**Emergency Management Plan - Hawthorn Campus - 2014**

## Emergency Procedures

<table>
<thead>
<tr>
<th><strong>In an Emergency Telephone:</strong></th>
<th><strong>When You Dial the Emergency Number:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FIRE BRIGADE</strong> 000</td>
<td>1. Advise location.</td>
</tr>
<tr>
<td><strong>POLICE</strong> 000</td>
<td>2. Provide your name and telephone number and any other information requested by the operator.</td>
</tr>
<tr>
<td><strong>AMBULANCE</strong> 000</td>
<td><strong>If You Hear the Following Alarms:</strong></td>
</tr>
</tbody>
</table>

| **Alert** Action: | All wardens to respond. Staff to check immediate area for signs of danger and stand by. (Outside normal working hours immediately evacuate on sounding of the Alert Alarm) |

| **Evacuation** Action: | All staff to evacuate via the nearest exit and proceed to the assembly area. |

## Evacuation Procedures

**If In Immediate Danger**, or on hearing the evacuation alarm, or on being instructed to evacuate:

1. If safe to do so secure your office and evacuate the building via the nearest exit and proceed in single file in an orderly manner to the assembly area.
   
   DO NOT USE LIFTS

2. Do not re-enter the building unless advised to do so by an authorised person.

**N.B. Outside Normal Working Hours**

Evacuate on sounding of the Alert Tone.

## Know Your Exits

For your safety make sure you know the location of the nearest emergency exit.

## Fire Extinguishers and Hose Reels

**If Safe to Do So.**

### Fire Extinguishers

Select the correct extinguisher

1. Remove from bracket.
2. Carry to scene of fire.
3. Whirl clear of fire remove pin and test the extinguisher.
4. Proceed to fire and initially from a distance of no closer than 2 metres direct agent at base of fire in a sweeping motion.

### Fire Hose Reel

1. Open valve (ensure that hose reel is turned off at nozzle).
2. Run out hose toward scene of fire.
3. Open nozzle and direct stream at base of fire.

**NB.** Not for use on fires with an electrical hazard.

## Bomb Threat Procedures

1. Remain Calm
2. Record exact wording of threat
3. Keep the caller talking - try to obtain as much information as possible using the Threat Checklist
4. Record details of caller's voice and background noise
5. Do not hang up when call is finished – use another phone to:
6. Report call to CHIEF WARDEN/GENERAL MANAGER 9610 3346 and POLICE ON “000”.
7. Await instructions from authorised persons.
CONTENTS

1.0 | INTRODUCTION ........................................................................................................... 4
2.0 | EMERGENCY CONTROL ORGANISATION ................................................................... 4
3.0 | AUTHORITY OF THE EMERGENCY CONTROL ORGANISATION ........................... 5
4.0 | FIRST FIVE MINUTES PTY LTD .................................................................................. 5
5.0 | RAISING AN ALARM.................................................................................................... 6
6.0 | EMERGENCY CONTROL POINT .................................................................................. 6
7.0 | FIRE SAFETY EQUIPMENT AND SYSTEMS .............................................................. 6
8.0 | FIRE EXTINGUISHERS – WHICH TO USE? ................................................................. 7
9.0 | FIRE HOSE REELS AND HYDRANTS ......................................................................... 8
10.0 | BREAK GLASS ALARMS ............................................................................................ 8
11.0 | WHAT TO DO ON HEARING ALARMS .................................................................... 9
12.0 | PEOPLE WITH A DISABILITY .................................................................................. 10
13.0 | ENVIRONMENT HEALTH AND SAFETY COMMITTEE ............................................. 10
14.0 | FIRST AID ................................................................................................................... 10
15.0 | EMERGENCY PLANS .................................................................................................. 11
  15.1 | FIRE ............................................................................................................................ 11
  15.2 | BOMB OR SUBSTANCE THREAT ............................................................................. 12
  15.3 | BOMB THREAT CHECKLIST ................................................................................... 13
  15.4 | CIVIL DISTURBANCE ............................................................................................... 15
  15.5 | AIRBORNE CONTIMINANTS AND GAS LEAK ......................................................... 16
  15.6 | MEDICAL EMERGENCY ........................................................................................... 18
  15.7 | POWER FAILURE ....................................................................................................... 19
  15.8 | ARMED HOLD UP AND AGGRESSIVE INTRUDER ................................................... 20
16.0 | EVACUATION MAPS .................................................................................................... 21
1.0 | INTRODUCTION

