Emergency Preparedness & Disaster Management Plan

SHORT-FORM GUIDE FOR TENANTS

Contents

PLN-ASM-311 Emergency Preparedness & Disaster Management Plan_Short Version   **Uncontrolled when printed**

1. KEY INFORMATION UPFRONT

YOU NEED A PLAN
(In drawing up your plan you should still access CTC's Master Emergency Document)

- You need to have a plan for how you will deal with an emergency in your workplace. This plan should include at the very least:
  - Where to evacuate to both routine and non-routine;
  - How to evacuate;
  - How to clear your area to make sure everyone is accounted for;
  - How to conduct a roll call including what registers will inform the roll call;
  - Role of wardens;
  - How you will deal with First Aid issues within the workplace;
  - How you will deal with First Aid during a crisis;
  - How you might evacuate someone who has been injured (refer Appendix B for CTC example);
  - Completing and communicating PEEPs;
  - The means by which you will track who is on site e.g. students, contractors, visitors etc
  - Command and control within the tenancy;
  - How wardens are trained;
  - What to do if warden is not available;
  - Location of key equipment e.g. wardens' vests, hats, lanyards etc;
  - How immediate first aid is to be administered;
  - Protocol for handling misplaced persons during an evacuation;
  - How to deal with suspicious parcels (post, delivery, discovered);
  - What to do when personal threat is present;
  - How to handle a physical attack;
  - How to communicate with CTC during an emergency event;
  - Knowing what the Various Emergency Colour Codes stand for;
  - Knowing what to do when a message is broadcast cross the CTC Precinct Public Address (PA) System;
  - Communicating PA system messages to any areas that may not have heard the tone or message;
  - How to correctly identify yourself as a Warden;
  - How to keep CTC informed of any change of Warden personnel;
  - Wash-up obligations after an event; and
  - How you maintain compliance with regulatory and legal obligations including relevant Codes of Practice and Australian Standards.

EMERGENCY CTC CONTACT NUMBER

0427 898 619

This is the key number for connecting to CTC in an emergency. Please <u>do not</u> call any other number. This number also has mass text call-out potential, but you should <u>not</u> rely on text messaging during an unfolding emergency.

WHO's IN CHARGE?

Leadership in a time of crisis is essential. Until such time as authorities arrive and take charge (this last bit is important) the CTC CEO or someone from CTC acting on behalf of the CEO is the Threat Response Team Leader. **This person has overall control of any threat situation.** Each tenant should devise a similar plan within their area. The default should be those who have received the ECO training.

HOW CAN WE IDENTIFY WHO IS IN CHARGE?
During a Fire Event the CTC Staff are identified by the following:

During a Threat Event the CTC staff who comprise the Threat Response Team are identified by the following:

PUBLIC ADDRESS SYSTEM MESSAGING

The PA system may announce the following codes. This is what they stand for.

CODE BROWN – External disaster e.g. cyclone, earthquake etc.

CODE RED – Fire

CODE YELLOW – Hazardous Spill, Failure of internal services e.g. electricity, water etc

CODE PURPLE – Bomb Threat

CODE BLACK – Active Armed Offender

CODE ORANGE – General Evacuation not covering the above

CODE GREEN – Standby and be ready to act – stay in place or return to where you should be e.g. office or training room.

PUBLIC ADDRESS (PA) SYSTEM TONES

There are four tones used by CTC to make emergency announcements.
1) Standby
2) Bomb
3) Active Armed Offender
4) All Clear

The tones are as follows.

- Standby is "Bing Bong" long tone that is repeated; To listen click here.
  https://freesound.org/people/Benboncan/sounds/93646
- Bomb is the traditional air-raid warning sound.
  https://www.youtube.com/watch?v=m3LGopSVju4
- Active Armed Offender https://www.youtube.com/watch?v=rVA0XFxs2Rk
- All Clear is four descending long "bongs"

WHERE TO ASSEMBLE?
Assembly areas are clearly shown in Evacuation Diagrams that are located near exit doors within the buildings of the Precinct. These are also shown overleaf. Tenants should be clear about primary and secondary paths of travel to an Assembly Area and maintain maximum flexibility when directing personnel to avoid simply following the Diagram without bringing situational awareness into account. This is particularly true for creating safe paths of travel when evacuating to a designated area (may not always be a sign-posted Assembly Area) for a Code Purple (Bomb threat).

Letters A-E indicate the established Assembly Areas for the Precinct. In the event that tenant staff muster to the Assembly Area, but no warden is present the Assembly Area carries instruction about what to do. The key issue is to have someone STEP UP and take command. The Tenant Plan should incorporate how staff are inducted to this.

ATTENTION WARDENS

- Have all areas been cleared & checked including toilets?
- Provide assistance as necessary - call the Chief Warden if First Aid assistance is required.
- Once assembled conduct a head count (roll call).
- If everyone is accounted for advise Chief Warden on 0427 898 619.
- If people are missing get numbers & descriptions & advise Chief Warden on 0427 898 619.
- Do NOT re-enter the building.
- Do NOT allow anyone to wander off or leave the Assembly Area.
- Await further instructions.
- For non-fire evacuations - STAY ALERT - await instructions to proceed to secondary Assembly Area.

2. Purpose

This plan describes how CTC responds effectively to accidents/unexpected incidents and emergencies/disasters and that the environmental, health and safety impacts of such events are minimised. Furthermore, it describes CTC's operational capability that enables CTC to continue to function in relation to its business lines and that Directors can be assured that there is sound management and governance in the absence of key staff. It also provides some insights into what Tenants should have in their plans to complement the overall Precinct Plan such that a seamless response to an emergency occurs.

The plan documents CTC's arrangements, systems, strategies and procedures relating to the response and management of emergencies. The Emergency Planning Committee (EPC) in collaboration with CTC and tenants determine which type of emergencies warrant specific emergency response procedures within this plan.

The EPC, Emergency Control Organisation (ECO), Threat Response Team (TRT), management of the facility and nominated staff shall participate in the implementation and maintenance of the emergency plan as appropriate to their role within the organisation.

Critical to the success of the surviving an emergency with the optimal outcome is to have an effective response based on the following:

- Leadership and followership;
- Ability to adapt and respond as a situation arises;
- Ability and willingness to act in a team;
- Cool head under pressure;
- Having the available resources to meet the task head-on;
- Good communication;
- Situational awareness;
- The ability to think ahead and call for additional help/resources as required;
- Reliance on the problem-solving ability of team members; and
- An eye on the safety of personnel (first) and property (second).

Much of this cannot be delivered through a plan, no matter how comprehensive it is. Critical to the success of CTC in an emergency will be the ability for CTC staff to think on their feet and this can only be achieved through creating a culture of self-reliance, resilience, commitment, tenacity and mental toughness. This can only be achieved through the empowerment of each individual staff member. The same is true of CTC's connection to the resource available through the tenant staff, particularly those trained wardens who constitute the Emergency Control Organisation (ECO).

3. Scope

Pretty much everything that CTC does in relation to emergencies is designed to be included in the full plan, much of it for detailed response planning particular only to CTC. This document is to be designed to cover a smaller range of issues to enable tenants to understand how CTC will respond in certain circumstances and enable them to dovetail their plans with the broad parameters of the CTC Plan. The following is included:

- Communication;
- Emergency prevention;
- Emergency preparedness;
- Emergency mitigation;

- Activities in preparing for and prevention of emergencies such as training and maintenance; and
- Overall control and coordination arrangements for emergency response. This includes evacuation strategies for occupants with a disability.

4. Applicability

This plan applies to the CTC Precinct which is located at 460-492 Beaudesert Road Salisbury 4107 Queensland. Appendix C indicates the extent of the boundary and identifies the three distinct portions or sectors of the Precinct:

- Northern – north of Rocky Water Holes Creek;
- Central – south of Rocky Water Holes Creek and north of the railway line;
- Southern – south of the railway line.

5. Definitions

- **Assembly Areas –** The designated place or places where people assemble during the course of an evacuation. Also known as muster point.
- **Bomb** – A device or any size or shape, which can look obvious or be camouflaged, may vary in its sophistication, and may not necessarily explode (i.e. incendiaries, toxic/noxious substances, sharps, animals/reptiles). May be referred to as an improvised explosive device (IED)
- **Bomb Threat** – A threat, written or verbal, delivered by electronic, oral or other medium, threatening to place or use an explosive, chemical, biological or radiological device at a time, date, place or against a specific person or organisation. It is not necessary for any other action to be taken by the offender.
- **Business Continuity Plan –** A plan written to assist an organisation recover from an emergency or catastrophic event that can be natural, man- made or technological. It details what measures are needed to get the business functioning again as well as mitigation measures that can reduce the impact of incidents on business operation and improve business sustainability and resilience.
- **Competent Person –** A person who has acquired through training, education, qualification, experience, or a combination of these, the knowledge and skill enabling him/her to correctly perform the required task.
- **Crisis Resources Management –** A structured approach to managing a crisis to optimise the outcome through using a logical planning framework based on best practice and evidence.
- **Emergency –** An event that arises internally or from external forces (and sometimes from both), which may adversely affect the occupants or visitors in a facility, and which requires an immediate and programmed response.
- **Emergency Control Organisation (ECO)** – A person or persons appointed by the Emergency Planning Committee to direct and control the implementation of the facility's emergency response procedures. Their deployment is generally of a limited duration.
- **Emergency Mitigation** – Measures taken to decrease the likelihood of emergencies occurring and the associated impacts on people, the facility and the environment. It also deals with measures that limit the extent of the impact caused when an emergency does occur.
- **Emergency Plan –** The written documentation of the emergency arrangements for a facility generally made during the planning process. It consists of the preparedness, prevention and response activities and includes the agreed emergency roles, responsibilities, strategies, systems and arrangements.
- **Emergency Planning Committee (EPC) –** Persons responsible for the documentation and maintenance of the emergency plan.

