

Emergency Response Plan

MANDURAH AQUATIC & RECREATION CENTRE

PINJARRA RD, MANDURAH, WA



This publication is a description of the organization, facilities and procedures to support the actions necessary in the event of a fire, bomb or other emergency.

Issue 3 – June 2022

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EMERGENCY NUMBERS

Emergency Services

- **Department of Fire & Emergency Services (DFES)** **000**
- **St John's Ambulance** **000**
- **Western Australian Police Service** **000**
 - o Police Non-Emergencies 13 14 44
- DFES Emergency Alert (Recorded message) 1300 657 209
- DFES State Emergency Service (SES) 13 25 00
- Health Department 9388 4999

Utility Services

- Western Power Corporation 13 13 51
- Alinta Gas Emergencies 13 13 52
 - o Alinta Non-Emergencies 13 13 58
- Water Corporation (Pollution Control) 13 13 75
- Telstra Corporation 13 29 99
- Main Roads 13 81 38
- IXOM 1800 033 111

Medical Services

- **Peel Health Campus (for minor injuries)** **9531 8000**
- Poisons Information Centre 13 11 26
- Mental Health Emergency Response Line 1300 555 788

MARC Contacts

- Manager, Sport and Recreation 0400 490 978
- Coordinator Recreations Centres 0408 913 192
- Aquatic Operations Supervisor 0417 184 606
- Dry Operations Supervisor 0437 842 156

EMERGENCY PLANNING COMMITTEE

- **Manager Sport and Recreation**
- **Coordinator Recreation Centres**
- **Aquatic Operations Supervisor**
- **Dry Operations Supervisor**
- **Work Health and Safety Representative**

EMERGENCY CONTROL ORGANISATION**Chief Warden****Dry Operations Officer****Deputy Chief Warden****Normal Business Hours (Mon-Thurs: 5.30am to 9.00pm):****(Friday: 5.30am – 8.30pm)****(Weekends 7.30am – 6.00pm)****Aquatic Operations Officer****(After-Hours):****Appointed by Chief Warden****Area Wardens – Normal Business Hours**

Area Nomination	Area Description	Warden Responsible
1	PROGRAM POOL – Changerooms & Plant	Aquatic Operations Staff
2	LEISURE POOL – Spa Plantroom/Wellness Centre	Aquatic Operations Staff
3	LEISURE POOL – Changerooms, Main Plantroom	Aquatic Operations Staff
4	50M POOL – Clubrooms	Aquatic Operations Staff
5	STADIUM	Dry Operations Staff
6	GYM – Group Fitness	Gym Staff
7	CRECHE	Creche Staff
8	EVENTS	Dry Operations Staff
9	RECEPTION, SQUASH AND café	Dry Operations Staff
10	ADMINISTRATION & BACK OFFICES	Dry Operations Staff

Area Wardens – After-Hours**Appointed by Chief Warden****For more information on After Hours Procedures, refer to Page 53.**

SECTION 1: INTRODUCTION

This Emergency Procedure Manual has been designed for the guidance and information of staff at Mandurah Aquatic & Recreation Centre site.

During an Emergency, all occupants may have to be evacuated from the building or site. These procedures have been designed to enable the safe evacuation of the occupants and it is mandatory that these procedures are actively supported and adopted by all staff.

AIMS, OBJECTIVES & SCOPE

The aims of the Emergency Procedures and Evacuation Plans are:

- To provide an effective means of assessing and communicating the nature and potential of an emergency condition as it arises and develops within the building.
- To provide a pre-determined and delegated counter-action by which to safely control the emergency or evacuation response to a threatening condition.

The objectives of the Emergency Procedures and Evacuation Plans are:

- To ensure that orderly and sequential corrective action is initiated without delay.
- To eliminate or minimise personal injury or distress to any occupant of the building during an emergency situation.
- To eliminate or minimise damage to the building, its services or its contents during an emergency situation.
- To restore the normal day-to-day activities of the building as quickly and as safely as possible

The scope of the Emergency Procedures and Evacuation Plans can be applied to:

- Fire / Smoke Emergencies
- Medical Emergencies
- Bomb Threats / Suspicious Packages
- Internal Emergencies (failure of essential services, chemical spill, chlorine gas leak etc)
- Personal Threat Emergencies (workplace violence, armed intrusion, civil disturbance)
- External Emergencies (storm, cyclone, earthquake etc)
- Site Emergency Evacuations (any other incident requiring an Emergency Control Organisational Response)

LAYOUT, COLOUR CODING and EMERGENCY DECLARATION

The manual is organised so that each specific type of emergency has a dedicated section outlining response and duties. Colour Codes are provided as per AS3745-2010 to represent each Emergency category and can be helpful in management of the Emergency should Emergency Services respond.

Should an Emergency be declared by the Chief Warden, a brief and precise description of the incident shall be announced by the Chief Warden. For example – “All Staff, All Staff, there is a Fire Emergency in the Indoor Aquatic Area. Fire Wardens evacuate all staff and ensure all areas and occupants are accounted for.”

There will also be some information that may be helpful in understanding the nature of that type of emergency and the operation of first response equipment –eg - Fire Extinguishers).

AUTHORITY

“Directions given by Emergency Control Organisation Personnel shall be observed in all aspects by all persons on the premises being evacuated and to the extent that if any such directions are inconsistent with those given by the management of any tenancy, the directions of the Emergency Control Organisation shall prevail.”

Excerpt – Australian Standard AS 3745:2010 Planning for Emergencies in Facilities

REFUSING TO COMPLY WITH WARDENS DIRECTIONS

Should a person refuse to comply with the directions given by a Warden, from the buildings Emergency Control Organisation, the Warden should:

- Ensure the person has been clearly advised they are required to evacuate the building because of an emergency situation (ie – “There is an Emergency Situation, you are required to.....”)
- Notify the Chief Warden, who will advise the Officer in Charge of the attending Emergency Service who, at his/her discretion, may take the appropriate action under law to remove the person/s.
- NOT physically man-handle a person who refuses to move; nor waste valuable time in an emergency situation remonstrating or discussing their actions.

PROTECTION and INDEMNITY

“A Good Samaritan does not incur any personal civil liability in respect of an act or omission done or made by the Good Samaritan at the scene of an emergency in good faith and without recklessness in assisting a person in apparent need of emergency assistance.”

Excerpt – Civil Liability Act (WA) 2002. Section 1D. Paragraph 5AD

No one has an obligation to assist during an emergency, unless they already have a duty of care over people affected by the emergency. Wardens should be volunteers, and as such are protected from liability by the Civil Liability Act (WA) 2002. AS 3–45 - 2010 states that Wardens should also be indemnified by their employer against any internal action.

This protection is provided unless an action is considered negligent. To find negligence it is likely that all of the following will need to be proven: that an injury, damage or loss occurred; that the injury loss or damage was a direct result of an action on the part of the Warden; and that a normal person in the same situation would consider the course of action imprudent.

INSTRUCTION OF EMPLOYEES IN EMERGENCY PROCEDURES

Persons who are employed to work in any premises should be given adequate instruction as to their role in the event of a fire or other emergency – this is an employer’s statutory obligation under WH&S (General) Regulations 2022 Part 3.2, Division 4, 43.

It is the responsibility of all Employers and Wardens to disseminate emergency documentation and instruct and advise staff of the procedures to be taken in the event of an emergency. Additionally, occupants should be encouraged to approach their Warden for information and clarification of procedures.

Minimum training and Workplace Induction requirements for general building occupants:

- The process for reporting an emergency
- The means of escape from the premises in case of an emergency during both Business and After hours
- The location of any Muster Points
- The location of any Evacuation Assembly Areas
- The location of all First Attack Fire Fighting equipment
- Identify “INITIAL WARNING” & “EVACUATION” Alert Tones and their purpose

Employers should assess the risks inherent at their site and where required provide the following additional training:

- First Attack Fire Fighting
 - o Use of portable fire fighting equipment such as Fire Extinguishers, Fire Hose Reels and Fire Blankets
- First Aid
 - o Immediate treatment of injuries to a level of training commensurate with the risks identified at the site.
- Telephone and reception/customer service areas
 - o Receipt of threats or threatening call procedures
 - o Bomb threats
 - o Dealing with aggressive customers
- Mail Handling areas
 - o Identification of suspect mail items
- Staff required to work alone or after hours
 - o Working Alone procedure
 - o After hours communications and emergency procedures

LEGISLATION

Duty to prepare, maintain and implement emergency plan (WH&S (General) Regulations 2022 Part 3.2, Division 4, 43)

- (1) A person conducting a business or undertaking at a workplace must ensure that an emergency plan is prepared for the workplace, that provides for the following-
- a. Emergency procedures, including –
 - i. An effective response to an emergency; and
 - ii. Evacuation procedures; and
 - iii. Notifying emergency service organisations at the earliest opportunity; and
 - iv. Medical treatment and assistance; and
 - v. Effective communication between the person authorised by the person conducting the business or undertaking to coordinate the emergency response and all persons at the workplace;
 - b. Testing of the emergency procedures, including the frequency of testing;
 - c. Information, training and instruction to relevant workers in relation to implementing the emergency procedures.

Penalty for this subregulation:

- a. **For an individual, a fine of \$7 000;**
- b. **For a body corporate, a fine of \$35 000.**

- (2) A person conducting a business or undertaking at a workplace must maintain the emergency plan for the workplace so that it remains effective.

Penalty for this subregulation:

- a. **For an individual, a fine of \$7 000;**
- b. **For a body corporate, a fine of \$35 000.**

- (3) For the purposes of subregulations (1) and (2), the person conducting the business or undertaking must have regard to all relevant matters, including the following –
- a. The nature of the work being carried out at the workplace;
 - b. The nature of the hazards at the workplace;
 - c. The size and location of the workplace;
 - d. The number and composition of the workers and other persons at the workplace.

- (4) A person conducting a business or undertaking at a workplace must implement the emergency plan for the workplace in the event of an emergency.

Penalty for this subregulation:

- a. **For an individual, a fine of \$7 000;**
- b. **For a body corporate, a fine of \$35 000.**

Metropolitan Water Supply Sewerage & Drainage By-Laws 1981

- 6.2.2 Any person provided with a supply of water for a specified purpose (ie Firefighting) shall not use such water for any other purpose without the written permission of the Corporation.

Failure to comply - PENALTY: Up to \$25,000

EMERGENCY PLANNING COMMITTEE

AS 3745 – 2010 requires that all workplaces have an Emergency Planning Committee (EPC). The EPC shall meet regularly, at least annually, to establish and implement emergency Plans and Emergency Procedures; determine the number of Emergency Control Organisation (ECO) personnel consistent with the nature and risk of the buildings, structures and workplaces; ensure that the personnel are appointed to all positions on the ECO, but particularly the Chief Warden group; arrange for the training of ECO personnel; arrange for conduct of evacuation exercises; review the effectiveness of evacuation exercises and arrange for procedure improvements; and determine who will implement emergency procedures.

EPC Members must include at least the Facility Co-ordinator, and at least one staff member qualified in the use of Fire Protection Equipment and Fire Warden Procedures. Other members may include Chief Warden, WHS staff, Aquatic Operations Supervisors etc.

SITE EMERGENCY PROCEDURES

GENERAL INFORMATION

Site specific emergency procedures and diagrams have been developed, based on the inherent risks identified at the site by Priority 1 Fire and Safety management and Mandurah Aquatic & Recreation Centre WHS staff. The potential risks listed under AS 3745 -2010 have been considered to be the minimum risks that could be expected at the site.

Every occupant of the building should be advised of the action to be taken in the event of an emergency. Each individual should have clear access to names, locations and telephone numbers of their Wardens. Building occupants should be encouraged to approach their Wardens for information and clarification of emergency instructions.

