressurised

Ammonia, Hydrochloric Acid, Acid Phosphoric, Acid Thioglycolic and Acid Sulphuric 98% - use full face respirator with appropriate approved canister.

- Prevent any runoff into stormwater drains - use the containment blocks (booms), located in the Hazchem spill kits, to confine the spillage.
- Wear personnel protective equipment (i.e. overalls, splash apron, eye goggles, gloves, rubber boots and appropriate protective full face respirator), located in the spill prevention kits, to prevent skin and eye contamination.

Actions after the Emergency

PERSON RESPONSIBLE FOR THE SPILL/RELEASE OR FOR THE CLEAN UP

- All waste should be removed consistent with regulatory requirements and local waste disposal procedures
- Complete an Incident Notification and Investigation Report Form [JH-FRM-SQE-010-02](#) through SQE EMS.

Internal Notifications:

- Appropriate senior management
- HSE Manager

External Notifications:

EPA if a pollution incident causes or threatens material harm to the environment, including a spill, leak or escape of a substance

2.22 Storm/Severe Weather

V

Severe weather includes heavy rain, hail, lightning and strong winds. These phenomena could impact on:

- Power to the site
- The safety of persons in exposed areas
- Motor vehicles in exposed areas
- The security and stability of structures and equipment in exposed areas

Storm / Severe Weather – General Guidelines

CHIEF WARDEN

- If strong winds are anticipated, ensure that any objects that could become airborne in strong wind gusts and cause damage are brought under cover and (where possible) secured
- If torrential rain is likely, ensure that windows and doors are closed to minimise water ingestion
- If a severe electrical storm are anticipated, review safety precautions concerning critical processes or outdoor work activity (staff and contractors) with applicable specialist personnel – caution persons concerning use of electrical equipment such as phones and computers. Monitor passage of storm cell/s and temporarily suspend outdoor movement if risk of lightning strike

2.23 Structural Damage to Building/s

W

Actions during the Emergency

CHIEF WARDEN

- Where there is the possibility of a **total or partial building collapse**:
- Persons should be immediately evacuated/kept away from the building until it has been professionally inspected to determine structural integrity.
- The area surrounding the building should be cordoned off at a sufficient distance that persons cannot be exposed to falling debris
- Where applicable, isolate gas supply to building from external point
- Once the building has been evacuated, determine if it is practicable and safe to isolate power to the building from an external point
- Consider alternative shelter for displaced occupants
- Where there is no risk of building collapse, but there is the possibility of **objects falling from the building** (e.g. roof cladding, window failure):
- Immediately cordon off the area below, to prevent persons from being injured by falling debris

Internal Notifications:

- Appropriate senior management

- HSE Manager

External Notifications:

- Fire Brigade

2.24 Mental Health Emergency

X

Mental Health Emergencies include:

- Threats of self-harm
- Psychosis leading to the risk of injury to self or others
- Altered state of awareness leading to the risk of injury to self or others
- Deliberate acts of sabotage arising from an altered state of mental wellbeing.

Specialist care and action is required under these circumstances.

Actions during the Emergency:**CHIEF WARDEN**

Where there is the possibility of self harm or harm to others;

- Persons should be immediately evacuated/kept away from the area.
- Contact the Police and/or the local Area Mental Health Services and advise of the nature of the threat.
- Where applicable, isolate energy supplies such as gas and electricity if the threat from harm involves their usage.

Internal Notifications:

- In accordance with JH-MPR-SQE-010 Incident Management and Reporting Procedure
- Appropriate senior management
- HSE Manager
- Engage Crisis Management Team if required

External Notifications:

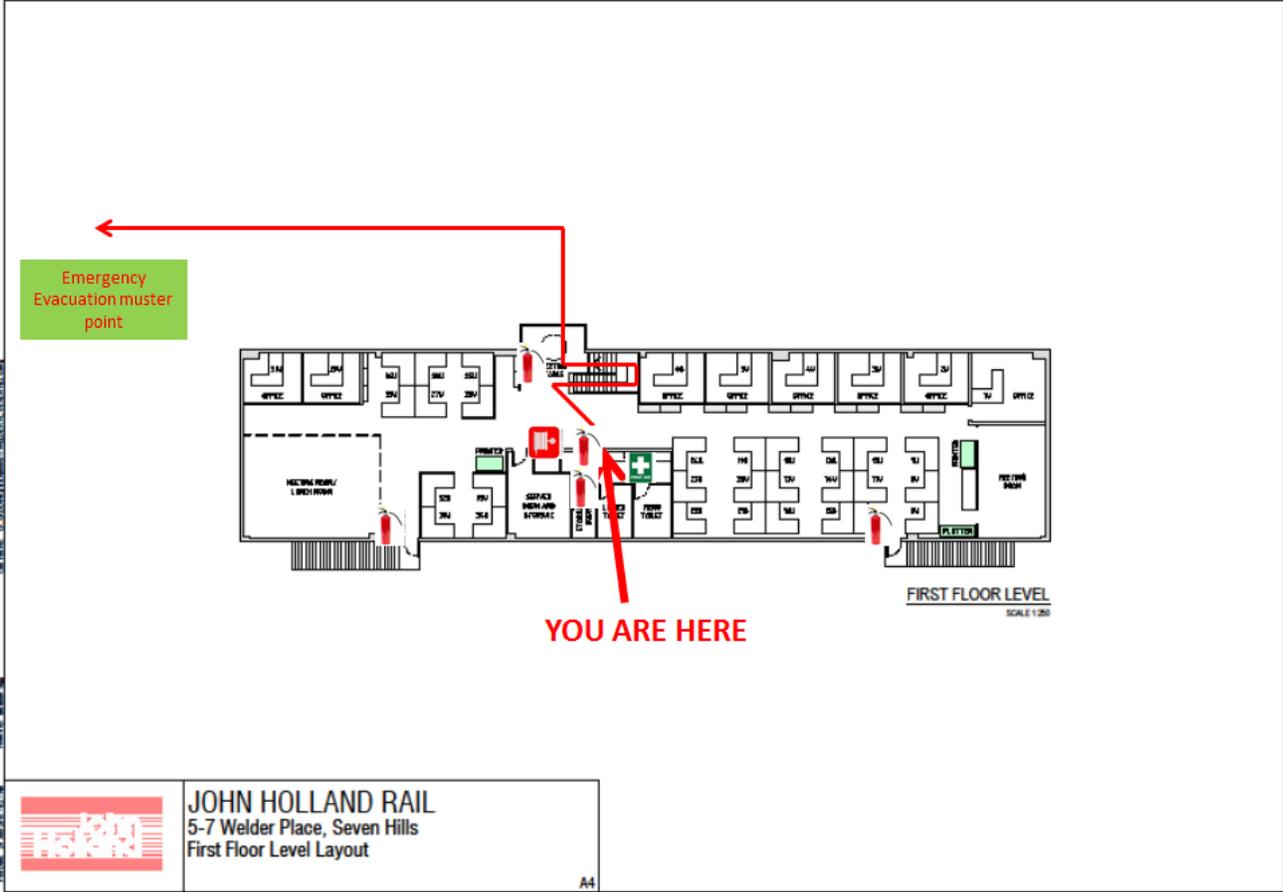
- Police
- Area Mental Health Services.
- Employee Assist Programs