- **Emergency Preparedness –** The arrangements made to ensure that should an emergency occur, all those resources and services that are needed to cope with the effects can be efficiently mobilised and deployed.
- **Emergency Prevention –** The measures taken to eliminate the incident of emergencies.
- **Emergency Response Exercise –** A site specific exercise implemented to determine the effectiveness of the emergency response procedures. There are five types of exercise that are further described in this plan.
- **Emergency Response Procedures** – A documented scheme of assigned responsibilities, actions and procedures within a designated section of the plan to respond to and manage emergencies.
- **Employee Assistance Scheme –** A process made available to staff whereby they can receive confidential specialist counselling to help them deal with a range of psychological challenges including trauma.
- **Evacuation –** The orderly movement of people from a place of danger.
- **Evacuation Diagram –** emergency and evacuation information about the facility, comprising a pictorial representation of a floor or area and other relevant emergency response information.
- **Evacuation Exercise –** An emergency response exercise in which the exercise simulates an emergency that requires an evacuation.
- **Facility –** A building, structure or workplace that is, or may be, occupied by people (occupants).
- **Facility operational incidents –** Non life-threatening incidents that generally do not require the activation of the ECOs.
- **Fire and Evacuation Plan –** The plan required to be written for high occupancy buildings to be compliant with the Fire Safety Regs.
- **Incident –** An event that may significantly impact CTC's people or its ability to deliver required services.
- **Incident Management** - This is the response of CTC to an incident. It may include evacuation, shelter in place, and initiating a disaster recovery plan.
- **May –** Indicates the existence of an option.
- **Muster Point –** Used inter-changeably with Assembly Area. There are two types primary and secondary. Primary being the place of first assembly following activation of an alarm. The secondary muster point is a place designated by the Disaster Management Team, or the Chief Warden, or Precinct Manager where evacuees will need to move to from the primary assembly area because of the threat of danger.
- **Occupant –** A person attending a facility on a permanent or temporary basis, such as an employee, contractor, student or resident, but not a visitor.
- **Occupant Warning Equipment –** Systems and devices that operate to alert people within a facility to an emergency.
- **Occupant/Visitor with a Disability –** A person who requires more time or different forms of communication, compared to other occupants to respond to an emergency or assistance to respond to an emergency or evacuate from a facility.
- **Personal Emergency Evacuation Plan (PEEP) –** An individualised emergency plan designed for an occupant with a disability who may need assistance during an emergency.
- **Population –** Reference to the general mass of persons on the Precinct at any one time making no differentiation between staff, students, visitors and contractors.
- **Precinct –** The area of 460-492 Beaudesert Road in Salisbury Qld 4107.
- **Recovery Plan -** A pre-defined, pre-tested and management approved plan to restore normal operations of CTC.

- **Refuge –** An area on a floor or area that is specifically designed to protect people from heat, smoke and toxic gases and which provides direct access to an exit.
- **Shall –** Indicates that a statement is mandatory
- **Should –** Indicates a recommendation.
- **Staging Area –** An area in a facility where occupants and visitors are intended to gather in preparation for an evacuation.
- **Structure –** A building (fixed or transportable), mast, tower, a steel or reinforced concrete construction, structural cable or telecommunications structure, underground works including shafts and road, rail, telecommunications and interconnecting tunnels.
- **Threat Response Team (TRT)** – the Team who have received additional training enabling them to manage an unfolding threat situation and deal with casualties that may arise therefrom. Wardens and tenants MUST take instruction from any TRT team member during an emergency.
- **Test –** Confirmation of correct function or performance of a component or system.
- **Visitor** – A person who is within a facility who is temporarily visiting the facility and is not employed at or for the facility, either on a permanent, casual, temporary, contracting basis, a resident or inmate or studying at the facility. Visitor implies that the person has not received an induction to the Precinct.
- **Warden Intercommunication Point (WIP) –** The location on a floor or evacuation zone, that includes a handset provided through which instructions can be received from the intercommunication panel via the emergency intercom system. In the case of CTC this is the FIP.
- **Workplace –** Any place where work is or is to be performed.

6. Abbreviations

The following abbreviations are commonly used in emergency planning literature and may be found in this document. Also included are acronyms recognised within the CTC team.

- **ABDC** – Australian Bomb Data Centre
- **AED** – Automated External Defibrillator
- **AIDR** – Australian Institute for Disaster Resilience
- **APIC** – Australian Poisons Information Centre
- **AS** – Australian Standard
- **AS/NZ** - Joint Australian/New Zealand standard
- **ATMA** – Australian Tactical Medical Association
- **BCA** – Building Code of Australia
- **CRM** – Crisis Resource Management
- **CWA** – Chemical warfare agent
- **DDA** - Disability Discrimination Act 1992 Cmth
- **ECO** – Emergency Control Organisation
- **ECP**- Emergency Call Point
- **ECR**- Emergency Control Room
- **EPC** – Emergency Planning Committee
- **TRT** – Emergency Response Team
- **EWIS** – Early warning and intercommunication system
- **FIP** – Fire indicator panel
- **HB** – Handbook
- **IED**- Improvised Explosive device
- **MCP** – Manual call point
- **PA** – Public address system
- **PCBU** – Person Conducting a Business or Undertaking
- **PEEP** – Personal Emergency Evacuation Plan

- **SES** – State Emergency Services
- **SEWS** – Standard Emergency Warning System (tone used by CTC for active armed offender)
- **SINPO** – Signal, Interference, Noise, Propagation, Overall
- **s.s.e.p** – Sound system for emergency purposes
- **TIC** – Toxic industrial chemical
- **TRT** – Threat Response Team
- **WIP** – warden intercommunication point

7. Key Considerations

A number of considerations have been taken into account in compiling CTC's plan and responses to particular emergencies. Traditional or 'text-book' solutions are in many cases not applicable and application thereof is potentially dangerous. In devising this plan the following particulars have been taken into account:

- Recognition that CTC has a large transient population (e.g. tenants' students and those attending short courses);
- There may at any one time be a significant number of first-time attenders to the Precinct;
- Not all tenants (i.e. their staff or management are regular attenders at the Precinct);
- No reliance can be placed on some tenants to play a role in an emergency situation as they may not have a presence on a particular day;
- Given the nature of training i.e. delivered on the Precinct or the workplace there is a reasonable likelihood of a person who is given a particular role to fulfil not being able to do so;
- Given the nature of tenancies located at CTC, a significant number of tenants' employees/staff may be in attendance outside of normal working hours (as defined by 7.00-5.00 Monday to Friday). This is particularly true of those who choose to work in the weekends and after hours;
- One discreet building may well split between several tenants making it difficult to specify areas for sweeping through in the event of an alarm going off. For example, shared amenities (toilets/showers etc.) are likely to not be considered as part of a tenant's tenanted area and therefore there is some likelihood that these will be overlooked;
- The Precinct at any one time has a disproportionately large number of young males aged between 18-25. The behaviour of this cohort is likely to skew the overall reaction of the Precinct population in terms of the standard deviation of fear/panic and reckless behaviour. This cohort are also less likely to comply with instructions and therefore additional reinforcement of instructions will be necessary;
- The Precinct has a mix of ground floor and two storey buildings. This means that there is a blend across the Precinct of vertical and horizontal evacuation routes;
- The size of the Precinct (12.2 hectares) means there is, necessarily, a number of assembly areas (5) which poses extra challenges in the event of roll calls and accounting for personnel;
- Given the transient nature of the Precinct population, it is difficult to effect accurate accounting for all personnel without a very strict application of a roll call procedure;
- Given proximity to vehicles and the over-whelming number of the Precinct population who have vehicles the ability of the ECO/TRT to retain personnel in situ for a headcount is significantly challenged;
- With a widely fluctuating Precinct population at any one time, the CTC staff numbers will be severely stretched in dealing with particular emergencies on some occasions given that CTC is a small organisation running a large Precinct with at time up to half its staff numbers out of the Precinct;
- The facility is by its nature (a mix of low, medium and high standard buildings, offices and workshops) creates additional complexity.
- The age of the facility means that while adequate, latest state of the art fire prevention and suppression measures are not in place.

8. Prevention and Mitigation

Prevention and mitigation against and during a crisis are important. In terms of the ability of CTC to be proactive this is limited by the actual event. There are some aspects that fall within CTC's control and many that do not. Natural disasters cannot be controlled and there may be short notice in terms of storm events etc. CTC can however mitigate the impact of such events through:

- Storage of potentially airborne items within the buildings (e.g. rubbish bins);
- Ensuring Rocky Water Holes Creek is kept clear of debris especially at the culvert and the railway bridge;
- Maintaining the levees;
- Periodic structural reviews of the facilities to ensure integrity in a major storm event;
- Good housekeeping around the Precinct;
- Ensuring that trees/bushes are pruned accordingly;
- Removal of cars and other important/expensive assets to higher ground in the event of heavy rains that may lead to flooding;
- Storage of flammable liquids in the appropriate location and container;
- Storage of gas cylinders in appropriate location and containers;
- Maintenance of the facility to a high standard including repair of damaged/deteriorated buildings in an urgent manner;
- Maintenance of the roadways and car parks;
- Maintenance of CTC's fire detection and fire-fighting equipment in line with the Australian Standards;
- Close observation of weather patterns;
- A preparedness to evacuate from the Precinct early enough to allow staff a safe as possible journey home;
- Maintaining a means to alert tenants of an impending crisis i.e. the PA system;
- Maintaining access to dry storage in the Southern Precinct;
- Provision of monitored cameras in the CEO's office which captures recorded footage of the entry to CTC, the entry to Ian Barclay Building and the area around the CTC office;
- Having a well-equipped first aid room and trained staff to operate; and
- Having a well-drilled plan and staff who are familiar with its application.

9. Closure of the Precinct

There may be occasions where it is necessary to close the Precinct, e.g. in a flood, bomb threat, following a fire or in the event of a pandemic. This decision is not taken lightly given that denying access could cause tenants to compromise aspects of their business. For this reason, only the CEO of CTC or someone deputising for the CEO may formally close or evacuate the Precinct.

In order to effect the closure, the three main gates (Gate 1, Gate 2 and Gate 3 – see Precinct map - are locked deploying the lockable notices that are stored in Building 11 (The Barn).

There is also a prepared pro forma to use when shutting the Precinct (see overleaf) which provides information alerting the tenants and visitors that the Precinct is closed. It is recognised that this only prevents vehicular access, but the notice is clear in its intent (see photo) that there is to be no access to the Precinct.

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CLOSED

The Precinct is closed until (insert 'date' or 'Further Notice')
due to (insert reason).

DO NOT ENTER

For further information call
(insert name and phone number)

By order of (insert name), CEO

10. Hierarchy of Plans

The CTC Disaster Management Framework is aligned with the key concepts integrated into local disaster management plans (i.e. at the local government area level). Under this framework, the CTC centre, facility and office are required to develop their own plan (Disaster Management Plan), which contains all relevant information to effective disaster management. In turn, these plans will contain sub-plans for locally identified risks (Contingency Plans), and for detailed instructions on specific disaster management tasks (Specialist Plans).