A Warden register should be maintained, listing all members of the ECO. Copies of this register should be provided to the Property Manager, Chief Warden and Deputy Chief Warden. An EPC member should be responsible for updating this register regularly.

Detailed Evacuation Diagrams outlining the actions to be taken during an emergency should be prominently displayed at convenient locations around the workplace. Contractors and Visitors to the site should be made aware of the Procedures and Diagrams.

COMMUNICATIONS EQUIPMENT

Emergency Warning System (EWS) Initial Warning and Evacuation Alert Tones, PA System and Two-way Radios are the preferred equipment for communications between ECO members during an Emergency.

SECTION 2: EMERGENCY CONTROL ORGANISATION

This section gives a brief outline of what is expected of ECO members in the event of an Emergency and possible Evacuation. For more detailed Emergency Response Procedures for specific emergencies, refer to Section 3: Quick Find Index – Fire/Smoke (Code Red); Medical (Code Blue); Bomb Threat (Code Purple); Internal Emergencies – Chemical Leak (Code Yellow); Personal Threat Emergencies (Code Black); External Emergencies (Code Brown); and Building Emergency Evacuation (Code Orange)

CHIEF WARDEN PROCEDURES

The Chief Warden's duty, in the event of an Emergency, will be to assume control of the occupants of the building from the time that the alarm is raised, until the arrival of the Emergency Services. This may include evacuating some or all staff from all areas

If an Emergency is declared, the Chief Warden's Procedures will include, but not be limited to the following:

1. Proceeding to the Emergency Control Point
2. Donning Warden Equipment
3. Determining the Emergency
4. Ordering an Evacuation (if required)
5. Communications with ECO members (eg. Area Wardens)
6. Liaising with Emergency Services and Neighbouring sites
7. Re-occupation of the Building, when safe to do so
8. Recording of Incident details for reporting purposes

DEPUTY CHIEF WARDEN PROCEDURES

If the Chief Warden is absent, the Deputy Chief Warden's duty, in the event of an Emergency, will be to assume control of the occupants of the building from the time that the alarm is raised, until the arrival of the Emergency Services. This may include evacuating some or all staff from all areas.

If an Emergency is declared, the Deputy Chief Warden's Procedures will include, but not be limited to the following:

1. Assist Chief Warden where required
2. Assume and control staff under the instruction of the Chief Warden
3. Assist in the co-ordination of the evacuation or search of the building if required
4. Provide situation reports to the Chief Warden

AREA WARDEN PROCEDURES

The Area Warden duties, in the event of an Emergency, will be to carry out Evacuation procedures for their nominated Area on the site, as directed by the Chief Warden. Area Wardens also have the authority to independently evacuate the Area if the emergency is considered an immediate threat to life.

1. Proceeding to the Warden Station for each Area
2. Donning Warden Equipment
3. Determining the Location of the Fire from the Chief Warden's instructions
4. Commencing an Evacuation (if required)
5. Communications with ECO members (eg. Chief Warden)
6. Ensure all persons on site are accounted for
7. Re-occupation of each Area, on the Chief Warden's Instructions

GENERAL ECO DUTIES and INFORMATION

The following section outlines general Non-Emergency duties required by certain ECO members. Other duties may be required of ECO members at the discretion of the Emergency Planning Committee.

CHIEF WARDEN DUTIES

Chief Wardens will be appointed for the site to control an evacuation for that site. **In Non-Emergency conditions**, Chief Wardens shall also carry out the following:

1. Maintain a current register of ECO members
2. Replace ECO members when a position becomes vacant
3. Conduct regular exercises & attend regular training sessions as required by the EPC
4. Ensure the Emergency Response Procedures are kept up-to-date
5. Attend meetings of the EPC
6. Ensure personal ECO identification is available

AREA WARDEN DUTIES

Area Wardens will be appointed for a specific area to carry out an evacuation for that area. **In Non-Emergency conditions**, Area Wardens shall also carry out the following:

1. Familiarise themselves thoroughly with their environment and note all exits and alternative escape routes.
2. Know the location of passages, toilets, locker rooms, obscure areas, etc in which persons could be located.
3. Know the location of Portable Firefighting equipment and be familiar with their operation.
4. Be familiar with the operation of equipment installed to assist in the safe evacuation of personnel from the building (Manual Call Points/Break Glass Alarms and Communication Equipment).
5. Be familiar with mobility, sight, or hearing-impaired persons in their area.
6. Know the evacuation route and alternative routes to the Assembly Area(s).

CHIEF WARDEN & AREA WARDEN EQUIPMENT

The Chief Warden and Area Warden equipment should be stored in an easily-accessed location in the building. The location for the Chief Warden will be the EWS Emergency Control Point adjacent to the Main Front Entrance; and for the Area Wardens will be their normal Workstation or an appropriate location. These are the base of operations for all Wardens during an Emergency. A Standard Warden set of equipment will include (but not be limited to) the following:

1. Chief Warden's and Deputy Chief Warden's White Cap & Vest; or Area Warden's Yellow Cap & Vest
2. Warden Checklist (to record events and times of the evacuation) with Contact numbers
3. A copy of the Workplace Emergency Control Procedures

Other items which may be included are: Loudhailers and any other specific site related equipment required in an emergency.

EMERGENCY CONTROL ORGANISATION (cont.)

EMERGENCY WARNING SYSTEM (EWS) & FIRE INDICATOR PANEL (FIP) EQUIPMENT

The EWS is the Chief Fire Warden's Primary method for communicating with ECO members and building occupants throughout the building.

The FIP in conjunction with Smoke detectors and Break Glass Alarms, forms an Automatic Fire Detection system. This assists the Fire Brigade (DFES) in locating the source of a Fire. When the FIP operates initially, the following will occur:

1. A Fire Alarm Bell will activate and guide DFES to the location of the FIP.
2. The Chief Warden will then operate the EWS a short time later with the activation of an ALERT Tone – "Beep Beep Beep". NOTE: This tone does not require an immediate evacuation – it is designed to alert occupants of an impending Evacuation. ECO members should also report to their positions in readiness for a possible evacuation
3. Shortly after the Alert Tone Operates, the Chief Warden will activate the EVACUATION Tone – "Whoop whoop". Upon sounding, IMMEDIATE EVACUATION IS REQUIRED. ECO members will conduct specific tasks. Communication methods will be:
 - Chief Warden alert all Building Occupants over the PA System and by the use of the EWS evacuation tone. Warden-to-Warden Communications will then be carried out on Two-way radios

ASSEMBLY AREAS / MUSTER POINTS

The Mandurah Aquatic & Recreation Centre site has FOUR Muster Points. These are:

- | | |
|------------------------|--|
| MUSTER POINT 1: | Carpark |
| MUSTER POINT 2: | Southern Carpark – Stadium – Events Entry |
| MUSTER POINT 3: | Grassed Area outside Program/Leisure Pool |
| MUSTER POINT 4: | Clubroom Carpark – School Entry |

Once at the Assembly Area, Area Wardens should attempt to keep patrons and staff together in their groups. Area Wardens should co-ordinate their staff and seek further information from the Chief Warden.

The Chief Warden will communicate with the Area Wardens or send a representative to the Assembly Area to communicate with the Area Wardens. If neither of these actions are possible, the Area Wardens will nominate a person to communicate with the building either by telephone or in person (if safe) to relay information to evacuees.

SPECIAL CONSIDERATIONS

Mobility Impaired Persons

A Mobility Impaired Person is a person with a medical, physical, mental, or sensory impairment, either temporary or permanent, who requires assistance during an emergency. This may be as a result of an injury, medical condition or other impairment.

The Mobility Impaired Person should be guided to a safe refuge area if they are unable to evacuate by themselves. At least one person should wait with the Mobility Impaired Person – ideally an Area Warden or First-Aid Officer, but any calm rational person is sufficient. The role of this person is to provide comfort and support to the Mobility Impaired Person and provide assistance should their condition deteriorate and also to assist the person with Evacuation.

In the event that the situation, or the person's condition worsens, the person should immediately contact the Chief Warden or Area Warden who will then contact the Chief Warden.

Chemical Leak/Reaction; Gas Leak

If a Chemical Leak and/or Reaction (such as Chlorine Gas) occurs, generally the Chemical can be smelt long before it reaches concentrations that are dangerous for inhalation and for fire. Whilst evacuating, people should move away from any smell of Chemical, preferably upwind and uphill.

Refer to pages 36 & 37 for Chief Warden and Area Warden Chlorine Gas Leak/Reaction Procedures

Refer to pages 39 & 40 for Chief Warden and Area Warden Gas Leak Procedures

SECTION 3: EMERGENCY RESPONSE – QUICK-FIND INDEX

FIRE AND SMOKE EMERGENCIES

FIRE PROCEDURE INFORMATION FOR ECO WARDENS

Upon the outbreak of Fire or the presence of Smoke being reported to you, immediately take the following action:

1. Raise the Alarm by activating a Break Glass Alarm (BGA)/Manual Call Point(MCP)
2. Contact the Chief Warden immediately
3. Notify the Emergency Services without delay by dialling 000.
4. Investigate the fire/smell of smoke and assess as:
 - a. Minor Fire – only partial evacuation required
 - b. Major Fire – Immediate Full Evacuation required

IF IN DOUBT COMMENCE FULL EVACUATION

MINOR FIRE

A fire is deemed to be a minor fire if:

1. The fire is not severe or the smoke widespread
2. It is considered safe to commence Fire suppression actions
3. No life threatening conditions prevail

MAJOR FIRE

A fire is deemed to be a major fire if:

1. The fire IS severe and/or the smoke widespread
2. It is considered UN-safe to commence Fire suppression actions
3. Life threatening conditions ARE prevailing

**REMEMBER: ALL FIRES HAVE ONE THING IN COMMON
– THEY ALL START SMALL**

Fighting a fire in its infancy gives you the best chance of extinguishing it.

FIRE AND SMOKE EMERGENCIES (cont.)

CHIEF WARDEN PROCEDURES – FIRE ALARM OR FIRE/SMOKE EMERGENCY

The following Procedures are to be followed in the event of an Automatic Fire Alarm activation or initiation of a Fire or Smoke Emergency by an Area Warden, or a staff member on site:

1. Don the White Vest. The Deputy Chief Warden will assist the Chief Warden and assumes control of the Chief Warden's duties when absent.
2. Proceed to the Emergency Control Point – **Fire Panel – Foyer area**
3. On arrival, the Fire Alarm will have been activated automatically, or not at all. The Chief Warden then has 2 options:
 - a. If the Fire alarm has been activated automatically. Determine the location of the Fire on the FIP.
 - b. If there is no activation of a Fire Alarm, determine the location of the Fire from Area Wardens in the affected area.
4. Operate the EWS Initial Warning Tone.
5. Contact all ECO Wardens and advise that there is a **"FIRE" situation** and outline the appropriate course of action (eg. – Evacuation).
6. If an Evacuation is required, ensure the following is carried out:
 - a. **Activate the Evacuation Alert Tone on the EWS immediately** and Evacuate the affected area by delivering a message on the Public Address Microphone on the EWS
 - b. Consider Evacuating adjacent areas where required, or if the Emergency warrants, carry out a Full Evacuation. If all staff on site are to evacuate, ensure a new message is delivered on the Public Address Microphone
 - c. Keep Area Wardens informed of the situation
 - d. Receive reports from Area Wardens on reports of the Evacuation
 - e. Liaise with attending Emergency Services and provide all relevant information
 - f. Obtain the All-Clear from the Officer-In-Charge of the attending Emergency Services and relay to Area Wardens
 - g. Conduct a Safety Check of the Site prior to building re-occupation
 - h. When re-occupation is complete, stand down the Emergency Control Organisation
 - i. Reset all equipment, vacate the Emergency Control Point and record details and times in an Incident Report

If the EWS at the Emergency Control Point is inaccessible due to the nature of the Emergency, the Chief Warden should nominate an alternative Emergency Control Point from which to operate.