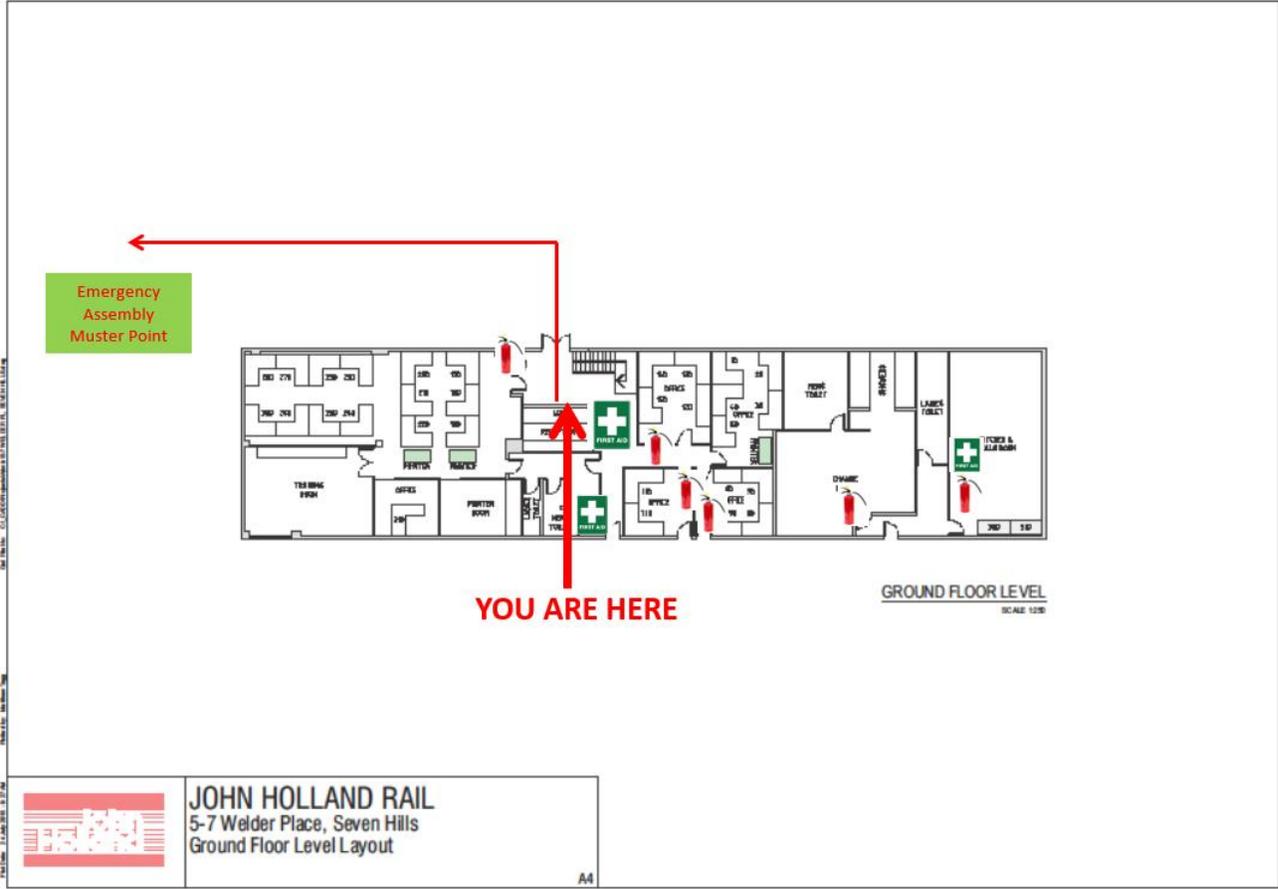
SECTION 3 APPENDICIES

The following appendices to the Workplace Emergency Response Plan are to be used in conjunction with Section 1 and Section 2

- **APPENDIX 1: Workplace Site Image or Map**
- **APPENDIX 2: Emergency Instructions Poster**
- **APPENDIX 3: Emergency Response Action Plans Desktop Audit Schedule**

