



EMERGENCY RESPONSE PROCEDURE

1. Introduction

The Office of the Information Commissioner (the Office) Emergency Response Procedure has been designed to ensure the safety of staff and visitors to the Office in case of fire and/or other emergency situations.

It is essential that OIC staff are familiar with the procedures to be adopted in the case of any emergency.

All staff must act as directed by nominated personnel.

In case of emergency use the following contact numbers:

Emergency Services – 000
State Government Security – 3224 6666
Building Facilities – 1300 278 573

2. Definitions

Alert Tone – The sound (Beep...Beep...Beep) activated by the Fire Alarm Panel when fire/smoke is detected or an MCP is operated.

Assembly Area – An area removed from the building that will allow the building occupants to gather at the time of an emergency.

Emergency – Any event that arises from internal or external sources that may adversely affect the safety of people in the building or the community generally, and requires immediate response by the occupants.

Emergency Warning System – An electronic device that sounds the Alert or Evacuation Tone when the Fire Indicator Panel detects a fire or an MCP is operated.

Evacuation Tone – The high pitched sound (whoop whoop whoop) that follows the Alert Tone.

EWIS - Emergency Warning Intercommunication System.

FIP – Fire Indicator Panel is where fire alarms register and are forwarded to the Fire Service. The panel may also house an Emergency Warning System.

MCP – Manual Call Point is the small red box with the glass panel and button. Breaking the glass and pushing the button will activate the Fire Alarm.

Mobility Impaired Person – A person with physical, mental or sensory impairment, either temporary or permanent, who requires assistance during emergency evacuations.

WIP – Warden Intercommunication Point.

3. Emergency Personnel - Responsibilities

3.1 Floor Wardens

Position Description

The Floor Warden directs and controls emergency procedures in the event of an emergency situation. They have the authority to evacuate their area of responsibility if they consider there is any danger to occupants.

Prerequisites

All Floor Wardens should have a good knowledge of the layout of their area, particularly dedicated fire exits. The Floor Wardens should know the locations of, and be able to operate, manual call points, fire extinguishers, and hose reels.

Duties

In the event of an emergency evacuation, the Floor Wardens must: -

- Raise an alarm if an emergency is encountered and detection equipment is yet to activate the Fire Indicator Panel
- Report to the internal meeting point upon the sounding of building alarms
- Ascertain the number of available wardens to conduct an initial search for signs of emergency
- Recruit initial warden resource to assist with the initial search for signs of emergency if resource is lacking
- Coordinate an immediate search for signs of emergency in a systematic and strategic search pattern
- Await communication from the QFES Liaison (Communicate with QFES Liaison only when there is information to report that is pertinent to the emergency)
- Report findings to the QFES Liaison
- Order Area Wardens to commence an immediate evacuation if the situation warrants (eg signs of danger identified)
- Evacuate occupants in a systematic manner (closest to the danger area then radiating outwards)
- Search for occupants within all areas throughout the floor
- Report the evacuation status to the QFES Liaison
- Ensure Persons with Special Needs (those who cannot evacuate) are moved into an area of refuge (fire stairs) with a carer/buddy
- Ensure persons refusing to evacuate are reported to the QFES Liaison
- Evacuate the floor once the Floor Warden's flow chart has been completed (Attachment F).
- Ensure a deputy/replacement Floor Warden is available to cover the above responsibilities in the event of any absence from the floor.

3.2 QFES Liaison

Position description

The QFES Liaison receives reports from Floor Wardens and liaises with emergency personnel. The QFES Liaison holds the same prerequisites as Floor Wardens.

Duties

In the event of an emergency evacuation, the QFES Liaison must:

- Wear the appropriate white identification device (helmet)
- Raise an alarm using method of alarm if an emergency is encountered and detection systems are yet to activate the Fire Indicator Panel
- Report to the Fire Panel on the ground floor.
- Receive reports from Floor Wardens as they evacuate
- Liaise with the Fire Service upon their arrival onsite and pass on all relevant information
- Ensure access cards/keys are available to pass on to the Fire Brigade upon request.
- Communicate with occupants at the assembly area as information is received from the Fire Service

3.3 First Aid Officer

Position Description

The First Aid Officer is responsible for providing primary care to any personnel suffering from injuries prior to the arrival of the appropriate Emergency Service.

