

Emergency Procedures Guidebook for Tenants

Version 2.4

Melbourne Markets

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What You Need to Know When an Emergency Occurs.



Compliance to:

AS3745:2010

Workplace Health and Safety Legislation

P: 03 9258 6120 (Emergency Only Number)

P: 03 9258 6100

www.melbournemarket.com.au

workrequest@melbournemarket.com.au



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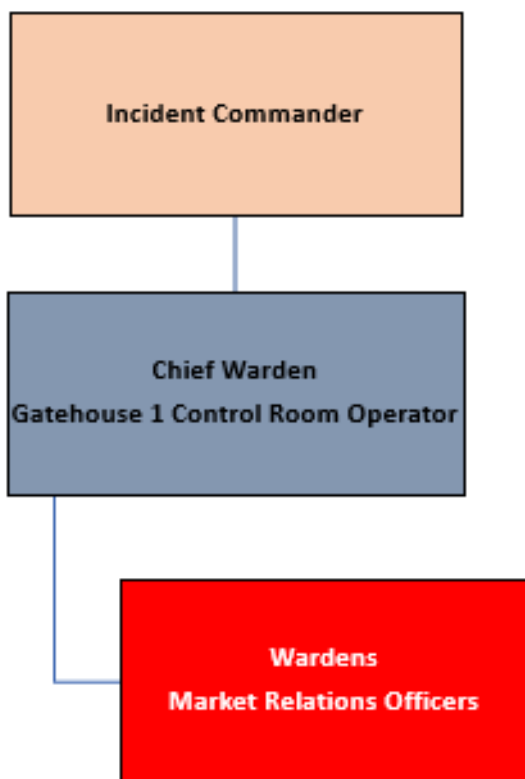
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1. Who Controls an Emergency Incident?

The purpose of the Emergency Control Organisation (ECO), also known as the Warden Team, is to remove occupants, staff and visitors away from a dangerous situation and ensure their safety during an emergency event. They will also assist Emergency Services when required and use firefighting equipment, if safe and when trained to do so. The priority of the ECO will always be the safety of occupants and themselves during an emergency event.

1.1 The Emergency Control Organisation

Melbourne Market Authority



It must be acknowledged that the ECO controls the initial response to any emergency in the building or on the grounds, until the arrival of Emergency Services.

Incident Commander

- Liaise with Chief Warden to determine appropriate actions.
- Ensure safety of occupants.
- Ensures that the ECO has the resources required to manage the incident.

