



Fire and Emergency Procedures

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FIRE AND EMERGENCY PROCEDURES

1.0 Introduction

The Art Gallery of Western Australia (the Gallery) has developed a set of processes and procedures designed for:

- quick and effective response to an emergency;
- limiting any negative effects to us or others;
- skilling key persons in emergency response;
- assuring that it has good emergency plans.

1.2 Key Emergency Contacts

Key Emergency Contact Number for the Gallery

Immediately contact the Gallery Security for all emergency issues.

To report an issue, an emergency or seek assistance, *contact Security 94926700*:

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ICE (in case of emergency) If you have a mobile phone, record under *ICE* the contact details of the person to be notified in case of an emergency.

2.0 How Gallery Manages Emergencies

How the Gallery Emergency Preparedness Program is Managed

The Gallery Emergency Preparedness Program is in place, exceeding the requirements of current applicable legislation and standards. This program is managed through the following organisational structure:

Emergency Response Organisation

The **Emergency Control Organisation (ECO)** assists with the management of emergencies and oversees any evacuations.

The ECO structure is flexible and appropriate to its degree of usage and the occupancy during gallery hours and after hours.

Emergency Control Organisation Roles

The Emergency Control Organisation comprises Wardens drawn from the Gallery's employees. The responsibilities of the Emergency Control Organisation during an emergency are to:

- conduct an orderly evacuation of the building's occupants, including members of the public who may be in the building at the time, to a safe place of assembly
- assist the Emergency Services
- operate portable fire fighting equipment in the building, if it is safe to do so.

The Emergency Control Organisation personnel are as follows:

- | | | |
|-------|----------------------|---------------|
| (i) | Chief Warden | White Helmet |
| (ii) | Deputy Chief Wardens | White Helmet |
| (iii) | Floor/Area Wardens | Yellow Helmet |
| (iv) | Wardens | Red Helmet |

The Emergency Control Organisation may include trained First Aiders, a Communications Officer and Security Staff.

In addition to the above, the following specific procedures.

1. There will always be a nominated Chief Warden onsite even during after-hours.
2. Chief warden/deputy warden/floor warden will identify area of fire origin before evacuation occurs;
3. Chief warden will determine appropriate staircase for evacuation based on the fire location;
4. Staff will be positioned at the point of discharge on each level to guide occupants to the appropriate exits. In the case of the central staircase, staff shall direct occupants to Level 1 to exit Roe Street if the path of egress on Level 2 is smoked logged. In this instance, the glass door between the point of discharge and the remainder of the corridor on Level 2 shall also be closed.

THE PRIMARY DUTY OF WARDENS IS NOT TO COMBAT EMERGENCIES BUT TO ENSURE, AS FAR AS PRACTICABLE, THE SAFETY OF THE OCCUPANTS AND THEIR ORDERLY EVACUATION FROM THE DANGER ZONE.

2.1 Chief Warden

The Chief Warden during an emergency situation is required to respond immediately to the alarm, determine which Emergency Control Procedures should be implemented and bring the Emergency Control Organisation promptly into operation if necessary.

The Chief Warden's duty is to assume control of the occupants of the whole building from the time that an alarm is given until the arrival of the Fire Brigade or other Emergency Services.

The Chief Warden shall be provided with an up-to-date list of all Wardens, their telephone numbers and details of their location within the building.

The Chief Warden should be a person whose duties do not require frequent absences from the building, and whose normal work station should preferably be close to the Master Emergency Control Panel.

The Chief Warden should be fully briefed on the Gallery Disaster Preparedness Plan and ensure the Disaster Plan Coordinator is kept fully apprised during any emergency, working with the Disaster Response Team to ensure that salvage, if necessary, can commence as soon as it is safe to do so.

The Chief Warden or the Deputy Chief Warden must also be contacted when new staff members /contractors arrive on site so they can be briefed on the basic emergency procedures.

