![Office of the Information Commissioner Queensland logo]

EMERGENCY RESPONSE PROCEDURE

1. Introduction

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

It is essential that persons within the Office are familiar with the procedures to be adopted in the case of any emergency.

Emergency Procedures are centred on action initiated by Building Security until the arrival of the Emergency Services.

All occupants must act as directed by the nominated personnel.

> **In case of emergency, contact the Chief Warden in Building Security on X40444**

2. Definitions

Alert Tone – The sound (like busy tone) 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 Control Organisation (ECO) Personnel - Responsibilities

3.1 Chief Warden
Position Description
The Chief Warden is required to respond to any emergency situation, determine what emergency procedures should be implemented, and assume control until the Emergency Services arrives.
The Chief Warden is responsible for the overall management of the incident until the arrival of the appropriate Emergency Service, and remains the principle point of liaison between the facility and the Emergency Services throughout the incident.
The Chief Warden is a member of Building Security staff.

Duties
On becoming aware of an emergency, **the Chief Warden will: –**
- Ascertain the nature of the emergency and determine appropriate action
- Ensure appropriate Emergency Service has been notified
- Ensure Floor / Area Wardens (Sub-Output Manager or Nominee) are advised of situation
- Initiate evacuation/control of entry as required
- Record evacuation progress information and any actions taken in incident log
- Brief Emergency Services upon arrival and thereafter act on their Instructions

On hearing the fire alarm sound, or on being advised of an emergency incident, **the Chief Warden will: –**
- Determine the location of the alarm
- Assess the nature and extent fire or emergency
- Search the area indicated on the FIP to locate cause of the false alarm
- Ensure control room officer actions EWIS procedures located in the Control Room.
- Ensure the appropriate Emergency Service has been called
- Meet the Fire Service on arrival and inform them of the situation if they have been notified

3.2 Floor Warden
Position Description
The Floor Warden directs and controls emergency procedures as directed by the Chief Warden. They have the authority to evacuate their area of responsibility if they consider there is any danger to occupants.

Prerequisites
The Floor Warden should have undergone instruction relative to the roles and responsibilities of the ECO, and have good knowledge of the layout of their area, particularly dedicated fire exits. The Floor Warden 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, **the Floor Warden must: -**
- When the order is given to "Evacuate Immediately" Floor Wardens shall proceed to their nominated level and advise Security via their nearest Emergency Warning Intercommunication System (EWIS) that they are in position to ensure the area has been cleared of all persons. The Floor Wardens must identify their level.

- Conduct a thorough search of the area to ensure all occupants have been accounted for (special attention should be given to checking rest rooms, toilets, staff rooms, store rooms, etc.)
- Note any room with a locked door
- Evacuate the area and assist mobility-impaired persons,
- Report to Security via the nearest EWIS telephone on completion of required activities and then proceed to the designated Assembly Area

3.3 First Aid Officer
Job 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 ECO.

Duties
***On becoming aware of an emergency,* the First Aid Officer must:-**
- Obtain an Emergency First Aid Kit which is situated in the Office's tea room and report to the Floor Warden
- Attend to any injured personnel
- Carry out duties as requested by the Chief Warden or Floor Warden

3.4 Staff
All staff should ensure that they: -
- Have a thorough knowledge of internal emergency procedures
- Know the roles and functions of ECO personnel
- During any emergency incident, follow any and all instructions given by ECO personnel
- Act in such a manner so as not to compromise the safety of themselves and others

In the event of an emergency in your section, you must: -
- Raise the alarm, **phone X40444**
- Notify the Floor Warden

In the event of an emergency in an area adjoining yours, you must: -
- Assist in the evacuation of occupants from the affected area

3.5 Emergency Control Organisation (ECO) Personnel
In non-emergency times, ECO personnel 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 fire
- the means of escape from the building and location of Assembly Areas
- the location and method of operation of fire fighting equipment
- the location and method of operation of fire alarms or other equipment

4. Emergency Events

In the event of fire or smoke: -
- Remain calm!
- Immediately notify Chief Warden by dialling 40444, giving details as required
- Immediately notify Floor Warden
- Alert other occupants to evacuate from immediate danger
- Contain the fire and smoke by closing doors if possible to do so without risking personal safety
- Important and classified material may be placed in a secure position if possible to do so without risking personal safety
- All further action will be organised by the Chief and Floor Wardens

In the event of evacuation: -
- Follow directions given through the Chief Warden and Floor Wardens
- Proceed to the nearest safe Fire Exit, close doors if possible
- Do not use lifts (mobility impaired persons see page 6)
- Move quickly and quietly to the designated Assembly Area (see page 6 for Assembly Areas)
- Remain at the Assembly Area until further instructions are given. Do not re-enter the building until directed by the Chief Warden