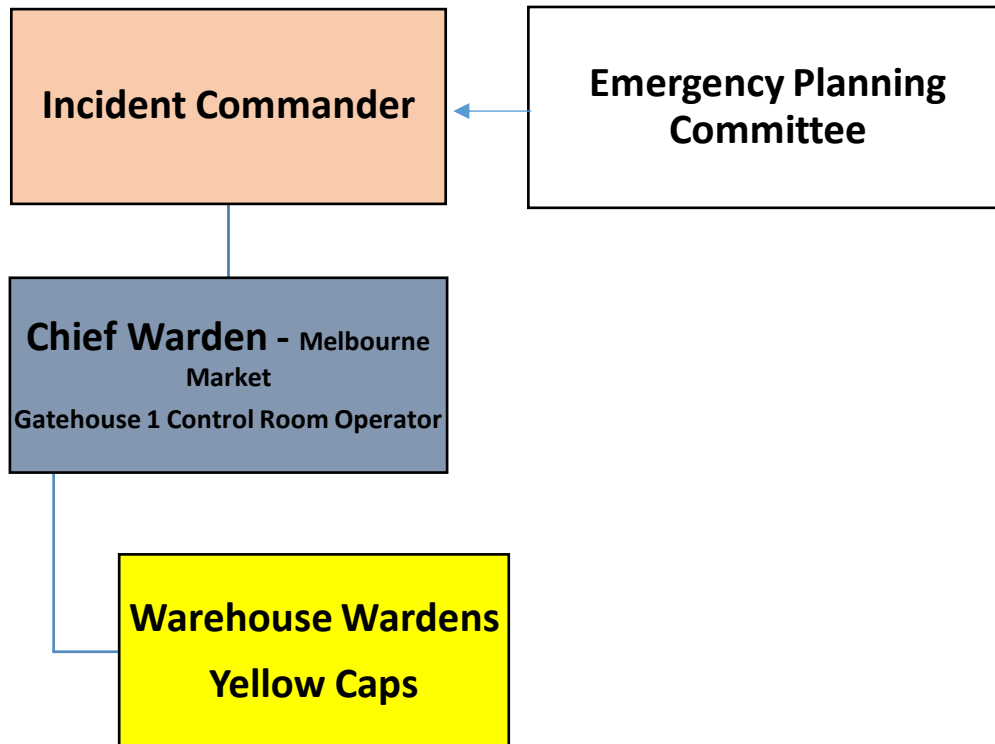
Chief Warden – Security Operations

- Takes charge of the incident and the site from the start until Emergency Services arrives.

Wardens – Market Relations Officers

- Act on the Chief Warden’s directions.
- Report to the Chief Warden on the nature and location of emergency, if it is in their location.
- Facilitate the safe evacuation from the facility if required.

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Tenants are required under Commonwealth and state law to ensure that their workspace is a safe and healthy environment. Melbourne Market ensures that they have fire equipment throughout the buildings and site, Evacuation Diagrams and provides training to educate staff, tenants and visitors on the latest correct procedures.

The Occupational Health and Safety Act 2004(Vic)- Section 21, covers the requirements of an employer to his or her staff in relation to their Duty of Care. This act is support by the Occupational Health and Safety Regulations 2007 (Vic) and Australian Standard 3745-2010: Planning for Emergencies in facilities.

Melbourne Market provides regular training for staff and tenants to attend relating to Evacuation Procedures and Emergency Response Protocols. It is strongly recommended that tenants make sure their staff attend to guarantee they are fulfilling their legal obligations in relation the above legislation.

All tenants are also required to ensure that their staff follow the directions of the Emergency Control Organisation during an emergency. These directions are given to ensure the safety of all Market Users.

1.2 Identifying the ECO

You can identify the ECO during an emergency by looking for the following people:

Melbourne Market Authority

Chief Warden Gatehouse 1 Control Room Operator	Wardens Market Relations Officers
Black uniform with white cap and yellow vest	Black uniform with orange or yellow vest and red cap

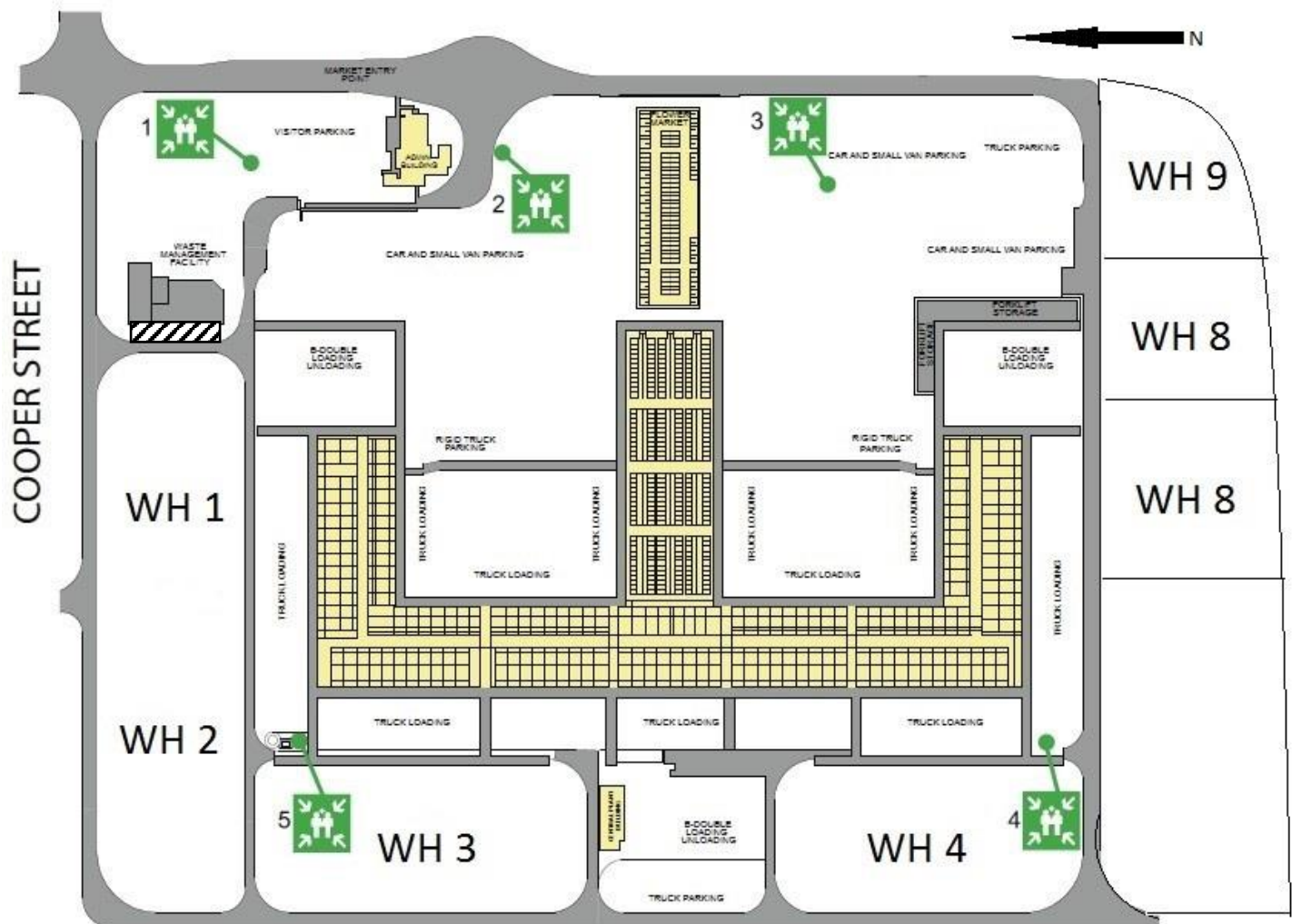
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<u>Chief Warden – Melb. Market</u> Gatehouse 1 Control Room Operator	<u>Warehouse Wardens</u>	<u>Wardens</u>
Black uniform with yellow vest	Yellow Cap	Red Cap