Local Disaster Management Plan (Local Government Area) and Neighbours	CTC provides a copy of its plan to local authorities (BCC, QFRS, SES) and its neighbours (school, Bluescope)
Disaster Management Framework Described in and known as Emergency Preparedness & Disaster Management Plan EMDMP	Document detailing CTC's comprehensive approach to disaster management across all levels.
Disaster Management Plan Is incorporated within CTC's **EMDMP**	Plan that details the local service-level approach to disaster management (at centre, facility or office site). This plan includes contingency and specialist plans.
Contingency Plans These are based on CTC's Emergency Identification and Analysis Tool	Plan focusing on a single identified hazard or its consequences, which presents a high risk of impacting essential services. — EXAMPLES; Loss of power, flood, fire, gas leak, staff shortage, heatwave, pandemic, food supply loss, data/information loss
Specialist Plans	Plan that instructs detailed actions or response, to convey specific/specialist information to staff and consumers, which could be applied to a variety of events. — EXAMPLES; evacuation, media management, site relocation, building shutdown/ reoccupation, data recovery plan

FIRE
- Induction of staff
- Tenant/Contractor Induction
- Drills – Logs – Action Requests
- Wardens/PPE
- Evacuation Diagrams
- Evacuation Plan
- Fire Control
- Fire Safety Advisers
- Fire Extinguisher Training/Fire Awareness
- Fire Warden Training
- Crib Sheets in helmets
- Equipment
- Fire Extinguishers etc.
- Records of fire protection maintenance
- Fire regulations
- Notification of FSA to QFRS
- Annual Occupiers Statement

INJURY
- First Aid Room
- First Aid Code of Practice
- Occupational First Aider
- Cylinder Cracking
- First Aid Boxes updated
- Staff First Aid trained
- Defibrillators (x3)
- Bleeding Control Boxes (x4)
- Grab and Go Bags (PCB, BC & FA)
- Incident Reports

DISASTER & EMERGENCY RESPONSE
- Emergency Response Team (TRT)
- Shutting down of Precinct
- Emergency Control Room (ECR)
- Threat Response Team

EMERGENCY PREPAREDNESS & DISASTER MANAGEMENT

BUSINESS CONTINUITY PLAN
- Business Continuity Plan
- Data backup
- Insurance

DISASTER PLANNING
- Emergency Planning
- Emergency Control Organisation
- Consultation

NON-FIRE RESPONSES
- Specific plans for each non-fire emergency

11. In the event of an Incident or Pending Incident

When an incident occurs, the following activities should be undertaken:

- Convene the Threat Response Team (TRT)

- Determine the gravity of the situation

- The CEO declares if an "emergency" notification is warranted

- Establish an Emergency Control Room (ECR) (CTQ lunchroom is the default) and establish comms.

- Rapidly mobilise the response based on the Plan

- **Assign a responsible person to keep a log of all activities (critical!)**

- Activate the Emergency Control Organisation (ECO) and/or the Threat Response Team (TRT) as appropriate

- Document the tasks to be performed in the short and medium term – use the resources and memory joggers contained in this plan.

- Assign tasks and timeframes for updates to Threat Response Team (TRT)

- TRT members brief the ECR and delegate tasks

- Monitor information in and out, including taking notes and recording various decision points when they occur

- Use the principles of Crisis Resource Management (CRM)