2.1.1 Duties of Chief Warden

On receipt of an alarm, the Chief Warden is to:

- (i) Proceed to Master Emergency Control Panel (MECP) and take control
- (ii) If the Alert Alarm is not sounding, activate it.
- (iii) Establish communications with the affected area, using 2-way radios or WIP Phones. Assess the nature and extent of the emergency.
- (iv) If a false alarm, notify all floors/areas that the alarm is being investigated.
- (v) If a fire, ensure the Fire Brigade has been notified.
- (vi) If an evacuation is required, give instruction to the Floor/Area Warden. Sound the Evacuation Alarm, then:
 - ensure all lifts are called to the ground floor and secured
 - advise other floors/areas of the nature and extent of the emergency, using the WIP phones System, 2-way radios, telephone or runners
 - if communication cannot be established the Floor/Area Wardens, sound Evacuation Alarm when ready
 - ensure that vehicle movement in any car park is halted.

Note: If the Emergency Warning System and/or the Fire Indicator Panel fails, the Chief Warden is to inform personnel by 2-way radio or runner system.

- (vii) Emergency Services Personnel.

2.1.2 Sequence of Evacuation

The sequence of evacuation is:

- (i) The fire-affected area.
- (ii) Remainder of Complex as required.

Should the Chief Warden be unable to continue manning the Master Emergency Control Panel owing to the nature of the emergency or because of threat of injury, the Chief Warden is to advise all floors, if possible, that he is leaving the MECP.

The Senior Officer from the Fire Service or responding authority, on taking control of the incident, may take over the duties of the Chief Warden. The

Chief Warden should remain at the Master Emergency Control Panel to render assistance as required.

2.1.3 All Clear

On being notified by a person in authority from the relevant Emergency Service that it is safe to return to the building, the Chief or Deputy Chief Warden should proceed to the Assembly Area to announce the All Clear to Floor/Area Wardens and Wardens.

2.2 Deputy Chief Warden

The Deputy Chief Warden is the understudy of the Chief Warden and will assume the Chief Warden's responsibilities whenever the Chief Warden is absent from the building. The Deputy Chief Warden is to assist the Chief Warden during an emergency, including acting as a Communications Officer if required.

It should be a matter of careful arrangement, for which the Chief Warden will be responsible, that either the Chief Warden or the Deputy Chief Warden is present during normal working hours. Switchboard operators should be informed of the location of the person on duty.

2.3 Floor/Area Wardens

A Floor/Area Warden shall be appointed for each floor/area to control the emergency evacuation procedure floor/area, generally as directed by the Chief Warden. However, Floor/Area Wardens should commence evacuation of their floor/area if they consider the situation to be life threatening.

2.3.1 Duties of Floor/Area Wardens

The Floor/Area Wardens should be thoroughly familiar with:

- (i) The layout of their floor/area.
- (ii) All exits, safe holding areas and alternative escape routes.
- (iii) The location of Wardens on/in their floor/area. If there are changes of Warden personnel, notify the Chief Warden and request training for the new Wardens.
- (iv) The existence of store rooms, blind passages, toilets, tea rooms and obscure areas in which persons could be located.
- (v) The location of Break Glass Alarms and fire fighting equipment.
- (vi) The operation of equipment installed to assist in the evacuation of personnel from the building.
- (vii) Any mobility impaired persons on/in their floor/area.
Note: A mobility impaired person is a person with physical, mental or sensory impairment - either temporary or permanent - who requires assistance during an emergency evacuation.
- (viii) The likelihood of visitors or members of the public being in the building.

2.3.2 On Becoming Aware of a Fire on/in Their Floor/Area

On becoming aware of a fire on/in their floor/area, the Floor/Area Warden is to:

- (i) Ensure the alarm has been raised and that the Fire Brigade has been notified.
- (ii) Evacuate occupants from the immediate fire area.
- (iii) Direct Wardens to attempt to extinguish the fire (if safe to do so).
- (iv) Advise the Chief Warden of conditions on/in their floor/area by WIP phone, 2-way radio or runner.
- (v) If the fire cannot be contained, order the Wardens to withdraw and close doors to slow the progress of the fire.
- (vi) Order the evacuation of the floor/area, notify the Chief Warden of the situation and request that the Evacuation Alarm be sounded on/in their floor/area.