2. Evacuation Assembly Areas

If the Chief Warden determines that the emergency requires an evacuation of all or part of the facility, you must exit using the nearest safe exit and proceed to one of the following Assembly Areas, or another Assembly Area as communicated by the ECO. You will be made aware of an evacuation by the emergency alarms within the building (see section 3.).

Note: These are the primary Assembly Areas and depending on the type and location of the emergency, the Chief Warden may direct occupants to another location further away from the incident.



Secondary Assembly Area

The Secondary Assembly Area (off site) will be advised by the Chief Warden if and when necessary.

3. Alarms

The Melbourne Market have an Emergency Warning Intercommunication System (EWIS) in place. That means you will hear two different alarms or tones. It is important that you understand what each of the alarms/tones mean.

3.1 The ALERT Tone

...BEEP...BEEP...BEEP...

This is the warning alarm that a potential emergency event has occurred and you are to prepare your occupants, staff and visitors in readiness to evacuate. Please follow the steps below.

- ✔ Check area in alarm (as indicated on FIP, or as directed by the Chief Warden) for visible signs of incident or emergency.
- ✔ If emergency is in your area or near you, ensure that the Chief Warden has been notified.
- ✔ Check that any fire doors and smoke doors are properly closed.
- ✔ Direct occupants to commence shutdown procedures and secure valuables.
- ✔ Ensure mobility impaired or disabled are prepared in accordance with pre-prepared PEEP forms.

3.2 The EVACUATION Tone

WHOOOP...WHOOOP...WHOOOP...

This is the evacuation alarm and indicates that all occupants, staff, and visitors, are required to leave the building and make their way to the nearest Assembly area. Please follow the steps below.

- ✔ Proceed via the nearest safe exit to the nominated Assembly area as instructed by the ECO.
- ✔ Ensure a thorough search is done of your area to ensure all have evacuated.
- ✔ Advise the ECO of any relevant information and any actions taken.

4. Mobility Impaired



In the event of an emergency, occupants with a disability shall evacuate as per their individual Personal Emergency and Evacuation Plan (PEEP). Designated Wardens assisting shall notify the Chief Warden. The Chief Warden will advise Emergency Services of the individual PEEP's. After the bulk of occupants are evacuated, disabled occupants are to be initially taken to a safe area within the building. There, a Warden or delegated 'buddy' shall stay with them until Emergency Services can attend to them.