In the event of a bomb or arson threat by suspect article:
- DO NOT handle the article and move away from the immediate area
- Leave any doors and windows open
- Immediately inform the Chief Warden, dial 40444, giving details as required
- Prevent all people from entering the area where the suspect object is located
- Follow the instructions given by the Chief Warden
- Await arrival of Security or Emergency Services

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)
- Notify Chief Warden by phoning the emergency number 40444 and act on their instructions

In the event of a medical emergency: -
- Raise the alarm, Dial 40444, inform the Chief Warden giving details as required
- Never leave the patient alone; comfort the patient until a First Aid Officer arrives

In the event of an unspecified internal emergency: -
- Notify the Chief Warden, dial 40444, of type, location and size of emergency
- Follow further instructions given by Chief Warden

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

For opened mail:
1. Do not disturb the item any further. Do not clean up
2. If possible cover the package/letter to prevent the contents spreading
3. Stay in the designated area
4. Prevent others from entering the area
5. Do not open any doors
6. Telephone the Chief Warden, **dial Ext 40444** to advise of:
   - Location
   - Number of people exposed
   - Description of the item
   - Action taken so far

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 the Chief Warden, dial Ext 40444, of type, location and size of emergency
- Close all windows and doors
- Remain inside the building unless otherwise instructed
- Follow further instructions given by Chief Warden

In the event of personal threat by either armed or unarmed persons: -
- Remain calm!
- Notify other staff in your immediate area
- Notify Chief Warden, dial Ext 40444
- Relay all relevant details regarding type of situation, location, who is involved, etc
- If safe to do so, leave and secure area/building.
- Await arrival of Security or Police, and follow their directions

In the event of a natural disaster such as a cyclone or high intensity storm: -
- Stay indoors until the Chief Warden says otherwise
- 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

5. Evacuating the Building

Automated Alarm Evacuation (i.e. fire / smoke alarm)
When a fire/smoke alarm is triggered you may hear the evacuation message and tones for a short period. These audio messages will then be isolated pending investigation of the alarm. *If the tones are silenced quickly you do not need to evacuate.*
Following investigation, if an evacuation is required the evacuation tone will sound and a message to evacuate immediately will be activated and run continuously until the evacuation is complete. **You must evacuate immediately.**

Controlled Manual Evacuation (i.e. suspect item, bomb threat)
An ALERT tone will be heard over the 'in-house' public address system, accompanied by a verbal message advising an emergency situation exists in the building. Do not to move to another floor or leave the building. Be ready to move when you receive further instructions.

If an evacuation is required the evacuation tones will sound.
Do not re-enter until advised by security or emergency services

Evacuation of the Building
1. Evacuate the building by means of one of the two sets of stairs located on the floor. Stairs are located near the toilets and at the reception end of the lift foyer (refer Attachment C)
NOTE: All stairs throughout the building exit onto the ground floor adjacent to or near an exit door leading to Mary Street.
2. When directed to evacuate, proceed to doors marked 'Exit'
3. Proceed down fire stairs and to Assembly Area A or B

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.
For these reasons the ECO should position themselves at the front and rear of the group. This sets the pace of the group by preventing running or dawdling.

- Evacuees to only carry small items such as purses, wallets and handbags into the stairwell
- Ensure noise is kept to a minimum
- Keep to the left hand side of the stairwell to allow room for Emergency Service personnel

Use of Lifts
No lifts are to be used in the event of a fire. However, a lift may be used by Emergency Service personnel to evacuate mobility-impaired persons.

Mobility-Impaired Persons
An up-to-date list of names, location and other necessary information about
mobility-impaired persons should be kept at the Chief Warden control point. Mobility-impaired persons who are unable to exit the building unaided via the nearest Fire Exit, should await assistance in the Fire Exit stairs, pending evacuation by the Emergency Services. An ECO personnel member will remain with the mobility-impaired person until Emergency Services Personnel arrive.

People Refusing to Evacuate the Building
Anyone refusing to follow the directions given by any ECO personnel should be advised that they be required to evacuate the building for their safety due to an emergency situation. Inform the Chief Warden who will advise the Emergency Services. They may take the appropriate action under law to remove the person.
The EPC shall ensure that, during emergencies, instructions given by ECO personnel shall overrule normal management structure.

Clearing the Areas
Prior to vacating their area, the ECO should ensure that all persons are accounted for by conducting a thorough search of the area. This function is more important than a later physical count of those evacuated.