12. Emergency Declaration Process

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                          ┌─────────────────┐
                          │ Problem / Event │
                          │     Occurs      │
                          └─────────────────┘
                                   │
                                   ▼
   ┌──────────────┐          ◇─────────────────◇
   │   Perform    │◄─── N ───◇ Is preservation  ◇
   │   Damage     │          ◇  of life or major ◇
   │  Assessment  │          ◇     assets        ◇
   └──────────────┘          ◇   threatened?     ◇
         │                         │ Y
         ▼                         ▼
   ┌──────────────┐          ┌─────────────────┐
   │   Monitor    │          │   Commence      │
   │   Problem,   │          │   Emergency     │
   │    Issue     │          │   Response      │
   │   Status     │          └─────────────────┘
   │   reports    │                  │
   └──────────────┘                  ▼
         │                    ┌─────────────────┐
         ▼                    │    Advise       │
   ◇──────────────◇    Y      │     CEO         │
   ◇ Does problem ◇ ──────►   └─────────────────┘
   ◇ Meet Emergency◇               │        │
   ◇  Criteria?    ◇               ▼        │ Y
   ◇──────────────◇          ◇──────────◇   ▼
         │ N               ◇ CEO declares◇  ┌──────────────┐
         ▼                 ◇ emergency?  ◇  │Convene Threat│
   ┌──────────────┐◄───────◇──────────◇──►  │  Response    │
   │   Problem    │                         │  Team (TRT)  │
   │  Resolution, │                         └──────────────┘
   │   process    │                          │          │
   └──────────────┘                          ▼          ▼
         │                            ┌───────────┐ ┌──────────┐
         ▼                            │ Establish │ │  Alert   │
   ┌──────────────┐  ┌──────────────┐ │  Control  │ │ tenants  │
   │Follow Incident│◄─│Emergency Resp│ │   Room    │ └──────────┘
   │Management Plan│  │Team (TRT)    │ └───────────┘
   └──────────────┘  │ activated    │
                     └──────────────┘
```

Problem / Event Occurs

Is preservation of life or major assets threatened? — N → Perform Damage Assessment; Y → Commence Emergency Response

Perform Damage Assessment

Monitor Problem, Issue Status reports

Does problem Meet Emergency Criteria? — Y → Advise CEO; N → Problem Resolution, process

Commence Emergency Response

Advise CEO

CEO declares emergency? — Y → Convene Threat Response Team (TRT); (No) → Problem Resolution, process

Convene Threat Response Team (TRT) → Establish Control Room / Alert tenants

Problem Resolution, process

Follow Incident Management Plan

Emergency Response Team (TRT) activated

Incident Passed? — Y → TRT hand over to Tenants; N → Follow Incident Management Plan

TRT hand over to Tenants

TRT stand down

Follow Business Continuity Plan

Recover & checking as necessary

Return to normal operations

13. Emergency Management Checklist

No.	Issue/Action	Assigned To
#1	**Incident Management**	
	Assess actual or potential threat and its impact on services required to be provided	CTC staff member
	Assess staff, contractors, suppliers, tenants, participants and customer safety/well being	CTC staff member
	Notify CEO of threat	CTC staff member
	Receive Executive approval to invoke Emergency Plan	CEO
	Invoke facility incident management plan and contact staff, tenants, contractors, participants	CEO/Facility Manager/Customer Support Officer
	Convene Disaster Management Team (DMT)	CEO
	Appoint Incident Controller	CEO
	Commence Log	Facility Manager
	Appoint roles and responsibilities as per IMP	Facility Manager
	Continuously assess threat level and decisions on possible evacuation. Liaise with CEO at all times.	Facility Manager
	Assess security situation	Facility Manager
	Implement Specialist and Contingency Plans as necessary to respond to assessed threat(s)	Facility Manager
	Hold checkpoint meetings	Facility Manager
	Prepare incident management team rosters	Facility Manager
	Record expenditures	All
#2	**Precautionary Measures**	
	Take precautionary measures – consider personnel safety	EMT/Safety Committee
# 3	**Staff, tenant, participant and contractor support**	
	Ensure staff, tenant, participant and contractor welfare	EMT/Safety Committee
#4	**Communications**	
	Liaise with Executive Team	Communications Delegate
	Communicate to staff	Communications Delegate
#5	**Incident site(s) management and site restore**	
	Secure site(s) – ensure safety of staff/tenants/participants/assets	CEO/Facility Manager/Maintenance Supervisor
	Undertake comprehensive site damage assessment	Delegate of CEO
	Determine salvaged/restoration requirements	Delegate of CEO
	Identify document/equipment restoration options	Delegate of CEO
No.	**Issue/Action**	**Assigned to**
	Develop plan to arrange permanent replacement of buildings on site	Delegate of CEO
	Develop plan to reopen site(s)	Delegate of CEO
	Arrange salvage	Delegate of CEO
	Arrange replacement of equipment	Delegate of CEO
	Restore basic services	Delegate of CEO
	Clean-up and repair affected areas	Delegate of CEO
#6	**Identify fall-back requirements for the Precinct:**	
	Attempt to arrange alternate/replacement accommodation	Delegate of CEO
	Obtain replacement/new stationery, office and IT equipment	Facility Manager /Delegate
	Receive equipment at site(s)	Facility Manager /Delegate
	Restore Voice Communication Services	Delegate of CEO
	Install equipment	Delegate of CEO
	Redirect mail (internal & external) and couriers	Facility Manager /Delegate
	Invoke workaround or perform functions at fall-back sites	Facility Manager /Delegate
	Monitor customer services and media coverage	Delegate of CEO
#7	**Return to normal operations**	
	Advise return to normal operations	Facility Manager
	Remove phone redirections	Delegate of CEO

14. Severe Weather

Severe weather events are the most common hazard likely to affect CTC services and facilities. Thunderstorms, cyclones and severe weather events cause more damage each year than any other group of disasters. Severe thunderstorms, including tornadoes and large hail, are our most frequent, damaging natural hazard, and occur frequently across the Australian East Coast. Every year between November and April, the coastal regions of Queensland are at also at risk of being hit by cyclones.

15. Severe Weather Warnings

These warnings are provided when severe weather is expected that is not directly related to severe thunderstorms, tropical cyclones or bushfires. Examples include land gales, squalls, flash-flooding, dangerous surf or tides.

16.   Severe Thunderstorm Warnings

These warnings are provided when thunderstorms are expected to produce dangerous or damaging conditions.

FURTHER INFORMATION ABOUT CYCLONES AND SEVERE WEATHER CONTACT BUREAU OF METEOROLGOY – www.bom.gov.au and LISTEN to

LOCAL RADIO BRISBANE 612 for news. SES Number is 132500

17. Internal Contacts

Objective: Co-ordinate the response and recovery effort at the facility level	**Owner:** CTC CEO/FACILITY MANAGER	**Implementation Deadline:** All possible staff/contractors/tenants/participants to be notified of role within 2 hours of emergency being identified.
Response Strategy: – Convene at control room or for Fire at Fire Panel (IBB) – Manage Emergency The Precinct Maintenance Manager is to contact staff/contractors/tenants/participants and advise their roles during the incident and delegate logistics, resource, recovery and support tasks to the relevant persons**.**		**Operational Documents Ref:** – Tenant Emergency Contact Lists – Contractor Sign-on sheets – Safety Notification Board at CTC which has whereabouts of Contractors – Staff contacts – Mobile contacts
Actions: – Train key staff on the requirements contained in this document. – Documentation to be strategically placed in Crisis Cupboard (CTC Lunchroom)		**Assumptions:** – All packs will need to be regularly maintained. – Tenants will have their own Emergency Preparedness & Disaster Management Plans which will be a sub-set of an overall Precinct-wide response.

– Set Customer Support Officer monthly task to ensure the latest update documents are in place (consider Outlook tasking) – Liaise with tenants to ensure there is consistency of response across the Precinct	
Contact Details: – For 2-way radio and mobile phone – Local Disaster Management Co-ordinator – CEO – Local police	**Contact Numbers:** – **Moorooka Police** Phone 000 first or 3362 9962 Police link 131 444

Contact details for CTC personnel are provided to CTC staff on a frequent basis. These are included in the folder that includes the Emergency Preparedness and Disaster management Plan.

18. External Contacts

19. Specialist Plans

Objective: To secure the Precinct in the event of a low level threat	Owner: CEO/Facility Manager	Implementation Deadline: During the event
Response Strategy: It is preferred to shelter in situ unless services are unable to be provided to staff for a prolonged period of time, e.g. fire. This DOES NOT apply to an active armed offender situation.		**Operational Documents Ref:** Refer, contingency plans for no electricity and air conditioning, waste contingency plan, generator sourcing plan.
Actions and Prior Arrangements: See checklist, organise according to BoM warnings current at the time. Consider actions relating to the Business Continuity Plan Consider recovery needs as soon as possible.		

20. Insurance and Assessor Liaison

Objective: To insure all our rights and obligations under the relevant insurance policy are met and all losses are claimed.	Owner: Finance & Risk Manager	Implementation Deadline: During and post the incident.
Response Strategy: – Consider the person allocated to review facility prior to re-commencement. Is there sufficient knowledge to affect a credible report? – Prevention of further loss. – Maintaining a safe work environment – access by staff must only be where it is safe to do so.		Consider using professional advice e.g. structural engineers.
Actions and Prior Arrangements: – Phone insurer and discuss what has happened – Make an inventory and take photos of damage – Maintain the list as new items are discovered – Periodically send the list to the CEO.		**Assumptions:** – Limited, if any, communications and computing will be available in first week. – Availability of camera.

21. Loss of Power, Water and HVAC

Objective: To ensure continuity of service provided and disruption is minimised.	Owner: Facility Manager	Implementation Deadline: During and post the incident.
Response Strategy: Liaise with external suppliers/contractors.		**Operational Documents Ref:**
Actions & Prior Arrangements: Consider the profile of the tenants. This may alter the timeframe for response or escalate activities. Loss of power will mean loss of fire systems if prolonged. Water re-connection is a priority. Without water Precinct must continue to remain closed.		**Assumptions:** – If CTC is affected, then so will surrounding businesses and suburbs and CTC will be prioritised by both Energex and Urban Utilities. – Delays may be caused by the restricted access to CTC's

Air conditioning is less of an issue except where climatic conditions are such that it is unsafe to work without it. Electricity will need to be reconnected before the Air Conditioning company can be called.	substation which may mean it takes longer to restore power. – That the electricity will come on without tripping when it is restored by Energex.

See elsewhere for the generator operation.

22. First Aid Provision

CTC maintains a first aid facility in line with the First Aid Code of Practice 2014. The First Aid Facility is in Building 1 adjacent to BIGA. The following features of the First Aid Room are worthy of additional mention:

1) The name and contact details of the Person in Charge are affixed to the side of the entry point of the First Aid Room;

2) CTC maintains a high ratio of Basic First Aid/CPR trained staff as well as advanced and occupational first aid trained staff;

3) The First Aid room is equipped to deal with minor and intermediate medical trauma and emergencies and includes:

   a) Oxygen and Medical that is checked monthly, it is maintained in line with standard practice and all empty cylinders are identified as such with an MT sign. Instructions for the maintenance of the cylinders is displayed in the First Aid Room;

   b) Breathe valve mask (BVM);

   c) Pulse oximetry;

   d) High volume auto-start eye-wash station;

   e) Stretcher for trauma/suspected C Spine injuries as well as Quik Litter for rapid evac of a casualty;

   f) Visible charts for dealing with common first aid issues that might be encountered;