In the interests of the health and safety of all staff, students, tenants, contractors and visitors, it is important that we establish procedures to be followed in an emergency. This is known as the Emergency Management Plan for the campus. During normal business hours, staff and tenants are to contact the General Manager Facilities and Risk Management in relation to any security/emergency matters. A Security Officer is on premises Monday to Friday from 4:45pm until building closure and all opening hours when the building is operating on weekends. All staff and tenants attending the campus on the weekend should report their presence to the Security Officer. If a staff member or tenant is concerned for their personal safety whilst on campus at these times, they should contact the Security Officer on extension 2222 or on mobile 0438 441 422.

Please take the time to read this document thoroughly and become familiar with what action YOU need to take in an emergency. Your knowledge of the building safety features and how to contact the Chief Warden or the Security Officer could save lives or minimise damage and loss of property.

2.0 | EMERGENCY CONTROL ORGANISATION

An Emergency Control Organisation (ECO) has been established for the campus. The ECO for the Hawthorn Campus is:

<table>
<thead>
<tr>
<th>Role</th>
<th>Colour</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Warden</td>
<td>White</td>
<td>General Manager Facilities and Risk Management (or delegate)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Security Officer (as delegated)</td>
</tr>
<tr>
<td>Deputy Chief Warden</td>
<td>White</td>
<td>UoM Commercial Ltd staff members (as delegated)</td>
</tr>
<tr>
<td>Area Wardens</td>
<td>Red</td>
<td>Staff member or tenant responsible for a particular area of the building</td>
</tr>
<tr>
<td>Sweeper Wardens</td>
<td>Yellow</td>
<td>Staff member or tenant who assist Area Wardens in their particular area of the building</td>
</tr>
<tr>
<td>First Aid Officers</td>
<td>White</td>
<td>Designated staff members trained to administer first aid with green cross</td>
</tr>
</tbody>
</table>

The ECO has responsibility for:

- Ensuring the ECO is suitably staffed by persons who can carry out the duties of wardens at the campus. As far as possible, each Division of UoMC and each tenant should be represented by trained wardens to provide safety for the staff of their area. Staff are invited to participate in the ECO by their respective Manager.
- Maintaining a warden register containing the name, telephone and location of all wardens within the Company. This register is displayed next to each warden phone (each lift foyer)
- Participating in regular meetings of the ECO. These meetings are convened to provide training for wardens (usually three occasions per year)
- Coordinating a full evacuation exercise which is held annually for the ECO, staff and students to practise the emergency procedures. All staff members are expected to participate in the exercise so that they are familiar with the emergency procedures

The list of current wardens is located next to each of the warden intercommunication phones (red phones in each foyer).

Emergency events include (but are not restricted to):

- Fire
- Bomb or substance threat
- Civil disturbance
- Airborne contaminants and gas leak
- Medical emergency
- Power failure
- Armed hold up and aggressive intruder

UoM Commercial outsources emergency control training and compliance to First Five Minutes Pty Ltd.

### 3.0 | AUTHORITY OF THE EMERGENCY CONTROL ORGANISATION

The authority of the ECO comes from the Occupational Health and Safety (Vic) Act 2004.

- Wardens have the authority (by law) to issue instructions
- Wardens have the authority (by law) to co-opt someone to assist
- If you fail to follow instructions by wardens (or their delegates), you are putting the lives of others at risk and you can be prosecuted under the Act.

### 4.0 | FIRST FIVE MINUTES PTY LTD

*First 5 Minutes Pty Ltd*, one of Australia’s leading fire and evacuation specialist training organisations, has been appointed to maintain the Emergency Evacuation Management Plan for the University of Melbourne Hawthorn Campus. First 5 Minutes also provides training for wardens and other key personnel on the emergency plans and procedures for the campus. The training is usually conducted in three phases across the year:

- Phase 1: Chief Warden training and roles and responsibilities training for the ECO
- Phase 2: Annual building evacuation exercise
- Phase 3: Use of portable extinguishers, hose reels and other emergency responses.

