



EMERGENCY DISASTER

MANUAL

AND

EVACUATION PROCEDURES

September 2010



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EMERGENCY AND EVACUATION PLAN CONTACT SHEET

<u>SERVICES</u>	<u>EMERGENCY</u>	<u>DIRECT</u>
POLICE -Wembley Station	000	9214 7100
FIRE BRIGADE -Daglish Station	000	9381 1222
AMBULANCE	000	
STATE EMERGENCY SERVICE		132 500
WESTERN POWER		13 13 51
HEALTH DEPARTMENT		9222 4222
WATER CORPORATION FAULTS & EMERGENCIES		13 13 75
CSBP -Sodium Hypochlorite Emergency Response		1800 093 333

<u>POSITION</u>	<u>OFFICE</u>	<u>MOBILE</u>
LORDS		
MANAGER RECREATION SERVICES Craig Johnson	9381 6666	0400 459 888
COORD FACILITY OPERATIONS Robert Verboon	9381 6666	0417 096 962
COORD HEALTH & FITNESS Daniel Di Giorgio-Yates	9381 6666	0420 941 228
COORD SPORTS & COMPETITIONS Clementine Jolly – Acting	9381 4777	
COORDINATOR CENTRE SERVICES Julie Rechichi	9381 6666	0419 195 611
MAINTENANCE OFFICER Joe Rohde	9381 6666	0406 370 579
CITY OF SUBIACO		
CHIEF EXECUTIVE OFFICER Stephen Tindale	9237 9284	0419 908 806
DIRECTOR COMMUNITY DEVELOP Helen Liedel	9237 9217	0409 204 390
BUILDING MAINTENANCE COORD Perceval Macias	9387 0960	0438 929 318

INTRODUCTION

This document was developed by the Management of Lords under the authority of the Chief Executive Officer of the City of Subiaco. In September 2010 this document was produced by the Lords Coordinator Facility Operations and is to be reviewed every 2 years.

AIM-

The aim of this plan is to detail the procedures and arrangements for the emergency management of Lords.

OBJECTIVE-

The objectives of the Lords Emergency plan are to:

- Anticipate possible emergencies within the Lords.
- Provide an effective and efficient response to emergencies.
- Supply on site information to Emergency Services pertaining to the Lords.
- Promote staff training and awareness in:
- Evacuation procedures
- The use of fire fighting equipment
- Acquiring and using knowledge of the Australian Standards Safety Requirements.

DANGEROUS GOODS- Information relating to the goods/ materials stored on site that are relevant to the Emergency Plan are listed in the appendix.

THREATS AND EMERGENCY PROCEDURES CODE SYSTEM

A code system to be used by Lords staff when controlling emergency situations is in place. The purpose of the code system is to allow communication between staff and emergency services without causing undue panic or concern amongst the general public.

CODE RED	Fire or Explosion
CODE ORANGE	Earthquake
CODE YELLOW	Hazardous Materials
CODE PURPLE	Bomb Threat
CODE BLACK	Armed Aggression
CODE BLUE	Medical / Aquatic Emergency
CODE GREEN	All Clear

EMERGENCY CONTROL CENTRE

For all emergency situations the main reception desk will be the emergency control centre where the Chief Warden will be positioned.

WARDEN IDENTITY

In the event of an emergency or evacuation the key personnel will be referred to as:

Chief Warden:	Assumes overall control located at reception
Zone Warden 1:	Group Fitness & Pool (See Table below)
Zone Warden 2:	Gym, Change rooms & Offices (See Table below)
Zone Warden 3:	Reception, Crèche & Upstairs Offices (See Table below)
Zone Warden 4:	Courts 1 – 3, Tennis Courts, Training Centre (See Table below)
Zone Warden 5:	Café, Café Toilets, Squash Courts & Change rooms (See Table below)

WARDEN IDENTIFICATION

The Wardens will be identified by wearing easily identifiable vests. **(Lime Green Vests)**

	Chief	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
		Group Fitness, Pool	Gym, Change Rooms, Offices	Reception, Crèche, Upstairs Offices	Courts 1 -3, Tennis Courts, Training Centre	Cafe, Cafe Toilets, Courts 6 – 9, Squash Courts, Change Rooms
Monday – Friday						
6.00am – 7.00am	Customer Service Officer	Gym Instructor	Gym Instructor	Customer Service Officer	Customer Service Officer	Customer Service Officer
7.00am – 8.30am	Customer Service Officer	Gym Instructor	Gym Instructor	Customer Service Officer	Cafe Officer	Cafe Officer
8.30am – 5.30pm	Manager Recreation Services Coordinator Facility Operations	Team Leader Memberships Membership Officer	Coordinator Health & Fitness Team Leader Gym / Gym Instructor	Coordinator Centre Services Team Leader Crèche / Crèche Officer	Coordinator Sport & Competitions Senior Sports Officer	Customer Service Officer Cafe Officer
5.30pm – 9.00pm	Sports Supervisor	Customer Service Officer	Gym Instructor	Customer Service Officer	Sports Officer	Cafe Officer
9.00pm – 11.00pm	Sports Supervisor	Sports Supervisor	Sports Supervisor	Sports Officer	Sports Officer Cafe Officer	Cafe Officer Sports Officer
Saturday						
8.00am – 6.00pm	Sports Officer	Gym Instructor	Gym Instructor	Customer Service Officer	Sports Officer	Cafe Officer
Sunday						
8.00am – 6.00pm	Sports Officer	Gym Instructor	Gym Instructor	Customer Service Officer	Sports Officer	Cafe Officer

RESPONDING TO AN EMERGENCY SITUATION

Upon notification or discovery of a fire or the presence of smoke or other emergency situation, staff are to take the following actions:

- **Investigate, assess and advise the Manager Recreation Services or your business unit coordinator of the situation.**
- **In the case of fire, seal areas where possible without impairing personal safety. Commence fighting the fire. If in doubt, evacuate the area.**
- **Commence evacuation procedures if necessary.**

In an evacuation due to fire, an essential duty for any Zone Warden is to ensure that all persons are evacuated. This function is a more important function than a later physical count of those evacuated and present in the assembly area.

The response procedure for an emergency situation developing is:

Notify the Manager Recreation Services, Coordinator Facility Operations or Chief Warden and give the following information:-

- **Location of emergency area**
- **What the problem is**
- **Your name**
- **Status of the situation**

Alert others in the immediate area. Do not shout, to do so could cause panic.

Obey the instructions of your Zone Warden in all emergencies.

If not involved, refrain from going to the area to satisfy curiosity.

Listen for the CODE description of the situation and act accordingly.

Under no circumstances should you talk to the media. Direct all media to the Manager Recreation Services for comment.

CHIEF WARDEN RESPONSIBILITIES:

The Chief Warden assumes total responsibility in any emergency situation, makes the decision to evacuate and liaises with the arriving Emergency Services. Once the emergency services are called in, the responsibility and management of the event will pass to the Incident Controller and Emergency Co-ordinator.