If the nature of the Emergency dictates, the Officer-In-Charge of the attending Emergency Services may take control of the above duties. However, the Chief Warden **MUST** be notified of all actions and instructions for the purpose of informing the other members of the Emergency Control Organisation.

Deputy Chief Warden Procedures:

These staff shall act as directed by the Chief Warden and/or carry out specific procedures. A recommended initial position for the Deputy Chief Warden to take up is either a nominated Assembly Area; or in a position to greet Emergency Services outside the facility.

FIRE AND SMOKE EMERGENCIES (cont.)

AREA WARDEN PROCEDURES – FIRE ALARM OR FIRE/SMOKE EMERGENCY

In the AFFECTED area

1. On discovery of an incident or hearing the Initial Warning Alert Tone sounding, activate a Break Glass Alarm or contact Chief Warden and advise of incident. (Don the Yellow Vest when convenient)
2. Evacuate personnel from immediate danger area to a safe location, and assist mobility-impaired persons prepare for evacuation at an emergency exit
3. Communicate with the Chief Warden giving details of the present situation
4. Co-ordinate First-Aid response or initial fire suppression
5. If evacuation is required, or the Evacuation Alert Tone sounds, check all areas including offices, toilets and other areas to ensure no staff remain behind if safe to do so. Close all doors after check (do not lock).
6. Advise Chief Warden of any delays or any events that might delay the evacuation.
7. Ensure the evacuees are safely lead to the Assembly Area by other Area Wardens or responsible staff members. The Area Warden should then follow evacuees out, when their particular Area is clear.
8. Conduct Head-count at Muster Points, and report to the Chief Warden at the Emergency Control Point.

In the UNAFFECTED area

1. On the Initial Warning Alert Tone sounding, don the Yellow Vest.
2. Wait to be contacted for instructions from the Chief Warden, and co-ordinate other Area Wardens to prepare for possible evacuation
3. Assist mobility-impaired persons prepare for evacuation at an emergency exit
4. If evacuation is required, or the Evacuation Alert Tone sounds, check all areas including offices, toilets and other areas to ensure no staff remain behind if safe to do so. Close all doors after check (do not lock).
5. Advise Chief Warden of any delays or any events that might delay the evacuation.
6. Ensure the evacuees are safely lead to the Assembly Area by other Area Wardens or responsible staff members. The Area Warden should then follow evacuees out, when their particular Area is clear.
7. Conduct Head-count at Muster Points, and report to the Chief Warden at the Emergency Control Point.

NOTE: The affected area is the area immediately adjacent to or surrounding the emergency.

FIRE AND SMOKE EMERGENCIES (cont.)

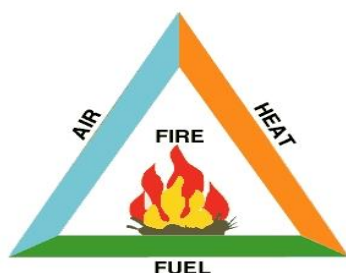
FIRE BEHAVIOUR

What is Fire?

FIRE is COMBUSTION.

COMBUSTION is the rapid oxidation of a substance with the evolution of Heat Energy and Light Energy; it is a Chemical Chain Reaction.

To start and maintain this reaction, **three basic factors** are essential. These are:



FUEL. Any substance or material, the vapours of which will combine with oxygen to burn. (Fuel can be a solid, liquid or gas).

OXYGEN (AIR). Normally from the atmosphere.

HEAT. Sufficient heat to cause combustion

How does Fire spread?

Fire spreads by the transmission of heat. There are three methods by which Fire spreads. These are:

1. CONDUCTION. Heat will travel through the body of a solid substance which is in contact with the source of heat.
2. CONVECTION. As air comes in contact with a source of heat, it becomes less dense, rises, and is replaced by cooler air. This cooler air is then heated, it rises and the cycle continues.
3. RADIATION. Heat travels in the same manner as light, therefore is capable of being blocked, reflected or focused.

FIRE EXTINGUISHMENT OF FIRES

To extinguish a fire, removal of one (or more) of the three basic factors (FUEL, OXYGEN and HEAT) must occur. This can be done by the following:

1. STARVING the FUEL. Removal of the Fuel from the Fire (if safe to do so)
2. SMOTHERING or REPLACING the OXYGEN. Either by smothering the Fuel preventing oxygen "feeding" the fire; or replacing the oxygen with another gas (specifically in the form of a Carbon Dioxide Extinguisher)
3. COOLING the HEAT. Reducing the temperature of the Fuel to below its ignition temperature.

CLASSES OF FIRE

CLASS A – Combustible solids such as paper, wood and plastics etc.

CLASS B – Combustible liquids such as petrol, oil and paint etc.

CLASS C – Combustible Gases such as LPG, Acetylene and Butane etc.

CLASS D – Combustible Metals such as Aluminium and Magnesium etc.

CLASS E – Energised Electrical Equipment

CLASS F – Cooking Oils and Fats such as lard, vegetable oil and canola oil etc.

FIRE AND SMOKE EMERGENCIES (cont.)

FIRE EXTINGUISHERS

There are five basic types of Fire Extinguishers in common use:

Water	Red
Foam	Red with a Blue band
Dry Chemical Powder	Red with a White band
Carbon Dioxide	Red with a Black band
Wet Chemical	Red with an Oatmeal (light brown) band

Each type of Fire Extinguisher is effective on one or more types of Fire depending on the fuel source. If unsure on the operation, always read the instructions on the extinguisher before use. All staff should be familiar with the types and locations of all extinguishers in the workplace.

How to fight a Fire with a Fire Extinguisher

1. Do not panic – remain calm and think clearly
2. Warn everybody in your Area
3. Ensure the Chief Warden and DFES have been alerted
4. Determine the type of fire and the exact location
5. Select the correct type of Extinguisher
6. Employ the **PASS** method for correct operation:
 - a. **P**ull the Pin
 - b. **A**im low at the base of the Fire
 - c. **S**queeze the trigger handle
 - d. **S**weep from side to side covering the entire area of the Fire



FIRE BLANKETS

Fire Blankets are made out of Fire-resistant fabric and are used to smother flames caused by cooking or clothing fires. They should be located in the kitchen away from the stove. Once used to extinguish a fire they must be replaced with a new unit.

How to fight a Fire with a Fire Blanket

1. Ensure the source of the Fire has been turned off (eg. Gas) if safe to do so
2. Pull the tabs to release the Fire Blanket
3. Shake it open whilst holding the tabs, and ensure hands are covered with the Fire Blanket near the edge
4. Place the Fire Blanket carefully over the edge of the container to contain the Fire
5. Do not remove the Fire Blanket until the container is completely cool
6. In the case of a clothing fire, the casualty should be wrapped in the blanket and rolled on the ground



SECTION 3: EMERGENCY RESPONSE – QUICK-FIND INDEX

MEDICAL EMERGENCIES PROCEDURES

The possibility of a Medical Emergency has to be considered during the course of a normal working day. The ECO, building management and all staff must be prepared to take appropriate steps to assist the ill or injured.

First Aid trained Personnel should assist in Medical Emergency situations

If any person is made aware of a Medical Emergency, they should:

1. Dial Ambulance Service on 000 and provide details of the casualty's condition and location
2. Contact the designated First Aid personnel and Area Fire Warden. Brief them on the situation and request their attendance
3. Always assess the scene for dangers before commencing First Aid assistance
4. The First Aid Personnel should render treatment commensurate with their level of training
5. DO NOT move the casualty, except to move them from imminent danger, so as to maintain a clear airway or to perform CPR
6. DO NOT leave a casualty unattended. First Aid personnel should remain with the casualty until relieved by a person with a higher level of skill and training (eg. Paramedic)

CHIEF WARDEN PROCEDURES – MEDICAL EMERGENCIES

1. Advise all ECO Wardens of a **“Medical or First Aid Emergency” situation** and Co-ordinate Emergency Response and ensure that Ambulance Service have been notified on 000
2. Ensure First Aid Response staff have been advised and are responding
3. Liaise with Area Wardens in the Affected Area
4. Conduct an immediate area Evacuation in conjunction with Area Wardens
5. Determine whether the casualty can be relocated to the designated First Aid room
6. Liaise with Ambulance staff and assist where required
7. Liaise with OH&S staff, First Aid response staff and Area Wardens to ensure Incident/Accident report forms are completed

AREA WARDEN PROCEDURES – MEDICAL EMERGENCIES

1. Co-ordinate immediate First-Aid response
2. Manage the casualty and the Casualty area in conjunction with First Aid staff
3. Ensure that Chief Warden and 000 have been notified
4. Conduct an immediate area Evacuation in conjunction with Chief Warden
5. If required and if possible, co-ordinate the movement of the casualty to designated First Aid room or an area for Ambulance pick-up

MEDICAL EMERGENCIES PROCEDURES (cont.)

AQUATIC EMERGENCIES

NOTE:

AQUATIC EMERGENCIES ARE DEEMED MEDICAL EMERGENCIES AS EITHER RESCUE AND/OR FIRST AID WILL BE REQUIRED

All Aquatic staff are qualified in First Aid and are proficient in anticipating and effecting aquatic rescues for any pool. In the event of an Aquatic Emergency, the Aquatic staff will employ a system of rescue in accordance with their training. They may request assistance from bystanders as required.

AQUATIC MEDICAL EMERGENCIES – Specific Procedures

1. The First Responder (Eg – Lifeguard) present at the Emergency will notify other staff of the Emergency and proceed to effect the rescue
2. After ensuring the safety of their own area, the Deputy Chief Warden will take control of the scene; and relay the need for assistance to a third Responder and assist the First Responder
3. After ensuring the safety of their own area, the Deputy Chief Warden will generally carry out the following:
 - Control the incident area
 - Provide First Aid assistance
 - Contact the Chief Warden who will request the Emergency Services if required.
4. Other Aquatic staff will assume support or leadership roles depending on the requirements of the incident

MEDICAL EMERGENCIES PROCEDURES (cont.)

DRSABCD Action Plan

In an emergency **call triple zero (000)** and ask for an ambulance

D DANGER

Ensure the area is safe for your self, others and the patient



R RESPONSE

Check for response—ask name—squeeze shoulders

No response

Response

Make comfortable

Monitor response



S SEND for help

Call triple zero (000) for an ambulance
or ask another person to make the call



A AIRWAY

Open mouth—if foreign material present

Place in recovery position

Clear airway with fingers



B BREATHING

Check for breathing—look, listen, feel

Not normal breathing

Start CPR

Normal breathing

Place in recovery position

Monitor breathing



C CPR

Start CPR—30 chest compressions : 2 breaths

Continue CPR until help arrives
or patient recovers



D DEFIBRILLATION

Apply defibrillator if available
and follow voice prompts



Learn First Aid with St John Ambulance Australia | Free call 1300 360 455 | www.stjohn.org.au

This information is not a substitute for training in first aid. © St John Ambulance Australia, January 2011

SECTION 3: EMERGENCY RESPONSE – QUICK-FIND INDEX

BOMB THREATS / SUSPICIOUS OBJECT PROCEDURES

A Bomb threat is a situation where an explosive device, or an object with unknown contents, has been placed or threatened to be placed in a building or facility. When a threat is received it is to be treated as if it was genuine until all assessment procedures have been completed.