The First Aid Officer is therefore required to undergo training to enable them to provide this care. The First Aid Officer should have a thorough knowledge of the roles and responsibilities of the Floor Wardens.

Duties

On becoming aware of an emergency, the First Aid Officer must:

- Obtain an Emergency First Aid Kit which is situated with the first aid officers and report to a Floor Warden
- If a defibrillator is needed, this is located on the wall near the men's toilets
- Attend to any injured staff member
- Carry out duties as requested by the Floor Wardens or emergency services

3.4 Staff

All staff should ensure that they:

- have a thorough knowledge of internal emergency procedures
- know the roles and functions of the Floor Wardens and First Aid Officer
- follow any and all instructions given by the Floor Wardens or emergency services during an emergency incident
- do not compromise the safety of themselves and others

3.5 Induction

In non-emergency times, Wardens also have a role in the preparation for, and prevention of an emergency. Part of this role is the training of staff. The instruction of all staff in what to do in the event of a fire must be conducted annually, with all new employees undergoing instruction within the first 30 days of employment.

This instruction should include:

- the procedure to be followed in the event of an emergency
- the means of escape from the building and location of Assembly Areas
- the location and method of operation of firefighting equipment
- the location and method of operation of fire alarms or other equipment

4. Emergency Procedures

4.1 In the event of a fire

The following procedures should be initiated concurrently:

- Remain calm, avoid panic or concern
- Persons near the fire zone assist staff and tenants/visitors to move to an area of safety
- Operate a Manual call point if the fire alarm is not already activated (This is linked to Emergency services)
- Only if safe to do so, should trained personnel fight a fire using portable fire extinguishing equipment

When the Initial Fire Alarm activates

- All persons in facility should prepare for evacuation and gather essential personal items such as mobile telephone and wallet / handbag
- Important and classified material to be placed in a secure position if possible, without risking personal safety
- Gather at the internal meeting point in the lift foyer if safe to do so
- Follow instructions of Wardens

In the event of evacuation:

- Floor occupants to proceed towards the nearest, safe to use designated emergency exit
- Evacuate the building and proceed to designated Assembly Area (refer to the Evacuation Diagram showing paths of egress and 'Assembly Area' attachment C)
- Any mobility impaired person/s unable to evacuate to remain in stairs

Emergency Team (all)

- Check all areas on the floor (toilets, storerooms)
- Note any room with a locked door
- Conduct a final check for any persons left behind
- Ensure Persons with Special Needs (those who cannot evacuate) are moved into an area of refuge (fire stairs) with a carer/buddy
- Evacuate
- The Floor Wardens to report to the QFES Liaison at the Fire Panel immediately upon clearing the building:
 1. The presence of any Person with Special Needs within their area of responsibility;
 2. Where they are located (eg which stairwell, adjacent to a fire isolating compartment);
 3. Characteristics impeding the person's exit from the building
 4. Whether buddies were present to stay with the person.

Re-entry to a building

- QFES Liaison to inform all staff when safe to re-enter building
- No person should re-enter a building until the emergency is over and is declared safe by the Fire Officer-in-charge / Emergency Service.

In the event of a bomb or arson threat by suspect article

- DO NOT handle the article and move away from the immediate area
- Clear people away from the immediate vicinity (25m from electronic transmissions)
- Leave any doors and windows open
- Immediately call 000, giving details as required
- Inform State Government Security on 3224 6666
- Inform building facilities 1300 278 573
- Secure the area
- Evacuate

In the event of a bomb or arson threat by telephone

- Remain calm
- Hand your Bomb Threat Cue Card to the nearest person to discretely alert nearby staff to the situation (Attachment A)
- Obtain as much information as possible using the check sheet (Attachment B)
- Inform State Government Security on 3224 6666
- Inform building facilities 1300 278 573
- Follow instruction from State Security or Emergency Services

In the event of a medical emergency

- Raise the alarm, inform a First Aid Officer giving details as required
- Never leave the patient alone; comfort the patient until a First Aid Officer arrives

In the event of a biological mail threat

In the event of receiving a mail item that you consider has a high risk of containing a biological substance:

For unopened mail:

- If possible, seal the mail in a larger envelope or plastic bag
- Then follow procedure from point 3 below

For opened mail:

- Do not disturb the item any further. Do not clean up
- If possible cover the package/letter to prevent the contents spreading
- Stay in the designated area
- Prevent others from entering the area
- Do not open any doors
- Telephone 000, to advise of:
 - Location
 - Number of people exposed

- Description of the item
- Action taken so far
- Inform State Government Security on 3224 6666
- Inform Building Facilities on 1300 278 573
- Wait for help to arrive
- Keep your hands away from your face

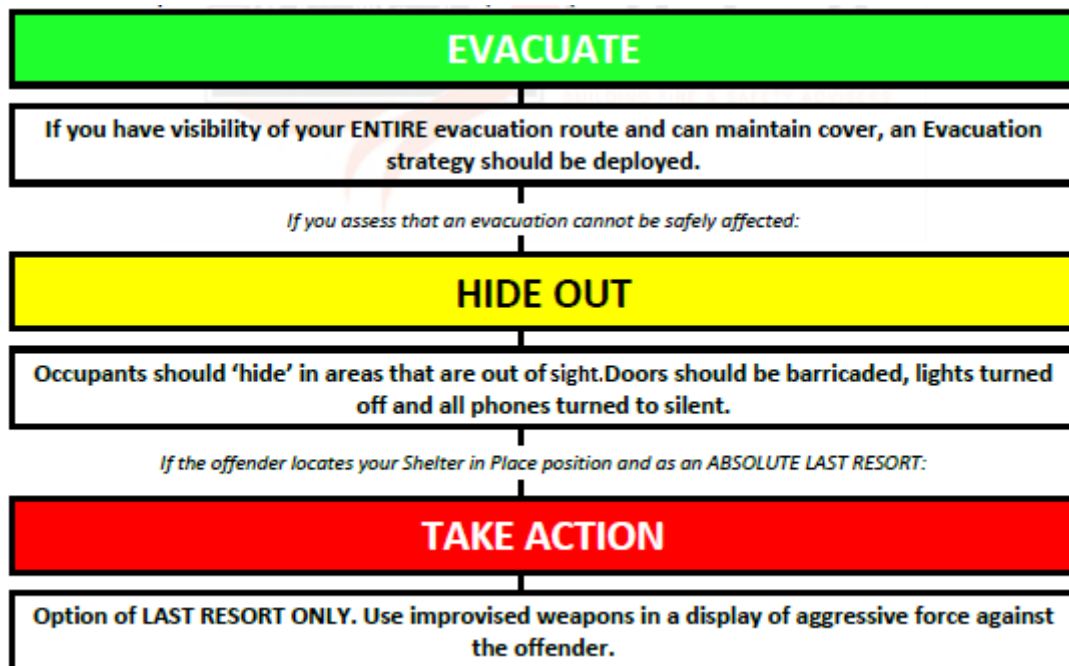
In the event of an unspecified external emergency (e.g. gas leak, chemical spill)

- Notify State Government Security on 3224 6666, advise of type, location and size of emergency
- Inform Building Facilities on 1300 278 573
- Close all windows and doors
- Remain inside the building unless otherwise instructed
- Follow further instructions given by State Government Security

In the event of personal threat by either armed or unarmed persons

- Remain calm
- Try and remove yourself from any line of fire
- Notify other staff in your immediate area
- Activate the nearest duress alarm, being either the pendant or the duress alarm located by reception
- Call 000 if safe to do so
- Relay all relevant details regarding type of situation, location, who is involved, etc
- If safe to do so, leave and secure area/building.
- Inform the Building Facilities on 1300 278 573
- Await arrival of State Government Security or Police and follow their directions

Because of the constantly evolving nature of an active armed offender event, fast decision-making must be made in line with the below principles. It must be understood that no one strategy will remain the sound and/or logical approach as the event unfolds, and staff must constantly assess their best available response options as the event unfolds.



In the event of a natural disaster such as a cyclone or high intensity storm:

- Stay indoors until further advice from authorities
- Move away from windows
- Check all windows are closed

In the event of an earthquake:

- Do not attempt to leave the building. It is much safer inside
- Remain calm
- Move away from windows and external walls
- If possible, take cover under a sturdy object (desk, etc.)
- If the building is still intact after initial shock, remain inside

Notes

Use of Stairs

- When moving from the building via stairs, care should be taken so as not to hinder the group's progress or to cause injury
- Ensure noise is kept to a minimum
- Keep to the left hand side of the stairwell to allow room for Emergency Service personnel
- Fire doors must not be held open by way of static means (door stop/wedge etc) at any time.