In most instances the Chief Warden will be the Manager Recreation Services. In the absence of the Manager Recreation Services the Chief Warden position will be assumed by Customer Service Officers, Team Leader memberships or Sports Officers.

On receipt of an alarm, the Chief Warden will:

- **Assume the role**
- **Assess the situation and determine priorities.**
- **Activate the relevant emergency plan. Use PA system to announce actions**
 - *This is an emergency evacuation.*
 - *All Zone Wardens please report to reception immediately.*
 - *All staff, customers and members of the public, please move to the outside assembly areas using your nearest emergency exit.*
- **Hand out Zone Warden files.**
- **Liaise with participating agencies.**
- **Task and coordinate participating Zone Wardens in procedure with emergency plan.**
- **Notify CEO of current situation.**
- **Provide ongoing building site information for participating agencies as required.**
- **Nominate relevant personnel to meet and direct emergency services.**

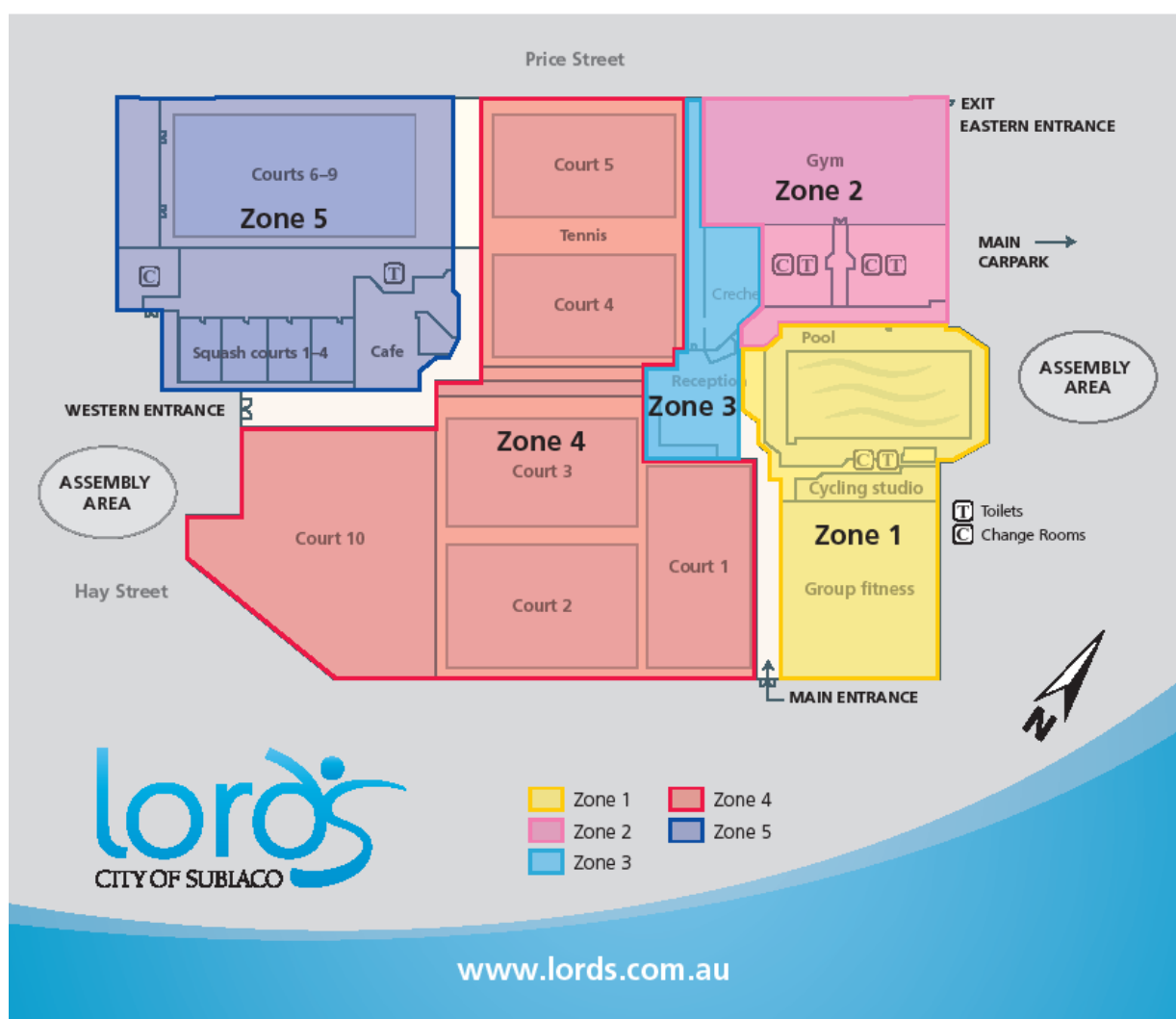
Should the Chief Warden be unable to continue manning the Emergency Control Centre, due to the nature of the emergency or threat of injury, the Chief Warden will advise all areas.

ALL CLEAR (Code Green) On being notified by the senior member of the Emergency Services that it is safe to return to the building, the Chief Warden will notify all Zone d Wardens.

Emergency Procedures

Lords Subiaco – Chief Warden Work Sheet

- When the Emergency Evacuation Alarm sounds proceed to the Reception Desk [Co-ordinator Point].
- The 'coloured zone' work sheets are to be issued to staff members who become Zone Wardens.
- Zones 1–5 as detailed below.
- The 'Zone Wardens' are to clear their zone of all staff and clients and report back to the Chief Warden at either the front or rear Assembly Area.



ZONE WARDEN ONE RESPONSIBILITIES:

Emergency Procedures

Lords Subiaco – Zone 1 Warden Work Sheet

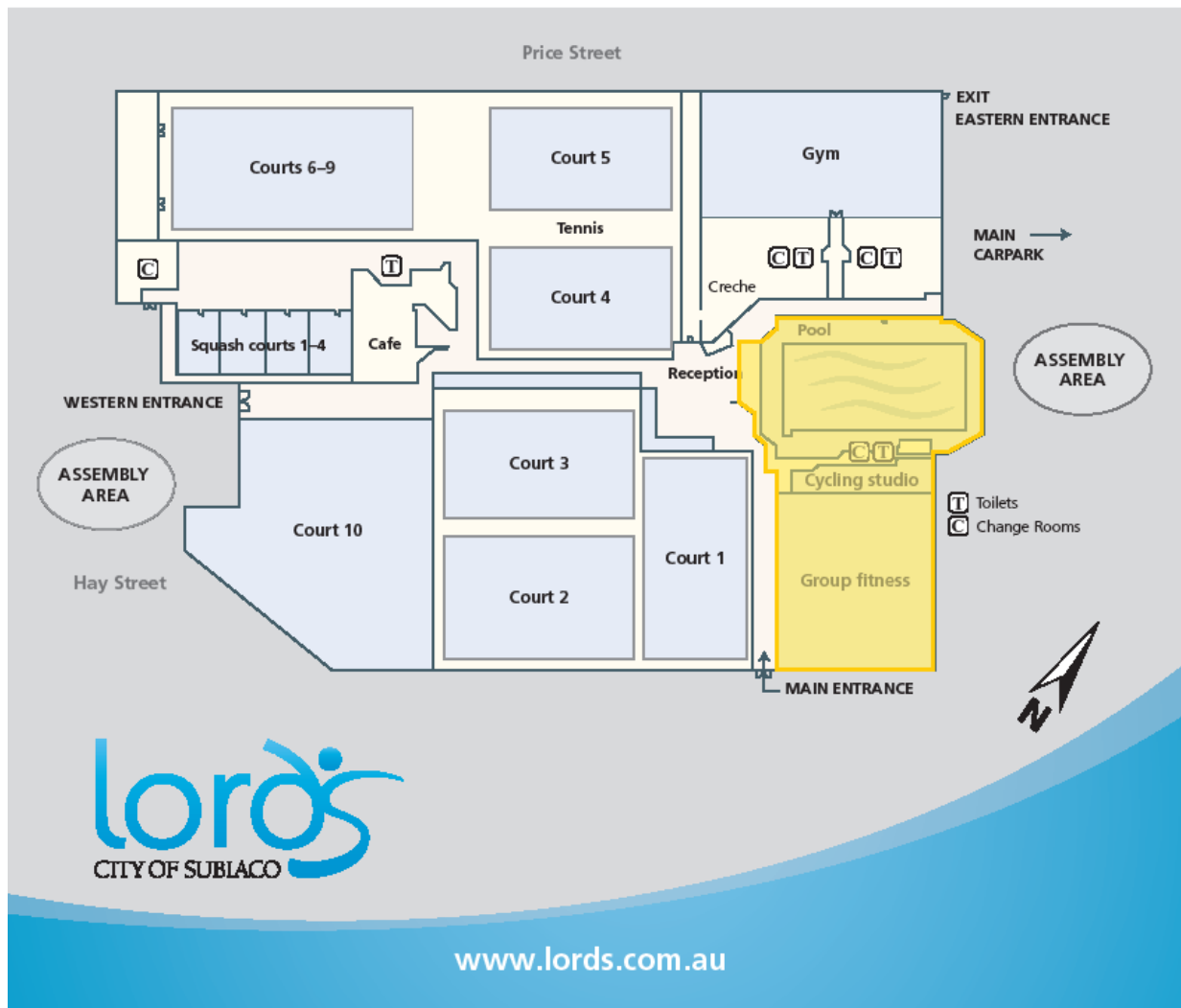
'Zone Wardens' are to clear their zone of all staff and clients and report back to the Chief Warden at either the front or rear Assembly Area.

The Key areas in this zone include:

- Ground floor Studio
- Upstairs Studio
- Pool Area
- Change Rooms

Remember to check:

- Plant Room in the Pool Area
- Store Rooms in the 2 Studios



ZONE WARDEN 3 RESPONSIBILITIES:

Emergency Procedures

Lords Subiaco – Zone 3 Warden Work Sheet

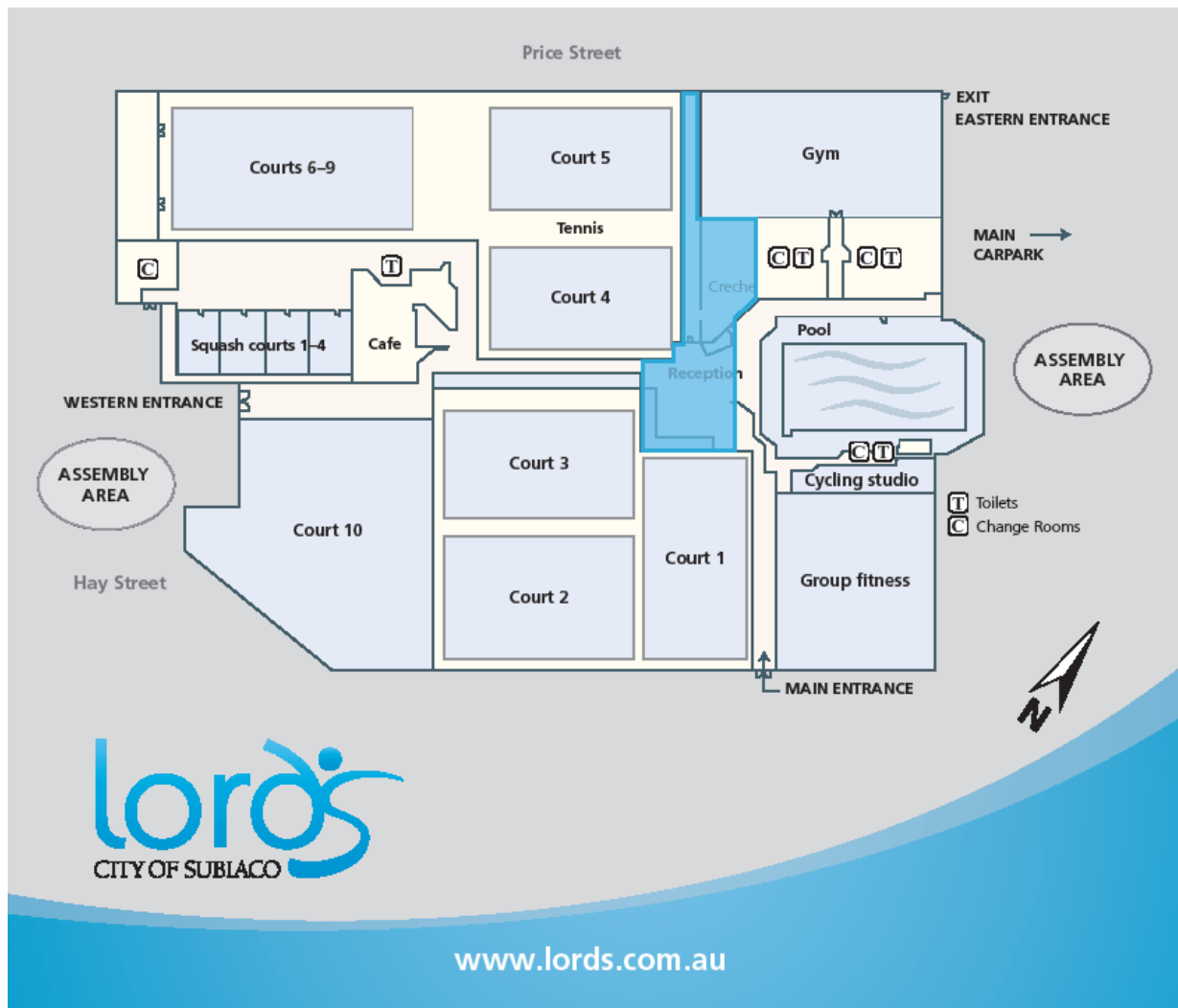
'Zone Wardens' are to clear their zone of all staff and clients and report back to the Chief Warden at either the front or rear Assembly Area.

