

EMERGENCY MANAGEMENT PROCEDURE

1. PURPOSE

- 1.1 WSNC ('Warragamba Silverdale Neighbourhood Centre Inc') is aware of its duty under the relevant work, health and safety legislation (the '**Legislation**') to ensure, as far as practicable, the health and a safety of its workplace. The following emergency management procedure has been developed by Warragamba Silverdale Neighbourhood Centre Inc to meet its legal obligations and, importantly, to minimise the risks and impact of emergency situations on the health and safety of its workplace participants.
- 1.2 In preparing this emergency management procedure, Warragamba Silverdale Neighbourhood Centre Inc has taken into account the following:
- a) the nature of the work being carried out at the workplace;
 - b) any specific hazards identified at the workplace;
 - c) the size and location of the workplace;
 - d) the number of workers and other people at the workplace; and
 - e) the impact of any external hazards in the vicinity of the workplace.

2. COMMENCEMENT OF PROCEDURE

- 2.1 This Procedure will commence from 29th April 2024. It replaces all other emergency management procedures of Warragamba Silverdale Neighbourhood Centre Inc (whether written or not).

3. APPLICATION OF PROCEDURE

- 3.1 This Procedure applies to employees, agents and contractors (including temporary contractors) of Warragamba Silverdale Neighbourhood Centre Inc, collectively referred to in this Procedure as 'workplace participants'.
- 3.2 This Procedure does not form part of any employee's contract of employment. Nor does it form part of any other workplace participant's contract for service.

4. WHAT IS AN EMERGENCY?

- 4.1 An emergency is an unplanned event, or series of events, which arises internally or from external sources and may:
- a) adversely affect the safety of workplace participants, customers, or the public;
 - b) disrupt Warragamba Silverdale Neighbourhood Centre Inc's business operations;
 - c) cause physical or environmental damage, or threaten Warragamba Silverdale Neighbourhood Centre Inc's property; and
 - d) require an immediate response.

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4.2 An emergency situation may include (but is not limited to) fire and/or smoke, explosion, bomb threats, suspicious objects, power failures, natural disasters, chemical spills, gas leaks, robbery or violence.

5. WHAT IS AN EMERGENCY PLAN?

5.1 An emergency plan details the way in which Warragamba Silverdale Neighbourhood Centre Inc will respond to an emergency situation. It sets out the emergency procedures.

5.2 The emergency procedures should include:

- a) an effective response to an emergency;
- b) an evacuation procedure (including methods to assist worker, or others requiring special assistance, for example, people confined to wheelchairs);
- c) activation of alarms;
- d) notification of emergency services at the earliest opportunity;
- e) identification of safe places;
- f) medical treatment and assistance;
- g) potential traffic restrictions, if relevant;
- h) distribution of emergency phone numbers, including afterhours contact numbers;
- i) access for emergency services, for example, ambulance, fire brigade;
- j) effective communication between the person nominated by the Company to co-ordinate the emergency plan and all persons in the workplace;
- k) the use and maintenance of equipment required to deal with specific types of emergencies, such as fire extinguishers, spill kits, smoke detectors and sprinklers;
- l) testing emergency procedures (including evacuation practice drills to be conducted at least every 12 months);
- m) training, information, and instruction to relevant workers in relation to implementing the emergency procedure; and
- n) regular review of the emergency procedures.

5.3 The emergency procedures will be displayed in a prominent place in the workplace.

6. RESPONSIBILITY FOR DEVELOPING EMERGENCY PROCEDURES

6.1 Management is responsible for the development of emergency plans and procedures at Warragamba Silverdale Neighbourhood Centre Inc.

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7. RESPONSIBILITY FOR IMPLEMENTING EMERGENCY PROCEDURES

7.1 The following persons are responsible for the implementation of the emergency procedures on the declaration of an emergency pending the arrival of police, fire brigade or other emergency services:

8. RESPONSIBLE PERSONS:

8.1 The following positions are relevant to Warragamba Silverdale Neighbourhood Centre Inc:

a) Chief Area Warden

8.2 Please refer to Annexure A to this emergency procedure for the contact details of the nominated people.

9. EMERGENCY CALLS FROM A TELEPHONE (000)

9.1 For emergency assistance, in the first instance, 000 should be used for emergency calls from any telephone (fixed or mobile).

9.2 Callers can be connected to police, fire, or ambulance by dialling 000 from anywhere in Australia. Callers using mobile phones need to give as much information as possible about their location when speaking to the operator to assist in determining the location of the emergency and/or the caller.

10. EMERGENCY CALLS BY MOBILE TELEPHONE (112)

10.1 As an alternative to 000, emergency calls from mobile telephones may be made by dialling the international emergency call number 112 from anywhere in the world (calls are diverted to the local emergency call centre).