   g) Contaminated (Clinical and Quarantine) Waste Bin and Bin Liners. Note that Cleanaway should be called with reference to how this waste (clinical and quarantine) should be disposed of.

   h) Stocks as per the Code of Practice. These are checked periodically.

4) Items not included in the First Aid Room, but of a first aid nature, include:

   a) The AEDs (defibrillators). One is stored within the CTC office in the Crisis Cabinet and the battery is checked fortnightly. The other two are located in the Buildfitness Gym and Building 4 Amenity foyer respectively. This allows rapid deployment when necessary. All new staff are trained in the use of the defibrillator. Instructions are included within the defibrillator bag as well as the machine itself provides a step by step procedure when activated. Should a second or back-up defib be required, another one is in the Buildfitness gym or if required over the northern side of the Central Precinct one is to be found in the main amenity foyer of Building 4;

   b) Blood pressure monitor is in the CEO's Office;

5) ALL staff are First Aid trained so do not need separate identification. A Register of First Aid qualifications is maintained by CTC.

6) Because of the need for specialist equipment and trained instruction CPR is not a regular drilled feature of CTC drills. There is periodic refresher training during the year and

staff attend their required validation course through CTC's First Aid provider (refer Preferred Provider list).

Each year two half days are set aside for a First Aid Room 'open day' where the facilities and capabilities are shared with tenant staff who choose to drop in.5

23.   Hazardous Materials (HAZMAT)

CTC maintains a Hazardous Materials register which is stored in the Red HAZMAT container at the entrance of Ian Barclay Building. The identification of hazardous materials is done through an information request to tenants. This information is added to with each successive tenant as this information is raised at the induction of the Tenant.

In addition, CTC has a series of Hazard Maps which highlight sensitive issues on the site. These are included in the Clipboard that contains this Plan.

Hazardous material received via post is dealt with via protocol that is included on the back of the door to the lunchroom. The specialist organisation to call in the event of a spill etc. is CTC's waste disposal provider Cleanaway. The emergency number is 1800 SPILLS (1800 774 557).

WEST¶

EAST¶

SOUTH¶

SERVICE TRADES COLLEGE¶
- Arc Welding Booths ¶
17 x Size G Argon Cyl¶
- Door N ¶
2 x 4.5kg LPG Bottles¶
16 sets Size E Oxy & Acetylene (trolley)¶
10 sets Size # Oxy & Acetylene ¶

SERVICES TRADES COLLEGE¶
- Special Hazards Booth¶
4 x Size G Carbon Dioxide Cyl¶
3 x Size G Argon Cyl¶
9 x 16c" Argonite Cyl¶
1 x 16 c" Argonite Cyl¶
2 x Carbon Dioxide Cyl¶

Air Compressor¶

WH&S / LIFTING SKILLS¶
200l Drum Hydraulic Oil¶
200l Drum Engine Oil¶

WHS MORESKILLS¶
Plant parked inside o/night¶
Crane 1 = 200l diesel¶
Crane 2, 40l diesel¶
EQP 60l diesel¶
Forklift 15kg Gas Cylinder¶
Store rooms ¶
60l lubricants¶
40l diesel¶

2x15kg forklift gas cyl¶

CTC BARN Bld 11¶
Paint & Chemicals¶
50 litres petrol¶
50 litres glysophate¶

FIRST AID ROOM¶
2x 490l medical air (#1072)¶

AUSTRAL PRECAST¶
Compressor¶
40L Unleaded Petrol¶

Compressor¶
5 x Size G Oxygen (#1072)¶
2 x Size G Argoshield (#1956)¶
30L Paint¶
12x600g Spray paint¶

Jo's¶
37.8kg liquefied petroleum gas Cyl¶
144kg liquefied petroleum gas Cyl¶

WORKSAFE CONNECT¶
1 X 9KG LPG¶
53 X 5KG CO_2 Bottles¶

AUSTRAL PRECAST¶
3 x Compressors¶
80l unleaded fuel¶
4 x Size TS LPG (#1075)¶
2 x Size G Acetylene (#1001)¶
400l Mould Release¶

MASTER PAINTERS - BUILDING 7¶
Enamel Paints: Up to 1500 litres¶
Acrylic Paints: Up to 3000 litres¶
1 x Air Compressor¶
1x9kg, 12x2kg - LPG Tanks: Up to 40kg¶
Petrol: Up to 10 litres¶
Solvents: Up to 300 litres¶
Aerosol Cans: Up to 30 cans¶

Rocky Water Holes Creek

Creek Rd

Bldg 10

Car park

Demountable

Gate 1 Entrance

BEAUDESERT ROAD – slip road

Substation

John Gaskin Dve

Bldg 3

Bldg 4

Bldg 2

Crane

Crane Cl

Bldg 1 West

Bldg 1 East

Bld

Gate 2 Entrance

Central Dve

Railway line

Bldg 6 East

Car park

Ian Barclay Bldg

Bldg 6 West

Toilet

Covered area

Cottage

Boundary Rd

Gate 3 Entrance

FAIRLIE TERRACE

Bldg 9

Toilet

Bldg 7

Toilets

Bldg 8

BRISBANE CHRISTIAN COLLEGE

BUSSQ & Bricklaying Compund

24. Spills and Spill Management

Not all spills are hazardous and not all hazardous chemical issues arise as a result of spills. In the event of a spill, the major concern is the protection of waterways as CTC does not allow or contain chemicals where release to the atmosphere is a concern in terms of an acute risk to health. CTC has four main issues to address with respect to spills:

1) Deliberate release of chemicals to sewerage e.g. washing of paint brushes down drains;
2) Accidental release of chemicals into stormwater;
3) Accidental release of chemicals directly into Rocky Water Holes Creek.
4) As per 2 & 3 but done deliberately.

In the event of a spill being reported (i.e. tenant to CTC team member) or when a spill occurs (by a CTC team member) rapid deployment of measures to protect the environment are necessary. The following actions are to be taken:

- Ensure safety of personal; CALL FOR HELP
- Use appropriate PPE as required;
- Deployment of the Spill Kit as a matter of urgency;
- Prevention through bunding or other measures to prevent chemicals escaping down drains;
- Using spill kit contents to soak up excess chemical;
- Identify substance if possible, from container. If a lorry has shed the chemical there should be a transportation label to the rear of the vehicle and an emergency number to ring;
- Locate the Safety Data Sheet as required and take action as appropriate from there. In the case of CTC there is a manual of complete Safety Data Sheets held in the First Aid Room;
- Contact Emergency services as required (Dial '000'). This may be ambulance and/or Queensland Fire and Rescue Service;
- For advice (24/7) on how to deal with the spill once immediate containment measures - contact Cleanaway on **1800 SPILLS**
- For notification to the relevant authorities about a spill contact the Department of Environment and Heritage Protection on **1300 130 372**
- For clean-up assistance contact Cleanaway on **1800 SPILLS** and advise them that CTC is a customer. Say you are after the **'Qld Emergency Response'.**

25. Summary of Actions in the Event of a Spill

Step 1   PPE
Step 2   Assess
Step 3   Contain
Step 4   Absorb
Step 5   Dispose
Step 6   Report (refer below for Department of Environment and Science)
Step 7   Restock via Ecospill Phone 1800 009 665

Spill Kits for the Precinct are in Building 11. Detailed guidance about how to deploy are contained above their location (see photo below)

All spills are now handled through the Spills Hotline 3216 6713 by the Spill Rapid Response Unit (SRUU).

Spill signage is in public areas around the Precinct and equipment to manage the spill is located in the following areas:

Minor spills of non-hazardous nature:
- Cleaning equipment in the three cleaner's cupboards;

Major spills including hazardous:
- The deployment of CTC's spill kits. All spill kits are now kept in Building 11 the Barn to protect the contents from theft and vandalism.
- An aide memoire is located above the location of the spill kits

26. International Classification of Hazardous Substances

27. Notification Obligations

- **Safety**
  In the event of an industrial incident, it is necessary to contact Workplace Health and Safety to advise them what has happened. An incident is notifiable if it arises out of the conduct of a business or undertaking and results in the death, serious injury or serious illness of a person or involves a dangerous incident.
  When is an injury or illness serious? The Work Health and Safety Act 2011 sets out that a serious injury or illness of a person is:
  - an injury or illness requiring the person to have:
  - immediate treatment as an in-patient in a hospital
  - immediate treatment for:
    - o the amputation of any part of his or her body
    - o a serious head injury
    - o a serious eye injury
    - o a serious burn
    - o the separation of his or her skin from an underlying tissue (such as de-gloving or scalping)
    - o a spinal injury
    - o the loss of a bodily function
    - o serious lacerations or
  - medical treatment (treatment by a doctor) within 48 hours of exposure to a substance
  - any infection to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work:
    - o with micro-organisms; or
    - o that involves providing treatment or care to a person; or

- o that involves contact with human blood or body substances; or
- o that involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products.

A dangerous incident is an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock that is not a serious electrical incident or a dangerous electrical event
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel
- the interruption of the main system of ventilation in an underground excavation or tunnel.

The responsibility rests with the Person in Control of the Business or Undertaking and the call to WHS should be made on **1300 369 915** **or via Fax on** 3247 0297

Note! A serious electrical incident or dangerous electrical event is notifiable under the Electrical Safety Regulation 2000. For more information refer to the electrical safety incident notification webpage or contact the Electrical Safety Office on **1300 650 662**.

- **Environment**

  Beyond safety we have an obligation to the environment. The Environmental Protection Act 1994 states that we all have a general environmental duty. This means that we are all responsible for the actions we take that affect the environment. We must not carry out any activity that causes or is likely to cause environmental harm unless we take all reasonable and practicable measures to prevent or minimise the harm.

  For example, we must not pour oil and other wastes down the stormwater drain or cause unreasonable noise. To decide what meets our general environmental duty, the following must be considered:

  - the nature of the harm or potential harm;
  - the sensitivity of the receiving environment;
  - the current state of technical knowledge for the activity;
  - the likelihood of successful application of the different measures to prevent or minimise environmental harm that might be taken;
  - the financial implications of the different measures as they would relate to the type of activity.

  Where we breach this obligation, we have a legal duty to report a notifiable incident.

  The duty of a person who is an employee, contractor, or agent to notify their employer

  A person who is an employee, contractor, or agent (for simplicity referred to as an employee), who causes or becomes aware of a notifiable event, must notify the person who employs them or engaged them as a contractor or agent (for simplicity referred to as an employer) within 24 hours of becoming aware of the event.

  The notice given to the employer does not have to be in writing but must contain sufficient details to provide notice of the event, its nature, and the circumstances in which it happened

(for simplicity referred to as the details of the event). An employee should always keep a record of when and to whom they gave notice of a notifiable event.

If notice is given to the employer, it is then the employer's responsibility to give the administering authority written notice with details of the event no later than 24 hours after becoming aware of the event. If the employer cannot be contacted, then the employee must give the administering authority written notice with details of the event no later than 24 hours after first becoming aware of the event.

<u>The duty of an employer to notify the administering authority and affected owners and occupiers</u>

If an employee reports a notifiable event to their employer, then the employer has a duty to give written notice with details of the event to the administering authority no later than 24 hours after becoming aware of the event. As soon as possible the employer must also either:

•give written notice with details of the event to any combination of the occupiers or registered owners of affected land; or

•give public notice of the details of the event.

Public notice could be by radio or television announcement or the erection of appropriately sized signs in the vicinity of the affected land.

The contact number is **1300 130 372**

SHOULD A TENANT HAVE CAAUSE TO CONTACT AUHTORITIES WITH REGARD TO ANY OF THESE INCIDENTS THEY SHOULD ALSO ADVISE CTC.

28. Training for Spills