Use of Lifts

Do not use lifts in the event of a fire.

People Refusing to Evacuate the Building

Everyone must follow the directions given by a Warden. If staff or anyone else on the floor

refuse to evacuate after being instructed to do so, Wardens will continue on with their own evacuation and report those that refuse to evacuate to the QFES liaison.

Wardens are not to argue, coax negotiate with or forcibly remove any persons refusing a direction to leave the building. Wardens are not to put themselves in a potentially dangerous situation by remaining in a building subject to an evacuation for any longer than is absolutely necessary. Warden's responsibilities are limited to reporting any person refusing to evacuate to the QFES Liaison, who in turn will advise responding emergency services of the situation.

Internal meeting point

Only when safe to do so and an evacuation is yet to be ordered, staff should gather at the internal meeting point located in the lift foyer of the floor

Evacuation Assembly Area

The assembly area (Attachment C) is as follows: **Botanic Gardens** (entry from Edward Street)

Trial Evacuation Exercises

OIC in conjunction with the building managers of 133 Mary Street will conduct regular evacuation exercises to ensure all staff are familiar with procedures during an emergency evacuation. The exercises will be used to test the effectiveness of procedures.

Exercises will be held to involve all building occupants, but minimise disruption to work programs. Refer Attachment D for Trial Evacuation Checklist.

Wardens will periodically undertake a check of the floor's emergency equipment and procedures to ensure readiness in the event of an emergency.

People with special needs

A "Person with Special Needs" (PSN) is defined within the Building Fire Safety Regulation of Queensland as a person who, because of their circumstances, requires special arrangements to be made for the purposes of their evacuation from a building in the event of an emergency.

The circumstances requiring special attention may relate to a characteristic of the person or their physical location/presence within the building.

Personal characteristics impeding a person's ability to evacuate a building could include (but are not limited to) the following:

- Physical Disabilities
- Cognitive Impairments
- Elderly Persons
- Injuries (Chronic or Acute)
- Pregnancy
- Visual Impairment(s)
- Hearing Impairments(s)
- Illness.

It is necessary to pre-plan for the evacuation of a person with special needs to ensure that Wardens, the Emergency Services and the person themselves are aware of the process that

will be followed in the event of an emergency. An emergency has the potential to cause a large amount of anxiety for the Person with Special Needs, the Wardens and Occupants, and careful planning/consultation will ensure that dangerous ad-hoc responses are not experienced in the event of an evacuation from the building.

Tenants have a responsibility to compile a Personal Emergency Evacuation Plan (PEEP) for each Person with Special Needs (as defined above) within their tenancy. This Plan must then be approved by the building's Fire Safety Adviser to ensure that both the response compliments the Primary Occupier's evacuation process and that allowances can be made for individual circumstances in the event of an emergency.

5. Reception Counter Incidents

The reception counter is staffed by the Registry Team and is fitted with a duress alarm. In the event of a customer inquiry escalating into an incident beyond the control of the Registry staff member, the duress alarms may be activated.

Duress alarm buttons are located on the outer wall to the left of the reception desk.

If there is an escalating incident at the counter involving a customer, the Business Services Manager, or a member of the Executive Leadership Team will assume responsibility from the Business Services O in managing the situation.

When the duress alarm is activated, blue alert lights will strobe in specific locations around the floor. The blue alert lights are located on the ceiling near:

1. Near the Registry team
2. The hallway in front of the boardrooms

The duress alarm is directly linked to Queensland Government Security.

6. Portable Duress alarms

The Office holds two portable duress alarms. These are available from the Registry team and are to be used when meeting with visitors to the office. These duress alarms are also linked directly to State Government Security.

7. Emergency Fittings and Equipment

Manual Call Points (MCP)

Are located near the exits stairs (in the lift foyer)

When activated, send a signal to the Fire Indicator Panel (FIP) which notifies Fire Services.

Can be used by anyone discovering a fire to raise the alarm.



Smoke Detectors

Are located on the ceiling across the floor and are activated by smoke or heat



Sprinklers

Sprinklers are activated by heat and are located on the ceiling across floor.



Emergency Exits

Green Emergency exit signs show the path of travel to exit from any part of the floor. Exits stairs lead out to Mary Street and are indicated by an illuminated sign usually above the doors or in path of travel. Exit signs are visible at any time even when a power outage may occur.



