

WESTERN SYDNEY
UNIVERSITY



Emergency Response Guidelines

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EMERGENCY RESPONSE PROCEDURE

In order to effect an orderly and safe evacuation, the University is required to have an "Evacuation Procedure". This procedure should consider the following:

- Action/s to be taken for different Events (e.g.)
 - First Aid
 - Fire
 - Blackout
 - Bomb Threat
 - Earthquake
 - Hazardous materials
 - Violent/Armed Persons
- Evacuation routes and assembly areas illustrated on floor plans or maps
- Consideration of persons with disabilities
- Reporting and communication procedures
- Other workplace specific consideration, e.g. cashier securing cash prior to evacuation, hazardous goods storage etc.

GENERAL BUILDING INFORMATION

EMERGENCY EXITS

Continuously illuminated exit signs identify Emergency exit locations from all sections within buildings. These lead directly or indirectly to open space.

AIR CONDITIONING

The building's ducted air conditioning system will shut down automatically on the operation of the Fire Alarm.

Note: Stand-alone units are NOT connected to the Fire Alarm System and will continue to operate.

EMERGENCY LIGHTING

All buildings are equipped with limited emergency lighting.

In the event of a mains power failure, the emergency lights and exit lights will provide reduced illumination for a minimum 1-hour period.

(As per relevant BCA and Australian Standards)

EMERGENCY/CRISIS COLOUR CODING

To assist in identifying an Emergency, they have been grouped into categories and colour coded as per Australian Standard AS 3745-2010. These colour codes are used to help people instantly recognise the category of Emergency.

EMERGENCY	COLOUR
FIRE	RED
MEDICAL EMERGENCY	BLUE
BOMB THREAT	PURPLE
INTERNAL EMERGENCY	YELLOW
PERSONAL THREAT	BLACK
EXTERNAL EMERGENCY	BROWN
EVACUATION	ORANGE

EMERGENCY CONTACTS

WSU aims to provide a safe and secure campus environment at all times. Should you require emergency help, services are available at each campus to assist you. Call **1300 737 003** for immediate connection to Security

Campus Safety & Security contacts 24 / 7		
Campus	Security office location and contact details	
Bankstown	Building 10	(02) 97726444
Nirimba	Precinct gatehouse	(02) 98524001
Campbelltown	Building 21	(02) 46203444
Hawkesbury	Building J9	(02) 45701361
Parramatta	Building EA	(02) 96859169
Penrith	Building J	(02) 47360431
Parramatta City	Building X6	(02) 96838111
Olympic Park Homebush	Building 1	(02) 47360431
Security Team Leaders		
Campus	Mobile	
Bankstown	0417 416 661	
Nirimba	0424 183 592	
Campbelltown	0417 416 661	
Hawkesbury	0424 183 592	
Parramatta	0477 300 989	
Penrith & Olympic Park Homebush	0414 294 671	
Parramatta City	0477 300 989	
Liverpool City	0417 416 661	
Security Operations Manager		
West		
PEN,HWK & NIRIMBA	Glenn Cooper	0418 626 601
East		
BANK, CAMP, LPOOL & PAR	Brett Gibson	0414 363 430
Director, Campus Safety & Security		
Mathew Dakin		

EMERGENCY AND CRISIS CATEGORIES

The following table categorises Incidents as per Australian Standards AS 3745-2002 colour coding.

CATEGORY	INCIDENT OR EVENT
FIRE	Bush Fire
	Explosion - Minor
	Explosion - Major
	Fire - Minor
	Fire - Major
	Fire Alarm
MEDICAL EMERGENCY	Deceased Person
	Drug Overdose
	Electric Shock
	Health Issue - Serious/Disease Outbreak
	Injury - Minor
	Injury - Major
	Suicide
BOMB THREAT	Needle Stick
	Bomb - Threat
	Bomb - Found
	Bomb - Mail
INTERNAL EMERGENCY	Mail/Package - Suspicious
	Air Supply Contamination
	Biological/Radiological Hazard
	Confined Spaces Emergency
	Environmental Pollution
	Gas Leak
	Lift Failure
	Motor Vehicle Accident - On Campus
	Power Failure
	Structural Damage to Building/s
	Toxic/Chemical Release
	Trespass
PERSONAL THREAT	Water Leak
	Armed Hold Up
	Assault
	Hostage/Siege
	Kidnap and Ransom
	Sexual Assault
	Threats – Written or Taped
	Violence - Minor
Violence - Major	
EXTERNAL EMERGENCY	Violent or Threatening Person
	Aircraft Accident
	Communications Failure
	Motor Vehicle Accident Off Campus
	Natural Disaster
EVACUATION	Storm/Severe Weather
	Evacuation