All CTC staff are inducted as to the location, contents and what to do in the event of a spill. A crib sheet (aide memoire) is also affixed to the lid of the spill kit. Tenant staff should also be aware of how to minimise spills and what to do when one occurs.

29. Safety Data Sheets

1) CTC maintains its own list of Safety Data Sheets that it holds in the CTC Office. Tenants should also maintain their own accessible list. Should further information be need in an emergency it can be obtained from the Poisons Information Centre on **13 11 26.** Always remember to take the container in question with you to the phone.

2) In administering first aid always consider your own safety and use PPE as appropriate.

3) The First Aid Room has a hazardous waste bin where chemicals/ bodily fluids can be stored prior to disposal.

4) CTC also has a Powders Corrosives and Burns (PCB) Grab and Go Bag for dealing with incidents where a person may come into contact with such agents.

30. Security Management

In the event of civil unrest, or when crowd control may be required CTC has available its security arrangements.

1) Alarm monitoring is undertaken by Rechenberg (07) 3426 8500

2) Patrols are undertaken by GMR 0412 984 002

In addition to this CTC has its own CCTV system that monitors and records 9 separate locations. Police will normally be called when there is an immediate and credible risk of trespass, attack, theft or vandalism.

31. Tenant Induction Process

Tenants are inducted into the Precinct through a formal induction that is undertaken online. The Planning Framework for CTC's Emergency Plan follows the Australian Standard AS 3745-2010 Planning for Emergencies in Facilities in devising its total emergency response. Recognising that emergencies encountered may not be limited to Fire a holistic approach is adopted that incorporates fire within the overall emergency planning response and framework.

32. Emergency Planning Committee (EPC)

The CEO determines who is invited to be on the Emergency Planning Committee (EPC). This is the lead planning body for the emergency planning and response for CTC and its tenants. It applies to the CTC Salisbury Precinct only. It is the CEO's responsibility to ensure that the EPC is adequately resourced and meets with the frequency required to deliver its objectives. The EPC has a Charter that is agreed by its members. Specialist advice will be provided as required.

EPC Goals
To ensure that the CTC Precinct has the optimal response in place to handle emergencies as they arise through best practice planning to secure life and property.

Objectives
The EPC shall develop, implement and maintain the emergency plan, emergency response procedures and related training to realise its goals.

Duties
- Identification of events that could result in emergency situations;
- Develop an emergency plan;
- Ensure that resources (time, finance, equipment and personnel) are provided to enable the development and implementation of the emergency plan;
- Determine the validity of the plan;
- To ensure the availability and identifiability of the plan;
- Establishment of the Emergency Control Organisation to operate the plan;
- To establish a specialist emergency response team (TRT)
- Providing for the implementation process for the plan including:
    o Awareness of the emergency response procedures;
    o Training in the procedures;
    o Testing of procedures; and
    o Review of procedures.
- Establishing the arrangements for the continued operation of the ECO;
- Establishing strategies for ensuring visitors are aware of emergency response procedures;
- Ensuring emergency response procedures remain viable and effective by reviewing and testing emergency response procedures at least annually;
- Ensure that the plan is reviewed at the end of the validity period, after an emergency, exercise or changes that are implemented to iterate the plan;

- Ensuring that a permanent record for each emergency is compiled and retained; and
- Identifying and rectifying deficiencies and opportunities for improvement in the emergency plan and emergency response procedures.

Membership of EPC

The EPC shall consist of at least seven members drawn from CTC and tenants. There will be a representative from each part of the Precinct (northern, central and southern). The membership therefore includes:

- Tenants from all three sectors of the Precinct;
- Chief & Deputy Chief Fire Warden;
- Facility Manager;
- Precinct Maintenance Manager;
- Fire Safety Adviser;
- Someone with Managing First Aid in the Workplace qualification;
- Someone with disaster planning experience.

Other specialists can be co-opted in as required. Where not included within the above skill sets/roles the CEO of the Precinct is an ex officio member.

Meetings

The EPC meets at least annually and on an as required basis thereafter. Records are kept of meeting agendas and minutes and attendance is logged in the minutes. The records are retained in the G Drive under the folder EPC. Records are held for a period of 10 years.

Indemnity

All CTC staff serving on the EPC are indemnified in line with the Management Liability Insurance taken out by CTC. Other serving EPC members will need to secure their own assurance around indemnity from their own organisation.

33. Fire

CTC as the owner/manager of the Precinct has an obligation to produce a plan that reflects the evacuation requirements of a High Occupancy Building.

Fire Factsheet

In Case of Fire: Dial '000'

R emove or **R**escue occupants from the area of immediate danger. Stage 1 of Evacuation.

A larm Raise the alarm and alert Fire Services by activating a Manual Call Point, other staff in the area (verbally).

C ontain the fire by closing windows and doors to minimise the danger of the fire and smoke spreading.

E xtinguish the fire if; you have been trained in the use of a fire extinguisher, it is safe to do so, or you have someone in support.

Classification of Fire:

CLASS A Ordinary Combustibles		CLASS B Flammable Liquids	
Paper	Wood	Petrol	Paint
Plastics	Fabric	Methylated Spirits	Alcohol
		Lubricating Oil	
CLASS C *Flammable Gases*		**CLASS D** *Combustible Metals*	
Liquid Propane gas	Natural Gas	Sodium	
Hydrogen	Methane	Magnesium	
Butane			
CLASS F *Cooking Oils and Fats*		**(E) Energised Electrical Field**	
Butter	Margarine		

*Whilst electricity provides a heat source and will cause a burn, it does not itself catch fire. Therefore, electricity is not shown as a class of fire. The symbol (E) is placed on certain fire extinguishers to indicate that the extinguishing agent will not conduct electricity and use near energised electrical fields is safe.

Extinguisher Usage:

P ull the safety pin and Test the extinguisher to ensure that it is fully charged.

A im at the fire.

S queeze the handles together to activate the extinguisher.

S weep the base of the fire to ensure complete coverage.

It should be noted that when using the Foam extinguisher, the sweep method is not used. Instead, the foam is directed past the fire and onto a wall or similar surface, allowing the foam to roll back onto the fire and smother it.

The initial attack on the fire should not be any closer than 2 metres, moving forward aggressively as the flames are extinguished.   Sweep the *base of the fire, **never** turn your back on a fire or use an extinguisher unless you have been trained. **Always** have someone in support and ensure that an escape route is maintained.*

Portable Fire Extinguisher Guide						
	Water	Wet Chemical	Foam	Dry Chemical Powder	Carbon Dioxide (Co2)	Vapourising Liquid
In all cases, Call the Fire Brigade						
In all cases, Call the Fire Brigade						

PLN-ASM-311 Emergency Preparedness & Disaster Management Plan_Short Version   **Uncontrolled when printed**
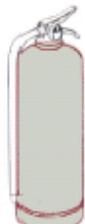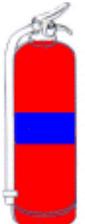
	Water	Wet Chemical	Foam	Dry Chemical Powder	Carbon Dioxide (Co2)	Vapourising Liquid
A Ordinary Combustibles (Wood, paper, plastics etc)	YES Most suitable	YES	YES	YES AB(E) NO B(E)	NO	YES Limited Effectiveness
B Flammable Combustible Liquids	NO	NO	YES	YES	YES	YES
	Water	Wet Chemical	Foam	Dry Chemical Powder	Carbon Dioxide (Co2)	Vapourising Liquid
C Flammable Gases	NO	NO	NO	YES	NO	NO
(E) Fire involving Energised Electrical Equipment	NO	NO	NO	YES	YES	YES
F Fire involving Cooking Oils and Fats	NO	YES	YES	NO AB(E) YES B(E)	NO Limited Effectiveness	NO
Size	9 Litres	9 Litres	9 Litres	9 Kgs	5 kgs 3.5 kgs	5 kgs 3 kgs
Duration	60 Seconds	45 Sec	45 Secs	20 – 25 sec	20 sec 10 sec	9.5 sec 9 sec

34. Emergency Evacuation Documentation

Fire Event Log - Review

As the overall PCB when it comes to a fire and other threat issues, CTC has a system whereby they record all relevant activities and decision points. Tenants should keep their own logs of how they conduct their activities in an emrgency situation. Tenants should have their own process by which they record evacuation acitivities and this should be refenrenced in their plan.

35. Emergency Response Exercises and Training in Responses

CTC has a program of Precinct-specific emergency response exercises that are conducted with relevant personnel (this may or may not involve tenants as required). At times the exercises will involve the ECO and at times the TRT may be deployed. Exercises vary in type. The categories are as follows:

1) Orientation Exercise - Involves bringing together the people who are involved in the emergency plan, or part of the emergency plan and orientate them to it. It can be useful in inducting new members to the Team as step one of a more comprehensive approach. No previous experience of the plan, a new plan or new staff, are generally the conditions under which CTC conducts an orientation exercise.
2) Drills – These test a single emergency response function and involve an actual field response. Drills are generally practiced or tested under realistic conditions. Running through the process by which the CTC staff leave the office and make their way to the FIP, or their other roles, for example, may be considered a drill.
3) Table-top Exercise – This is a means to undertake some problem solving and team building and familiarises team members with what they might need to do as an emergency scenario unfolds. It is very useful in developing what ifs and responses to these in a way an exercise which tends to be more linear cannot.
4) Functional drill – this is used to assess the allocation of resources and manpower. It also evaluates the communication between different groups and assesses the adequacy of current procedures and policies. The exercise is a simulation and while it covers the complete extent of the deployment of resources at the simulated level it does not go beyond the exercise room.
5) Full Scale exercise – evaluates the operational capability of the system in an interactive manner, allows for coordination of information, communication capabilities to be explored, inter-tenant and tenant landlord cooperation to be explored and for negotiation skills to be deployed. Full scale exercises will have several observers. CTC may at its discretion invite the relevant government agency to attend (e.g. QFES to a fire evacuation exercise). Observations will be recorded, and actions will be implemented based on learning points that are discussed at the review session. Where necessary actions are attributed to the tenants and this information is shared through the ECO network as well.

CTC will deem whether its exercises are prefixed by an announcement that it is an exercise only as part of the planning of an exercise.
An exercise schedule is determined and is recorded in the Planned Maintenance Register to ensure that there is a regular pattern of exercises and that the legal requirements are met i.e. a Fire Evacuation Exercise at least annually. CTC at its discretion may count a false alarm as an exercise. In such cases observations shall be made by wardens and fed-back and a review session conducted as though it was a real exercise and not a false alarm.

PLN-ASM-311 Emergency Preparedness & Disaster Management Plan_Short Version

The exercises and training schedule are as follows

Activity	Exercise Category	Training	Frequency	How
Fire Evacuation Exercise	1,2,3,4,5		Annually	Planned or false alarm
CPR/Defib	1,4	1,4	Annually	CPR refresher & drill with manikin
Fire Extinguisher		1,2	6-monthly	1 by external RTO & 1 by FSA
Spills		1,4	Annually	Use of spill kit practical demo
Safety Data Sheets		1,4	Annually	Table-top run through with testing
Overall Plan	1,3		Annually	Table-top
Warden role		1	Annually	By external RTO
Mobilisation of Emergency Control Room	1,3		Annually	Drilled and observed
Bomb threat	3,4,5	1,2	Random intervals	Wide range of exercises. Important is ECO ability to search for suspect package.