WIP – Warden Intercommunication Phone

Located on the wall near the exits stairs in the hallway to the toilets.



Firefighting Equipment

A Hose Reel is located in a closet in the lift foyer.

Fire Hose Reels are for use only by persons who have received appropriate training and only

IF SAFE TO DO SO. Any person considering the use of a fire hose reel needs to weigh the foreseeable risk of electrical shock potentially caused by applying copious amounts of water where mains power has not been isolated.



Dry chemical extinguishers are located in a closet in the lift foyer.

All staff should familiarise themselves with the location and operation of fire extinguisher.

! – Fire Extinguisher Operation



How to operate a fire extinguisher:

1. Select the correct fire extinguisher;
2. Unclip the hose and pull out the pin;
3. Point the nozzle at the base of the fire;
4. Squeeze the handle of the extinguisher; and
5. Sweep the nozzle from side to side at the base of the fire.



TELEPHONE BOMB THREAT CUE CARD

**I HAVE A
BOMB
THREAT
CALL**

- 1.** Inform State Government Security on 3224 6666
- 2.** Inform building facilities 1300 278 573
- 3.** Follow instruction from State Security or Emergency Services

NOTES:

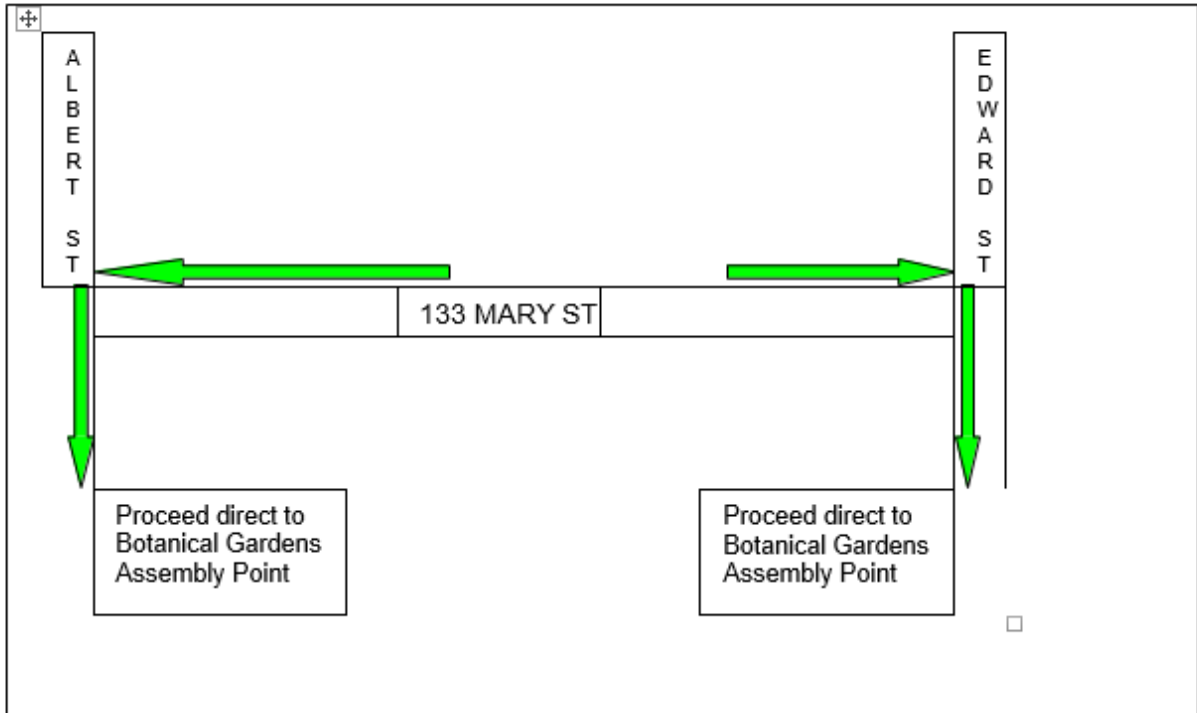
1. This is a loose card to be handed to the nearest person on receipt of a bomb threat by telephone
2. This card to be used by all employees