Evacuation Assembly Areas
There are 2 assembly areas (Attachment D). They are as follows:
Area A: City Botanic Gardens (entry from Edward Street)
Area B: City Botanic Gardens (entry from Albert Street)

Giving the 'All Clear'
Control of the group at the Assembly Area should be maintained. Floor Wardens should not allow persons to wander off or return to the building until the Chief Warden has given the 'All Clear'.
Once the 'All Clear' has been given all visitors must enter the building via the main entrance.

Trial Evacuation Exercises
To ensure both ECO personnel and building occupants are thoroughly familiar with what is expected of them during an emergency evacuation, it is necessary to conduct evacuation exercises. The exercises should be used to ensure procedures set down are workable.
Exercises should be held so as to involve all people in the building, but minimise disruption to work programs. Refer Attachment E for Trial Evacuation Checklist.
The Floor Warden should periodically undertake a check of the floor's emergency equipment and procedures to ensure readiness in the event of an emergency. Refer Attachment F for checklist.

6. 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 under the reception counter and under one of the Business Support Officer's (BSO) workstations.

If there is an escalating incident at the counter involving a customer, the Office Manager, Manager of Corporate and Executive Services, or a member of the Executive Management Team will assume responsibility from the BSO for 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:
- the Information Commissioner's office
- the Information & Assistance Team
- the compactus room

The duress alarm is directly linked to the Chief Warden and Building Security on the Ground Floor. Building Security will immediately attend the floor to assist with the management of the incident as appropriate.

7. Emergency Fittings and Equipment

Manual Call Points (MCP)
Are located near the exits stairs (on wall in hallway to toilets and in the lift foyer)
When activated, send a signal to the Fire Indicator Panel (FIP).
Can be used by anyone discovering a fire to raise the alarm.

Emergency Door Release
These should be broken in an emergency to open exit doors.
Located in the reception area near the glass reception door and near the exit button on the wall at the kitchen end of the floor.

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.
WIP is used to communicate with the Chief Warden at EWIS Panel

Firefighting Equipment

A Hose Reel is located in a closet in the lift foyer.
Dry chemical extinguishers are located:

- in a closet in the lift foyer; and
- in the hallway wall between External Review and Privacy Units (near rack of warden's helmets).

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

Office of the Information Commissioner
Queensland

TELEPHONE BOMB THREAT CUE CARD

I HAVE A BOMB THREAT CALL

## 1. ADVISE FLOOR WARDEN

2. DO NOT ALERT OTHER PEOPLE

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

Office of the Information Commissioner
Queensland

BOMB THREAT CHECKLIST FOR TELEPHONE CALLS
Level 8 Forestry House

REMEMBER TO TRY TO KEEP CALM

BOMB THREAT CHECK LIST QUESTIONS TO ASK

1. When is the bomb going to explode?
_____
2. Where did you put the bomb?
_____
3. When did you put it there?
_____
4. What does the bomb look like?
_____
5. What kind of bomb is it?
_____
6. What will make the bomb explode?
_____
7. Did you place the bomb?
_____
8. Why did you place the bomb?
_____
9. What is your name?
_____
10. Where are you?
_____
11. What is your address?
_____

REMEMBER TO TRY TO KEEP CALM

Exact wording of threat:
_____

_____

ACTION

Report call immediately to: _____

Phone number: _____

CALLERS VOICE

Accent (specify) _____
Any Impediment (specify) _____
Voice (loud, soft, etc): _____
Speech (fast, slow, etc): _____
Diction (clear, muffled): _____
Manner (calm, emotional, etc): _____
Did you recognise the voice? _____
If so, who do you think it was? _____
Was the caller familiar with the area? _____

LANGUAGE

Well spoken: _____
Incoherent: _____
Irrational: _____
Taped: _____
Message read by caller: _____
Abusive: _____
Other: _____

BACKGROUND NOISES

Street noises: _____
House noises: _____
Aircraft: _____
Voices: _____
Music: _____
Machinery: _____
Other: _____
_____
Local call: _____
Long distance: _____
STD: _____