The Key areas in this zone include:

- Reception
- Crèche
- Upstairs Offices

Remember to check:

- Toilets in the Crèche
- First Aid Room



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ZONE WARDEN 4 RESPONSIBILITIES:

Emergency Procedures

Lords Subiaco – Zone 4 Warden Work Sheet

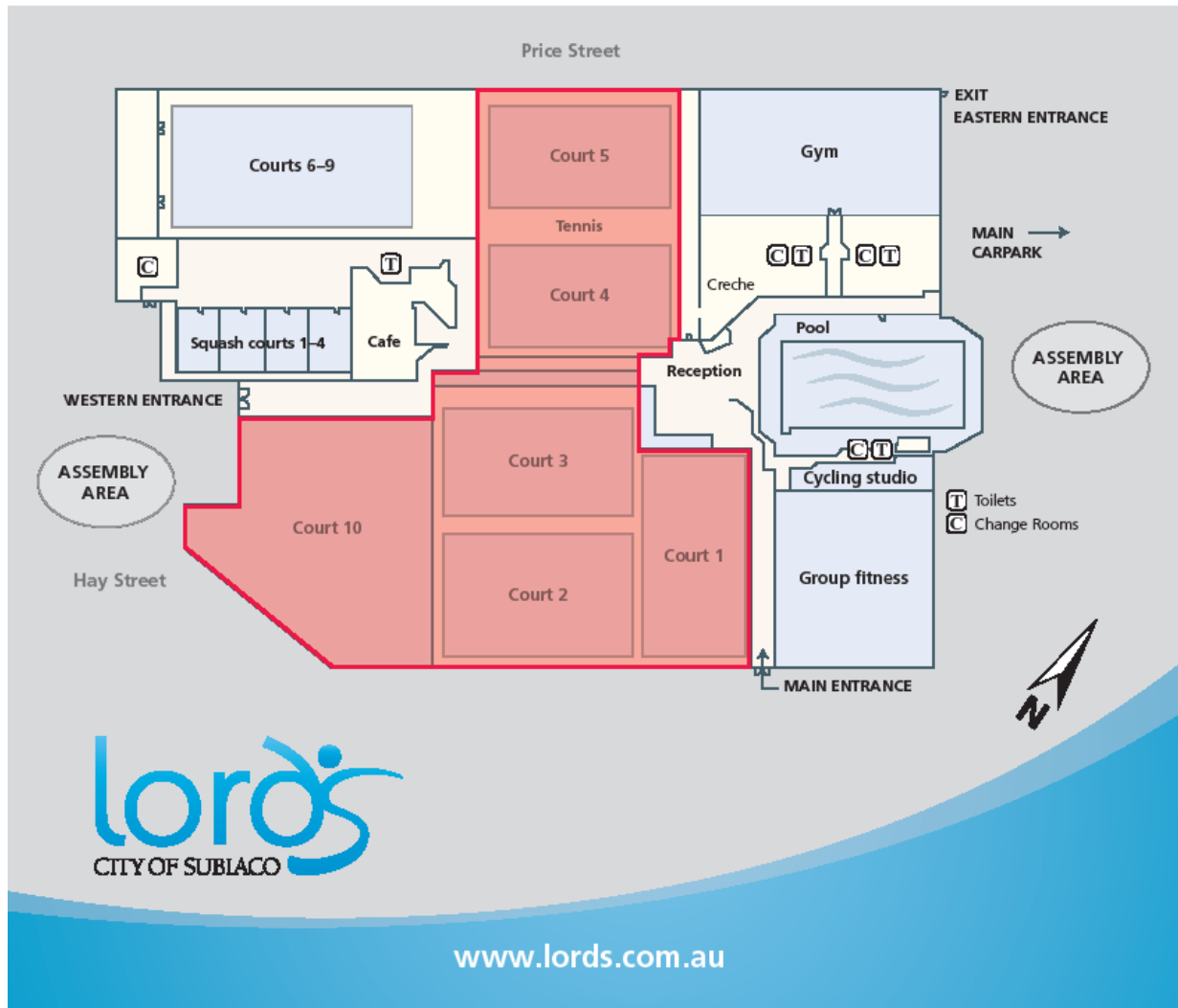
'Zone Wardens' are to clear their zone of all staff and clients and report back to the Chief Warden at either the front or rear Assembly Area.

The Key areas in this zone include:

- ▶ Courts 1–3
- ▶ Tennis Courts
- ▶ Training Centre

Remember to check:

- ▶ Sports Store



ZONE WARDEN 5 RESPONSIBILITIES:

Emergency Procedures

Lords Subiaco – Zone 5 Warden Work Sheet

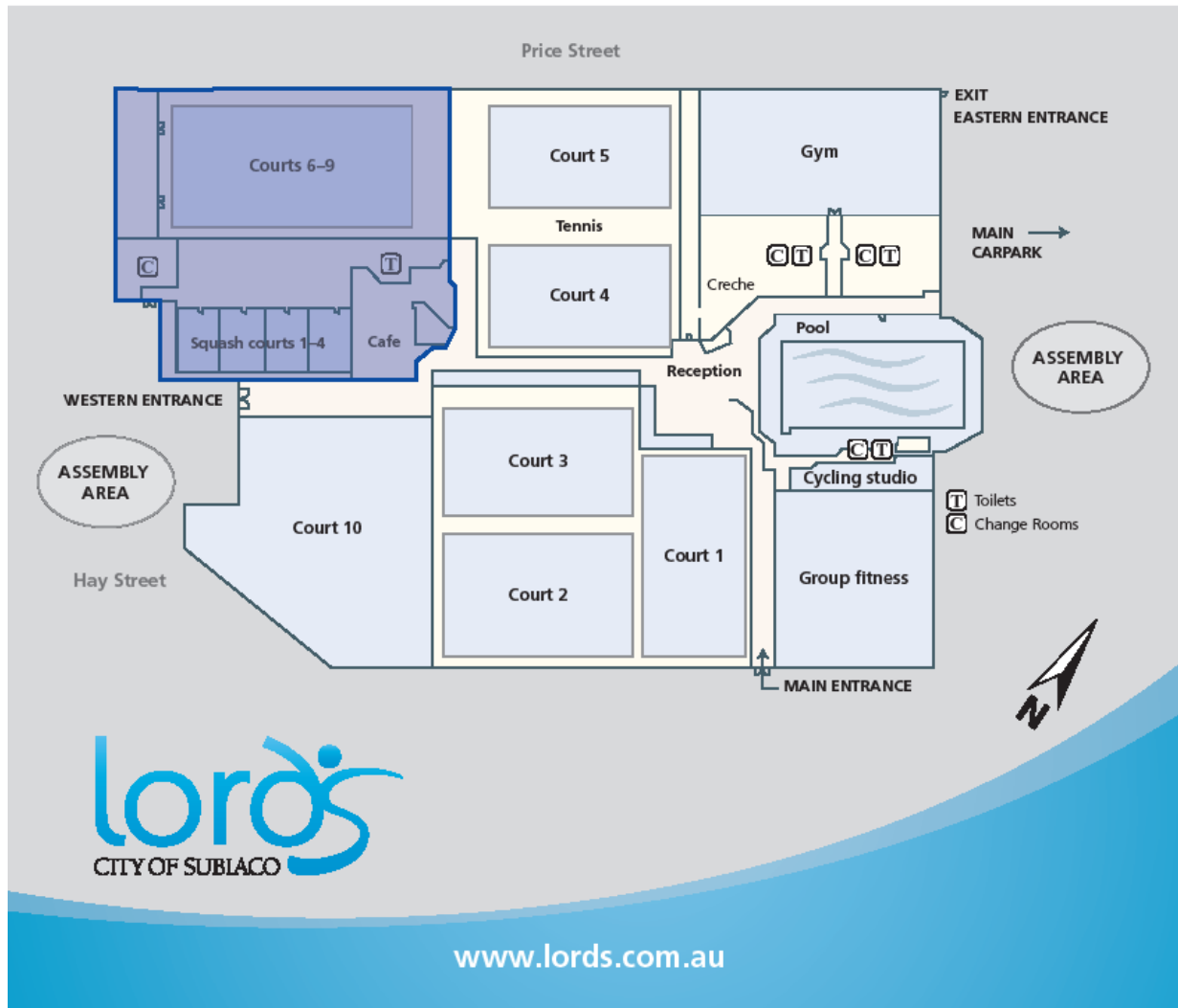
'Zone Wardens' are to clear their zone of all staff and clients and report back to the Chief Warden at either the front or rear Assembly Area.