BOMB THREAT CHECKLIST FOR TELEPHONE CALLS
Level 7, 133 Mary Street

<p>REMEMBER TO TRY TO KEEP CALM</p> <p>BOMB THREAT CHECK LIST QUESTIONS TO ASK</p> <p>1. When is the bomb going to explode? _____</p> <p>2. Where did you put the bomb? _____</p> <p>3. When did you put it there? _____</p> <p>4. What does the bomb look like? _____</p> <p>5. What kind of bomb is it? _____</p> <p>6. What will make the bomb explode? _____</p> <p>7. Did you place the bomb? _____</p> <p>8. Why did you place the bomb? _____</p> <p>9. What is your name? _____</p> <p>10. Where are you? _____</p> <p>11. What is your address? _____</p> <p>REMEMBER TO TRY TO KEEP CALM</p> <p>Exact wording of threat: _____ _____</p>	<p>LANGUAGE</p> <p>Well spoken: _____ Incoherent: _____ Irrational: _____ Taped: _____ Message read by caller: _____ Abusive: _____ Other: _____</p> <hr/> <p>BACKGROUND NOISES</p> <p>Street noises: _____ House noises: _____ Aircraft: _____ Voices: _____ Music: _____ Machinery: _____ Other: _____</p> <p>Local call: _____ Long distance: _____ STD: _____</p>
<p>ACTION</p> <p>Report call immediately to: _____</p> <p>Phone number: _____</p>	<p>REMEMBER TO TRY TO KEEP CALM</p> <p>OTHER</p> <p>Sex of caller: _____ Estimated age: _____</p>
<p>CALLERS VOICE</p> <p>Accent (specify) _____ Any Impediment (specify) _____ Voice (loud, soft, etc): _____ Speech (fast,slow,etc): _____ Diction(clear,muffled): _____</p> <p>_____ Manner (calm, emotional, etc): _____ Did you recognise the voice? _____ If so, who do you think it was? _____ Was the caller familiar with the area? _____</p>	<p>CALL TAKEN</p>