BOMB THREAT RISK ASSESSMENT

If a Bomb or Suspicious Object has been located, a realistic assessment of the risk to building occupants should be undertaken. The size of the object will provide clues as to the potential damage that may be expected, depending on the nature of the package, the danger of explosion or the release of a substance.

Where the contents are unknown, an explosive device should be assumed

One of the key goals of a threat is to disrupt business and create anxiety and confusion. Automatic evacuations can provide instant gratification to the person making the threat.

It is becoming more common practice internationally to keep staff **inside** the building during a potential bomb threat incident, or to only evacuate staff that are at an immediate risk. This will largely be dependent on the INFORMATION available regarding the Bomb/Suspicious Package Threat. Depending on the size and location of the device, the building can actually provide significant protection to the occupants

THREAT ASSESSMENT

Bomb or other threats may be in one of the following forms:

- Written Threat
- Telephone Threat
- Suspicious Object
- Suspect Item of Mail

Threats may be either:

- SPECIFIC where the caller provides detailed information (eg. Type and location of device);
or
- NON-SPECIFIC where very little detail is given at all. This is the more common type, but neither type should be immediately discredited without investigation.

There are generally two types of person who make threats:

- THE HOAXER. This person is calling as either a prank or to disrupt your business, with threats that are usually non-specific in nature, spur of the moment and poorly planned;
- SOMEONE WITH SERIOUS INTENT. This person has planned the call, and wants to seriously cause the maximum disruption to your business. Their calls are usually more specific, with plenty of detail.

BOMB THREATS / SUSPICIOUS OBJECT PROCEDURES (cont.)

SUSPICIOUS OBJECTS

As with Bomb Threats, these must be treated seriously as they have been used in other countries by terrorists, however it is more likely that the object has been left there for some innocuous reason.

Objects that may be suspicious are:

- Bags or boxes left in traffic areas including stairwells, evacuation routes or reception areas
- Objects that are not immediately recognisable, or that do not belong in that environment
- Items that appear to have been hidden

BOMB THREAT and SUSPICIOUS OBJECTS – SPECIAL CONSIDERATIONS

PRIMARY DUTIES

It is important to remember that the Primary duty of all Wardens when dealing with a Bomb Threat or Suspicious Object is NOT to combat the Emergency, but to ensure, as far as is practicable, the safety of the building occupants and their orderly evacuation from the danger zone.

SEARCHING FOR SUSPICIOUS OBJECTS

Generally, the only searches that will be conducted will be of evacuation and egress routes, and assembly areas. However, there may be times where a more thorough search is required.

The most suitable people on site for searching for a Bomb or Suspicious Object are Area Wardens; and to a lesser extent general occupants. At all times, the Chief Warden must be in control of the search at the Emergency Control Point (FIP & EWS area)

BOMB THREAT/SUSPICIOUS OBJECT CHECKLIST

Ensure that all occupants have a copy of the City of Mandurah “Bomb Threat Checklist” close by all site telephones for telephone Threats; and close by Computer Terminals for e-mail threats

SPECIFIC PRODUCT THREATS

If a threat of some kind has been made against a particular product, staff should use the City of Mandurah “Bomb Threat Checklist” to note all information possible, and contact the Chief Warden and advise of the situation.

The Chief Warden should then ensure the following actions are taken:

1. Inform the Crisis Management Team
2. Co-ordinate with Area Wardens to ensure the particular stock is relocated to a secure area (if applicable) and kept out of circulation

SUBSTANCE THREATS

Emergency Response Procedures for Substance Threats are identical to Bomb Threat Procedures

BOMB THREATS / SUSPICIOUS OBJECT PROCEDURES (cont.)

CHIEF WARDEN PROCEDURES – BOMB THREAT/SUSPICIOUS PACKAGE:

1. Proceed to the FIP/EWS area, don White Vest; and then advise all ECO Wardens that there is a **“Code Purple” situation.**
2. Evaluate the information received and assess the risk to staff and visitors
3. Contact Police on “000” immediately to advise the threat
4. Determine the required action in consultation with Police and advise all Wardens and Occupants via the EWS. This will be one of four options:
 - a. **Immediate Evacuation.**
This option is required if the Chief Warden considers the situation to be High-Risk with the possibility of an imminent explosion.
 Advise all Area Wardens to evacuate the building occupants via the nearest exit immediately via the EWS. If the Bomb or Suspicious object is located, co-ordinate with Area Wardens to exclude the affected area from evacuation activities and announce the situation on the EWS.
 - b. **Partial Evacuation and Search.**
This option is available if the Chief Warden considers the situation to be of a Moderate Risk with no reason to believe an explosion is imminent.
 Advise the Area Warden(s) in the affected area to evacuate the building occupants via the nearest exit. Advise the Area Wardens to conduct a basic search of Emergency Exits and Evacuation Routes ONLY. All other areas in the building must remain on standby, ready to evacuate.
 - i. If no object is found: Proceed to Step 8.
 - ii. If object IS found: Proceed to Step 5.
 - c. **Initial Search and Evacuate if required.**
This option is available if the Chief Warden considers the situation to be of a Low Risk with no reason to believe an explosion will occur.
 Advise the Area Wardens in the affected area to conduct a basic search of Emergency Exits and Evacuation Routes ONLY.
 - i. If no object is found: Proceed to Step 8.
 - ii. If object IS found: Proceed to Step 5.
 - d. **Disregard Threat.**
This option is available if the Chief Warden considers the situation to be of a Low Risk – most likely a Prank or Hoax.
 No Evacuation required. Proceed to Step 9.
5. **Evacuate if required using the EWS.** Ensure Affected Area Emergency Exits are excluded from Evacuation activities.
6. Contact the Chief Warden of all Neighbouring facilities and advise the situation
7. Ensure Area Wardens have evacuated all occupants; and can account for all Building Occupants once at Muster Points
8. In conjunction with Emergency Services, “All Clear” can be given when satisfied the Building is safe for re-occupation.
9. Re-occupy building and resume normal duties.

BOMB THREATS / SUSPICIOUS OBJECT PROCEDURES (cont.)

AREA WARDEN PROCEDURES – BOMB THREAT/SUSPICIOUS PACKAGE:

The Area Wardens in the Affected Area should **ensure clear egress and evacuation paths are present** then conduct a Partial Evacuation of the area, and contact the Chief Warden immediately. Provide as much information as is available relating to the Emergency. These particular Wardens will then proceed to Step 1.

1. Proceed to the designated Warden area, don Yellow Vest
2. Await Chief Wardens instructions. This will be one of four options:
 - e. **Immediate Evacuation.**
This option is required if the Chief Warden considers the situation to be High-Risk with the possibility of an imminent explosion.
Advise all occupants to evacuate via the nearest exit immediately. If the Bomb or Suspicious object is located, co-ordinate with Chief Warden to exclude the affected area from evacuation activities.
 - f. **Partial Evacuation and Search.**
This option is available if the Chief Warden considers the situation to be of a Moderate Risk with no reason to believe an explosion is imminent.
Advise all occupants to evacuate via the nearest exit immediately. Co-ordinate with other Area Wardens to conduct a basic search of Emergency Exits and Evacuation Routes ONLY.
 - i. If no object is found: Proceed to Step 5.
 - ii. If object IS found: Proceed to Step 3.
 - g. **Initial Search and Evacuate if required.**
This option is available if the Chief Warden considers the situation to be of a Low Risk with no reason to believe an explosion will occur.
Co-ordinate with other Area Wardens to conduct a basic search of Emergency Exits and Evacuation Routes ONLY.
 - i. If no object is found: Proceed to Step 5.
 - ii. If object IS found: Proceed to Step 3.
 - h. **Disregard Threat.**
This option is available if the Chief Warden considers the situation to be of a Low Risk – most likely a Prank or Hoax.
No Evacuation required. Proceed to Step 9.
3. Carry out Evacuation as per Chief Wardens instructions (if required). Ensure Affected Area Emergency Exits are excluded from Evacuation activities.
4. Ensure all occupants have been evacuated and are accounted for once at Muster Points
5. Once “All Clear” has been given by Chief Warden, re-occupy building and resume normal duties.

Remember you are looking for something that doesn't belong or fit into the surroundings

DON'T MOVE IT! DON'T TOUCH IT!

BOMB THREATS / SUSPICIOUS OBJECT PROCEDURES (cont.)



PHONE BOMB-THREAT CHECKLIST
Remember to keep calm

Important questions to ask

Where did you put it?

When is the bomb going to explode?

What does it look like?

Exact wording of threat

Threat:

General questions to ask

How will the bomb explode?

 or
 How will the substance be released?

Did you put it there?

Why did you put it there?

Bomb threat questions

What type of bomb is it?

What is in the bomb?

What will make the bomb explode?

Chemical/biological threat questions

What kind of substance is in it?

How much of the substance is there?

How will the substance be released?

Is the substance a liquid, powder or gas?

For immediate or emergency advice please contact your local police service.

SECTION 3: EMERGENCY RESPONSE – QUICK-FIND INDEX

INTERNAL EMERGENCIES PROCEDURES

CHEMICAL LEAK

All chemicals are to be recorded in the Material Safety Data Sheets (MSDS) held for all substances. Supporting this, the site must ensure that the labelling, handling, storage, transport and use of each chemical are adequate.

Spillages that occur remotely from the site, on adjacent roadways for example, are under the control of DFES. They will advise if any safety measures are required, however the response will generally be one of two options:

PROTECT-IN-PLACE

Protect-in-place is a process whereby building occupants limit their exposure to the outside atmosphere by securing doors and windows, turning off building air-conditioning systems etc.

Not all buildings are suitable for a Protect-in-Place strategy so an evaluation needs to be made dependant on the nature of the spill and the level of risk

EVACUATE THE SITE

Evacuation will be similar to that for a fire emergency. However consideration needs to be made for the possibility of chemicals or gases obstructing the normal route. As a general rule, evacuations should be made in an UP-WIND and UP-HILL direction. The Emergency Services will usually nominate a safe location if the nominated Evacuation Assembly Areas are unsuitable.

Remember, most toxic substances can be smelt long before reaching harmful concentrations. In the event that a toxic substance is smelt, move away to clear air in an UP-WIND direction.

CHEMICALS ON SITE

The chemicals located on site requiring a “Minor” response are:

Calcium Hypochlorite
Sodium Hypochlorite
Oxalic Acid
Poly Aluminium Chloride
Calcium Chloride
Isocynuric Acid
Sodium Bicarbonate
Soda Ash
Hydrochloric Acid
Sodium Thiosulfate
Polyaluminium Chloride
Phosphate Remover
Algaecide

The Chemical on site requiring a “Major” response is Chlorine Gas.

Chlorine Gas Emergency Response Procedures are in the following pages.

INTERNAL EMERGENCIES PROCEDURES (cont.)

CHLORINE GAS LEAK/EMERGENCY

SAA/SNZ HB76: 2010 – Dangerous Goods: Initial Emergency Response Guide

General instructions:

- Spill or Leak should be isolated immediately for at least 100m in all directions.
- Keep all Occupants up-wind and on higher ground.
- Keep unauthorised personnel away.
- Do not touch or walk through spilled chemical.
- Ventilate enclosed spaces before entering.
- Stop leak if safe to do so – prevent entry into waterways, drains, and confined areas.
- For spill clean-up and disposal refer to specific Mandurah Aquatic & Recreation Centre policy.

First Attack Fire fighting and Evacuation instructions:

- For a large Spill or Leak, consider an initial downwind Evacuation of areas within at least 800m.
- When any large containers are involved in a fire, consider initial Evacuation of areas within 1500m in all directions.
- USE WATER ONLY, no Dry Chemical or Carbon Dioxide.
- Cool containers with flooding quantities of Water until well after Fire is out.
- Contain Fire and let burn. Do not direct water at source of leak – icing may occur.
- For larger fires, or fires involving containers – DO NOT FIGHT THE FIRE. The Fire Brigade will assume Fire fighting duties for this incident type.