The Key areas in this zone include:

- Café
- Courts 6 – 9
- Squash Courts
- Café toilets
- Change rooms

Remember to check:

- Back sports storage area
- Staff toilet in Café



MAINTENANCE OFFICER RESPONSIBILITIES:

- To isolate & shut down all gas mains.
- To isolate power to the affected areas if required.
- To supply technical information to the Chief Warden and Emergency Services.
- To assist the emergency services in locating water mains and specialized equipment kept on site that may be required.

ACCENT PHYSIOTHERAPY RESPONSIBILITIES:

- To follow the instructions of the Zone Warden.

PERFORMANCE DANCE SCHOOL RESPONSIBILITIES:

- To follow the instructions of the Zone Warden.

PPR – PROFESSIONAL PUBLIC RELATIONS PTY LTD

- To follow the instructions of the Zone Warden.

TWO WAY RADIO COMMUNICATION *(please note Lords is yet to operate Two Way Radios – a benefit analysis is to be completed by CFO before implementation).*

The primary form of emergency communication for the Lords is two-way radios. The designated channels to each area are as follows:

<u>Channel</u>	<u>Departments</u>
1.	Emergency Channel
2.	General Operations

Two Way Radio Protocol

- In emergency situations stay off the radio unless you have important information regarding the emergency or your supervisor calls you.
- Always wait until the channel is clear before transmitting your message.
- Always start your transmission by stating ‘**Are you receiving**’ followed by the person’s name.
- Always acknowledge that you have received a message.
- Never use the radio for chit chat or joke around regarding emergency situations or give false information over the air.

COMMUNICATIONS IN EMERGENCY SITUATIONS

The following alarm system is installed:

The “EVACUATION ALARM”

This alarm is to notify occupants throughout the building that an evacuation is necessary.

Note: *On hearing the Evacuation Alarm, all occupants should move to the outside assemble areas using the nearest emergency exit.*

There are two communication systems established within Lords being:

1. **Internal phone system with direct dial facility.**
2. **Reception PA system/Emergency Control Centre PA system.**

Note: *If communications are incapacitated. The Zone Wardens will have to act independently to control their area.*

STANDARD EVACUATION PROCEDURE

You may have to evacuate the building for any of the following emergency situations:

- **POWER FAILURE**
- **CHEMICAL EMERGENCY**
- **AQUATIC EMERGENCY (i.e. CPR emergency, resuscitation)**
- **NATURAL DISASTER, Lightening, Cyclone, Environmental Fire and Earthquake**
- **FIRE OR EXPLOSION IN THE BUILDING**
- **GAS LEAK**
- **ARMED OFFENDER**
- **BUILDING SUSTAINING STRUCTURAL DAMAGE**
- **BOMB THREATS**
- **VENTILATION SYSTEM CONTAMINATION**

Or by directions from the Emergency Services.

The precise procedures for dealing with or containing the above emergency situations will become part of your on-going Emergency Procedures training.

WHAT YOU WILL HEAR

If an evacuation is necessary an announcement will be made through the PUBLIC ADDRESS SYSTEM by the Chief Warden from the Emergency Control Centre located at reception.

The ALARM will then be sounded. (The tone of the alarm will be demonstrated to you as part of your department training).

All Lords staff will act to clear the areas they are responsible for under the direction of the Zone Wardens.

Evacuate the building in an orderly manner, ensuring all zones are checked and that all personnel and general public leave the building via the designated Evacuation Route for the specific area. Your directions will be necessary in these cases. Mobility impaired persons are to be assisted by a Staff Member.

Bulky personal effects are to be left behind.

All entry/exit points are outlined in the site plans attached to this document.

Once outside obtain names of persons evacuated before they disperse.

Become familiar with the nearest emergency evacuation route to your work area. All emergency exit doors have crash bars or similar and should be readily opened. Please report any obstructions or faulty doors to the Coordinator Facility Operations. Part of the on-going staff training for Emergency Procedures involves identifying the appropriate evacuation route for your work area.

Information relating to some specific emergencies is on the following pages

CROWD CONTROL

POSITIONING OF ZONE WARDENS: Wardens responsible for the movement of people out of a danger area should, in the first instance, position themselves so that they are:

- Clearly visible.
- Not exposing themselves or any other person to danger.
- Able to exercise control over persons leaving the area.

MOVEMENT CONTROL Zone Wardens should direct persons towards the exits using:

- A calm but firm voice.
- Smooth and commanding hand signals.

In directing crowds, Zone Wardens should use such terms as:

- ‘This way please’
- ‘Move quickly outside’
- ‘Quickly move that way’

Positive hand signals should be used to augment verbal directives.

Avoid using words such as ‘HURRY’, ‘FASTER’, ‘BOMB’ and ‘TRAPPED’. Avoid jerky hand signals, such as beckoning people towards you in a rapid and continuous manner.

People will obviously be bewildered and curious as to the cause of the evacuation, however, Wardens must not engage in lengthy explanations with people at the exit points. The object is to quickly, calmly and safely move people out of the building.

Do not allow exits to be obstructed by persons stopping to ask questions or attempting to manhandle bulky items through an exit door.