REMEMBER TO TRY TO KEEP CALM

OTHER

Sex of caller: _____
Estimated age: _____

CALL TAKEN

Date: ___/___/___ Time: _____
Duration of call: _____
Number called: _____

RECIPIENT

Name: (print) _____
Telephone number: _____
Signature: _____

DIRECTIONS TO EVACUATION ASSEMBLY AREAS

Office of the Information Commissioner
Queensland
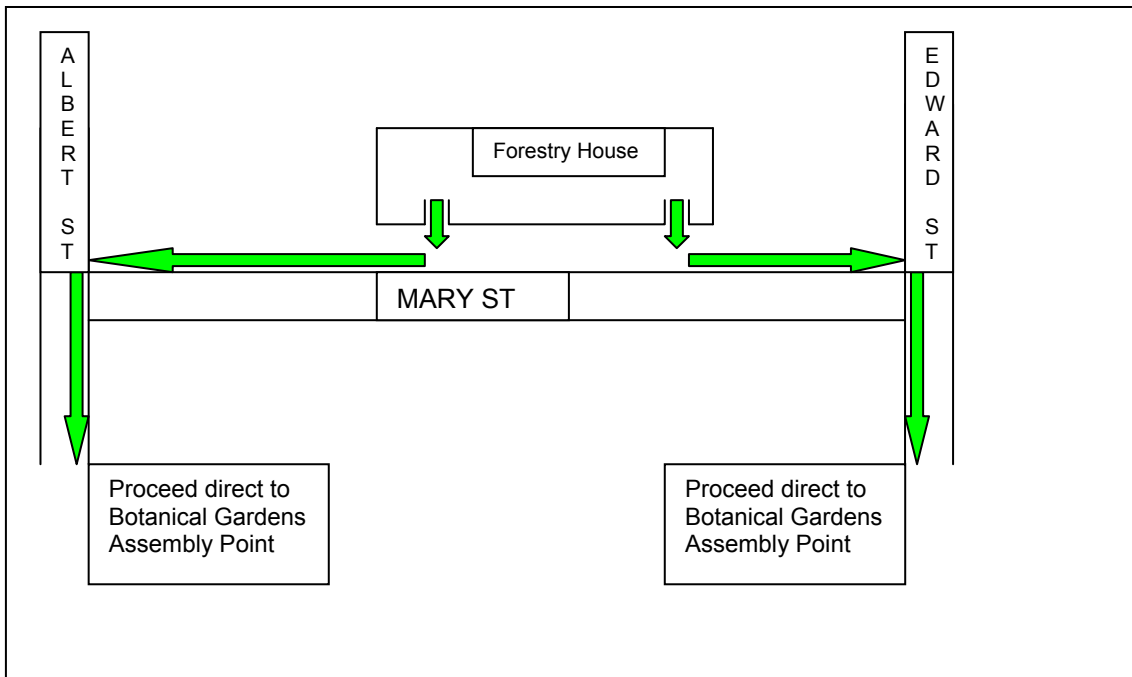
EVACUATION EXERCISE CHECKLIST
Level 8 Forestry House

OBSERVER'S CHECKLIST			

Date of Drill   /   /   Time - Start _____ Finish _____

			Comments
ALARM			
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 report promptly to security identifying floor?	YES	NO	
Did wardens conduct full search of their floor to ensure no-one was left behind?	YES	NO	
Did wardens report to security that search was complete?	YES	NO	
Were persons with disabilities catered for?	YES	NO	
Did wardens locate and wear appropriate equipment?	YES	NO	
EVACUATION OF FLOOR			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	
ARRIVAL AT ASSEMBLY AREA			Comments
Did all staff move to assembly area?	YES	NO	
Did the floor warden report to the chief warden?	YES	NO	

Comments:

Name of Observer:

Office of the Information Commissioner
Queensland

EMERGENCY PREPARATION CHECKLIST
Level 8 Forestry House

Check	Yes	No	n/a
Emergency telephone number accessible by all staff **(x40444)**			
No items blocking passageways, fire doors or exits.			
Fire hose reel cupboard signage is clearly identified and accessible			
Fire extinguishers on wall brackets and clearly labeled			
Fire extinguisher indicator needle on the gauge is in green sector			
Fire extinguisher has safety pin and security tie intact			
All exit signs clearly visible			
Exit doors are clearly marked and kept closed			
Exit doors are easy to open			
Manual fire alarm points are clearly marked, accessible and free from damage			
EWIS phones easily accessible, clearly marked and free from damage			
Emergency evacuation site map prominently displayed and show - ALL building exits; Location of fire fighting equipment; Assembly areas and path from exit to assembly; "You are here" reference point and path to nearest exit; Location of manual fire alarms and emergency phones			
Alarm audible in all areas.			
Emergency procedures manual on display			
First Aid kit available and up to date			
Helmets for Fire Wardens in place and accessible			
Any other hazards to report:			

Name: _____
Date: _____

FIRE EXIT POINTS

External Review Unit

Female Toilets

Lift

Lift

Fire Exit

Registry

Floor Assembly Area

Male Toilets

Fire Exit

Lift

Lift

Lift

Lift

Assistance & Monitoring Unit