The Emergency Evacuation Management Plan has been designed by First 5 Minutes Pty Ltd to meet the requirements of Australian Standard 3745-2010.
5.0 | RAISING AN ALARM

| During business hours | Alert Emergency Services  
Dial 000  
Inform the General Manager Facilities and Risk Management  
Dial 9810 3346 or 0419 336 489 |
| Out of hours | Alert Emergency Services  
Dial 000  
Inform the Security Officer  
Dial 9810 2222 or 0438 441 422 |

6.0 | EMERGENCY CONTROL POINT

The Emergency Control Point is the location in the building where the Chief Warden will control the emergency response. It is also the point where the Metropolitan Fire Brigade will go to when they arrive on campus. It is where the fire panel is located. This is in the Auburn Road Foyer, near the Blackman Hall.

7.0 | FIRE SAFETY EQUIPMENT AND SYSTEMS

The campus is fitted with the following equipment and systems to ensure the safety of occupants. All are checked and maintained on a regular basis by external contractors.

Active Systems

- Fire Indicator Panel (FIP)
- Emergency Warning and Intercommunication System (EWIS)
- Emergency lighting
- Exit signs
- Sprinkler systems
- Fire hydrants
- Fire hose reels
- Fire blankets
- Smoke and heat detectors
- Mechanical smoke exhaust system
- Portable fire extinguishers

Passive Systems

- Fire isolated stairways, ramps and passage ways
- Fire walls and fire doors
- Smoke stop doors and compartments

Whilst there are fire fighting devices throughout the campus to minimise property damage, the main
objective in any emergency situation is the safe and orderly evacuation of all staff, tenants, visitors and students from the building. Efforts to extinguish fires should only be undertaken if the fire is minor and it is safe to do so.

8.0 | FIRE EXTINGUISHERS – WHICH TO USE?

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
<th>Used For</th>
</tr>
</thead>
</table>
| Class ABE  | The powder fire extinguisher ABE, distinguished by a white coloured band around the top of the cylinder, is the most widely used type of fire extinguisher suited for fires occurring in the house, office, boat, garage, car or caravan. They discharge a fine powder that absorbs fuel molecules, depriving the fire of a fuel source. These extinguishers are located throughout the Hawthorn Campus.                                               | Powder fire extinguishers ABE are suitable for the following types of fire: Class A – Paper, textiles, wood, most plastics & rubber
Class B – Flammable liquids
Class C – Combustible gases
Class E – Electrically energised equipment                                                                                                                                                                                                                                                                                      |

| Class A    | Water fire extinguishers are completely red with no coloured band
Water fire extinguishers discharge a stream of water onto the fire, lowering the temperature of the burning material to below ignition point. These extinguishers are located within the Blackman Hall only.                                                                                                      | Water extinguishers A are suitable for the following types of fire:
Class A – Paper, textiles, wood, most plastics and rubber                                                                                                                                                                                                                                                                                   |
<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
<th>Used For</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class AF</td>
<td>Wet chemical fire extinguishers, marked by an oatmeal coloured band, are effective against fires involving cooking oils and fats. They employ an agent that reacts with burning cooking oil or fat to form a suds-like blanket across the fuel surface, cutting off the fire’s air supply and preventing the release of flammable vapours. These are located in the cafeteria kitchen only.</td>
<td>Wet chemical fire extinguishers are suitable for the following types of fires: Class A – Paper, textiles, wood, most plastics and rubber Class F – Cooking oils or fats</td>
</tr>
</tbody>
</table>

**9.0 | FIRE HOSE REELS AND HYDRANTS**

Throughout the campus, you will notice in the corridors, cabinets which contain fire hose reels. These are for use in putting out fires with water. They are connected to the fire supply system. Also inside these cabinets are hydrants. These are for use by the fire brigade when fighting fires.

**10.0 | BREAK GLASS ALARMS**

There are two types of break glass alarms throughout the campus.

<table>
<thead>
<tr>
<th>Alarm Type</th>
<th>What it is for</th>
<th>What it does</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Break Glass Alarm</td>
<td>Is to be used to call the fire brigade</td>
<td>This break glass alarm enables occupants to activate the fire alarm and alert the fire brigade easily. The red panel on the wall houses a small button that when depressed will contact the Fire Brigade. The Fire Brigade will respond instantly to the call. The glass, or perspex material is easy to break with your fist, elbow or a pen. Smashing the glass will sometimes activate the button automatically. Once pressed, the fire brigade will be dispatched to the campus. A penalty will be charged by the fire brigade for a</td>
</tr>
</tbody>
</table>
malicious false alarm. If you set the alarm off, always then let the Chief Warden know what you have done.