10.2 112 can be dialled from a mobile telephone, regardless of whether:

- a) your carrier (e.g., Telstra, Optus, Vodafone) has service in the area from where the call is originating, but so long as one mobile telephone carrier has service in the area.
- b) the telephone has a SIM card.
- c) the mobile telephone has credit.
- d) the keypad is locked.

10.3 112 cannot be dialled from a telephone on a fixed network.

11. TEXT BASED COMMUNICATION IN AN EMERGENCY (106)

11.1 106 is the Australian national emergency number for TTY/textphone.

11.2 106 was created to assist people with a hearing or speech impairment and can only be used by people (anyone not just people with a hearing or speech impairment) with a TTY/textphone or a computer with terminal software (TTY imitation software) and a modem.

11.3 106 is a toll-free number and a 'caller' is asked to type PPP for police, FFF for fire or AAA for ambulance. A 'caller' may also use a verbal prompt by saying "police", "fire" or "ambulance" in the event a microphone is available.

12. GENERAL DUTIES AND RESPONSIBILITIES OF NOMINATED PERSONS AND EMPLOYEES

12.1 Chief Warden

12.2 Chief Wardens are responsible for individual workplaces or areas of a workplace. A Chief Warden, on becoming aware of the emergency, should implement Warragamba Silverdale Neighbourhood Centre Inc's emergency procedures, which include the following:

- a) Proceed to designated meeting point and establish the nature and location of the emergency;
- b) Put on identifying vest or other clothing;
- c) Determine the appropriate action to take;
- d) Follow directions of the Building Warden (if applicable);
- e) Raise alarm (break glass alarm etc) if not already raised;
- f) In the event of fire, attempt to extinguish fire **if safe to do so**.
- g) Assist people in immediate danger.
- h) Ensure that all persons are safe.
- i) Ensure that the correct emergency service(s) has been notified.
- j) Ensure that persons are advised of the situation particularly in the event of an evacuation.
- k) If necessary, activate a partial or total evacuation procedure.
- l) Perform methodical search of their area to ensure that all persons have been notified of emergency and have, or are, proceeding to the nominated Assembly Area (refer below).
- m) Assist mobility impaired persons.
- n) Brief the emergency service on their arrival.
- o) Place a staff member at the entry points to ensure that nobody can enter the building pending permission to do so from a member of the emergency services.
- p) If an evacuation is required, account for all persons in the nominated Assembly Area (refer below).

12.3 Deputy Chief Warden

- a) The Deputy Chief Warden will be required to assume the responsibilities normally carried out by the Chief Warden if the Chief Warden is unavailable

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and otherwise assist as required. For example, the Chief Warden may send the Deputy Chief Warden to the scene of the incident to gather information.

13. RECEPTION

13.1 On receipt of information of an emergency:

- a) sound alarm if required;
- b) telephone the appropriate emergency service if required – 000;
- c) telephone Security on [SecurityContactNumber]; and then
- d) advise the Chief/Deputy Warden of the nature and location of the emergency.

14. FIRST AID OFFICER

14.1 On hearing the alarm, the First Aid Officer will make contact with the Chief/Deputy Warden or Building Warden (if applicable) and make his or her way to the nominated Assembly Area (refer below) with equipment to render first aid as required.

15. WORKPLACE PARTICIPANTS

15.1 On hearing the alarm workplace participants must:

- a) Follow the directions given by the Chief/Deputy Warden, emergency services, or the Building Warden (if applicable).
- b) Stand by in case an evacuation is required.
- c) In the event of an evacuation, proceed to the nominated Assembly Area (refer below).
- d) Assist as required, in particular any mobility impaired persons.

16. ASSEMBLY AREA

16.1 After an evacuation, all persons will proceed to the assembly area located at [AssemblyArea] (the “**Assembly Area**”).

17. AFTER-HOURS RESPONSE

17.1 Outside normal business hours and weekend periods the following procedures will apply:

17.2 If an emergency situation is discovered:

- a) Ring the emergency services on 000.
- b) Evacuate as appropriate.
- c) Contact Security on [SecurityContactNumber].
- d) Contact, in order of availability: Chief Warden, Deputy Warden or Manager.

18. PROCEDURE FOR SPECIFIC EMERGENCY SITUATIONS

18.1 The following procedures relate to specific emergency situations and apply to all persons.

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Fire or smoke

A. You discover a fire:

1. Help people in immediate danger, if safe to do so.
2. Warn others by shouting "**Fire, Fire, Fire**". **Raise the alarm if not already sounding and dial 000.**
3. Report to the Chief Warden. The Chief Warden will assess the fire or smoke.
4. Persons are only to attempt to extinguish the fire using the appropriate fire extinguisher or instigate rescue if safe to do so.
5. Follow evacuation procedure when required and follow directions of the Chief Warden and/or emergency services personnel.