WARDEN IDENTIFICATION

In an Emergency, Evacuation / Building Wardens wear coloured hard hats and high visibility vests that identify them as members of the Wardens.

Colour coding for hard hats is as follows:

ROLE	IDENTIFICATION
Chief Warden	White Hard Hat, Red/Yellow High Visibility Vest
Deputy Chief Warden	White Hard Hat, Red/Yellow High Visibility Vest
Floor/Area Warden	Yellow Hard Hat, Red/Yellow High Visibility Vest
Warden	Red Hard Hat, Red/Yellow High Visibility Vest
First Aid	Green Hard Hat with white cross, Red High Visibility Vest

FIRE

BUSH FIRE

THREAT

There is a bush fire in the immediate vicinity of our University Campus which poses a threat to the Campus.

PERSON DISCOVERING FIRE

- Alert persons in the vicinity of the fire
- Notify the Campus Emergency Number Ext 1300 737 003
- Extinguish the fire – **only if safe to do so** and competent in use of applicable fire fighting equipment

IF THE FIRE IS TOO DANGEROUS TO FIGHT –

- Activate nearest Break Glass Alarm
- Evacuate the immediate vicinity
- Turn off ignition sources and gas in any threatened buildings but **only if safe to do so**
- Evacuate any threatened building and close all windows and doors
- Meet and update Wardens at designated evacuation point
- If evacuation point is in danger of being overcome by smoke, flying embers or heat, then a partial or full campus wide evacuation will be directed by Campus Safety & Security or by Emergency Services attending
- In the event of a campus wide evacuation, Campus Safety & Security will advise the safest route out of the campus, in conjunction with attending emergency services

INITIAL RESPONSE

- Establish the exact location of the fire
- Establish the extent and trend of the fire
- Establish if there are any persons immediately at risk
- Contact Emergency Services & provide the name and contact details of the informant
- Ensure that all persons are evacuated from any threatened buildings
- Update Security upon arrival who will in turn update emergency services

EXPLOSION - MINOR

THREAT

A minor explosion has occurred on our University Campus.

WARDEN RESPONSE

- Establish the exact location of the explosion
- Establish if there are any persons injured or trapped
- Inform Emergency Services – 000 and provide your name and contact details
- Inform Campus Safety & Security – Ext 1300 737 003
- Provide first aid or inform nearest first aider **only if safe to do so**
- Evacuate all persons.
- Deploy appropriately trained personnel to combat any small fires pending the arrival of the Fire Brigade
- Those suffering minor injuries should be treated at the Assembly Area.
- Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by Campus Safety & Security upon advice from staff)
- Attempt to account for all persons in the affected area at the time of the explosion - any persons unaccounted for should be brought to the attention of emergency services
- All efforts must be made to preserve the physical and legal integrity of all evidence. Nothing must be touched without the permission of the Senior Security Officer present
- Make no comment to media, referring them to the Office of Public Affairs
- Identify any room, facility or equipment that may house HAZMAT or any device, substance or experiment that may require special attention from emergency services

INITIAL RESPONSE

- A 'no-go' zone should be placed around the scene. Only authorised persons should be permitted inside this restricted area
- Details of witnesses should be documented and referred to the Police
- Provide comfort, counselling, communications and transport as required to those affected by the explosion

EXPLOSION - MAJOR

THREAT

A minor explosion has occurred on our University Campus.