First Aid instructions:

1. Remove victim to Fresh Air – Apply resuscitation techniques if victim not breathing. **Do not use direct Mouth-to-Mouth method** if victim ingested or inhaled the substance, use alternative respiratory method or proper respiratory device – administer oxygen if breathing is difficult.
2. Remove contaminated clothing and shoes immediately – Clothing frozen to the skin should be thawed before removal. In case of frostbite, thaw with lukewarm water.
3. Keep victim warm and quiet, and under observation – Effects of exposure (ingestion, inhalation and skin contact) may be delayed.
4. Obtain immediate medical care. Ensure that attending medical personnel are aware of identity and nature of product(s) involved; and take precautions to protect themselves.
5. Contact Poisons Information Centre for further advice.

INTERNAL EMERGENCIES PROCEDURES (cont.)

CHLORINE GAS LEAK/EMERGENCY

PHYSIOLOGICAL EFFECTS OF CHLORINE GAS

Chlorine gas can be detected by smell at 1ppm. Chlorine gas is extremely irritating to mucous membranes and the eyes at 3ppm.

At 15ppm there is immediate irritation of the eyes and throat with coughing and choking. At 50ppm exposure it is very dangerous, and a concentration of 430ppm may be fatal following a very brief exposure.

EFFECT OF RELEASE OF CHLORINE GAS

Depending on wind direction and speed and the rate of release of chlorine gas in the chlorinator shed, gas concentrations may be dangerous to persons downwind of the facility.

CHLORINE HANDLING SYSTEM – OPERATION & ALARM NOTIFICATION

The Mandurah Aquatic & Recreation Centre chlorine facility is equipped with an automatic monitor, which will initiate an alarm if a chlorine leak is detected.

Settings for the Chlorine Handling System are as follows:

- At 2ppm (parts per million), an Alarm is activated on the BMS (Building Maintenance System)
- At 5ppm, an Alarm is activated (Visual & Audible) at the Chlorine Shed; and the Chlorine Drum is Automatically Shut-off

EMERGENCY CONTACT LIST OF PERSONNEL

- Recreation Centres Coordinator	0417 185 424
- Manager Recreation Centres & Services	0400 490 978
- Aquatic Operations Supervisor	0417 184 606
- Dry Operations Supervisor	0437 842 156
- Emergency Services	000
- IXOM – Chlorine Emergency	1800 033 111

EMERGENCY RESPONSE AND CONTROL

Responsibilities

A formally trained and qualified person who is on duty shall be appointed the Chief Warden for the incident.

The Chief Warden's responsibilities are defined in the formal training and described in the Emergency Procedures Mandurah Aquatic & Recreation Centre.

The Chief Warden has the responsibility for overall control and coordination of the emergency.

Fire & Rescue Service personnel are the lead Combat Authority and are responsible for the management of the situation, fire fighting, rescue and control of the chemical emergency.

IXOM emergency crews, if required, are trained to deal with major chlorine gas emergencies and carry specialised capping equipment to emergencies.

INTERNAL EMERGENCIES PROCEDURES (cont.)

CHLORINE LEAK/EMERGENCY (cont.)

GENERAL INFORMATION

This plan provides essential information necessary to adequately control and combat an emergency involving the leak of Chlorine gas at Mandurah Aquatic & Recreation Centre.

The entrance to Mandurah Aquatic & Recreation Centre is located at 303 Pinjarra Road. Access to the Chlorine Handling section of the facility is from Coolibah Avenue.

Chlorine Leak Detector Control Unit



Emergency Shutdown System Control Unit

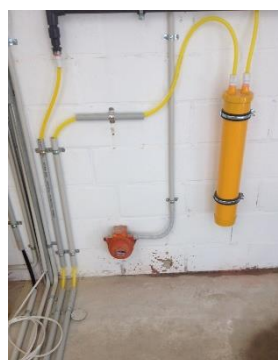


Chlorine gas is drawn as a gas from either the 920kg drum or 70kg cylinder and is reduced to a vacuum at the regulator connected to the drum and cylinder valve.

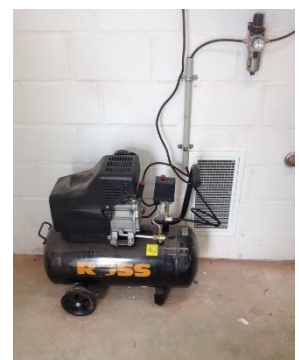
Shut down Unit on Cylinder & Drum



Chlorine Leak Detector



Compressor



Quantity of chlorine gas

One x 920kg drum of chlorine gas in liquefied form plus an additional one x 70kg cylinder are connected inside the chlorine gas storage area.

INTERNAL EMERGENCIES PROCEDURES (cont.)

CHLORINE GAS LEAK/EMERGENCY

MINOR CHLORINE GAS LEAK

Chlorine gas leaks are more likely to occur during drum changeover when valves are being turned on or off or when the regulator is being connected or disconnected.

These leaks will generally be controlled by closing the valve on the drum, in conjunction with the yolk-mounted regulator.

Any person who detects a minor leak must raise the alarm unless they are trained personnel currently working on cylinder changeover and can safely close a valve.

Personnel who attend an alarm and can safely close a valve do not need to initiate a further alarm as described in this Emergency Response Plan unless they determine that sufficient gas has escaped from the chlorine gas storage shed to cause a vapour cloud, which will extend beyond the boundary of the property.

ALARM INITIATION & RESPONSE - Minor Chlorine Leak Activation

This occurs when a Chlorine Gas leak reading registers between 1 to 5ppm.

Once this level is reached, the following will occur:

- Alarms will sound and beacon for affected area will flash.
- Any person who detects a minor leak must raise the alarm unless they are trained personnel currently working on cylinder changeover and can safely close a valve.
- If the Alarm is raised, Emergency Procedures will then be carried out – see pages 36 & 37 for Chief Warden & Area Warden Procedures

A MINOR LEAK CAN BE CONTROLLED BY CLOSING A VALVE (TRAINED PERSONNEL ONLY)

Personnel who attend an alarm and can safely close a valve do not need to initiate a further alarm as described in this Emergency Response Plan unless they determine that sufficient gas has escaped from the chlorine gas storage shed to cause a vapour cloud, which will extend beyond the boundary of the property.

If investigation determines that sufficient chlorine gas has escaped from the chlorine gas storage shed to cause the vented gas to pass beyond the property boundary, personnel must raise the alarm.

INTERNAL EMERGENCIES PROCEDURES (cont.)

CHLORINE GAS LEAK/EMERGENCY

SIGNIFICANT OR UNCONTROLLED CHLORINE GAS LEAK

A significant uncontrolled leak is an incident that will require the Evacuation of the Facility and also the attendance of Emergency Response Personnel.

If investigation determines that sufficient chlorine gas has escaped from the chlorine gas storage shed to cause the vented gas to pass beyond the property boundary, personnel must raise the alarm.

ALARM INITIATION & RESPONSE – Significant or Uncontrolled Chlorine Leak Activation

This occurs when a Chlorine Gas leak reading registers between 5 to 20ppm.

Once this level is reached, the following will occur:

- Chlorine Handling system will automatically shut down
- A text message alert will be sent to 3 nominated persons
- Staff will not activate Exhaust Fan
- The system will ensure a Controlled release of Chlorine Gas
- Staff must contact DFES (Fire Brigade), Police & IXOM on 1800 033 111
- Emergency Response Procedures to be carried out - see pages 36 & 37 for Chief Warden & Area Warden Procedures

INTERNAL EMERGENCIES PROCEDURES (cont.)

CHLORINE GAS LEAK/EMERGENCY

MAJOR CHLORINE GAS LEAK

Chlorine gas leaks which involve the valve on the drum, are considered major, as the situation may not be controlled by valve closure.

A loss of the entire contents of the drum is extremely unlikely but must be considered. The most likely leak, which will not be controlled by valve closure, will be from a frozen or damaged valve.

These leaks require controlled specialised capping equipment available from IXOM.

ALARM INITIATION & RESPONSE - Major Chlorine Leak Activation

This occurs when a Chlorine Gas leak reading registers over 20ppm.

Once this level is reached, the following will occur:

- Chlorine Handling system will automatically shut down
- A text message alert will be sent to 3 nominated persons
- Staff will not activate Exhaust Fan
- The system will ensure a Controlled release of Chlorine Gas
- Staff must contact DFES (Fire Brigade) and Police. Utilise the Report Form on page 35 to provide information
- Emergency Response Procedures to be carried out - see pages 36 & 37 for Chief Warden & Area Warden Procedures
- Contact IXOM on 1800 033 111. Utilise the Report Form on page 35 to provide information

GAS LEAK CAUSED BY FIRE

The likelihood of a fire in the chlorine as storage shed and compound is very low as no flammable materials are stored in the area.

If there is, or has been, a fire in the facility and chlorine gas can be smelled and/or the alarm has gone off it must be assumed that chlorine lines or regulators have been damaged, and that the contents of the drum has been vented into the shed and compound area.

Liquid chlorine when exposed to the atmosphere will vaporise to approximately 456 times its liquid volume.

INTERNAL EMERGENCIES PROCEDURES (cont.)

CHLORINE LEAK/EMERGENCY (cont.)

REPORT FORM:

MAJOR OR SIGNIFICANT OR UNCONTROLLED CHLORINE GAS LEAK

The person notified that an emergency has occurred must undertake the following actions.

MAJOR LEAK NOTIFICATION BY _____

(Relevant Personnel)

- Retain the chlorination shed door open.
- **Notify the Centre Manager & Coordinator** in person by telephone and give the following message:
“ACTIVATE THE EMERGENCY RESPONSE PLAN FOR MANDURAH AQUATIC & RECREATION CENTRE CHLORINE GAS EMERGENCIES”
- **Notify Police, Fire and Ambulance** in person by telephone and give the following message:
“THIS IS AN EMERGENCY. A MAJOR LEAK OF CHLORINE GAS HAS OCCURRED AT THE MANDURAH AQUATIC & RECREATION CENTRE”

You will be asked for the following information:

- Your Name:
- Your Telephone Number: 9550 3616 or 0429 835 679
- Description of Emergency: Chlorine gas leak
- What assistance is required: Specialised emergency response & capping equipment?
- The Chemical: Chlorine Gas (920KG + 70KG)
- The Address: 303 Pinjarra rd, Mandurah, Pinjarra rd/Coolibah ave (nearest corner)
- The UN Number: 1017
- Are people injured?
- Is there a Fire?
- Is the Container leaking Fluid?
- Can the Public be affected?
- Is Water available on site?

Stay on/nearby the telephone and receive instructions

Answer any questions asked

- Notify **IXOM on 1800 033 111** and give the same information as above. You will be connected to a LINK 24 hour emergency response service.
-

INTERNAL EMERGENCIES PROCEDURES (cont.)

CHLORINE GAS LEAK/EMERGENCY

CHIEF WARDEN PROCEDURES – CHLORINE GAS LEAK/EMERGENCY

At the direction of the Chief Warden, any number of the following duties can be delegated to the Deputy Chief Warden and other Senior ECO members.