DIRECTIONS TO EVACUATION ASSEMBLY AREAS

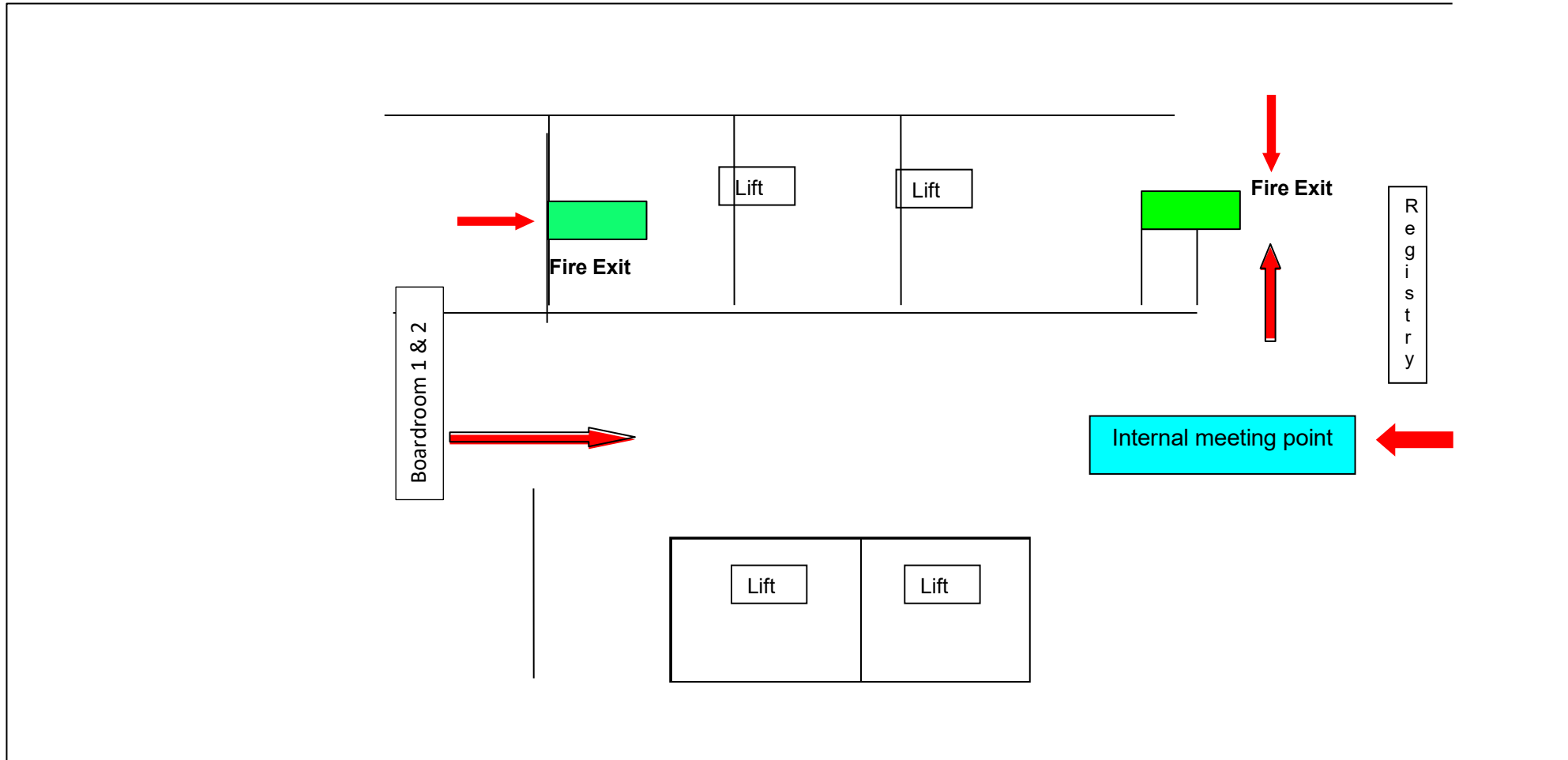




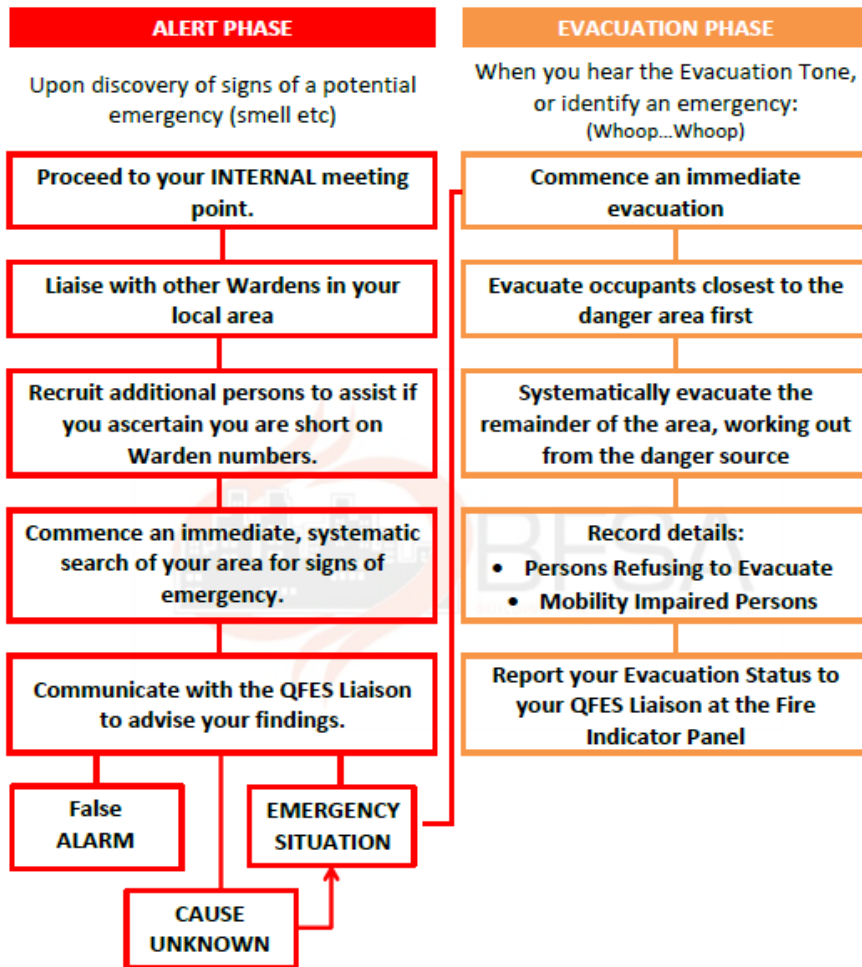
EVACUATION EXERCISE CHECKLIST
Level 7, 133 Mary Street