Emergency Break Glass Alarm is to be used to alert building occupants of an emergency. Pressing this button will set off the warning system but will not call the fire brigade. It will sound the alert only on the floor where the button has been pressed.

### 11.0 | WHAT TO DO ON HEARING ALARMS

<table>
<thead>
<tr>
<th>On hearing the ALERT signal (beep, beep, beep)</th>
<th>On hearing the EVACUATE signal (whoop, whoop, whoop)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chief Warden and/or Deputy Chief Warden</strong></td>
<td><strong>Chief Warden and/or Deputy Chief Warden</strong></td>
</tr>
<tr>
<td>Area Wardens and Sweeper Wardens</td>
<td>Area Wardens and Sweeper Wardens</td>
</tr>
<tr>
<td>All other persons</td>
<td>All other persons</td>
</tr>
<tr>
<td>Report to the Fire Indicator Panel</td>
<td>Area warden remains at phone</td>
</tr>
<tr>
<td>Determine what is the issue</td>
<td>Sweeper wardens commence zone check</td>
</tr>
<tr>
<td>Decide which protocol to follow</td>
<td>When zone clear, report via phone to Chief Warden, advising of difficult people and/or disabled people</td>
</tr>
<tr>
<td>Decide whether to evacuate or not</td>
<td>Remain calm</td>
</tr>
<tr>
<td>Receive calls from wardens</td>
<td>Evacuate using nearest SAFE exit, leave bulky items behind</td>
</tr>
<tr>
<td></td>
<td>Close doors as you leave room</td>
</tr>
<tr>
<td></td>
<td>Single file down stairs holding railing</td>
</tr>
<tr>
<td></td>
<td>Mobility impaired people</td>
</tr>
<tr>
<td>Head to red phone</td>
<td>Remain calm</td>
</tr>
<tr>
<td>On way, look for problems</td>
<td>Pacify students and visitors</td>
</tr>
<tr>
<td>Ensure people remain where they are</td>
<td>Gather valuables in case required to evacuate</td>
</tr>
<tr>
<td>Report via phone to Chief to let him/her know zone is manned and if there are any issues</td>
<td>DO NOT LEAVE ROOM (unless source of incident)</td>
</tr>
<tr>
<td>Remain calm and await further instructions</td>
<td></td>
</tr>
</tbody>
</table>
12.0 | PEOPLE WITH A DISABILITY

Assist people with a disability to one of the fire stairs. Once inside, they can wait safely for up to two hours. Have someone remain with them and ensure that the Chief Warden is informed that there is a person with a disability waiting for assistance inside the fire stair. It is the responsibility of the fire brigade to collect persons with a disability and take them to safety. Never attempt to carry another person.

13.0 | ENVIRONMENT HEALTH AND SAFETY COMMITTEE

The Environment Health and Safety (EHS) Committee is the group which is responsible for overseeing health and safety matters within the company. The EHS Committee is chaired by the General Manager Facilities and Risk Management, and reports to the Board through the CEO. Comprised of both elected staff members and appointed managers, the EHS Committee ensures that the ECO is resourced, that training is provided and procedures comply with the University of Melbourne’s requirements under the Work Cover self-insurer authority.

All tenants are expected to comply with UoM Commercial’s requirements as outlined in the tenancy agreements. This includes contractors, visitors and students brought onto the campus by UoM Commercial or one of the tenants.

14.0 | FIRST AID

Each Division has its own first aid coordinator, and in some cases other first aid officers. All first aiders are trained to level 2. There are first aid kits located throughout the campus and in the company owned vehicles. Nominated staff, training dates, and kit locations are registered on the First Aid Master Schedule, which is on the staff intranet. After hours, the security officer assumes the role of first aid officer.

All tenants are responsible for the first aid requirements of their own staff and students.