2.3.3 When an Emergency Occurs on Another Floor/Area

On hearing the Alert Alarm or becoming aware of an emergency the Floor/Area Warden is to:

- (i) Proceed to the Warden Intercommunication Point and await communication from the Chief Warden through the WIP Phone.
- (ii) Consult with the Chief Warden on the nature of the emergency and carry out all instructions (for example investigate for signs of smoke or fire, prepare to evacuate).
- (iii) Brief Wardens on the nature of the emergency.
- (iv) Control all emergency operations on/in their floor/area.

2.3.4 If an Evacuation is Ordered

If an evacuation is ordered, the Floor/Area Warden is to:

- (i) Direct Wardens to assemble staff and occupants at the floor/area assembly point (for example in the vicinity of the fire stairs or lift lobby) in preparation for an evacuation.
- (ii) Instruct Wardens to check toilets, strong rooms and all occupiable spaces on/in their floor/area.
- (iii) When all occupants have assembled at the floor/area assembly point, commence evacuation via the fire stairs to the evacuation Assembly Area. A Warden should lead the occupants to show the way. Care is to be exercised when entering stairs as other floors may be descending.
- (iv) Conduct a final check of all areas of the floor to ensure they are clear of occupants.

Note: This action is more important than a later physical count of the occupants.

- (v) Advise the Chief Warden that the floor/area has been evacuated, then exit the floor.
 - (vi) Proceed to the evacuation Assembly Area and remain in charge of occupants until the All Clear is given.
- Note: Floor/Area Wardens should be ready to appoint additional or replacement Wardens, from staff members, if too few Wardens are available during the emergency.*

2.4 Duties of Wardens

Wardens will usually become aware of a potential emergency in their building by hearing the Alert Alarm. Wardens should immediately respond at the Warden Intercommunication Point on/in their floor/area.

Wardens' duties may include:

- (i) Assuming control of the floor/area in the absence of the nominated Floor/Area Warden.
- (ii) Raising the alarm by operating a RED Break Glass Alarm (BGA) or by contacting the Floor/Area Warden and Chief Warden.
- (iii) Stopping occupants from evacuating prematurely.
- (iv) Operating communications equipment.
- (v) When directed, notifying all occupants to assemble at the floor/area assembly point near the fire stairs in preparation for evacuation.
- (vi) When directed, guiding occupants down the fire stairs to the evacuation Assembly Area.
- (vii) Assisting mobility impaired people.
- (viii) Operating first attack fire fighting equipment, for example fire extinguishers and hose reels.
- (ix) Ensuring fire/smoke doors are closed properly.
- (x) Searching a floor or area to ensure nobody has been left behind.
- (xi) Searching a floor or area for suspicious articles (Bomb Threat Procedures).
- (xii) Ensuring lifts are not used during the evacuation.
- (xiii) If directed, meeting Emergency Services on arrival at the Warden's floor/area.

2.4.1 When an Evacuation is Ordered

When an Evacuation is ordered, Wardens should be prepared to:

- (i) Wait until the fire stairs are clear before entering. If the fire stairs are congested, wait for a few moments and check again or use the alternative exit.
- (ii) Lead the occupants down the stairs to the Assembly Area, preventing running or lagging behind. If it is necessary to cross a street, traffic rules must be observed.
- (iii) Provide assistance to any occupant who falls or trips.
- (iv) Ensure the noise level is kept to a minimum.
- (v) Follow the evacuees and ensure they all stay together.
- (vi) Prevent any person from re-entering the floor/area or building, unless authorised to do so by the Chief Warden or senior Emergency Services Officer.
- (viii) Prevent substances such as food, drinks or lit cigarettes, which could create a hazard, from being taken into the fire stairs.
- (ix) Permit only non-bulky personal items, such as purses, wallets or handbags, to be carried into the fire stairs.