Additional information in the event of a:

POWER FAILURE

Lords being in close proximity of major medical institutions is rarely subjected to power failures, however there remains a need to have procedures in place for dealing with daytime and night-time power failures. The other significant factor to take into consideration is the length of time. Power failures of significant duration will impact on sporting competitions and swimming pool operations.

Daytime Power Failure Procedures.

1. Ensure all staff and patrons are aware of the power failure.
2. Reassure all staff and patrons.
3. Assess the situation by contacting Western Power **13 13 51**. *Ask what the situation is and estimated repair timeframe.*
4. If the power is going to be off for longer than hour a decision to cancel activities needs to be actioned.
5. If the power is off for longer than 4 hours the swimming pool is to remain closed until power is restored and chemical levels are tested and meet recommended levels.

Night-time Power Failures

Power failures at night-time add significant risk factors above a daytime power failure. Fortunately lords has the required emergency exit signage which has a battery life of approximately 20 minutes. This will allow limited lighting to allow safe evacuation from the facility.

Procedure:

1. Ensure all staff and patrons are aware of the power failure.
2. Reassure all staff and patrons.
3. Assess the situation by contacting Western Power **13 13 51**. *Ask what the situation is and estimated repair timeframe.*
4. If the power is going to be off for longer than 20 minutes it is recommended that the venue be evacuated and activities will need to be cancelled.
5. At this stage the Manager Recreation Services or the Coordinator Facility Operations are informed.
6. Staff are to be stationed at venue entries to inform arriving and departing patrons of the situation.
7. Staff must remain on the premises for when power resumes ensuring all equipment is all running in normal operational mode.
8. If the power is off for longer than 4 hours the swimming pool is to remain closed until power is restored and chemical levels are tested and meet recommended levels.
9. Chief Warden is responsible for calling the "Code Green" to resume normal operations

Electrical Start up procedure:

Joe

Additional information in the event of a:

CHEMICAL EMERGENCY- CODE YELLOW

The worst case scenario would be if a large amount of Sodium Hypochlorite and Hydrochloric Acid came into contact with one another resulting in a large volume of chlorine gas being generated. If this was to occur, Lords and all buildings and tenants such as the Accent Physiotherapy, Performance Dance School and PPR would most likely have to be evacuated.

CHEMICAL EMERGENCIES WITHIN LORDS CONTROL

Leakage of small amounts of Sodium Hypochlorite from dosing pump lines.
Some leaks from Sodium Hypochlorite/ Hydrochloric Acid containers within their own bunded areas.

In all instances trained staff will utilise protective clothing and respiratory equipment when dealing with the emergencies within control of the Lords.

If the chemical is contained within bunds, chemical supplier may be called to safely remove chemical. If the chemical has leaked or spilled on the ground, the person witnessing the incident must inform Reception immediately who will in turn inform the Coordinator Facility Operations or Manager Recreation Services, who will investigate the situation and may; after assessing the severity of the spill evacuate the immediate area.

Emergency Services to be notified.

CHEMICAL EMERGENCIES WITH POSSIBLE REQUIREMENT FOR EMERGENCY ASSISTANCE

Person or persons coming in to direct contact with Sodium Hypochlorite.
Person or persons coming in to direct contact with Hydrochloric Acid.
Excessive amounts of Sodium Hypochlorite or Hydrochloric Acid being introduced into the pool whilst swimmers are in the pool.

In the event of direct chemical contact a person will enter a dowsing shower directly. Coordinator Facility Operations will attend the scene.

Depending upon the severity of the contact, Reception will be informed of emergency services requirements.

In the event of excess chemicals being detected in the pools the affected pool is to be evacuated forthwith (CODE YELLOW).

Notify Coordinator Facility Operations immediately.

Chief Warden will call Zone Wardens to assist. At this time all affected pools are to be evacuated by allocated staff (CODE YELLOW).

All swimmers will be checked for injury and first aid carried out as per safety data sheet.

Emergency services to be called via reception if required.

CHEMICAL EMERGENCIES REQUIRING EMERGENCY ASSISTANCE

(Produced when Sodium Hypochlorite and Hydrochloric Acid mix)

- If a situation occurred where a large amount of Sodium Hypochlorite and Hydrochloric Acid were to mix creating Chlorine Gas, the Police Emergency Services would have to be called and they would determine whether the Challenge land area would have to be evacuated immediately.

CHLORINE GAS RESPONSE AND CONTROL

- Upon direction from Chief Warden the reception are to notify the Police Emergency Services Unit on 9277 5333.
- The Zone Wardens will inform Chief Warden of wind direction and Chief Warden will then call for immediate evacuation of the building on the public address system and will also sound the evacuation alarm (CODE YELLOW).
- All delegated staff and pool patrons will exit the building via the designated Emergency Evacuation Exit dependant on wind direction.

Additional information in the event of a:

MEDICAL / AQUATIC EMERGENCY- CODE BLUE

All Health and Fitness and Sports staff are qualified in First Aid and are proficient in anticipating and effecting aquatic rescues. In the event of a medical / aquatic emergency, the staff will employ a system of rescue in accordance with their training. They may request assistance from bystanders as required.

- The staff member present at the emergency will notify other staff of the emergency and proceed to affect the rescue.
- After ensuring the safety of their own area, a second staff member on the scene will relay the need for assistance to a third staff member and assist staff member 1.
- After ensuring the safety of their own area, staff member 3 will generally control the incident area, provide First Aid assistance and notify Reception to contact emergency services if necessary.
- Other staff will assume support or leadership roles depending on the situation at hand.

Additional information in the event of an:

NATURAL DISASTER: CODE ORANGE

Lightning strike, Environmental Fire, Cyclone, Earthquake

Earthquake: Generally, the SAFEST PLACE to be is in the OPEN – away from buildings. However, if you are in a building when the earthquake strikes, you should NOT attempt to run from the building. Outside the building, you may be met with falling debris and power lines. It is much safer for you to remain in the building.

Basic guidelines for earthquakes are as follows:

- a) Try to remain calm/
- b) Move away from windows and outside walls.
- c) Keep away from mirrors, light fittings, bookcases and other furniture which may fall or slide.
- d) If possible, take cover under a desk from falling debris or move to an internal corner of a room, sit down and protect your face and head.

Once the tremor has stopped, look around for injured persons and reassure others in your area.

The building's Emergency Control procedures should be called into action by the Chief Warden or his Deputies, as soon as possible after the natural disaster.

Lightning strike: The Chief Warden should assess the type of lightning (sheet or fork) and its direction of travel. Where lightning is apt to strike (fork only) and taking into consideration the recommended flash/ bang counting method. At Lords the Indoor pool operations, gym and sporting areas can continue as normal unless power outage occurs.

If the building is struck by lightning, the Chief Warden will react in accordance with the emergency procedure for evacuation if necessary.

Following the earthquake or cyclone or fire consideration should be given to:

- Assessing damage in the area.
- Ensuring First Aid is given to those injured.
- Notification of the relevant authorities.
- Shutdown of electric power to appliances, if safe to do so.
- Initiating controlled evacuation by Zone Wardens.
- It is important that Zone Wardens account for all persons by conducting a search of the floor, if safe to do so.