There is an automated electronic defibrillator (AED) available for use. The AED is located in the Auburn Road Foyer. All first aid officers receive training in the use of the AED, however, if first aiders are not available, anyone can use the device in an emergency situation as it will guide the user through its operation.
### 15.1 | FIRE

| **ALERT ALARM** | The ALERT alarm is a *beep beep* sound  
When you hear this sound, remain calm and prepare to evacuate.  
Wardens move to the communication point |
| **Prepare to evacuate** | When the ALERT alarm has been sounded, prepare to evacuate:  
- Switch off appliances  
- Gather your personal possessions  
- **Wait** in your area for further instructions |
| **EVACUATE ALARM** | The EVACUATE alarm is a *whoop, whoop* sound  
When you hear this sound (or a direction over the PA system), remain calm and **commence** the evacuation |
| **Evacuate** | - Move towards exit signs  
- Use the nearest safe exit  
- Follow instructions of wardens  
- **DO NOT USE THE LIFTS**  
- Guide students and visitors along with you  
- Help people who have any mobility impairment to a safe area (to landing within fire stairs). Do not attempt to carry people down stairs. Inform warden that there is a person who requires assistance in the fire stair |
| **Assemble** | - Move directly and quickly to the assembly area. Map at rear of this booklet  
- Do not block exit areas |
| **Stay** | - Stay at the assembly area  
- Do not re-enter the building until instructed to do so by the Chief Warden or a member of the Emergency Services |
### 15.2 BOMB OR SUBSTANCE THREAT

**Until confirmed otherwise, all bomb or substance threats are to be treated seriously.**

<table>
<thead>
<tr>
<th>Staff, students, tenants, visitors, receptionists</th>
<th>If you receive a call where the caller states there is a bomb or substance in the building:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Do not hang up during or after the call</td>
<td>• Keep the caller on the line as long as possible (may assist to trace call)</td>
</tr>
<tr>
<td>• Stay calm, converse in a non-confrontational tone</td>
<td>• Signal to a nearby staff member the nature of the call, and for them to contact the Chief Warden, General Manager Facilities and Risk Management, Receptionist, Security Officer or Emergency Services (000)</td>
</tr>
<tr>
<td>• Fill in Bomb Threat Checklist (See following) with the following information:</td>
<td></td>
</tr>
<tr>
<td>• Attempt to obtain as much information as possible</td>
<td>• Location of bomb</td>
</tr>
<tr>
<td>• Type of bomb</td>
<td>• Time of detonation</td>
</tr>
<tr>
<td>• What may cause detonation</td>
<td>• So that you may offer a description to the Police, take note of:</td>
</tr>
<tr>
<td>• The caller’s voice (male/female, deep/high, accent)</td>
<td>• Whether the caller sounds calm, agitated, angry, etc</td>
</tr>
<tr>
<td>• Terminology the caller uses</td>
<td>• Any background noise you can hear</td>
</tr>
<tr>
<td>• Anything else which may assist Police</td>
<td></td>
</tr>
</tbody>
</table>

**After a call during which the caller has informed you of a bomb:**

- When the caller has hung up, **do not hang up the phone**. Use another phone to communicate with, and ensure the matter is being dealt with by, the Chief Warden, General Manager Facilities and Risk Management, Receptionist, Security Officer and leave further action to them.
- If unable to determine this, using another phone, contact your local area warden. Stay calm and do not incite panic.

If you see a suspicious package/item in the building and have reason to believe it may be a bomb:

- Immediately contact the Chief Warden, General Manager Facilities and Risk Management, Receptionist, Security Officer or Emergency Services (000)
- Do not attempt to touch, investigate or move the item
- Ask people working in the vicinity to vacate the area. Stay calm and do not incite panic

<table>
<thead>
<tr>
<th>Chief Warden or General Manager Facilities and Risk Management or Security Officer</th>
<th>If advised of a bomb or substance threat (through phone call or identification of suspicious package/item):</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Call 000 and provide as much information as possible</td>
<td>• If the caller is on still on the line, advise Emergency Services</td>
</tr>
<tr>
<td>• Initiate a full or partial building evacuation if the circumstances warrant it</td>
<td>• (for Security Officer, call General Manager Facilities and Risk Management)</td>
</tr>
<tr>
<td>• Please do not hang up phone once caller has gone. The call may still be able to be traced back to the caller.</td>
<td></td>
</tr>
</tbody>
</table>

---

*Emergency Management Plan - Hawthorn Campus - 2014*
15.3 | BOMB THREAT CHECKLIST

SECTION 1 - QUESTIONS TO ASK

1. In which area of the building has the bomb placed?

2. When is the Bomb going to explode?

3. Where did you put the Bomb?

4. When did you put it there?

5. What does the Bomb look like?

6. What kind of Bomb is it?

7. What will make the Bomb explode?

8. Did you place the Bomb?

9. Why did you place the Bomb?

10. What is your name?

11. Where are you?

12. What is your address?

SECTION 2 – EXACT WORDING OF THE THREAT

ACTION

1. Report the call immediately to the Chief Warden (who will decide if Police need to be contacted) or attract the attention of a colleague whilst you are on the phone to contact the Chief Warden for you.