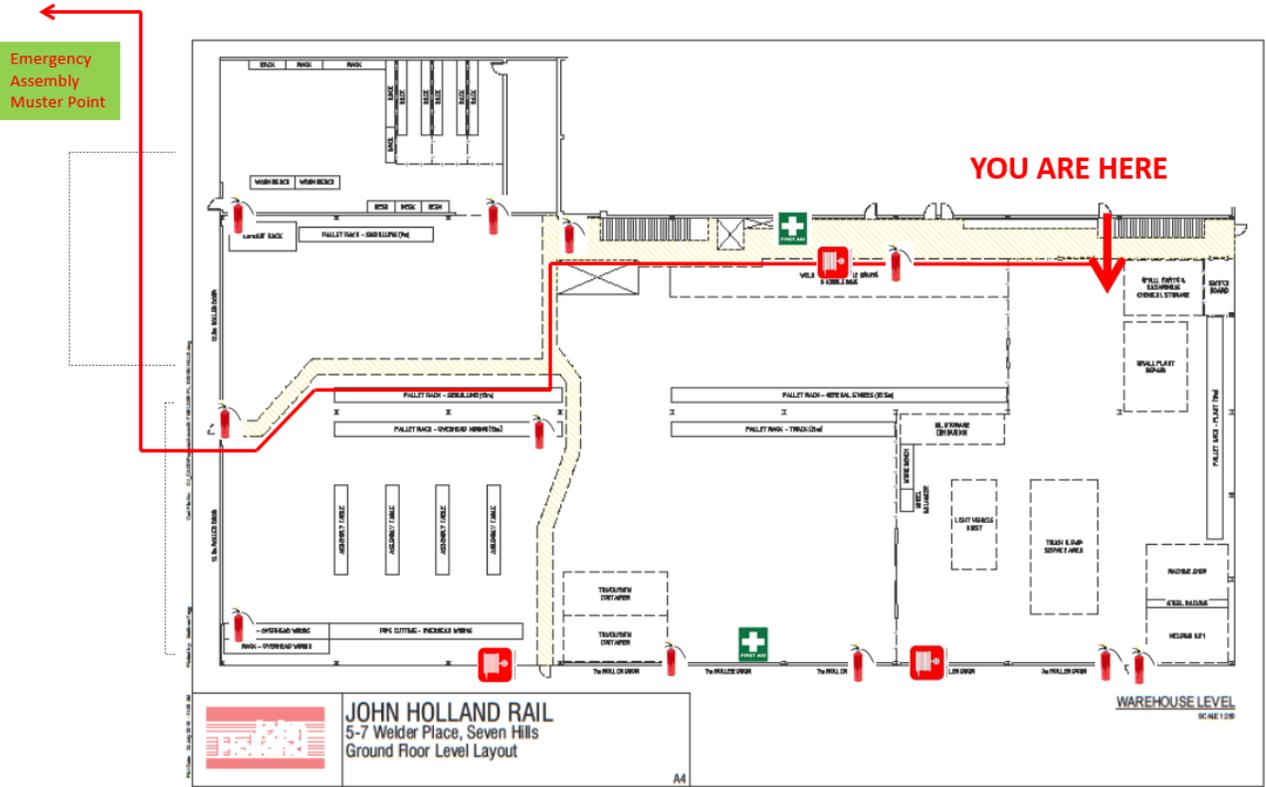
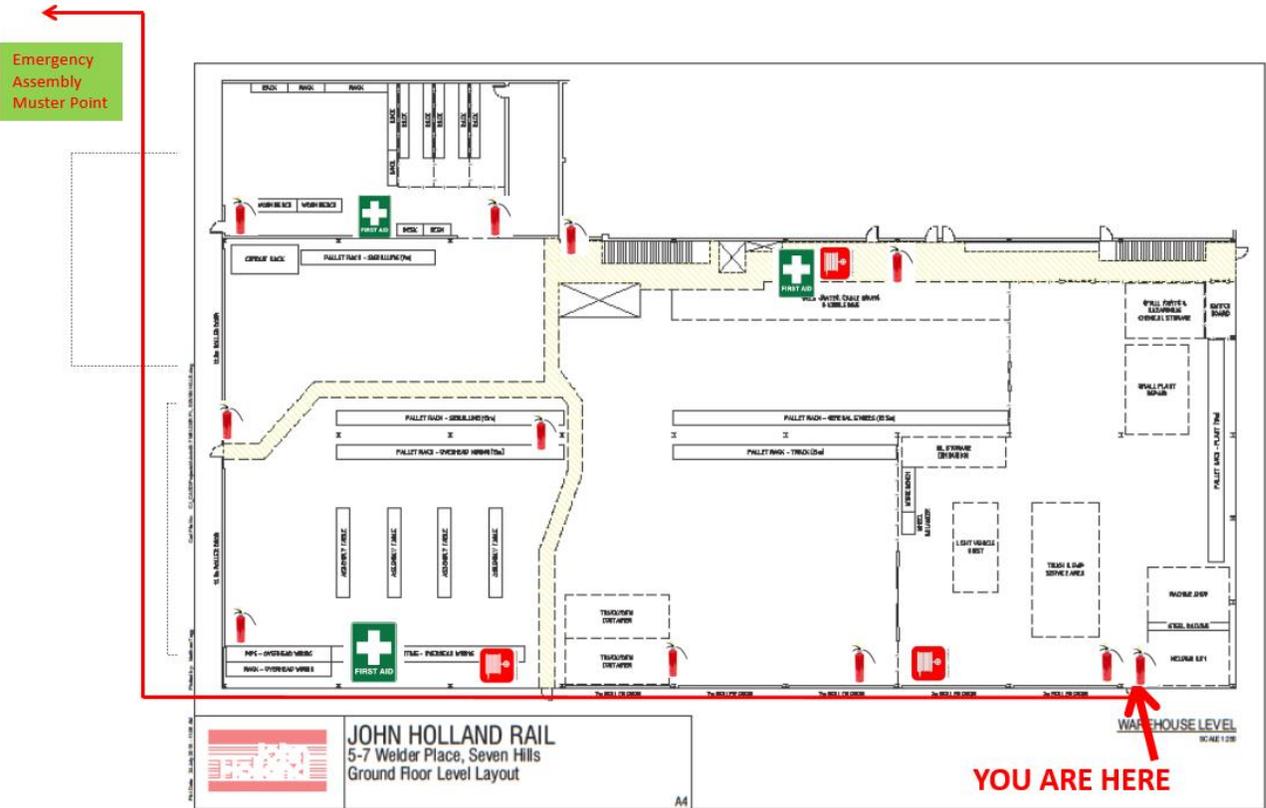
APPENDIX 1: WORKPLACE SITE IMAGE OR MAP