Additional information in the event of a:

FIRE EMERGENCY- CODE RED

Types of Fire and extinguisher to use

- CLASS A: Combustible materials such as paper, clothing or wood.
USE A RED (WATER) OR RED WITH WHITE BAND EXTINGUISHER (DRY POWDER), SAND OR A FIRE BLANKET
- CLASS B: Flammable and combustible liquid
USE A BLUE (FOAM), RED WITH BLACK BAND (CO₂), RED WITH WHITE BAND (DRY POWDER) EXTINGUISHER OR A FIRE BLANKET
- CLASS C: Flammable gases such as LPG
CLASS D: Fires involving combustible metals such as sodium, magnesium and aluminium
OBTAIN SPECIALIST ADVICE
- CLASS E: Fires involving live electrical equipment
USE RED WITH BLACK BAND (CO₂) OR RED WITH WHITE BAND (DRY POWDER) EXTINGUISHER
- CLASS F: Fires involving cooking oils and fats
USE A BEIGE EXTINGUISHER (WET CHEMICAL)

FIRE FIGHTING WITH EXTINGUISHERS

- a) Remain calm and think.
- b) Warn everybody in the immediate vicinity.
- c) Ensure someone has alerted the Fire Brigade.
- d) Instruct someone to advise the Chief Warden.
- e) Determine type of fire and exact location.
- f) Identify and select correct type of extinguisher.
- g) Have another person back you up with another extinguisher.
- h) Where possible, keep the doorway at your back or behind you.
- i) Keep low to avoid smoke.
- j) Do not get too close to the fire.

Direct extinguisher agent at seat of the fire NOT at smoke.

FIRE BLANKETS- Smothering extinguisher use for fat, oil, chemical or human torches

To release the blanket, pull the two red tabs, which will unfold the blanket. Place or throw the blanket over all areas of the fire to extinguish.

Additional information in the event of a:

GAS LEAK

Areas within Lords that use gas are confined to the:

- Swimming Pool Boiler room located adjacent the swimming pool with access from the external door. The key for this door is located in the swimming pool plant room.
- The cafe kitchen operates kitchen appliances that are gas fired. Ovens, stoves etc.
- A booster hot water system located above the squash court change rooms.
- Training centre hot water system.

The main gas main valve for Lords is located on the NE corner of the site adjacent the exit ramp from the main car park.

In the boiler room a second isolation valve is located just inside the door to the right, down low. This valve isolates the main boiler and spa boiler.

The isolation valve for the Cafe oven and stove is located to the right of the oven.

Gas Leak Procedure

1. Upon detection of a gas leak the isolating valves must be closed off.
2. If the gas leak is persisting then the main valve on the NE corner of the site must be switched off.
3. Once a gas leak is observed the Chief Warden, Manager Recreation Services and the Coordinator Facility Operations must be informed.
4. The Chief Warden is charged with assessing the situation and calling an evacuation if necessary.
5. If the situation is such that an evacuation is required then the emergency services must also be called in immediately.
6. Follow Evacuation process as normal.

Additional information in the event of an:

ARMED CONFRONTATION- CODE BLACK

(Armed hold-up, hostage, siege or other situation involving high risk of injury)

For assistance, if safe, press distress button under the reception counter to illuminate a blue light in Gym Office.

Warning: Under no circumstances should staff, visitors or clients place themselves in further jeopardy.

DURING THE CONFRONTATION:

- Tell yourself to stay calm!
- Do exactly what the bandits tell you!
 - *Obey the offender's instructions, do only what is told and nothing more*
- Try to be observant!
 - *Observe the offender/s as much as possible. In particular, to note the speech, mannerisms, clothing, scars or any other distinguishing features such as tattoos, and to record these observations in writing as quickly as possible after the hold-up, as the police will want individual impressions of what happened, uninfluenced by others*
- **Only if safety permits – operate the duress alarm.**
- If told to hand over money – hand it over.
- Notice the bandit's mannerisms, clothing, and speech.
 - *Carefully observe any vehicle used by the offender/s, taking particular note of its registration number, type and colour, and number of occupants and their description*
- Try not to involve other staff in the hold-up.

Stay out of danger if not directly involved, and to leave the building if it is safe to do so, and then raise the alarm. Call the police and notify Management.

Phone the police emergency number if able to do so without danger, and to keep the phone line open. Alternatively, to ask some other responsible member of the staff, by way of pre-determined gesture/s or key word/s, to phone the police if it is safe to do so.

AFTER THE CONFRONTATION

- As the bandit leaves, use tape or chalk to gauge height using markers on door
- Cordon this area and do not allow anybody in these areas until the police have checked the areas for fingerprints and other clues.
- Lock yourself in!
- If safe, observe which direction bandit uses – type of car – colour – registration number.
- Post sign on front door **Closed Due to Robbery**
- Exclude all members of the media from the tenancy and allow only the person in overall charge of the tenancy, the Manager Recreation Services or Coordinator Facility Operations or authorised person to make statements.
- Ask all witnesses to remain until the police arrive, and explain to the witnesses that their view of what happened, however fleeting, could provide vital information when placed together with other evidence. Complete Armed Offender Checklist (See Ancillary Information)

RECOVERY

Often struggling with the acceptance of what has happened, victims allow bureaucratic systems, such as a police investigation, to take over their lives. These procedures, whilst necessary, often leave the victim feeling helpless and confused and resentful of others doing things to and for them.

It is alright to be scared and it is imperative for you to remember that you are not on your own.

If you prefer to handle the problem on your own, that fine but remember that the Victims of Crime Association have a free-call number of 1800 818 988 or (08) 9322 3711 if you require help. The City Of Subiaco also operates an Employee Assistance Program. Please see your immediate superior for details.

Ten steps towards your safety!!

1. Be aware of people loitering.
2. Advise your Manager if you see **anyone acting strangely** or suspiciously.
3. Keep rear and side doors locked at all times.
4. Keep cash in till drawer to a minimum.
5. Cash in drawers should be minimal and locked when moving away
6. The key must be in your control at all times.
7. Only discuss cash requirements or value of cash clearance with staff
8. Record the telephone numbers of the **Security Company** and the **Police Emergency** near the telephone.
9. Keep armed offender description forms available and learn how to complete them correctly.
10. Be knowledgeable about the location and operation of all security and **duress alarms**.

Additional information in the event of a:

BOMB THREAT EMERGENCY- CODE PURPLE

Bomb Threats are frequently used to disrupt business or cause alarm. These procedures are designed to respond to and deal with a bomb threat in accordance with current doctrine provided by the Australian Federal Police and Australian Standard AS3745 Emergency Procedures for Buildings.

As each threat is different, it is almost impossible to have a detailed procedure for each contingency. These procedures are designed to assess the level of the threat and on the information available decide on a course of action.