1. Proceed immediately to the Emergency Control Point to co-ordinate the emergency. (Don the White vest when convenient)
2. The Deputy Chief Warden (Aquatic Operations supervisor/officer) will advise the location of the leak/emergency.
3. Contact all ECO Wardens and advise that there is a **“Chlorine Gas Leak/Emergency” situation** and outline the appropriate course of action (eg. – Evacuation).
4. Ensure Emergency Services are notified immediately
5. Ascertain the wind direction from the Aquatic Operations Supervisor / Aquatic Operations Officers
6. If an Evacuation is required, ensure the following is carried out:
 - a. **Activate the Evacuation Alert Tone on the EWS immediately** and evacuate the affected area by delivering a message on the Public Address Microphone on the EWS. Ensure Evacuation occurs in an UP-WIND DIRECTION to avoid inhalation.
 - b. Ensure that the Emergency Services have been notified;
 - c. Consider Evacuating adjacent areas where required, or if the Emergency warrants, carry out a Full Evacuation. If all staff on site are to evacuate, ensure a new message is delivered on the Public Address Microphone.
 - d. Notify Chief Wardens’ of neighbouring sites to prepare for possible Evacuation, close all windows and doors, shut down Air-conditioning units and remain indoors.
 - e. Keep Area Wardens informed of the situation
 - f. Receive reports from Area Wardens on status of the Evacuation
 - g. Liaise with attending Emergency Services and provide all relevant information
 - h. Obtain the All-Clear from the Officer-In-Charge of the attending Emergency Services and relay to Area Wardens
 - i. Conduct a Safety Check of the Site prior to building re-occupation
 - j. When re-occupation is complete, stand down the Emergency Control Organisation
 - k. Reset all equipment, vacate the Emergency Control Point and record details and times in an Incident Report

NOTE: Highlight the importance for not exposing naked flames, no smoking, no maintenance work (welding etc.) and no vehicular movement near the leak.

INTERNAL EMERGENCIES PROCEDURES (cont.)

CHLORINE LEAK/EMERGENCY (cont.)

AREA WARDEN PROCEDURES – CHLORINE LEAK/EMERGENCY

If in the AFFECTED AREA:

1. On discovery of the incident or hearing the Initial Warning Alert Tone sounding, contact the Chief Warden and advise of incident. (Don the Yellow vest when convenient)
2. Evacuate personnel from immediate danger area to a safe location, and assist mobility-impaired persons prepare for evacuation at an emergency exit
3. Communicate with the Chief Warden giving details of the present situation
4. Co-ordinate First-Aid response or initial fire suppression
5. If evacuation is required, or the Evacuation Alert Tone sounds, check all areas including offices, toilets and other areas to ensure no staff remain behind if safe to do so. Close all doors after check (do not lock).
6. Advise Chief Warden of any delays or any events that might delay the evacuation.
7. Ensure the evacuees are safely lead to the Assembly Area by other Area Wardens or responsible staff members. The Area Warden should then follow evacuees out, when their particular Area is clear.
8. Conduct Head-count at Assembly Areas, and report to the Chief Warden at the Emergency Control Point.

NOTE: The “Affected Area” is the area immediately adjacent or surrounding the emergency.

In the UNAFFECTED area

1. On the Initial Warning Alert Tone sounding, don the Yellow vest.
2. Wait to be contacted for instructions from the Chief Warden and co-ordinate other Area Wardens to prepare for possible evacuation
3. Assist mobility-impaired persons prepare for evacuation at an emergency exit
4. If evacuation is required, or the Evacuation Alert Tone sounds, check all areas including offices, toilets and other areas to ensure no staff remain behind if safe to do so. Close all doors after check (do not lock).
5. Advise Chief Warden of any delays or any events that might delay the evacuation.
6. Ensure the evacuees are safely lead to the Assembly Area by other Area Wardens or responsible staff members. The Area Warden should then follow evacuees out, when their particular Area is clear.
7. Conduct Head-count at Assembly Area, and report to the Chief Warden at the Emergency Control Point.

INTERNAL EMERGENCIES PROCEDURES (cont.)

CHLORINE LEAK/EMERGENCY (cont.)

TERMINATION & DEBRIEF

Termination of the Emergency

The emergency situation is terminated when the Chief Warden in consultation and agreement with Police and Fire & Rescue personnel deems the situation to no longer pose a risk to the community, employees and emergency services personnel.

Notification of Cessation of Emergency

Termination of the emergency must be notified to the Centre Manager immediately after the decision to terminate has been made.

Debrief of Emergency Services Personnel and Report to Chief Warden and Centre Manager

The Chief Warden must arrange for a debrief of the emergency situation to take place.

Details of the emergency, the outcomes from the debriefing session and an assessment of the management of the emergency shall be prepared by the Incident Manager and be distributed in accordance with the City of Mandurah protocols.

PREVENTION AND PREPERATION

Comprehensive Approach

The comprehensive approach to emergency management provides a systematic way of managing each hazard. The approach separates managing the aspects of each hazard into four elements:

PREVENTION

PREPERATION

RESPONSE

RECOVERY

Prevention

Prevention activities in this installation encompass design, maintenance and operations. The City of Mandurah should ensure the building and facility meet all regulatory requirements and that the operations guidelines prepared for the installation will reduce the probability of gas leaks.

Preparation

Preparedness activities include the preparation of a plan such as this and the organization of resources to combat the foreseen emergencies. The City of Mandurah needs to be aware of this plan and be trained to undertake the activities identified in this plan.

Response

Response activities include ensuring adequate distribution of this plan and liaison with emergency services personnel so that they will be able to respond appropriately when the plan is activated.

Recovery

Recovery activities include all actions required by the City of Mandurah to resume normal business activities

INTERNAL EMERGENCIES PROCEDURES (cont.)

GAS LEAK/EMERGENCY OR AIRCONDITIONING CONTAMINATION

CHIEF WARDEN PROCEDURES – GAS LEAK/AIR-CONDITIONING CONTAMINATION

At the direction of the Chief Warden, any number of the following duties can be delegated to the Deputy Chief Warden and other Senior ECO members.

1. Proceed immediately to the Emergency Control Point to co-ordinate the emergency; Don the White Vest
2. Attempt to determine the cause and location of the leak/emergency (if safe to do so)
3. Contact all ECO Wardens and advise that there is a **“Gas Leak/Air-conditioning Contamination” situation** and outline the appropriate course of action (eg. – Evacuation).
4. Ensure Emergency Services are notified immediately
5. Ascertain the wind direction from the Aquatic Operations Supervisor / Aquatic Operations Officers
6. If an Evacuation is required, ensure the following is carried out:
 - a. **Activate the Evacuation Alert Tone immediately** and evacuate the affected area by delivering a message on the Public Address Microphone on the EWS. Ensure Evacuation occurs in an UP-WIND DIRECTION to avoid inhalation.
 - b. Ensure that the Emergency Services have been notified; and also the Police Emergency Services Unit on 9277 5333
 - c. Consider Evacuating adjacent areas where required, or if the Emergency warrants, carry out a Full Evacuation. If all staff on site are to evacuate, ensure a new message is delivered on the Public Address Microphone.
 - d. Notify Chief Wardens’ of neighbouring sites to prepare for possible Evacuation, close all windows and doors, shut down Air-conditioning units and remain indoors.
 - e. Keep Area Wardens informed of the situation
 - f. Receive reports from Area Wardens on status of the Evacuation
 - g. Liaise with attending Emergency Services and provide all relevant information
 - h. Obtain the All-Clear from the Officer-In-Charge of the attending Emergency Services and relay to Area Wardens
 - i. Conduct a Safety Check of the Site prior to building re-occupation
 - j. When re-occupation is complete, stand down the Emergency Control Organisation
 - k. Reset all equipment, vacate the Emergency Control Point and record details and times in an Incident Report

NOTE: Highlight the importance for not exposing naked flames, no smoking, no maintenance work (welding etc.) and no vehicular movement near the leak.

As with other chemicals, generally gas can be smelt long before it reaches concentrations that are dangerous. So whilst evacuating, people should move away from the smell of any gas, preferably UP-WIND and UP-HILL.

INTERNAL EMERGENCIES PROCEDURES (cont.)

AREA WARDEN PROCEDURES – GAS LEAK/AIR-CONDITIONING CONTAMINATION

If in the AFFECTED AREA:

1. On discovery of the incident or hearing the Initial Warning Alert Tone sounding, contact the Chief Warden and advise of incident. (Don the Yellow vest when convenient)
2. Evacuate personnel from immediate danger area to a safe location, and assist mobility-impaired persons prepare for evacuation at an emergency exit
3. Communicate with the Chief Warden giving details of the present situation and co-ordinate First-Aid response or initial fire suppression
4. If evacuation is required, or the Evacuation Alert Tone sounds, check all areas including offices, toilets and other areas to ensure no staff remain behind if safe to do so. Close all doors after check (do not lock).
5. Advise Chief Warden of any delays or any events that might delay the evacuation.
6. Ensure the evacuees are safely lead to the Assembly Area by other Area Wardens or responsible staff members. The Area Warden should then follow evacuees out, when their particular Area is clear.
7. Conduct Head-count at Muster Points, and report to the Chief Warden at the Emergency Control Point.

In the UNAFFECTED area

1. On the Initial Warning Alert Tone sounding, don the Yellow Vest.
2. Wait to be contacted for instructions from the Chief Warden and co-ordinate other Area Wardens to prepare for possible evacuation
3. Assist mobility-impaired persons prepare for evacuation at an emergency exit
4. If evacuation is required, or the Evacuation Alert Tone sounds, check all areas including offices, toilets and other areas to ensure no staff remain behind if safe to do so. Close all doors after check (do not lock).
5. Advise Chief Warden of any delays or any events that might delay the evacuation.
6. Ensure the evacuees are safely lead to the Assembly Area by other Area Wardens or responsible staff members. The Area Warden should then follow evacuees out, when their particular Area is clear.
7. Conduct Head-count at Muster Points, and report to the Chief Warden at the Emergency Control Point.

NOTE: The affected area is the area immediately adjacent or surrounding the emergency.

INTERNAL EMERGENCIES PROCEDURES (cont.)

ESSENTIAL SERVICES FAILURE

Essential services failure, whilst not usually catastrophic, can have a serious impact on the day-to-day operations of the property.

Essential Services include:

1. **Electricity**
2. **Water Supply**
3. **Air-Conditioning**
4. **Sewerage**
5. **Communications infrastructure**
6. **Natural Gas (For Gas Leak/Emergencies, refer to pages 38 & 39)**

Any failure in any of them could cause physical damage, discomfort, or disruption to one area or the whole building.

In the event of any unplanned outage, the appropriate emergency service(s) should be notified immediately. The fault will be investigated and a decision made by the building engineers as to the severity or likely impact. If deemed appropriate, the Chief Warden will co-ordinate with Area Wardens regarding the safety of their areas.

Likely scenarios include:

1. **Extended Power failure.** This may be because of a local fault or a Western Power fault. Depending on the duration of the problem, the building may have to be closed for a period
2. **Loss of Water supply or a major internal leak.** A major leak can cause considerable damage and should be reported as soon as possible. It may be necessary to evacuate the immediate area until the leak can be contained. Special care must be taken with electrical equipment. Loss of water supply is less critical, however a lack of fire protection from isolated Fire Hydrants and Hosereels will require special consideration.
3. **Loss of Air-Conditioning.** Whilst this is only an inconvenience, in the warmer months the workplace can quickly become uncomfortable and possibly lead to a rise in medical incidences. Building Engineers should again advise on special considerations.
4. **Failure of Sewerage system.** Again in the inconvenience category (most notably no toilets) the major safety issue will be the strong odour that can cause medical incidences and also require part or total building evacuation.

In the event of an Essential Services failure, it is unlikely that the Emergency Control Organisation (ECO) will play a large role. However, if any co-ordinated response is required then the ECO provide an ideal resource for communication

INTERNAL EMERGENCIES PROCEDURES (cont.)

THUNDERSTORM / LIGHTNING RESPONSE

The presence of Lightning around an Outdoor Swimming Pool is a safety risk. There are a number of factors that need to be considered, such as the surrounding environment and structures.