 **JOHN HOLLAND RAIL**
5-7 Welder Place, Seven Hills
Ground Floor Level Layout

A4



○ APPENDIX 2: Emergency Instructions Poster

EMERGENCY INSTRUCTIONS

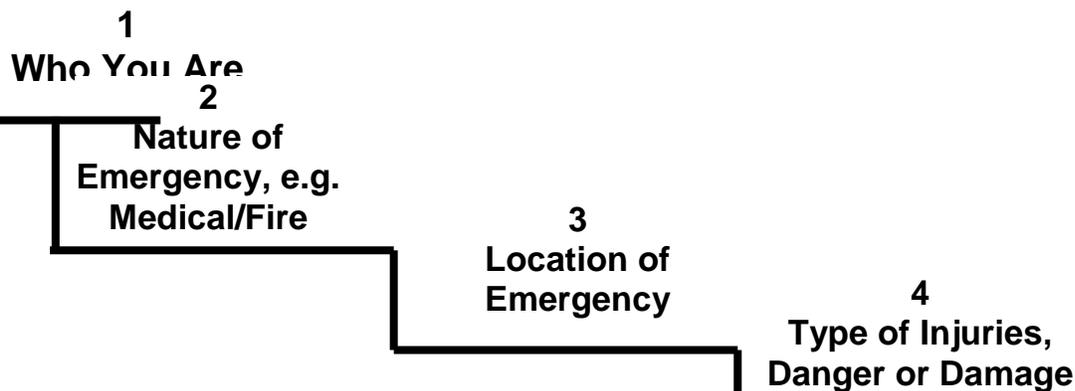
EMERGENCY EVACUATION SIGNAL IS THREE (3) BLASTS ON AN AIRHORN

Workplace Name & Address: 5-7 Welder Road Seven Hills

Emergency Coordinator: John Mumford 0400 096 894

Deputy: Mario Gauci 0428 524 480

WHEN TELEPHONING – BE PREPARED TO SAY



TELEPHONE NUMBERS	
Ambulance	000
Hospital Blacktown Hospital Emergency	9881 8215 or 9881 8216
Blacktown Hospital General enquiries	9881 8000
Doctor Galen & Gray 12 N Parade Rooty Hill	1300 009 009
Police	000
Fire Brigade	000
Gas Energy Australia	133 466
Electricity Endeavour Energy	131 003
Water Sydney Water	13 20 90

- Direct someone to wait at site entrance to guide emergency vehicles
- Keep calm – so you can help
- Endeavour to stop any serious bleeding
- Do not move injured person unless he/she is in danger of further injury
- Apply artificial respiration if necessary and only if you are qualified

First Aiders : 1) RYAN COCHRANE 2) MATT SELL

APPENDIX 3: Emergency Response Action Plans Desktop Audit Schedule

Emergency Response Action Plans	J	F	M	A	M	J	J	A	S	O	N	D
[A] Air Supply Contamination	Y											
[B] Armed Hold-Up		Y										
[C] Assault			Y									
[D] Bio-Hazard/Blood Product Spill				Y								
[E] Bombs – Threat/Found/Mail Bombs					Y							
[F] Civil Disorder/Demonstrations						Y						
[G] Communications Failure							Y					
[H] Confined Spaces Emergency								Y				
[I] Deceased Person									Y			
[J] Electric Shock										Y		
[K] Evacuation											Y	
[L] Explosion/Disaster												Y
[M] Fire – Building / Bush											Y	
[N] Food Poisoning										Y		
[O] Gas Leak									Y			
[P] Hold / Shelter-in-Place								Y				
[Q] Lift Failure							Y					
[R] Medical Emergency						Y						
[S] Motor Vehicle Accident					Y							
[T] Power Failure				Y								
[U] Rescue at Height			Y									
[V] Seismic Event		Y										
[X] Spill/Release	Y											
[Y] Storm/Severe Weather		Y										
[Z] Structural Damage to Building/s			Y									
[ZA] Mental Health Emergency				Y								