2.4.2 Fire Wardens for Events

For Gallery events all Security Guards are wardens. The following numbers will be onsite in accordance with fire safety and liquor licensing requirements:

1 Events Coordinator

1 Security Supervisor

And 1 additional security guard per 130 patrons.

3.0 The Gallery's ALERT and EVACUATION Responses

All Gallery Buildings are fitted with the **ALERT and EVACUATION** devices. You may also be directed by a trained Warden to prepare for and evacuate the premises.

If you hear an alarm (**beep beep beep** or **whoop whoop whoop**) DO NOT assume it is a drill, your life may depend on it.

If you are away from your normal work area, obey instructions from the warden for the area you are in. Do not attempt to return to your work area.

ALERT response

When you hear the ALERT tone – **BEEP, BEEP, BEEP** or are directed by a Fire Warden, you must prepare for evacuation:

- cease what you are doing and secure confidential materials and valuables;
- switch off computers and electrical equipment;
- move to assembly floor point;
- follow the Warden's instructions.

EVACUATION response

When you hear the EVACUATION tone – **WHOOP, WHOOP, WHOOP** or are requested to do so by an Area Warden or Warden you must:

- remain calm and move immediately to the fire exit, as directed by the warden;
- If above ground level, do not use the lifts but move through the stairways in an orderly fashion;
- once outside the building, assemble in the designated assembly areas;
- provide the Warden with information about people still in the building;
- do not re-enter the building until direction to do so has been given by the Warden.

4.0 The Gallery's Emergency Assembly Areas

Administration Building – Grassed area outside Museum

Main Gallery Building – Grassed area to the west of the building

Centenary Galleries – Grassed area outside Museum

5.0 Assisting People with Disabilities During Emergencies

In an emergency, always ask someone with a disability how he or she can be best assisted and whether there are any special considerations or items that need to come with the person. If you are unable to provide the necessary assistance, you should notify the nearest Warden.

In an evacuation, do not use lifts for the disabled unless clearance has been given by the Emergency Controller.

For a **blind or visually-impaired person**:

- give verbal directions to advise about the safest route or actions to be taken – use estimated distances and directional terms (left, right, up or down);
- offer your arm to guide the person, especially if there is debris or a crowd;
- give other verbal directions or information, as necessary.

For a **deaf or hearing-impaired person**:

Staff that are deaf or hearing impaired are requested to notify the security control room of their current work location in the building.

- get the attention of the person by touch and eye contact;
- clearly state the problem – gestures and pointing may be helpful but be prepared, if necessary, to write a brief statement;
- offer visual instructions to advise about the safest route or actions to be taken, for example, point towards exits or evacuation maps;
- for a partially deaf person, you may be able to communicate verbally; but you should ensure that you have been properly understood by asking for your instructions to be repeated back to you.

For a **mobility-impaired person**:

- clear the exit route of debris – or, if the exit remains blocked, move the person to a safe area away from the hazard;
- give verbal directions to advise about the safest route or actions to be taken;
- focus on evacuating the person – items which may impede the evacuation, like wheelchairs when there is debris around, can be collected later;
- when team-lifting and carrying a person, only one pre-designated person gives commands, ensuring safe lifting and carrying.

6.0 My Priorities in an Emergency Situation

My priorities, in order, in an emergency situation are to:

1. Follow any directions given to me by a warden.
2. Immediately respond to an evacuation alarm.
3. Assess the situation – do not put myself in danger.
4. Make the area safe.

7.0 If You are Sent Home or Off-site When an Emergency Occurs at the Gallery

If you are sent home due to an emergency or are off-site, when an emergency occurs at your Gallery workplace, your manager will contact you and advise when you should report back to work and how to enter the affected site.

Ensure that the Gallery and your supervisor have your current out-of-work contact details and that you have those of your supervisor's.

8.0 My Response to an Emergency Situation

Art work damage – criminal or accidental

If safe to do so, prevent the person from undertaking further damage or contact with the artwork and detain them, if possible. Immediately contact the Gallery Security providing details of the nature and location of the incident.