Objectives of Exercises

Drills are conducted within the normal operating hours of the Precinct to test the response of staff, visitors, contractors, the ECO, the TRT (where appropriate) and the emergency response procedures. By observation it is to identify and correct any deficiencies in communication systems, training, emergency response procedures and/or their implementation. The outcomes for the Fire drill include (as appropriate):

- ECO initiates the emergency response without waiting for instructions;
- ECO responds to alarms;
- ECO searches their allocated area without delay;
- ECO reports the location of any occupants and visitors with a disability;
- Simulated calls to the emergency service 000
- Effective ECO communication;
- Roll calls are taken, and information communicated quickly when not all personnel can be accounted for;
- The designated location for controlling the emergency (the FIP) is staffed immediately by the Chief Warden;
- The Chief Fire Warden has all necessary information and First Aid kit and torch;
- CTC staff take-up roles as allocated within the Crisis Cupboard;
- The evacuation sequence is carried out in accordance with the procedures;
- A CTC staff member accompanies the Fire Service;
- Wardens are allocated to the designated seat of the fire and report back;
- Where available a warden goes to the Gate to direct the Fire Service and other traffic as necessary;
- Information is reported back to the Chief Warden as soon as possible;
- Information (handover) is passed from the Chief Warden to the Fire Service including:

- Location of fire;
- Whether all have been accounted for
- The safe to return notification is announced appropriately via Loud Hailer.

When conducting the drill observers take notes for reporting back.
Drills for Non-Fire Events are designed along the same lines as a fire drill, but the assessment criteria may be different. This is drawn up at the time of planning the exercise and this information is shared with the observers.

ECO Briefing

When planning any emergency exercise consideration is given to how the ECOs are briefed. The briefing may address but not be limited to the following:
- The location of the planned scenario;
- The identity of the wardens or TRT;
- The type of alarms and alarm systems;
- Actions required by the ECO on alarm sounding;
- Method of reporting the emergency;
- Evacuation routes;
- Location of assembly areas, secondary muster points or designated safe refuge (internally or externally);
- Any approved exemptions from participating;
- Notification of any hazards which need to be taken into account;
- How the drill will be completed and how this is notified;
- What is required when the drill is complete.

Debriefing
The debriefing will be conducted by the Chief Warden and Deputy Chief Warden as soon as possible after the drill. The planning of the drill should take into account the time necessary to debrief immediately thereafter. The observers' checklists will be analysed during debriefing and any deficiencies from the overall exercise will be reported to the EPC. Once the EPC have taken a view as to whether changes to procedures are required these are then disseminated through to the ECO.

Real Emergencies during Exercises
There is always the potential for a real emergency to arise during the conduct of a drill. This situation calls for an immediate cessation of the exercise/drill and ECO members should stand by for further instructions. This is communicated by the following means:
Radio communication to those wardens with two-way radio repeating three times:
'CODE PINK, CODE PINK, CODE PINK Standby for further instructions.' This may also be read out over the PA system.

Training

Training across all aspects of Fire and Emergencies is provided. CTC and Tenants provide training to their own staff in:
- First Response and General Evacuation including use of firefighting equipment (hose reels, fire extinguishers and fire blankets).
- CTC annually provides Fire Warden training to the ECO recognising that this list changes as personnel change within both CTC and the tenants.

36. Bombs and Suspicious Parcels

Suspicious parcels/packages should be taken seriously. In the vast majority of cases these turn out to have a logical explanation and they are not explosive devices. If a bomb is suspected, then CTC should be contacted urgently. The Tenant **MUST NOT** initiate the evacuation of their staff/students/visitors unless there is strong evidence to believe the device is about to detonate.

If a bomb threat is received – no matter the origin – then CTC should be contacted urgently. The tenant should, once again, **NOT** evacuate staff. Prior to calling the Police CTC should be called. **CTC will call the Police themselves**. CTC staff have received training of a higher level with respect to bomb search than most current Queensland Police Officers. QPS will not conduct searches on your or CTC's behalf. They only attend to complete a crime report.

Bomb threats
For bomb threats it will be necessary to make an assessment of the risk to decide what is the best course of action. A nominated person should be available within each tenant who can liaise between the CTC TRT and the tenant. In most cases the remain in place action is the most appropriate first step.

Suspicious Package
This will be a Code Green across the PA system getting everyone to return to where they belong (e.g. Office, training room etc). This way suspicious packages can be accounted for or possessions removed to make bomb searching more accurate a speedy. A member of each tenant area will be helpful to determine what is and is not out of place in each area. Who takes a lead within each tenancy should be decided in the Tenant's Plan.

To assist in making a risk assessment of suspect mail

SUSPECT MAIL CHECKLIST

Excessive securing material
Xcessive weight
Protruding wires
Lopsided or unevenly weighted
Oily stains or discolouration
Stiff or rigid
Is package expected?
Visual distractions
Excessive postage

Proper names or titles not correct
Addressed by hand or poorly typed
Restrictive markings - Private
Common words misspelt
Either unusual or foreign origin
Lacks address or sender
Strange smells or sounds

⚠ Do not attempt to open
⚠ Do not immerse in water
⚠ Do not confine
⚠ Do not transport

✓ Attempt to confirm origin
✓ Isolate suspect item
✓ Evacuate immediate area
✓ Follow emergency procedures

If you find a suspect package that you believe could be a bomb

SUSPECT DEVICE FOUND

- 'Stop' 🛑
- Team back away
- Finder takes photo/drawings
- Mark area of travel back to safety
- Phone on flight mode
- 25m zone standback
- Hydration/PPE/sunscreen
- Do in 15 - 20 min bursts/rest
- Don't worry about 'egg on face'

Planning for Bombs

In the tenant plan there should be an assessment of vulnerabilities based on a risk assessment of what might cause significant damage to life and property and could be accessed without access to the premises. These should be listed and provided to CTC to put in their plan. Items that might fall into this list could be gas cylinders stored externally or supplies of fuel. These can be checked when a bomb threat is made to rule them out.

Potential bomber recognition is important here. Use the guide below for how you might raise the level of certainty with respect to threats and suspicious parcels/packages.

Potential Bomber Recognition

Suspicious Behaviour Recognition

⚠️ Nervous or evasive attitudes

⚠️ Vague knowledge of proper use of equipment or materials

⚠️ In a location with no good reason

⚠️ Unusual product quantities on site

⚠️ Presence of gas bottles/cylinders outside of expected areas

How We Can Help

✓ Understand how our services or supplies/equipment may be used illicitly

✓ Challenge behaviours that look suspicious

✓ Remember if it doesn't feel right it probably isn't

✓ Challenge the idea that 'it probably is OK or there is a sensible reason'

✓ Know who is out of place in particular locations

A quick rule of thumb is:

HOT Principle

H hidden from sight

O obviously suspicious

T not Typical to its environment/surrounding

In making a more detailed assessment use this guide.

Suspect Item Assessment

Person	Object	Place	Suspected IED	Safety Distances
Threat/Intelligence	Threat/Intelligence	Threat/Intelligence	Note Item	Radio/Phone use 25m
Trespassing person	Out of Place?	Critical Area	Note Area	Evac cordon 100m
Suspicious behaviour	Hidden/disguised item	VIP/IPP Visit	Record/Photos	Out of site/under cover
	IED components	Special Event	Safety Distances	
		Significant Site	Notify CTC	
		Secondary Hazards	Follow Procedures	
			Seek Assistance	

Bomb Threat Checklist

In order to be able to decide the likelihood of whether a threat is real or not and therefore for CTC to decide to evacuate and equally important re-occupy premises there needs to be an assessment of how likely to threat is to be real or a hoax. There are a number of criteria that should be taken into account when assessing the bomb threat call. Tenants should have a means by which any staff taking a call can make an assessment. Depending on that assessment will be what actions that will follow. A potential checklist is included overleaf.

BOMB THREAT CHECKLIST
QUESTIONS TO ASK

1. When is the bomb going to explode?

2. Where did you put the bomb?

3. When did you put it there?

4. What does the bomb look like?

5. What kind of bomb is it?

6. What will make the bomb explode?

7. Did you place the bomb?

8. Why did you place the bomb?

9. What is your name?

10. Where are you?

11. What is your address?

EXACT WORDING of THREAT:

....
....
....
....

ACTION
Report call immediately
to:_____
Phone:_____

....
....

CALLERS VOICE
Accent (specify)..
Any impediment (specify)............................
Voice (e.g. loud/soft).................................
Speech (e.g. fast/slow)...............................
Diction (e.g. clear/muffled).......................
Manner (e.g. calm/emotional.....................
Did you recognise the voice?.....................
If so, who do you think it was?...................
Was the caller familiar with the area?.........

THREAT LANGUAGE
Well spoken...
Incoherent...
Irrational...
Taped..
Message read by caller.............................
Abusive...
Other...

BACKGROUND NOISES
Street Noises.............House Noises...........
Aircraft..
Voices..................Local call.......................
Music...................Long Distance................
Machinery...............STD............................
Other...

OTHER
Sex of caller...
Estimated age..

CALL TAKEN
Date__/__/__   Time...................................
Number Called..
Duration of call...

RECIPIENT
Name (print)...
Telephone no...
Signature..

REMEMBER KEEP CALM – DON'T HANG UP

Always CTC.

37. In the Event of Evacuation

If you have to evacuate tenants' plans should reflect how they will physically do this. Use the following as a guide. This is included in most training rooms across the precinct.
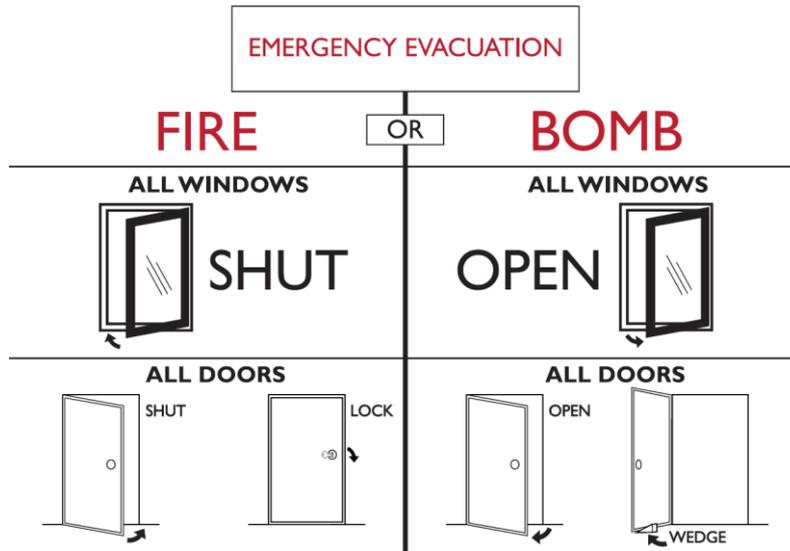

38. Active Armed Offender

In the event of hearing the Code Black (Active Armed Offender) call over the PA system or notified via the mass text system (less likely to be the mode for notifying) the action identified in the figure below should be taken.

It is imperative that advice be given totally in line with this. Tenant Plans MUST reflect this advice. When CODE BLACK sounds the optimal response is to disperse i.e. RUN. If not HIDE. Be prepared to FIGHT. ONLY those who cannot do so should lock themselves in.

Most areas within CTC have a lock-down capability. This is clearly indicated by a sign on the door.
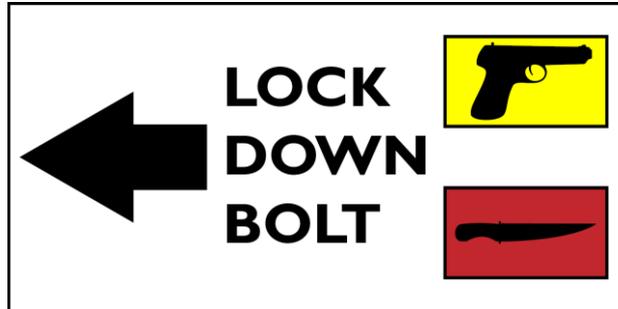
Tenants' plans should include how such information is provided to staff and students and how this is included in inductions and refreshers.

STANDARD DIALOGUE FOR PUBLIC ADDRESS SYSTEM MESSAGING

<mark>**STAY IN PLACE**</mark>

USED FOR – Emergencies of unknown type/origin and just want to get people back to their areas i.e. office or classroom where further instruction can follow

POSSIBLE SCENARIO – Bomb threat, someone using vehicle as a weapon

"**ATTENTION ATTENTION**

There is an emergency event currently on the Precinct

REPEAT

There is an emergency event currently on the Precinct

Please remain in your office or training room. If you are not in your office or training room please return there immediately.

REPEAT

Please remain in your office or training room. If you are not in your office or training room please return there immediately.

We will update you when more information is available.

END OF MESSAGE"

RUN HIDE TELL FIGHT