An Outdoor Swimming Pool with spacious grounds, may pose a greater risk in Lightning conditions.

ACTIONS REQUIRED

EVACUATION

The closure of the Swimming Pool is required when the lightning is within 10km of the Facility.

Use the “Flash-Bang” method, by measuring the time between a lightning flash and the thunderclap, to estimate the distance away from the thunderstorm.

When lightning is less than 10km away, people occupying the pool and pool surrounds should be evacuated to a covered area, which provides sufficient electrical earthing for a lightning strike. Gazebos, marquees and trees are NOT sufficient protection from a lightning strike.

NOTE: A “Flash-Bang” measurement of approximately 30 seconds indicates that the lightning is 10km away. A measurement of 30 seconds or less requires that immediate action be taken.

RESUMING POOL ACTIVITIES

According to the National Lightning Safety Institute, more lightning originates from the back edge of a Thundercloud than from the front side, making recreation activity resumption decisions difficult. Managing the risks of lightning strikes, therefore, requires a cautious and conservative approach.

Once lightning has moved greater than 10km away or has subsided, people may return to normal activity. As a general rule, pool activities should remain suspended until 30 minutes after the last thunderclap is heard.

Staff should continue to monitor the weather for changes as storm activity could return. This can also be done by monitoring the “Lightningman Thunderbolt 2” Lightning Indicator.

ELECTRICAL EQUIPMENT

Electrical equipment should not be used. The use of portable, battery-powered PA systems (eg. Loudhailer) may be considered when the storm is very close, since fixed-installation PA system may be struck by lightning. Telephones should not be used during electrical storms.

FIRST AID

Anyone struck by lightning should be rescued as soon as it is safe to do. The safety of the Rescuers should be considered. The casualty should be moved to a covered area, assessed and treated.

MONITORING

If there are area weather warnings issued, they should be monitored by radio or telephone, if and when safe to do so. Detailed monitoring is available through the Bureau of Meteorology of Western Australia.

SECTION 3: EMERGENCY RESPONSE - QUICK-FIND INDEX

PERSONAL THREAT EMERGENCIES PROCEDURES

ARMED INTRUSION/THREAT/HOLD-UP

GENERAL

Armed robbery is becoming a common experience in today's society. As banks, credit unions and other institutions are becoming less of a target due to the presence of security personnel and electronic surveillance, other businesses with cash flow are now targeted more often.

It is also possible that a person with a "grudge" against the organisation may attempt to use physical violence or intimidation to achieve an outcome.

Employees who may be subjected to such an incident should be given instruction to ensure their safety.

ARMED INTRUDER PROCEDURE

If you are confronted by an armed intruder, you should attempt to do the following:

1. Obey the intruder's instructions
2. Remain calm
3. Do not take any action to excite or irritate the intruder
4. Hand over cash and valuables on request
5. Attempt to make a mental note of the intruder's attributes: description, clothing, speech, scars, tattoos etc.
6. If installed, and if able to operate without alerting the offender, activate duress alarms
7. DO NOT GIVE CHASE

When the intruder departs:

1. Notify the immediate supervisor in that area
2. Activate Duress Alarm; and **Call Security Services – 0417 925 621**
3. Dial 000 and provide the Police with details of the incident. Details required by the Police will include (but not be limited to):
 - a. Your name
 - b. Location
 - c. Description of the offender, and if possible description of car and direction of travel

PERSONAL THREAT EMERGENCIES PROCEDURES

ARMED HOLD-UP REPORT



ARMED ROBBERY REPORT

- Call police on 131 444 or 000 to report an armed robbery.
 - Seal the crime scene immediately.
 - Preserve evidence.
 - Don't discuss the incident with anyone present.
 - Record the contact details of witnesses who are unable to await the arrival of the police.

Date of incident _____ Time of incident _____ AM PM

Business name _____

Business address _____

CCTV available? Yes No

Your name _____ Your telephone number _____

Your home address _____

Work position _____

You should ask any witnesses who were present to wait until the police arrive. If they are unable to wait, record their contact details below:

WITNESS 1	WITNESS 2
Witness's name _____	Witness's name _____
Home address _____	Home address _____
Telephone _____	Telephone _____

DESCRIPTION OF OFFENDER Please tick appropriate boxes - if more than one robber, use more than one form

Description - tick box as appropriate						If other, please explain
Gender	<input type="checkbox"/> Adult M	<input type="checkbox"/> Adult F	<input type="checkbox"/> Juvenile M	<input type="checkbox"/> Juvenile F	<input type="checkbox"/>	
Appearance	<input type="checkbox"/> Asian	<input type="checkbox"/> Aboriginal	<input type="checkbox"/> African	<input type="checkbox"/> Caucasian	<input type="checkbox"/> Other	
Age	<input type="checkbox"/> < 10	<input type="checkbox"/> 10-20	<input type="checkbox"/> 20-30	<input type="checkbox"/> 30-40	<input type="checkbox"/> 40-50	<input type="checkbox"/> 50-60 <input type="checkbox"/> 60>
Height (cm)	<input type="checkbox"/> <150	<input type="checkbox"/> 150-160	<input type="checkbox"/> 161-170	<input type="checkbox"/> 171-180	<input type="checkbox"/> 181-190	<input type="checkbox"/> 190>
Hair colour	<input type="checkbox"/> Blonde	<input type="checkbox"/> Brown	<input type="checkbox"/> Black	<input type="checkbox"/> Grey	<input type="checkbox"/> Red	<input type="checkbox"/> Other
Hair length	<input type="checkbox"/> Bald	<input type="checkbox"/> Short	<input type="checkbox"/> Collar	<input type="checkbox"/> Shoulder	<input type="checkbox"/> Long	<input type="checkbox"/> Other
Hair type	<input type="checkbox"/> Straight	<input type="checkbox"/> Curly	<input type="checkbox"/> Wavy	<input type="checkbox"/> Tied back	<input type="checkbox"/> Mullet	<input type="checkbox"/> Other
Build	<input type="checkbox"/> Slim	<input type="checkbox"/> Medium	<input type="checkbox"/> Solid	<input type="checkbox"/> Obese	<input type="checkbox"/> Other	
Complexion	<input type="checkbox"/> Dark	<input type="checkbox"/> Fair	<input type="checkbox"/> Olive	<input type="checkbox"/> Other		
Eye colour	<input type="checkbox"/> Blue	<input type="checkbox"/> Brown	<input type="checkbox"/> Green	<input type="checkbox"/> Hazel	<input type="checkbox"/> Grey	<input type="checkbox"/> Other
Facial hair	<input type="checkbox"/> Beard	<input type="checkbox"/> Goatee	<input type="checkbox"/> Moustache	<input type="checkbox"/> Sideburns	<input type="checkbox"/> Other	
Features	<input type="checkbox"/> Scars	<input type="checkbox"/> Tattoos	<input type="checkbox"/> Birthmarks	<input type="checkbox"/> Accent	<input type="checkbox"/> Other	
Clothing	Describe: _____					

If space here is insufficient, please continue on the reverse of this sheet.

DESCRIPTION OF ESCAPE VEHICLE

Vehicle make: _____

Colour: _____ Type (eg Sedan, Ute): _____

Year: _____ Colour of Rego plates: _____

Registration Number: _____ Direction of travel _____

Other distinctive features: _____

Other details: _____

Please continue on the reverse of this sheet. ▶

PERSONAL THREAT EMERGENCIES PROCEDURES (cont.)

CIVIL DISORDER AND ILLEGAL OCCUPANCY

GUIDELINES

Industrial unrest, emotional international situations or unpopular decisions may lead to demonstrations which could threaten the security of the building. In all instances, the Chief Warden and Rangers must be informed.

RESPONSIBILITY

The building's Emergency Control Organisation (ECO) should co-ordinate the response to an incident until the arrival of the Police, to whom they should provide as much assistance as required.

CHIEF WARDEN PROCEDURES – CIVIL DISORDER

1. Call the Police and request assistance (Dial 000)
2. Activate Duress Alarm; and **Call Security Services – 0417 925 621**
3. Restrict entry to the building and building site (where possible) by securing doors
4. Confine the presence of demonstrators to the outside of the building/ site if possible. Do not attempt to physically restrain anyone.
5. Restrict contact between the building occupants and protestors
6. Alert other members of the Emergency Control Organisation (ECO)
7. Offices should be locked; cash, valuables and files should be secured. Windows, blinds and curtains should be closed.

If an emergency situation occurs and the demonstrators are within your area of responsibility, the demonstrators should be warned of the situation and requested to evacuate according to normal emergency procedures. If the demonstrators refuse to comply, continue to evacuate all other occupants and advise the Emergency Services that the demonstrators have refused to evacuate.

PERSONAL THREAT EMERGENCIES PROCEDURES (cont.)

WORKPLACE VIOLENCE

There is always the potential for a disgruntled employee or visitor to resort to violence when the person feels other methods do not seem to work. Any interaction between staff, or between staff and visitors, should be handled professionally. Should indication that the situation is deteriorating be observed, assistance should be sought.

Unfortunately however, the threat may not always be business-related. Personal issues, such as domestic disputes, can erupt into violence with little warning to those not aware of a problem.

CHIEF WARDEN PROCEDURES – WORKPLACE VIOLENCE

On becoming aware of a Workplace Violence incident, the **Chief Warden (and Area Warden in the AFFECTED area) should do the following:**

1. Ascertain the accuracy of the information received.
2. Notify the Police (Dial 000).
3. Activate Duress Alarm; and **Call Security Services – 0417 925 621**
4. Be prepared to provide any relevant information.
5. DO NOT HANG UP, until to do so by the Police Call Centre.
6. RESTRICT public access to the building and offices.
7. Place Area Wardens or other available persons on building entrances to restrict access.
8. Arrange for a person (usually the Chief Warden) to meet and direct emergency services to a safe staging point and a secure communications point.
9. If any persons are injured, hurt or visibly distressed, arrange first aid as soon as possible in a secure location. Ensure that the emergency services have immediate access to these persons.
10. Witnesses or persons directly involved, should be moved to a secure area, separated from other staff, comforted and made available to the Police for questioning
11. **Chief Warden will advise Area Wardens in other areas of the following:**
 - a. There is a security situation.
 - b. The Emergency Services have been called.
 - c. Secure offices and stay away from public areas until receiving further advice from the Chief Warden or Emergency Services.
 - d. To contact the Chief Warden if they have accurate information relating to the incident or offender as soon as is safe to do so.

PERSONAL THREAT EMERGENCIES PROCEDURES (cont.)

WORKPLACE VIOLENCE (continued)

AREA WARDEN PROCEDURES – WORKPLACE VIOLENCE

For UN-AFFECTED Areas:

1. As soon as you become aware of an incident, secure the office door and move all staff and visitors away from sight of public areas within the building (, kitchens, toilets etc.).
2. Communicate any information to the Police and the Chief Warden as soon as possible (persons requiring medical attention who may be isolated).
3. Advise the Chief Warden by telephone of your location, the actions you have taken and how many persons are with you.
4. Be prepared for a long delay if the incident is continuing.
5. Contact any staff or visitors that may be arriving at the building to make other arrangements (restrict information regarding the incident).

AREA WARDENS - DO NOT

1. Activate the emergency tones, unless there is an over-riding need for immediate evacuation.
2. Alert the building occupants using the Public Address system unless there is an exceptional circumstance (an urgent to evacuate due to the extreme nature of the incident).
3. Evacuate until the Chief Warden and/or Emergency Services advise that the evacuation route is completely clear, secure and safe.
4. Communicate any information to the CEO and Communications Department.