   Chief Warden Mobile Number:
   0419 335 489

   REMEMBER KEEP CALM – AND DO NOT HANG UP

2. Please fill in Bomb Threat Report over the page
SECTION 3 – BOMB THREAT REPORT

CALLERS VOICE

Accent (specify) ____________________________________________

Any impediment (specify) ___________________________________

Voice (loud, soft, etc.) ______________________________________

Speech (fast, slow, etc.) _____________________________________

Diction (clear, muffled) ______________________________________

Manner (calm, emotional, etc.) ________________________________

Did you recognise the voice? ________________________________

If so, who do you think the caller 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 ____________________________________________________

Music ____________________________________________________

Machinery ________________________________________________

Other _____________________________________________________

OTHER

STD ______________________________________________________

CALL TAKEN

Date: ___________ Time: ___________

Duration of call: ___________________________

Number called: ___________________________

YOUR INFORMATION

Name (print): ____________________________________________

Business Unit: ___________________________________________

Telephone number: _______________________________________

Signature: _______________________________________________

*Hand completed form to Chief Warden or Police.
## 15.4 | CIVIL DISTURBANCE

### Staff, students, tenants, visitors

If you become aware of a person or a group of people behaving in a manner that constitutes a disturbance:

- Do not attempt to control the situation by aggressive or authoritarian behaviour
- Contact the Chief Warden (0408 564 136) General Manager Facilities and Risk Management (9810 3346) and/or Security Officer (9810 2222 or 0438 441 422) and advise them of the situation
- If they cannot be contacted, dial 000 and request Police assistance
- If possible, secure doors and windows and alert people in the vicinity of the disturbance. Turn off computers and lock filing cabinets
- If you have called the Police, proceed to the main entrance and brief the Police on arrival

### Receptionists

If you become aware of a person or a group of people behaving in a manner that constitutes a disturbance, or you are advised that a disturbance is occurring:

- Contact the Chief Warden (0408 564 136) General Manager Facilities and Risk Management (9810 3346) and/or Security Officer (9810 2222 or 0438 441 422) and advise them of the situation
- If they cannot be contacted, dial 000 and request Police assistance
- Secure the Reception area by locking doors and closing and locking the shutters.
- Advise all staff by email, and people in the vicinity by telephone, to stay in their offices and lock doors and turn off computers
- Ensure someone remains at the main entrance to brief Police on arrival

### Chief Warden, General Manager Facilities and Risk Management

If you become aware of a person or group behaving in a manner that constitutes a disturbance, or you are advised that a disturbance is occurring:

- Determine the nature and location of the disturbance
- Advise Receptionists to notify all staff to secure their offices, lock doors and turn off computers, and stay in their offices unless it is unsafe to do so.
- Dial 000 and request Police assistance
- Ensure someone remains at the main entrance to brief Police on arrival
- Determine whether it is necessary and/or safe to move staff or students to a safer location
- Assist Police on their arrival

### Security Officer (after hours)

If you become aware of a person or group behaving in a manner that you can’t control:

- Do not attempt to control the situation by aggressive or authoritarian behaviour
- Dial 000 and request Police assistance
- Contact the General Manager Facilities and Risk Management (0419 336 489) and advise them of the situation
- Take whatever action is possible to remove people from the location of the incident or alert people. The public address system may not be appropriate as it may inflame the situation
- Ensure someone responsible remains at the main entrance to brief Police on arrival
- Secure key areas (computer rooms, reception, administration offices) as soon as practicable
## AIRBORNE CONTAMINANTS AND GAS LEAK

### Staff, Students, Tenants, Visitors

If you detect a gas leak or can smell gas or other airborne contaminant:

-Immediately extinguish any naked flames in the vicinity or check for hot works being undertaken
- Turn off gas supply if possible
- Move anyone in immediate danger if it is safe for you to do so
- Contact the Chief Warden (0408 564 136) General Manager Facilities and Risk Management (9810 3346) and/or Security Officer (9810 2222 or 0438 441 422) and advise them of the situation
- Isolate the area and ask all people to remove themselves from the immediate area
- Do not operate light or power switches – the sparking of a switch may ignite the gas

If the leak is serious (broken gas line, very strong smell of gas):

- Activate the fire alarm at the nearest “break glass” alarm point
- Report what you have seen and done to Reception (dial 9 or 9810 3322) or the Security Officer (9810 2222 or 0438 441 422)
- Move by a safe route to the main entrance and report to the Fire Brigade upon their arrival.

### Receptionists

If you detect a gas leak or a gas leak has been reported to you:

- Assess whether the situation is serious
- Is the smell very strong and extensive?
- Is the source or location of the leak known?
- If it is serious, call 000 for Fire Brigade
- Contact the Chief Warden (0408 564 136) General Manager Facilities and Risk Management (9810 3346) and/or Security Officer (9810 2222 or 0438 441 422) and advise them of the situation
- Remain at Reception as a communication centre if it is safe to do so
| **Chief Warden, General Manager Facilities and Risk Management, Security Officer** |
| If you detect a gas leak or a gas leak has been reported to you: |
| - Assess whether the situation is serious |
| - Is the smell very strong and extensive? |
| - Is the source or location of the leak known? |
| - Can the gas leak be easily isolated without affecting the whole building? |
| - Direct people to extinguish naked flames, pilot lights, cigarettes |
| - Move anyone in immediate danger if it is safe to do so |
| - If it is serious, call 000 for Fire Brigade |
| If the situation is not serious: |
| - Turn off the gas supply to the area or appliance |
| - Open windows and doors to disperse the gas |
| - Obtain professional help to fix the problem (if Security Officer on duty: report situation to General Manager Facilities and Risk Management) |
| If the leak is serious (broken gas line, very strong smell of gas): |
| - Activate the fire alarm at the nearest “break glass” alarm point |
| - Announce a full evacuation of the building |
| - If possible, shut off the gas supply to the building |
| - Move by a safe route to the main entrance and report to the Fire Brigade upon their arrival |
| - Advise people when it is safe to return |
### 15.6 | MEDICAL EMERGENCY

<table>
<thead>
<tr>
<th><strong>Staff, Students, Tenants, Visitors</strong></th>
<th>If you come across a medical emergency or are asked to deal with a medical emergency:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>▪ Contact one of the trained first aid officers, Reception, General Manager Corporate Services or Security Officer</td>
</tr>
<tr>
<td></td>
<td>▪ If you are unable to obtain adequate help, call Emergency Services 000 and ask for an ambulance</td>
</tr>
<tr>
<td></td>
<td>▪ The Campus has an automated electronic defibrillator for use if required. It is located in the Auburn Road Foyer beside the Blackman Hall entrance</td>
</tr>
<tr>
<td></td>
<td>▪ Complete an Incident Report and submit it to General Manager Facilities and Risk Management</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Chief Warden, General Manager Facilities and Risk Management, Security Officer</strong></th>
<th>If you come across a medical emergency or one is reported to you:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>▪ Contact one of the trained first aid officers</td>
</tr>
<tr>
<td></td>
<td>▪ If you are unable to obtain adequate help, call Emergency Services 000 and ask for an ambulance</td>
</tr>
<tr>
<td></td>
<td>▪ Complete an Incident Report and submit it to General Manager Facilities and Risk Management</td>
</tr>
</tbody>
</table>
### 15.7 | POWER FAILURE

<table>
<thead>
<tr>
<th>Staff, Students, Tenants, Visitors</th>
</tr>
</thead>
<tbody>
<tr>
<td>A power failure at the Hawthorn Campus will cause inconvenience but is unlikely to have serious consequences.</td>
</tr>
<tr>
<td>If a power failure occurs:</td>
</tr>
<tr>
<td>- <strong>During working hours</strong>: Report situation to the General Manager Facilities and Risk Management or Receptionists</td>
</tr>
<tr>
<td>- <strong>After hours</strong>: Report situation to Security Officer</td>
</tr>
<tr>
<td>- Disconnect power tools or other appliances which may be switched on and operate in a dangerous or uncontrolled manner when the power resumes. Disconnection (if possible) is safer than trying to guess whether on/off switches are actually off.</td>
</tr>
<tr>
<td>- Report any situations which may be dangerous as a result of the loss of power. The General Manager Facilities and Risk Management or the Security Officer will assess whether evacuation is required.</td>
</tr>
<tr>
<td>The Campus is well lit by battery operated emergency lighting, providing sufficient light for safe evacuation if this is required.</td>
</tr>
<tr>
<td>The Company has a business continuity plan for such events.</td>
</tr>
</tbody>
</table>
## 15.8 | ARMED HOLD UP AND AGGRESSIVE INTRUDER