Each Occupant with a mobility issue will have a Personal Emergency Evacuation Plan (**PEEP**) developed. A Register of such persons will be maintained by Building Management and Tenant Management. A copy of the PEEP shall be kept at Gatehouse 1 for the Chief Warden's reference.

5. Procedures if you discover an Emergency

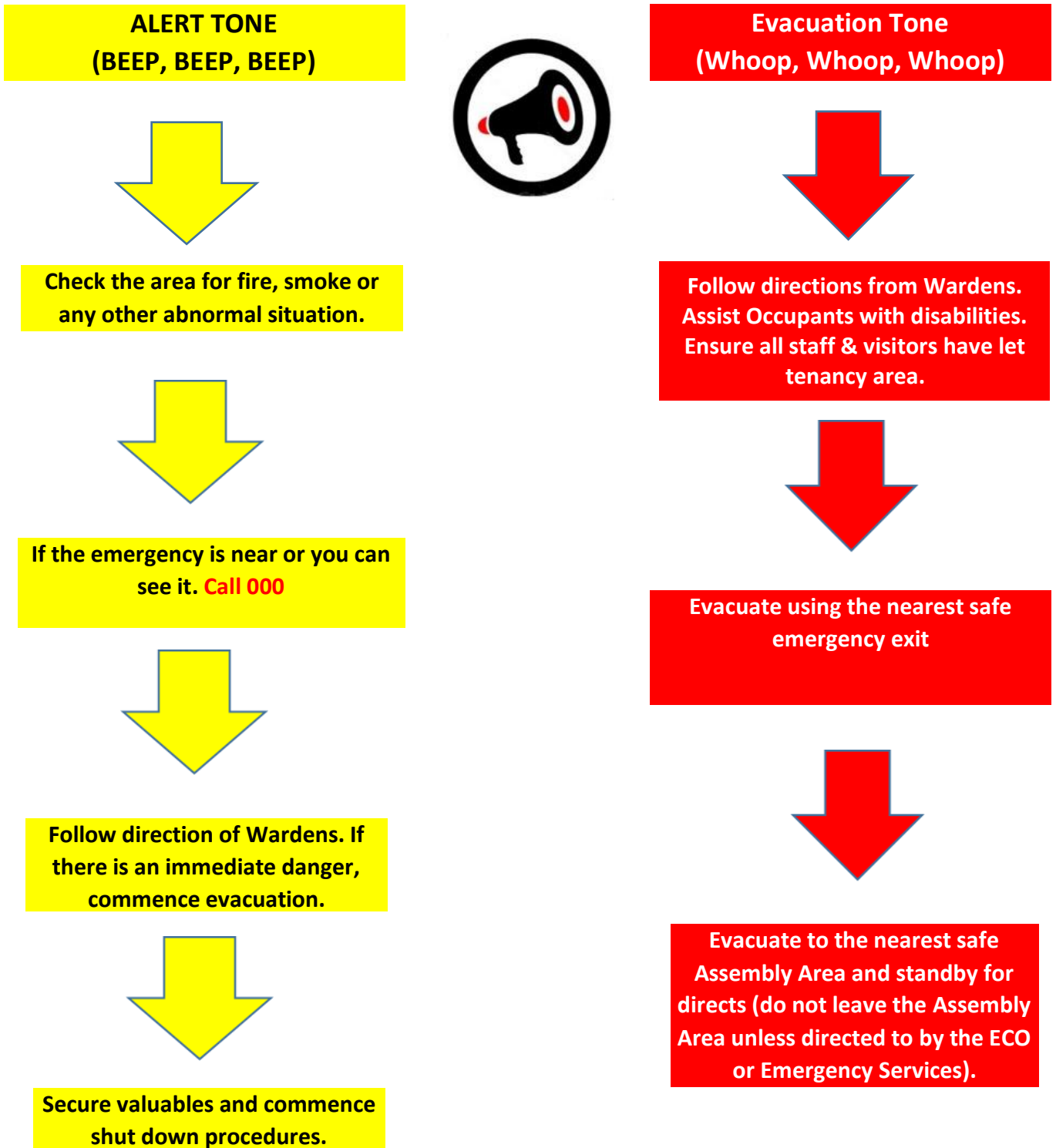
These Procedures should be used as a guide and may not be suitable for all circumstances. Before taking any action, assess the risk and consider the consequences.