INFORMATION REQUIRED BY EMERGENCY SERVICES

1. Brief description of the nature of the incident
2. Name and location of the building
3. Nearest cross-street
4. Where to meet a contact person at the building (usually Chief Warden) and their name
5. Exact location of the incident (within the building)
6. Description of person(s) involved
7. Description of any weapons or materials involved
8. Any details or history of the person(s) grievance (if available)
9. What the current location of the person(s) is/are
10. What the current situation is
11. What the condition of the other building occupants is

PERSONAL THREAT EMERGENCIES PROCEDURES (cont.)

HOSTAGE SITUATIONS

Any persons finding themselves in a hostage situation should prepare themselves for a long delay. Rash actions at any stage may lead to the injury or death of hostages.

Remember – the Emergency Services will have your safety as their most important priority

HOSTAGE SITUATION PROCEDURE

1. Do exactly what you are instructed by the hostage takers
2. Be as calm as possible
3. Appoint a spokesperson (if there are multiple hostages)
4. Advise the hostage takers of any persons with medical conditions or requiring medical attention as soon as possible
5. Ask permission of the hostages to attempt to pacify any hostages in shock or those who are panicking
6. Attempt to ease tension by conducting a quiet conversation and establishing a rapport
7. Request that the hostages be allowed to sit down

HOSTAGE SITUATION – **DO NOT**

1. Argue
2. Ask for too many favours
3. Allow talking among multiple hostages
4. Allow anyone to be a “hero”

SECTION 3: EMERGENCY RESPONSE - QUICK-FIND INDEX

EXTERNAL EMERGENCIES PROCEDURES

EARTHQUAKES

Earthquakes typically occur along the boundaries of the dozen major tectonic plates that make up the surface of the earth's crust. Australia does not sit directly on a plate boundary, and so the risk faced is from an *intra-plate* earthquake.

Intra-plate earthquakes are typically less frequent and less destructive than an earthquake at the plate boundary, but should still be taken seriously. The most active region in Western Australia is the South West Seismic Zone (SWSZ) and encompasses the bulk of the Wheatbelt region.

EARTHQUAKE PROCEDURE – All Occupants

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 you may be met with falling debris and power lines. It is much safer for you to remain in the building.

State Emergency Service guidelines for earthquakes are as follows:

1. Remain calm
2. Move away from windows and external walls
3. Do not use lifts
4. Keep away from mirrors, light fittings, bookcases and other furniture which may fall or slide
5. If possible, take cover under a desk from falling debris; or move to an internal corner of a room, sit down and protect yourself as best as possible

REMEMBER: DO NOT ATTEMPT TO RUN FROM THE BUILDING

Once the Earthquake tremor has stopped:

1. Look around for injured persons and reassure others in your area
2. It may be safer to remain within the property if it has not suffered substantial damage
3. Ensure emergency stairwells are safe before moving through them
4. Keep all persons away from windows at all times
5. Beware of *Aftershocks*

Emergency Systems Failure

There is a high probability that Emergency Systems will fail in the event of an Earthquake. Attempt to communicate with the Chief Warden by Mobile Telephone, or by a message runner if safe to do so (*PABX telephones will more than likely be non-operational also*)

EXTERNAL EMERGENCIES PROCEDURES (cont.)

EARTHQUAKES (continued)

CHIEF WARDEN & AREA WARDEN PROCEDURES - EARTHQUAKES

The Chief Warden will activate the Emergency Control Organisation (ECO) into action, as soon as possible after the Earthquake.

The ECO duties in the event of an Earthquake include:

1. Assessing injured personnel and damage to the property
2. Ensuring First Aid is given to those injured
3. Notification of the Emergency Services and relevant Authorities
4. Shutdown of Electrical appliances, if safe to do so
5. Initiating controlled evacuation through Zone Wardens
6. The Area Wardens must account for all occupants (including visitors) of the building as per normal evacuation conditions

Actions of ECO and/or affected staff if unable to leave the building:

The Warden or most suitable person shall carry out the following:

1. Assemble all persons in a safe area
2. Identify and co-ordinate the use of all operating means of communication
3. Identify and consolidate all sources of water and food
4. Allocate duties to persons to communicate with the outside, remove debris etc. if safe to do so.

EXTERNAL EMERGENCIES PROCEDURES (cont.)

BUILDING DAMAGE

Generally, buildings in Australia can withstand a certain amount of damage without placing their occupants at risk. Experience has shown that a range of potential causes exist including severe weather, motor vehicle collision into the building, explosions and internal failure.

BUILDING DAMAGE – All Occupants

1. Take immediate refuge under desks, benches or doorframes etc.
2. Stay clear of filing cabinets, shelves and bookcases etc.
3. Maintain refuge until structural safety checks are complete
4. DO NOT SMOKE, USE MATCHES OR LIGHTERS

CHIEF WARDEN PROCEDURES – BUILDING DAMAGE

1. Notify Emergency Services
2. Contact Building Maintenance Coordinator
3. Contact Area Wardens to carry out injury and building safety checks and report back as soon as possible
4. Organise relevant Authorities such as, Western Power and the Water Corporation to isolate the appropriate utilities
5. When safe to do so commence evacuation

AREA WARDEN PROCEDURES – BUILDING DAMAGE

1. Organise assessment of injury and damage in your area
2. Provide injury and damage report to the Chief Warden and be prepared to commence evacuation
3. Commence evacuation when directed by the Chief Warden. Check Emergency
4. Assist people to the Evacuation Assembly Area(s)

SECTION 3: EMERGENCY RESPONSE - QUICK-FIND INDEX

BUILDING EMERGENCY EVACUATION PROCEDURES

In any instance where an evacuation is ordered remember the following:

1. Always attempt to communicate with the Chief Warden & Area Wardens, but if the evacuation alarm and message sounds, EVACUATE IMMEDIATELY
2. If safe to do so, check the area to make sure no-one is left behind
3. Always check the Evacuation Route to ensure it is safe to enter
4. Never allow anyone to carry anything into the Evacuation Route, unless otherwise directed by the Chief Warden or Area Warden for that area. Occupants may take personal items such as purses, wallets, mobile phones and keys (IF SAFE TO DO SO)
5. Always be aware of mobility-impaired people and assist them as required
6. If a mobility-impaired person is to be left in a refuge, ensure a responsible person remains with them at all times. Ensure that the Chief Warden and Emergency Services are advised of their location and impairment as soon as possible

Once at the Evacuation Assembly Area:

1. Area Wardens to ensure that all areas have been evacuated
2. Establish communications with the Chief Warden if possible

SECTION 4: AFTER-OFFICE HOURS PROCEDURES

GENERAL

Mandurah Aquatic & Recreation Centre Normal hours of operations on site at the following times:

- Mondays to Thursdays 5.30am to 9pm
- Fridays 5.30am to 8.30pm
- Saturdays 6.30am to 6.00pm
- Sundays & Public Holidays 7.30am to 6pm

If an Emergency occurs OUTSIDE the times stated above, ECO duties, responsibilities and procedures remain the same. However due to the minimal (or no) ECO members and staff numbers present, After-Hours ECO duties and responsibilities will be on larger scale.

Once the ECO has been mobilised, Emergency Response Procedures will be as per each particular Emergency stated in Section 3 of this manual.

CHIEF WARDENS PROCEDURES

As per Normal Hours of Operation.

AREA WARDENS PROCEDURES

As per Normal Hours of Operation; and/or as directed by Chief Warden.

EMERGENCY PROCEDURES DURING HOURS OF CLOSURE

Should an Emergency such as a Fire Alarm occur during Centre Closure times, the responding Emergency Services shall contact the following staff to respond to the Emergency:

- | | |
|--|---------------------|
| - Recreation Centres Coordinator | 0408 913 192 |
| - Manager Recreation Centres & Services | 0438 921 489 |
| - Aquatic Operations Supervisor | 0417 184 606 |
| - Dry Operations Supervisor | 0437 842 156 |

SECTION 5 : TRAINING SCHEDULE

GENERAL

Where specific Nationally-Accredited or Awareness training is required as per AS 3745 - 2010, Mandurah Aquatic & Recreation Centre uses Priority 1 Fire and Safety as its Training Provider. This Training shall include:

1. Chief Fire Warden Training
2. Area Fire Warden Training
3. First Attack Fire Extinguisher Training
4. Fire Extinguisher Refresher Training
5. Other Emergency Response or Safety Training as required

TRAINING REQUIREMENTS & FREQUENCY

Chief Warden

Where a staff member has been nominated to fill the role of Chief Warden, the staff member must undergo the following training:

1. Confine Small Workplace Emergencies Training (Fire Extinguisher Training) Nationally-Accredited course code – PUAWER008A; or equivalent Awareness-type training.
2. Operate as part of an Emergency Control Organisation (Fire Warden Training) Nationally-Accredited course code – PUAWER005B; or equivalent Awareness-type training.
3. Lead an Emergency Control Organisation (Chief Fire Warden Training) Nationally-Accredited course code – PUAWER006B; or equivalent Awareness-type training.

The Chief Warden must participate in an Emergency evacuation exercise at intervals not greater than 12 months.

The Chief Warden must participate in a skills retention session at intervals not greater than 6 months and can include (but not be limited to) the following:

1. Emergency evacuation exercises
2. Reviewing of Emergency Control Organisation roles and responsibilities
3. Reviewing of Communications system operation

NOTE: 1. The Chief Warden must participate in Emergency Control Organisation meetings at intervals not greater than 6 months;
2. The Chief Warden must participate in Emergency Planning Committee meetings at intervals not greater than 12 months

TRAINING SCHEDULE (cont.)

Area Fire Warden

Where a staff member has been nominated to fill the role of Area Fire Warden, the staff member must undergo the following training:

1. Confine Small Workplace Emergencies Training (Fire Extinguisher Training) Nationally-Accredited course code – PUAWER008A; or equivalent Awareness-type training.
2. Operate as part of an Emergency Control Organisation (Fire Warden Training) Nationally-Accredited course code – PUAWER005B; or equivalent Awareness-type training.

The Area Fire Warden must participate in an Emergency evacuation exercise at intervals not greater than 12 months.

The Area Fire Warden must participate in a skills retention session at intervals not greater than 6 months and can include (but not be limited to) the following:

1. Emergency evacuation exercises
2. Reviewing of Emergency Control Organisation roles and responsibilities
3. Reviewing of Communications system operation

NOTE: The Area Fire Warden must participate in Emergency Control Organisation meetings at intervals not greater than 6 months;

First Attack Fire Extinguisher operator

Where a staff member has been nominated to fill the role of First Attack Fire Extinguisher operator, the staff member must undergo the following training:

Confine Small Workplace Emergencies Training (Fire Extinguisher Training) Nationally-Accredited course code – PUAWER008A; or equivalent Awareness-type training.

The First Attack Fire Extinguisher staff member must participate in a skills refresher session at intervals not greater than 2 years. This must include the use of Fire Extinguishers, Fire Blankets and Hosereels (if appropriate), and shall be conducted by Priority 1 Fire and Safety.

General Occupant / Staff member

The General Occupant / Staff member must participate in a skills retention session at intervals not greater than 12 months and can include (but not be limited to) the following:

1. Emergency evacuation exercises
2. Procedures for specific emergencies contained in the Emergency Response Procedures
3. Identification of Emergency Control Organisation members

SECTION 6 : REFERENCES

AS3745-2010: PLANNING FOR EMERGENCIES IN FACILITIES

CIVIL LIABILITY ACT (WA) 2002, Section 1D, Paragraph 5AD

WORK HEALTH AND SAFETY (General) REGULATIONS 2022

**METROPOLITAN WATER SUPPLY SEWERAGE & DRAINAGE
BY-LAWS 1981**

ROYAL LIFE SAVING SOCIETY - GUIDELINES FOR SAFE POOL OPERATIONS