THE EVALUATION OF THREAT BY THE CHIEF WARDEN

Following the receipt of a threat the Chief Warden and the Police will consider the level of threat. They will decide the appropriate action using the Bomb Threat Report and information obtained from building occupants, Police etc to assess the treat as either:

- A non specific or low risk threat such as one made by a child with childish laughter in background or a drunk or
- A specific threat such as a call made in a calm deliberate manner, perhaps by someone with a distinctive accent.

TO SEARCH OR EVACUATE

When the threat level is considered to be moderate, but there is no reason to believe an explosion is imminent, the Chief Warden will consider partial evacuation, retaining essential Staff and Search Teams on site to search nominated areas. If the Chief Warden nominates a search they will provide direction at that time.

In the event of a bomb threat being made that the Chief Warden considers being a high risk there may be a case for evacuation as quickly as possible. This evacuation is likely to be conducted without a search, especially where there is a possibility of imminent explosion.

EVACUATION

If the evacuation of a area/ building is ordered by the Chief Warden follow the standard procedures for evacuation including

*Note: Area Wardens should be **ready to appoint additional or replacement Wardens**, from staff members, if insufficient Wardens are available during the emergency.*

THE TELEPHONE BOMB THREAT PROCEDURE

If you receive a telephone bomb threat, observe the following:

- **Keep calm.** If possible, attract the attention of a fellow worker.
- Keep the caller on the line as long as possible – **DO NOT HANG UP.**
- **Use the bomb threat check list** provided. (See Ancillary Information)
- **Obtain as much detail as possible** about the bomb and its location.
- **Listen carefully** for any background noises, speech mannerisms, accents, etc that might give a clue to the age, sex and location of the caller.
- **Do not discuss the call with other occupants.**
- Immediately after the bomb threat, **contact the Chief Warden** and the Manager and notify the Police.
- **Complete the bomb threat report form** and hand it to the Chief Warden and the Manager or, in their absence, the Police on their arrival.

A bomb threat checklist is included at the end of this booklet

DURING THE EVACUATION REMAIN AWARE OF:

- **MOBILITY IMPAIRED PERSONS:** on advice that an evacuation is required Wardens should ascertain the location of any mobility impaired persons in their area and arrange swift evacuation.
- **VEHICLE MOVEMENT:** The removal of vehicles from the car parks could be dangerous if the car park or the passage of vehicles is close to the reported suspicious object. If there is doubt of the safety of movement of vehicles, the car park should be closed and vehicle movement halted.
- **BOMB THREAT: (AFTER HOURS)** Should a bomb threat be received outside normal working hours, the recipient should report the matter to the Police, alert other tenants occupying the area, and evacuate the building using the emergency exits. Do not re-enter the building until advised by Police if it is safe to do so.
- **THE DECISION TO RE-OCCUPY:** Once an evacuation has been completed the chief Warden will decide when to re-occupy. Where a suspicious object has been found, the Police will attend and assume control until the object is declared safe, thereafter, control will revert to the Chief Warden.

Generally, tenants should ensure they have good quality locks, which are checked and serviced regularly.

Access control should be considered so Managers know who is visiting the premises and the intruder alarms will give early warning of persons attempting to force entry into the building.

AREAS TO BE EVACUATED

Zone 1

Ground Floor Studio
Upstairs Studio
Pool Area
Pool Change Rooms

Remember to check
Pool Plant Room
Store rooms in both studios

Zone 2

Gym
Main Change Rooms
Offices

Remember to check
Saunas in each Change Room
Appraisal Rooms

Zone 3

Reception
Crèche
Upstairs Offices

Remember to check
Toilets in Crèche
First Aid Room

Zone 4

Courts 1 – 3
Tennis Courts
Training Centre

Remember to check
Sports Store

Zone 5

Cafe
Courts 6 – 9
Squash Courts
Cafe Toilets
Change Rooms

Remember to check
Back sports storage area
Staff toilet in cafe

DANGEROUS GOODS ON SITE

- **MATERIAL SAFETY DATA SHEETS- manifest**

Dangerous goods stored at the Lords include:

Sodium Hypochlorite

Is light yellow in appearance and has pungent odour of Chlorine or household bleach. (See the MSDS for more detail.)

16 x 15L containers stored in the contained area of the indoor pool plant room

Iso-Cyanuric Acid

Is a white powder stored in 50kg containers and extremely dangerous if swallowed. Iso-Cyanuric Acid is listed as a Class 5.1 corrosive. (See the MSDS for more detail.)

1 x 50kg stored in the indoor plant room.

Hydrochloric Acid

Is a colourless to yellow slightly fuming liquid with a strong pungent and acidic odour (See the MSDS for more detail).

16 x 15L containers stored in the contained area of the indoor pool plant room

Material Safety Data Sheets are at the end of the document.

DISTRIBUTION LIST

The Lords Emergency Procedures Plan shall be distributed to the following:

Lords:	Manager Recreation Services Coordinator Facility Operations Coordinator Health & Fitness Coordinator Centre Services Coordinator Sports & Competitions Team Leader Gym Team Leaders Group Fitness Team Leader Cafe Reception Sports & Competitions Office Crèche Gym Reception Cafe Chief Warden's File Zone Warden Files x 5
COS	Chief Executive Officer Director Community Development Building Maintenance Coordinator

And listed on the City of Subiaco **TRIM** records system for all staff to access.

Wembley Police – Senior Police Officer- 238 Stirling Highway, Claremont WA 6010

CSBP- PO Box 345, Kwinana WA 6986

State Emergency Services-7 Lynton Street, Mount Hawthorn WA 6016

Fire & Rescue Services – Darglish-Stubbs Street, Darglish

Gone in Five – Tony Westall, Suite 39ac City West Centre, Plaistowe Mews, West Perth

Total of 30 copies

This list is to be upgraded and the responsibility for providing amendments will rest with the Lords Coordinator Facility Operations or some other person who shall be nominated from time to time.

A review of the plan shall be carried out every 2 years.

Training shall be staged quarterly (twice internal training and twice external training with contractor)

Acknowledgements

Our acknowledgement and thanks go to the following two organisations for their help and guidance to update and complete Lords Emergency Disaster Manual and Evacuation Procedures.

Western Australian Police Service - Emergency Operations Unit

and

Gone in Five

Appendix

- **Armed Hold Up checklist**
- **Bomb Threat Checklist**
- **Material Safety Data Sheets**
 - **Sodium Hypochlorite**
 - **Hydrochloric Acid**

Bomb Threat Checklist

Call details: Time taken: _____ Date _____ your telephone extension number: _____

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) What is your name? _____
- 9) Where are you? _____
- 10) What is your address? _____
- 11) Note any background noises. _____

Exact wording of the threat

Caller's voice: Was there an accent? _____ Was there any speech impediment? _____

Was the voice loud or soft? _____ Sex of the caller: _____ Speech: fast or slow (circle)

Did you recognise the voice? _____ Threat language - Taped/Abusive _____