Discovering an Emergency

On discovering an emergency, occupants shall take the following actions:

- ✔ Call for assistance.
- ✔ If safe, rescue any persons in immediate danger and remove them to safety.
- ✔ Alert other occupants and Emergency Services by:
 - Activating a Manual Call Point (Break Glass Alarm).
 - Activate "Emergency Stop" buttons where available
 - Dialling triple zero '000'.
- ✔ Notify Gatehouse 1 on 03 9258 6120 (Emergency Only Number)
- ✔ If safe and within ability, attempt to contain the emergency using first attack equipment.
- ✔ If unsafe, withdraw and close, but do not lock doors, windows and shutters.
- ✔ Evacuate to the Assembly Area by the nearest safe exit.
- ✔ Report any missing persons.

6. Tenant Emergency Procedures Flow-Chart



7. Bomb Threats

PLEASE NOTE: Two-way radios should not be used in this situation, as they may be the source of detonation. WIP phones located at various positions around the site, land line phones or runners are a safer form of communication for this type of emergency situation.

Bomb threats are a serious public nuisance, which can cause confusion, panic and considerable lost time to the facility. Most threats are just that – threats, however, all bomb threats shall be taken seriously until proven otherwise. Never discount or write off a threat.

7.1 Receiving a bomb threat via telephone

Follow the steps below if you receive a bomb threat via the telephone:

- ✓ Remain calm and endeavour to complete the Bomb Threat Checklist. Record what is said (see Bomb Telephone Threat Checklist in this Guidebook).
- ✓ If possible, notify a co-worker whilst still on the phone.
- ✓ **Don't** hang up (this may allow faster call tracing).
- ✓ Notify Supervisor.
- ✓ Notify Chief Warden.
- ✓ Notify Police.

7.2 Receiving a bomb threat via mail

Please follow the steps below:

- ✓ Notify Supervisor.
- ✓ Notify Chief Warden.
- ✓ Notify Police.
- ✓ Place the threat document in a plastic envelope or transparent folder to preserve condition and prevent contamination.
- ✓ **Do not** photocopy and minimise handling.
- ✓ Surrender threat document to the Chief Warden.

7.3 Discovering a Suspicious Object

Follow the steps below:

- ✓ **Do not** touch, tilt, tamper with or handle the object in any way.
- ✓ **Do not** cover the object or immerse it in water.
- ✓ Notify Supervisor.
- ✓ Notify Chief Warden.
- ✓ Notify Police.
- ✓ Shut down any machinery in the vicinity and cease mobile phone and two-way radio use.
- ✓ Eliminate movement of all motor vehicles and loading equipment (forklifts)
- ✓ Note any obvious details.
- ✓ Evacuate area.
- ✓ Prevent further entry.
- ✓ Follow ECO instructions.

8. Fire Equipment

8.1 Fire Blankets

Fire Blankets are a sheet of fire resistant material that may be used to smother a fire or wrap around a burning person. Please ensure that the Fire Blanket is never thrown on to a fire as it may cause the fire to flare up.

Pull the tags down to release the Blanket and pull the tags apart to unfold it. Hold the Blanket up so that your body is protected, but you can still see over the top. Fold the corners so your hands are protected and lay the bottom of the Blanket over the nearside of the fire. Place over fire or burning person.



If subject is a person, remove Blanket once flames have been extinguished. If an open fire (e.g. stove top), leave the Blanket and ensure fuel source is turned off.

8.2 Fire Hose Reels

Fire Hose Reels are for emergency use only. Fire Hose Reels may be used to extinguish Class 'A' fires only. Turn the valve at the Hose Reel on to supply water to the hose and release the nozzle from its holder unit.

Drag the hose to the fire. The nozzle may be operated by one person, however, assistance may be required to drag the hose around corners. Advance to a safe distance, operate the nozzle and aim at the base of the fire.






8.3 Fire Extinguishers




































A Fire Extinguisher is a cylinder containing a fire fighting agent that is stored under pressure. Various fire-fighting agents are available for different classes of fire. Fire Extinguishers are painted red and a coloured band around the Extinguisher identifies the content. The different contents can be used on different types of fire. Ensuring that the correct Extinguisher is used is essential.