| Staff, Students, Tenants and Visitors | If you are confronted by a person or a group of people behaving aggressively:  
- Do not attempt to control the situation by aggressive or authoritarian behaviour  
- Always consider your safety as your number one priority  
- If possible, contact the Chief Warden (0408 564 136) General Manager Facilities and Risk Management (9810 3346) and/or Security Officer (9810 2222 or 0438 441 422) and advise them of the situation  
- If they cannot be contacted, dial 000 and request Police assistance  
- If you have called the Police, proceed to the main entrance and brief the Police on arrival |
| Receptionists | If you are confronted by someone demanding cash:  
- Always consider your safety as your number one priority  
- Activate duress alarm (where provided) if safe to do so. Do not make obvious lurch to the alarm  
- Observe the offender, (height, weight, age, clothing, speech, disabilities, accent etc)  
- Hand over cash  
- Once it is safe to do so, contact the Chief Warden (0408 564 136) General Manager Facilities and Risk Management (9810 3346) and/or Security Officer (9810 2222 or 0438 441 422) and advise them of the situation  
- If they cannot be contacted, dial 000 and request Police assistance  
- Secure your area by locking doors and do not allow anyone else into the area until the Police have advised to do so.  
- Complete the Bomb Threat Form to capture observations before you forget  
- Ensure someone remains to brief Police on arrival  
- Incidents such as an armed hold up can be extremely disturbing. It is highly recommended that counseling be sought after the event. UoM Commercial Ltd staff can access the Employee Assistance Program (EAP). |
| Chief Warden, General Manager Facilities and Risk Management | If you become aware of a person or group behaving in an aggressive manner, or you are advised that an armed hold up is occurring:  
- Determine the nature and location of the incident  
- Do not attempt to control the situation by aggressive or authoritarian behaviour  
- Advise a staff member to notify all staff by email to secure their offices, lock doors, and stay in their offices unless it is unsafe to do so. It would not be appropriate to use the PA system to warn staff as this would only aggravate the situation  
- Dial 000 and request Police assistance  
- Ensure someone remains at the main entrance to brief Police on arrival  
- Determine whether it is necessary and/or safe to move staff or students to a safer location  
- Assist Police on their arrival  
- Secure the area until Police advise they have completed their initial investigations |
<table>
<thead>
<tr>
<th>Security Officer (after hours)</th>
<th>If you become aware of a person or group behaving in an aggressive manner, or you are advised that an armed hold up is occurring:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>▪ Determine the nature and location of the incident</td>
</tr>
<tr>
<td></td>
<td>▪ Do not attempt to control the situation by aggressive or authoritarian behaviour</td>
</tr>
<tr>
<td></td>
<td>▪ Dial 000 and request Police assistance</td>
</tr>
<tr>
<td></td>
<td>▪ Ensure someone remains at the main entrance to brief Police on arrival</td>
</tr>
<tr>
<td></td>
<td>▪ Determine whether it is necessary and/or safe to move staff or students to a safer location. It would not be appropriate to use the PA system to warn staff as this would only aggravate the situation</td>
</tr>
<tr>
<td></td>
<td>▪ Contact the General Manager Facilities and Risk Management and advise him/her of the situation</td>
</tr>
<tr>
<td></td>
<td>▪ Assist Police on their arrival</td>
</tr>
<tr>
<td></td>
<td>▪ Secure the area until Police advise they have completed their initial investigations</td>
</tr>
</tbody>
</table>

16.0 | EVACUATION MAPS
Experience makes all the difference.

Inspection Date: 17 June 2011

Valid for a period of 5 years.
Experience makes all the difference.

Inspection Date: 17 June 2011

Valid for a period of 5 years.