If requested, complete an Incident Report. You may also be required to provide information to police and insurance representatives.

Art work theft

If you discover or observe the theft of art work:

- notify the Gallery Security immediately, providing details of the nature and location of the theft. Follow any directions given precisely.
- make sure that the room or immediate area is isolated and cordoned off.
- list all persons who were in the vicinity when the theft was discovered, including contact information, and have this information available for the authorities.
- complete an Incident Report, if requested. You may also be required to provide information to police and insurance representatives.

Bomb or other phone threat

Bomb or other phone threats are never ignored and are treated seriously. If you receive a bomb or chemical/biological threat by phone **STAY CALM**, refer to the **Phone Threat Checklist**, if possible, and:

- do not hang up on the caller or interrupt them;
- note the phone number of the caller (if your telephone has a display) and the time of the phone call;
- try to attract attention of persons near you so that they can alert Security and others around;
- listen carefully and try to keep the caller talking so that you can gather as much information as you can about the threat:
 - **Details of threat** – including:
 - wording and validity of the threat;
 - the identity of the caller and features of his/her voice;
 - any background noises.
 - **For a bomb threat** - type of bomb, material in the bomb and what will make bomb explode.
 - **For a chemical/biological substance** - What kind of substance is to be released, whether solid, liquid or gas, how much is to be released and how it will be released.
- contact Security as soon as the phone call has ended;
- complete the **Phone Threat Checklist** while the call is still fresh in your memory;
- remain available to answer questions.

Chemical spill or leak

For a chemical spill or leak:

- keep away and upwind until the chemical is positively identified;
- avoid all contact with the material and avoid breathing gas, fumes, mist or dust;
- if minor and containable, notify your immediate manager or supervisor;
- if hazardous and cannot be contained – break a glass alarm or contact Security who will contact the fire brigade and may initiate an alert or evacuation;

- warn people nearby;
- keep all ignition sources away;
- if the area is placarded, observe the precautions suggested by the relevant **HAZCHEM** placard (see the diagram below for the interpretation of codes):
- *Number* (1 to 4) - the type of fire extinguisher to be used (also see the section below on fire extinguishers);
- *First letter* - suggested personal protective equipment, also identifies if there is the danger of violent reaction or explosion (V) and whether to dilute or contain any effluent;
- information on whether to dilute or contain effluent;
- *Second Letter* (E) - whether evacuation may be considered.
- refer to the identified chemical's Materials Safety Data Sheet and take any appropriate actions for spills or leaks;
- stop leakage if safe to do so;
- prevent spillage from entering drains.

Damage to Gallery buildings, plant or equipment

Immediately notify Security with details of the location and nature of the damage, and any potential follow-on risks; for example, fire, flooding, interruption of utility services, injury to persons, etc. They will immediately call in the appropriate internal and external assistance.

Alert others working in the area or approaching the area of the risk. Assist with making the site safe, as directed, provided this does not put you at risk.

Explosion

If you hear or are involved in an explosion:

- contact Security and limit the use of phones to calls for emergency services;
- do not move seriously injured persons unless they are in obvious immediate danger;
- be prepared for possible further explosions;
- watch out for falling objects - crawl under a table or desk for protection from falling debris;
- keep away from windows, mirrors, overhead fixtures, filing cabinets, bookcases and electrical equipment;
- feel doors for heat before opening, then open them carefully;
- do not use matches or lighters;
- do not use lifts.

Fire or smoke

If you smell smoke, see fire or smoke within any Gallery immediately contact Security, providing details of the emergency situation and its location, and alert those around you and assist persons in danger, if safe to do so.

Always follow the Warden's instructions.

NEVER fight a fire if:

- you don't have the proper extinguisher or equipment (fire extinguishers should only be used by trained personnel);
- the fire has spread beyond its point of origin;

- your instincts tell you to **GET OUT**.