USED FOR – Getting people to randomly disperse by preference but if they can't to shelter in place using lock down facilities in offices/training rooms

POSSIBLE SCENARIO – Active armed offender

"ATTENTION ATTENTION

This is a *Code Black* emergency warning.

There is an active armed person [or persons if more than one] on the Precinct.

You should run and find a place to hide and shelter. **DO NOT TAKE YOUR POSSESSIONS WITH YOU. RUN AND DISPERSE IMMEDIATELY** checking your own personal safety before leaving your current location.

If you are unable to do so shelter in place. Lock yourself in your office or training room, barricade the doors, lower blinds, stay away from windows and put your mobile phones to silent.

If your location is entered by the armed offender fight for your life. Locate any objects that might be used as a weapon and have a plan to use them.

REPEAT

This is a *Code Black* emergency warning.

There is an active armed person [or persons if more than one] on the Precinct.

You should run and find a place to hide and shelter. **DO NOT TAKE YOUR POSESSIONS WITH YOU. RUN AND DISPERSE IMMEDIATELY** checking your own personal safety before leaving your current location.

If you are unable to do so shelter in place. Lock yourself in your office or training room, barricade the doors, lower blinds stay away from windows and put your mobile phones to silent.

If your location is entered by the armed offender fight for your life. Locate any objects that might be used as a weapon and have a plan to use them.

END OF MESSAGE"

BOMB EVACUATE TO A DESIGNATED LOCATION

USED FOR – Getting people to a safe place of assembly that isn't a designated assembly area

POSSIBLE SCENARIO – Bomb threat with suspicion that assembly area or path to assembly area may be a target

> **"ATTENTION ATTENTION**
>
> *Code Purple Code Purple.*
>
> There is an active threat on the Precinct.
>
> Please take your bags and other possessions with you and proceed immediately to [identify location] along {provide route}. Follow the directions of your Fire Warden, trainer or CTC Threat Response Team member.
>
> Open all doors and windows before leaving.
>
> **REPEAT**
>
> *Code Purple Code Purple*
>
> There is an active threat on the Precinct.
>
> Please take your bags and other possessions with you and proceed immediately to [identify location] along {provide route}. Follow the directions of your Fire Warden, trainer or CTC Threat Response Team member.
>
> Open all doors and windows before leaving.
>
> We will update you when more information is available.
>
> **END OF MESSAGE"**

CTC <u>NO LONGER</u> makes public the location of the secondary assembly area should movement to another place be necessary. This information will be made via the PA System.

BOMB EVACUATE TO AN ASSEMBLY AREA

USED FOR – Getting people to an assembly area or any of our 5 assembly areas

POSSIBLE SCENARIO – Bomb threat but some confidence that assembly areas are safe. Particularly used if assembly areas and paths to assembly areas have been checked

"**ATTENTION ATTENTION**

Code Purple Code Purple.

There is an active threat on the Precinct.

Please take your bags and other possessions with you and proceed immediately to the closest assembly area. Follow the directions of your Fire Warden, trainer or CTC Threat Response Team member.

Open all doors and windows before leaving.

Be alert to any suspicious behavior, activity or objects at the assembly area. Contact the phone number displayed at the assembly area to report anything suspicious.

REPEAT

Code Purple Code Purple

There is an active threat on the Precinct.

Please take your bags and other possessions with you and proceed immediately to the closest assembly area. Follow the directions of your Fire Warden, trainer or CTC Threat Response Team member.

Open all doors and windows before leaving.

Be alert to any suspicious behavior, activity or objects at the assembly area. Contact the phone number displayed at the assembly area to report anything suspicious.

APPENDIX B	Scenario	Action	Led by	Resources
Non-complex issue/event: Non-complex location		A		
000 as required	Casualty with minor injuries or illness in classroom, office, café or open area including car parks	Treat in situ or in First Aid Room based on physical assessment, kinematics and environmental conditions	CTC led or tenant led depending on casualty	First aid supplies.
	Taking disabled person to Assembly area when fire alarm sounds	Put into Green Ferno Chair that is located on wall by HH Room.	CTC Team member	Chair
	Person feels ill or faints in lift	Remain in lift, assess and provide immediate first aid (e.g. clear area if person is having a seizure). Remain in lift if going up and return to ground floor. Continue to ground floor if on way down. Remove to corridor to do primary assessment.	CTC led or tenant led depending on casualty	IFAK and BVM, first aid supplies, collapse bag.
Non-complex issue/event: Complex location		B		
000 as required	Person fees ill, faints, strain or sprain etc. in car	Move from car if safe to do so. Treat injury in situ or remove to safe location, e.g. foyer of amenity block building 4.	Tenant or CTC depending on casualty	IFAK and BVM, first aid supplies, collapse bag.
	Person feels ill, faints, strain or sprain etc. in confined space simulator	This will be a Hot Leasing trainer's responsibility. Provide assistance should they become overwhelmed.	Tenant or CTC depending on casualty	IFAK and BVM, first aid supplies, collapse bag.
	Person feels ill, faints, strain or sprain etc. on MMAP	This will be a Hot Leasing trainer's responsibility. Provide assistance should they become overwhelmed. The earlier the casualty is assisted to the ground the better able to treat them.	Tenant or CTC depending on casualty	IFAK and BVM, first aid supplies, collapse bag.
	Person feels ill, faints, strain or sprain etc. on Swing Stage	This will be a Hot leasing trainer's responsibility. Provide assistance should they become overwhelmed. The Swing Stage should be lowered to the ground prior to primary survey.	Tenant or CTC depending on casualty	IFAK and BVM, first aid supplies, collapse bag.
	Person feels ill, faints, strain or sprain etc. in IBB Confined Space	Contractor rescue plan to be implemented - assist if they become overwhelmed.	Tenant or CTC depending on casualty	IFAK and BVM, first aid supplies, collapse bag.

	Person feels ill, faints, strain or sprain etc. up Tower Crane	This is a tenant responsibility. Assist them in delivery of their rescue plan. This should involve the ability to reach the crane operator to deliver essential first aid and undertake a primary survey.	Tenant or CTC depending on casualty	IFAK and BVM, first aid supplies, collapse bag.
	Person feels ill, faints, strain or sprain etc. on Roof	Contractor to implement their rescue plan. May be prudent for contractor first aider to make primary assessment in situ. If patient able to make way down with some assistance, then do so. Otherwise consider the delivery of immediate first aid in situ if safe to do so. Seek expert advice before lowering casualty to the ground.	Tenant or CTC depending on casualty	IFAK and BVM, first aid supplies, collapse bag.
Complex issue/event: Non-complex location	C			
000 as required	Loss of consciousness, query heart attack, stroke, seizure, allergic reaction, asthma attack in office, open area, workshop, café or other public area.	Assist tenant first aider if it is their responsibility. Casualty to be moved to best location to undertake primary and secondary survey and delivery of first aid. Movement to the first aid room should be considered only where it is believing the ambulance will be delayed and the location will be detrimental to the casualty's outcome.	Tenant or CTC depending on casualty	Collapse bag, AED, BMV, O2, BPM
	Query C spine injury	Assist tenant first aider if it is their responsibility. Casualty not to be moved. C-spine must be immobilised. Maintain spinal integrity until the ambulance arrives. If other intervention is needed, e.g. CPR and/or bleeding control, provide these while endeavouring to maintain c-spine integrity.	Tenant or CTC depending on casualty	Collapse bag, AED, BMV, O2, BPM, spine board for moving patient
Complex issue/event: Complex location	D			
000 as required	Loss of consciousness, query heart attack, stroke, seizure, allergic reaction, asthma attack in car.	Remove from car if necessary, to safe environment depending on the circumstances. Undertake primary survey. Respond accordingly using the CTC protocol. Use main amenities foyer if necessary. Send for backup.	Tenant or CTC depending on casualty	Collapse bag, AED, BMV, O2, BPM, spine board for moving patient.

Loss of consciousness, query heart attack, stroke, seizure, allergic reaction, asthma attack in confined space simulator.	Remove from confined space simulator to classroom or other safe environment depending on the circumstances. Undertake primary survey. Respond accordingly using the CTC protocol. Send for backup.	Tenant or CTC depending on casualty	Collapse bag, AED, BMV, O2, BPM, spine board for moving patient. CO monitor.
Loss of consciousness, query heart attack, stroke, seizure, allergic reaction asthma attack in IBB confined space.	Check whether safe to enter. Initiative contractor rescue plan using any designated rescue kit. If communications are lost, consider lack of breathable air as reason for casualty, i.e. build up of CO. Enter only having satisfied self that it is OK to enter and have a plan for your own extraction and comms. Use walkie talkie and regular check ins. Run through extraction protocol for rescuer and casualty. Transfer casualty to IBB for primary survey then consider move to IBB ground floor at that point. Stretcher (spine board) as necessary. Send for backup.	CTC team member and contractor	Collapse bag, AED, BMV, O2, BPM, spine board for moving patient, CO monitor.
Loss of consciousness, query heart attack, stroke, seizure, allergic reaction, asthma attack on roof	Person to be lowered to ground using contractor rescue system. Provide first aid as per CTC protocols. Consider environment for primary survey.	CTC team member and contractor	Collapse bag, AED, BMV, O2, BPM, spine board for moving patient.
Loss of consciousness, query heart attack, stroke, seizure, allergic reaction, asthma attack on MMAP	Follow protocol of Hot Leasing trainer. If overwhelmed provide assistance. Based on primary survey deliver first aid in situ or consider movement to ground level if safe and feasible.	Tenant or CTC depending on casualty	Collapse bag, AED, BMV, O2,BPM, spine board for moving patient.
Loss of consciousness, query heart attack, stroke, seizure, allergic reaction asthma attack in Tower Crane	This is a tenant responsibility. Assist them in delivery of their rescue plan. This should involve the ability to reach the crane operator to deliver essential first aid and undertake a primary survey.	Tenant or CTC depending on casualty	Collapse bag, AED, BMV, O2,BPM, spine board for moving patient.
Loss of consciousness, query heart attack, stroke, seizure, allergic reaction asthma attack on Roof	Contractor responsibility. They should effect their rescue plan to get casualty to the ground level to undertake primary survey. Assist if they get overwhelmed.	Tenant or CTC depending on casualty	Collapse bag, AED, BMV, O2, BPM, heights rescue kit.

Loss of consciousness, query heart attack, stroke, seizure, allergic reaction asthma attack in Swing Stage	Lower swing stage t ground level and remove casualty to safe space and deliver essential first aid as required. On most occasions this will be assisting the Hot Leasing trainer in the delivery of their plan and their first aid provision.	Tenant or CTC depending on casualty	Collapse bag, AED, BMV, O2, BPM, spine board for moving patient.
Query C spine injury on MMAP	Immobilise C spine. Call 000 advising the situation including the need for a rescue at a height. This will most probably need the assistance of the Fire and Emergency Services. Under no circumstances should the casualty be moved without expert help. Any life saving measures will be provided in-situ until assistance arrives.	Tenant or CTC depending on casualty	Collapse bag, AED, BMV, O2, BPM, spine board available but only deployed under expert advice
Query C spine injury on Heights Simulator	Immobilise C spine. Call 000 advising the situation including the need for a rescue at a height. This will most probably need the assistance of the Fire and Emergency Services. Under no circumstances should the casualty be moved without expert help. Any life saving measures will be provided in-situ until assistance arrives.	Tenant or CTC depending on casualty	Collapse bag, AED, BMV, O2, BPM, spine board available but only deployed under expert advice