OBSERVER'S CHECKLIST		
Date of Drill / /	Time - Start _____ Finish _____	
ALARM		Comments
Was alarm correctly sounded?	YES	NO
Could alert and evacuation signals be heard in all zones on the floor?	YES	NO
FLOOR WARDENS		Comments
Did wardens conduct full search of their floor to ensure no-one	YES	NO
Were persons with disabilities catered for?	YES	NO
		Comments
Was there any confusion?	YES	NO
Did staff react correctly?	YES	NO
Was evacuation orderly?	YES	NO
Were there any obstructions or problems in fire escapes?	YES	NO
Was there any crowding in fire escapes?	YES	NO
Was firefighting equipment available?	YES	NO
Did all staff move to assembly area?	YES	NO
Name of Observer:		

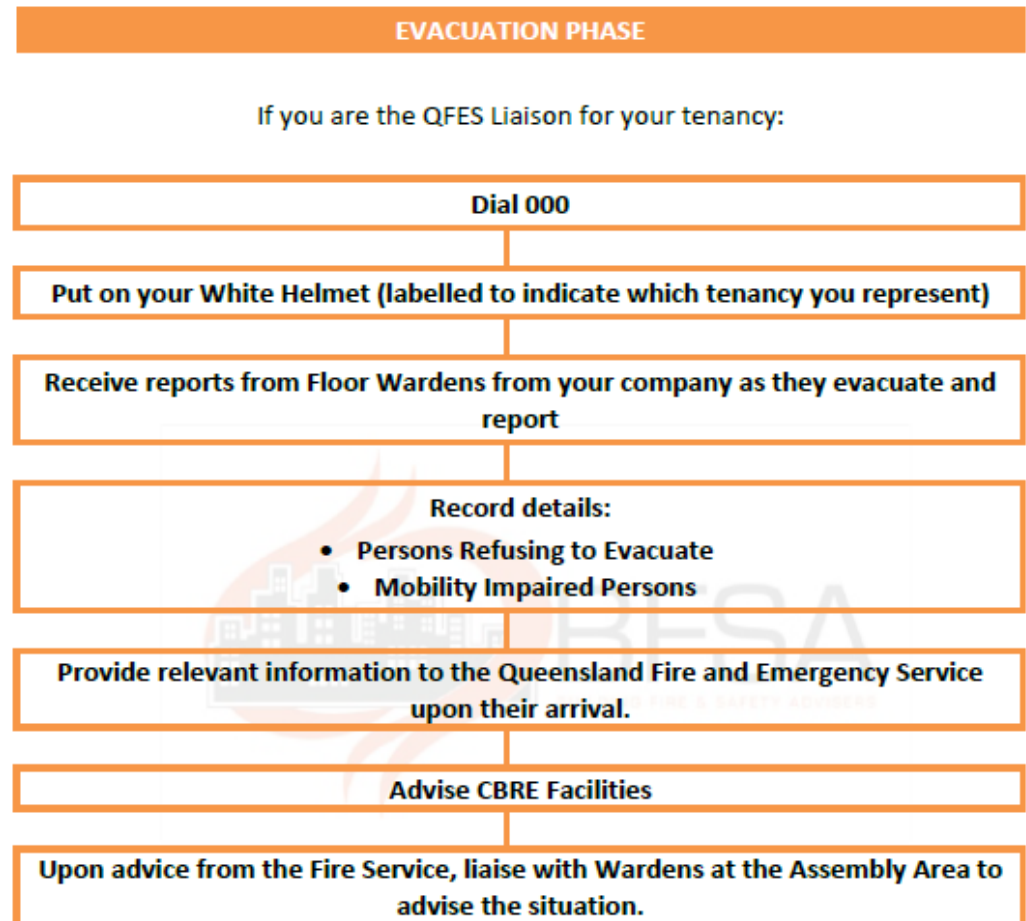
FIRE EXIT POINTS



Warden



QFES Liaison



Amendment Log

Date	Version No.	Name	Change
December 2011	1	Greg Argue	Developed on relocation to new accommodation
September 2019	2	Ellene Robinson	Developed to adapt new building policy
September 2019	3	Adeline Yuksel	Review and edit of new evacuation policy