When using a fire extinguisher:

- ensure that you are using the correct type of fire extinguisher (**NEVER** use water, foam or wet chemical extinguishers for fires involving live electrical equipment);
- ensure that you have an exit at your back;
- point the extinguisher at the base of the fire and sweep from side to side over the whole fire;
- keep an eye out for re-lighting once the fire has been extinguished.

9.0 Fire Fighting Equipment

9.0.1 Which Fire Extinguisher?

The types of fire are classified as:

CLASS A Ordinary free-burning materials such as paper, clothing, packing materials, wood and textiles.

FOR CLASS 'A' FIRES USE:

Water	(Red)
Foam	(Red with Blue Band)
Carbon Dioxide	(Red with White Band)
Dry Chemical (ABE Only)	(Red with White Band)
Vaporising Liquid	(Red with Yellow Band)

CLASS B Liquids such as petrol, paint lacquers, thinners, oils, greases and many chemicals in liquid form.

FOR CLASS 'B' FIRES USE:

Foam	(Red with Blue Band)
Carbon Dioxide	(Red with Black Band)
Dry Chemical	(Red with White Band)
Vaporising Liquid	(Red with Yellow Band)

CLASS C Fires involving flammable gases.

FOR CLASS 'C' FIRES USE:

Dry Chemical	(Red with White Band)
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CLASS D Fires involving metals, for example potassium, sodium, magnesium. Special extinguishers that are non-conductors of electricity.

CLASS E Fire involving electrical equipment. To fight these fires, use only extinguishers that are non-conductors of electricity.

FOR CLASS 'E' FIRES USE

Carbon Dioxide	(Red with Black Band)
Dry Chemical	(Red with White Band)
Vaporising Liquid	(Red with Yellow Band)

CLASS F Fires involving cooking oils and fats. *Where significant potential exists for a fire involving cooking oils and fats, WET CHEMICAL type extinguishers and FIRE BLANKETS should be provided.*

FOR CLASS 'F' FIRE USE

Carbon Dioxide	(Red with Black Band)
Dry Chemical	(Red with White Band)
Wet Chemical	(Red with Oatmeal Band)

- IF POSSIBLE, TURN THE POWER OFF FIRST -
- NEVER USE WATER OR FOAM EXTINGUISHERS ON ELECTRICAL FIRES

9.0.2 Fighting Fire with Extinguishers

- (i) Do not panic.
- (ii) Try to remain calm and think.
- (iii) Warn everybody in the immediate vicinity.
- (iv) Ensure someone has alerted the Fire Brigade.
- (v) Instruct someone to advise the Chief Warden.
- (vi) Determine type of fire and exact location.
- (vii) Select right type of extinguisher.
- (ix) Be sure you know how to use the extinguisher.
- (x) If in doubt, READ THE INSTRUCTIONS
- (xi) Where possible, keep the doorway at your back or behind you.
- (xii) Keep low to avoid smoke.
- (xiii) Do not get too close to the fire.
- (xiv) Direct extinguishing agent at seat of the fire, NOT at the smoke.

9.1 Hose Reels

Hose reels are located on each floor. Wardens should know their position and method of operation.

9.1.1 General Guideline for Use of Hose Reels

- (i) Do not use on electrical fires.
- (ii) Whenever possible, two people should be used to unroll a hose reel, that is, one to control the nozzle and one to ensure the hose runs off the reel freely and is not caught around doors or corners.
- (iii) Remember to turn on the water supply at the reel before running out the hose.
- (iv) Check the water is capable of being turned on and off at the nozzle.

9.2 Use of Fire Blankets

Fire blankets may be used on fires involving flammable liquids in cooking containers or containers such as deep fat fryers. Methods of use:

- (i) Carefully cover the burning object with the blanket.
- (ii) Turn off heat source.
- (iii) Leave blanket in place until cool.

- (iv) Call the Fire Brigade.

9.3 Other Emergencies

9.3.1 Flooding or water damage

If a water leak or flooding occurs:

- contact Security immediately and report the exact location and severity of the leak or flooding;
- if you know the source of the problem and are confident of your ability to stop the leak or flooding (turn off water, etc), do so – do not put yourself or others at risk (if there are electrical appliances nearby, use extreme caution);
- be prepared to assist, as directed, in protecting objects that are in jeopardy. Take only essential steps to avoid or reduce immediate water damage – covering objects or lifting them to a higher position.