Fire Fighting

If you decide that you can extinguish the fire safely, then follow these directions:

1. Check to see what type of fire it is.
2. Ensure you have the appropriate fire extinguisher.
3. Pull the pin out and test to ensure it works.
4. Aim the extinguisher or hose output nozzle at the base of the fire.
5. Work the nozzle with a sweeping motion driving the fire to the far edge.
6. Do not stand down wind of a fire. The smoke and flames can be dangerous. Machinery fires burn with great intensity and the air downwind may be superheated and could cause damage to lung tissue.
7. Do not stand downhill of a fire as the runoff may be dangerous.
8. Evacuate the area if there is any chance of chemical or explosives in the fire.

B. You hear the fire alarm sounding you:

1. Must prepare to evacuate the building.
2. Switch off all computers, printers, and electrical appliances in your immediate work area.
3. Close all windows and doors, if appropriate.
4. Follow evacuation procedure.
5. Organise/help other people in the room if safe to do so.
6. Move at a quick walk, do not run.
7. If you have to move through a closed door that you cannot see through:
 - feel the door to see if it is hot;
 - look for smoke coming under the door;
 - open the door slowly and look around it to see if there is a fire behind it; and then

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- if there is no fire on the other side, proceed through and close the door behind you.
8. Move to the Assembly Area as quickly as possible.
 9. Report to the Chief Warden that you/your group is there and if you know of anyone trapped in the building or missing.
 10. Remain in the Assembly Area until you are informed that you may leave by either the Chief Warden or a member of the emergency services.

Remember:

- Fires spread rapidly.
- Fires produce thick black smoke that is difficult to see through and causes suffocation.
- The freshest air will always be near the floor.
- Move quickly. Do not run.
- Be decisive.
- Follow all direction given by the Chief Warden and /or emergency service personnel.

Bomb Threat

A. VERBAL

- The person receiving the call should attempt to stay calm. Do not interrupt the caller and do not hang up – the line may be able to be traced.
- Record all information on paper immediately it is said.
- Try to pass a message to co-worker without alerting the caller or causing panic so that they can alert the Chief Warden.
- Try to talk to the person making the threat as the next few minutes could assist in the assessment of the threats legitimacy or assist police and other emergency service personnel.
- Ask questions of the caller in accordance with the bomb threat check list.
- Complete bomb threat check list.
- Chief Warden to assess the threat and act accordingly.
- Telephone Police on 000 (refer to Annexure A).

B. WRITTEN

- Take note of time and method of receipt of written threat.
- Retain envelope and letter, place in plastic sleeve or container.
- Handle the letter as little as possible.
- Inform the Chief Warden.

- Chief Warden to assess threat and act accordingly.
- Telephone Police on 000 (refer to Annexure A).

Suspicious Item

- On discovery of a suspicious item, **do not** attempt to remove or touch the item.
- Keep other persons away from the suspicious item.
- Report to the Chief Warden.
- Chief Warden to ensure Police are notified.
- Chief Warden to evacuate the immediate area, or entire workplace if appropriate.
- All persons are to follow evacuation orders and proceed calmly to the Assembly Area, or any other area, if the Assembly Area is not a suitable distance from the location of the item.

Power Failure, Natural Disasters, External Threats

- Dial 000 if there is immediate danger.
- Report to the nearest supervisor / manager.
- Supervisor/manager to assess the threat and notify Chief Warden if required.
- Follow directions given by supervisor/manager or Chief Warden.
- Follow evacuation procedure when required.
- Ensure the appropriate emergency service is notified, if Chief Warden not available.

Chemical spill / Gas release

- On discovery of a chemical spill or gas release **do not** attempt to clean up the spill or control the gas release unless;
 - you are appropriately trained and it is safe to do so; and
 - your supervisor or manager has authorised you to do so.
- Close doors and windows to isolate (if applicable).
- Warn others in the area quietly and calmly.
- Report the incident immediately to the Chief Warden and to your supervisor/manager.
- The Chief Warden to assess the threat.
- Follow directions given by Chief Warden.
- Follow evacuation procedure when required.

Armed Robbery

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- Remember that your own safety is paramount.
- Remain calm.
- Do exactly what the armed robber requests.
- Answer questions courteously. Do not volunteer information. Do only what is told, nothing more.
- Hand over valuables, and/or cash if ordered.
- Do not attempt to restrain the armed robber.
- Take particular note of appearance, clothing, age and identifying marks if possible.
- When appropriate and safe to do so, raise the alarm.
- Dial 000.
- Alert Chief Warden.
- Follow directions given by Chief Warden.
- Follow evacuation procedure when required.

Variations

Warragamba Silverdale Neighbourhood Centre Inc reserves the right to vary, replace or terminate this Procedure from time to time.