The table on the following page indicated the suitability of the different Fire Extinguishers for different classes of fire.



Table 1: Fire Extinguisher Suitability

 = Not Suitable
  = Suitable
  = Most Suitable

Class of Fire		A	B	C	(E)	F
Type of Fire	Agent	Ordinary combustibles (wood, paper, plastics etc.)	Flammable and combustible liquids	Flammable gasses	Fire involving energised electrical equipment	Cooking oils and fats
Colour	Agent	Extinguisher suitability				
 Red	Water					
 Oatmeal band	Wet chemical					
 Blue band	Foam		 Not for alcohol fires			
 White band	B(E) Powder					
	AB(E) Powder					
 Black band	Carbon Dioxide (CO ₂)					

APPENDIX

Emergency Contacts

Emergency Services	
Telephone:	000 (triple zero)
Chief Fire Warden	
Representative Name:	Gatehouse 1 Control Room Operator
Phone:	03 9258 6120 (Emergency Only Number)
Emergency Services	
Telephone:	000 (triple zero) Police, Ambulance and Fire Service. Emergency use only.
National Security Hotline:	1800 123 400
Bureau of Meteorology:	www.bom.gov.au Tel: (03) 9669 4000
State Emergency Service (SES):	132 500 for flood, storm, tsunami and earthquake emergency Current emergency information is available by calling the VICSES Information Line on 1300 VICSES (1300 842 737)
Police non-emergency:	Epping Police Station (03) 9409 8100
Emergency Public Broadcaster:	ABC RADIO 774 (AM)

Emergency Agencies Legislated in charge of foreseeable emergency incidents:

Incident	Combat Agency
Fire / Bush Fire	Fire Brigade (MFB) (primary), Rural Fire Brigade (CFA)
Bomb Threat (written & telephone)	Police
Chemical Spillage or Environmental Accident	Fire Brigade, HAZMAT
Critical Power Failure	Internally managed
Vehicle Accident	Police
Demonstrations or Civil Unrest	Police
Hostage Siege	Police
External Flooding or Severe Storm	SES, Fire Brigade
Robbery / Assault	Police
Chemical / Biological Incident	Fire Brigade, HAZMAT
Diesel Fuel Fire/Spill	Fire Brigade, HAZMAT

Telephone Threat Checklist

Date: _____ Time: _____

Try to keep the caller talking. Try to obtain as much information as possible. Remain calm and gain the attention of a supervisor. Take care not to alarm the general public or colleagues.

Exact wording of threat:

Questions to ask the caller:

1	When is the bomb going to explode? OR When will the substance be released?	
2	Where did you put the bomb/item?	
3	When did you put the bomb/item there?	
4	What does the bomb/item look like?	
5	What kind of bomb is it? OR Type and quantity of the substance? – gas, liquid, powder?	
6	What will make the bomb explode? OR How will the substance be released?	
7	Did you place the bomb/item?	
8	Why did you place the bomb/item?	
9	What is your name?	
10	Where are you?	
11	What is your address?	

Analysis of caller's voice:

Sex	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>						
Accent	American	<input type="checkbox"/>	Asian	<input type="checkbox"/>	Australian	<input type="checkbox"/>	British	<input type="checkbox"/>	Greek	<input type="checkbox"/>
	Irish	<input type="checkbox"/>	Middle Eastern	<input type="checkbox"/>	Other	<input type="checkbox"/>				
Voice	Angry	<input type="checkbox"/>	Calm	<input type="checkbox"/>	Child	<input type="checkbox"/>	Giggling	<input type="checkbox"/>	Obscene	<input type="checkbox"/>
	Other	<input type="checkbox"/>								
Speech	Distinct	<input type="checkbox"/>	Distorted	<input type="checkbox"/>	Fast	<input type="checkbox"/>	Lisp	<input type="checkbox"/>	Slow	<input type="checkbox"/>
	Slurred	<input type="checkbox"/>	Stutter	<input type="checkbox"/>	Other	<input type="checkbox"/>				
Background Noise	None	<input type="checkbox"/>	Aircraft	<input type="checkbox"/>	Construction	<input type="checkbox"/>	Machinery	<input type="checkbox"/>	Sirens	<input type="checkbox"/>
	Street	<input type="checkbox"/>	Telephone	<input type="checkbox"/>	Traffic	<input type="checkbox"/>	Train	<input type="checkbox"/>	TV/Radio	<input type="checkbox"/>
	Other	<input type="checkbox"/>								