9.3.2 Gas escapes

Gas escapes can be a fire hazard and may result in asphyxiation and poisoning.

If you detect a serious gas escape:

- alert those around you and stop all nearby work activities;
- stop the leak if you know the source of the problem and are confident of your ability to do so - do not put yourself or others at risk;
- contact Security immediately and report the exact location and severity of the gas escape. Follow any directions precisely, including evacuation.

Do not anything to cause a spark and ignite a fire.

9.3.3 Hostage situation

If you are involved in or observe a hostage situation contact Security, if possible, and supply as many details as possible including:

- exact hostage location;
- the number of persons involved;
- description of hostage takers;
- threats being made;
- weapons being used.

If you are in a hostage situation:

- do what you are told without argument;
- do not attempt to negotiate or argue with the hostage takers;
- try to get others to remain calm and tell them to do what they are told.

9.3.4 Hostile, threatening or armed person

If you observe that a hostile, threatening or armed person, immediately contact Security and alert those around to move away. Where you are confronted by a hostile, threatening or armed person, you need to:

- stay calm - do not panic, shout, scream or take an action that may cause the potential assailant to act;
- quietly signal for help – that person will contact Security for you - do not make any calls yourself;
- maintain eye contact and listen attentively;
- follow any instructions given, especially if the person is armed;
- stall for time – keep talking until assistance arrives or it is safe for you to escape to a safe site.

If the person is armed, NEVER try to grab the weapon.

9.3.5 Medical emergency

If a person is injured or ill and you are trained in first-aid, render assistance – otherwise contact Security or your local first-aid person for assistance.

Provide details of the medical emergency and your location.

Where the person is seriously injured immediately notify Security, who will

contact ambulance services and any other required services, and provide

you with all necessary assistance. Where the injured or ill person:

- is unconscious, do not move the person unless it is absolutely necessary. Check the:
 - **airways** – gently tilt the head back and remove any obvious obstructions from mouth;
 - **breathing** – look and listen for signs of normal breathing;
 - **circulation** – look, listen and feel for normal breathing coughing or movement.
- is *bleeding severely*, apply direct pressure to the wound and raise and support the injured part (unless it is broken);
- has *possible broken bones or spinal injuries*, do not move the person unless it is absolutely necessary;
- has *an eye injury*, do not attempt remove any object that penetrated the eye;
- is having an *asthma attack*, reassure and encourage the person to slow his or her breathing;
- is experiencing a *seizure*:
 - bring the person to the floor and place in a position where uncontrolled movements will not result in injury. Place the person on his or her side and cushion the head, if possible.
 - loosen ties or anything around neck;
 - never hold down or put object (including your fingers) into mouth of the person having a seizure;
 - do not give the person any food or drink until fully alert.

Check for a medical ID bracelet or card. Attempt to obtain the following information from the ill or injured person:

- his or her name;
 - description of the symptoms;
 - allergies and current medication;
 - major medical history (heart condition, asthma, diabetes, etc);
 - contact person - the person's mobile phone may have an **ICE** (in case of emergency) listing, giving details of the contact person.
- Remain at the scene until emergency personnel have arrived.

9.3.6 Persons trapped in a lift

If you are not in the lift but realise that people are trapped in the lift:

- immediately notify Security;
- do not attempt to access the lift.

If you are trapped in a lift:

- immediately use the emergency phone to seek assistance and follow any directions given;
- stay calm – do not try to force the doors open or climb out of the lift.

9.3.7 Suspicious item or object

If you find or see a suspicious item or object on site:

- do not touch or handle it;
- make sure that the item or object is isolated and the immediate area is cordoned off;
- call Security and request immediate assistance - follow any directions given precisely
- do not use or allow communication equipment to be used within 40 metres of the suspicious object.