Comments from person receiving the call:

Other: _____

Estimated age of caller: _____

Caller's command of the English language? Good Fair Poor

Duration of call: _____

Did the caller appear familiar with the area? Yes No

Phone number call was received on: _____

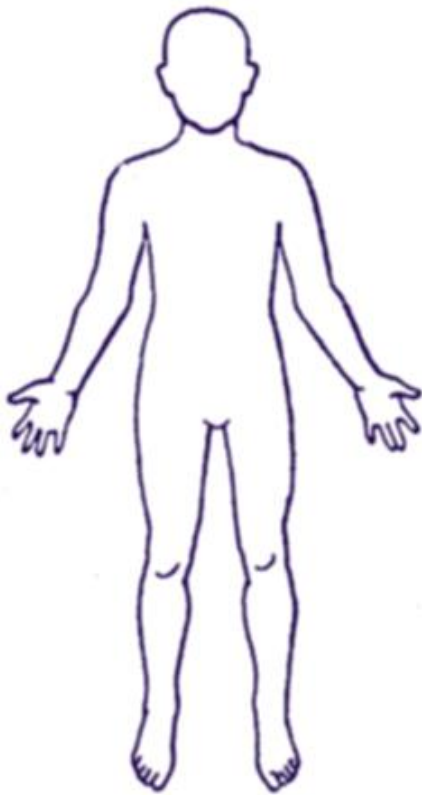
Location: _____

Name of person receiving call: _____

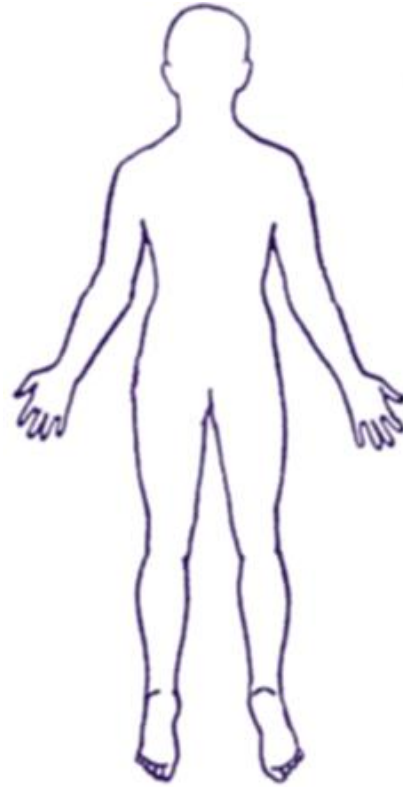
Signature: _____

Alert your supervisor. If your supervisor is unavailable, call "000"

Offender Description Checklist



Front



Rear

Height:

Build:

Hair:

Skin:

Clothing:

Disabilities:

Speech:

Accent:

Other important aspects/
descriptions:

Personal Emergency Evacuation Plan - PEEP

All occupants or visitors with a disability [Mobility Impaired] require a PEEP to be created to identify, assess and record circumstances and abilities prior to an emergency evacuation. A copy of the PEEP should be kept in the Security Control Room for reference by Emergency Services, and Wardens.

Building Name		Building Address	
Company Name		Floor/Level	
Suite/Area		Workstation Location	

Occupant Name			Occ. Extension		
Occ. Mobile No			Occupant Email		
Occupant Trained in Procedures?	Yes	No	Is a Trained Assistance Animal in Use?	Yes	No
Method of Notification (circle selected methods)	Verbal		Direct Phone	Mobile	Visual

Allocated Warden Name	Direct Phone	Mobile No	Email
1			
2			
3			
4			

Are Wardens Trained in Specific Notification?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Are Wardens Trained in Specific Equipment?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Are Wardens Trained in Specific Procedures?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Assistance Type:	Describe Requirements and Processes

Evacuation Equipment Type/Requirement:	Describe Equipment and Type

Evacuation/Egress Procedure:

PEEP Stored in Fire Control Room?	Location:	Date

Approved by:

	Name	Date	Signature
Occupant			
Tenant Responsible Person			
Chief Warden			