WARDEN RESPONSE

- Establish the exact location of the explosion
- Establish if there are any persons injured or trapped
- Inform Emergency Services – 000 and provide your name and contact details
- Inform Campus Safety & Security – Ext 1300 737 003
- Provide first aid or inform nearest first aider **only if safe to do so**
- Evacuate all persons.
- Consider your safety in the treatment of seriously injured persons
- Those suffering minor injuries should be treated at the Assembly Area.
- Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by Campus Safety & Security upon advice from staff)
- Attempt to account for all persons in the affected area at the time of the explosion - any persons unaccounted for should be brought to the attention of emergency services
- All efforts must be made to preserve the physical and legal integrity of all evidence Nothing must be touched without the permission of the Senior Security Officer present
- Make no comment to media, referring them to the Office of Public Affairs
- Identify any room, facility or equipment that may house HAZMAT or any device, substance of experiment that may require special attention from emergency services

INITIAL RESPONSE

- A 'no-go' zone should be placed around the scene. Only authorised persons should be permitted inside this restricted area
- Details of witnesses should be documented and referred to the Police
- Provide comfort, counselling, communications and transport as required to those affected by the explosion

FIRE - MINOR

THREAT

There is a minor fire on our University Campus.

PERSON DISCOVERING FIRE

- Alert persons in the vicinity of the fire
- Inform Emergency Services – 000 and provide your name and contact details
- Notify the Campus Safety & Security – Ext 1300 737 003
- Extinguish the fire – **only if safe to do so** and competent in use of applicable fire fighting equipment

IF THE FIRE IS TOO DANGEROUS TO FIGHT –

- Activate nearest Break Glass Alarm
- Evacuate the immediate vicinity (use the nearest available safe exits)
- Attempt to contain fire and smoke by closing all windows and doors as area is evacuated
- Leave the area by the nearest safe exit

INITIAL RESPONSE

- Establish the exact location of the fire
- Establish the extent and trend of the fire
- Establish if there are any persons injured or trapped
- Deploy appropriately trained personnel to combat any small fires pending the arrival of the Fire Brigade
- Ensure that all persons are evacuated from the building

FIRE - MAJOR

THREAT

There is a major fire on our University Campus.

PERSON DISCOVERING FIRE

- Alert persons in the vicinity of the fire
- Activate nearest Break Glass Alarm
- Inform Emergency Services – 000 and provide your name and contact details
- Notify the Campus Safety & Security - 1300 737 003
- Extinguish the fire – **only if safe to do so** and competent in use of applicable fire fighting equipment

IF THE FIRE IS TOO DANGEROUS TO FIGHT –

- Evacuate the immediate vicinity (use ALL available safe exits)
- Attempt to contain fire and smoke by closing all windows and doors as area is evacuated
- Leave the area by the nearest safe exit

INITIAL RESPONSE

- Establish the exact location of the fire
- Establish the extent and trend of the fire
- Establish if there are any persons injured or trapped
- Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by Campus Safety & Security upon advice from staff)
- Attempt to account for all persons in the affected area at the time of the fire - any persons unaccounted for should be brought to the attention of emergency services
- All efforts must be made to preserve the physical and legal integrity of all evidence. Nothing must be touched without the permission of the Senior Security Officer present
- Make no comment to media, referring them to the Office of Public Affairs
- Identify any room, facility or equipment that may house HAZMAT or any device, substance of experiment that may require special attention from emergency services
- Consider if a broader evacuation is required.

FIRE ALARM

THREAT

A fire alarm has been activated on our University Campus.

PERSONS ON SITE

- Proceed to Evacuation Assembly Area and await further instructions

EMERGENCY WARDENS

- Deploy 'sentries' to safe locations outside building entrances (if applicable)
- Evacuate and check designated areas
- Assist as required, staff, students and visitors

WARDEN RESPONSE

- Obtain back-up and proceed to building in alarm
- Attend Fire Indicator Panel and determine zone in alarm
- Liaise with Campus Safety & Security
- Investigate source of alarm
- If no evidence of a fire:
 - Return to Fire Indicator Panel
 - Update Emergency Controller
 - Update Fire Brigade on arrival
- If evidence of a fire:
 - Ensure that all persons are evacuated from the building
 - **If safe to do so**, coordinate local fire fighting efforts deploying appropriately trained personnel to combat any small fires pending the arrival of the Fire Brigade
- If too dangerous to fight fire:
 - Attempt to contain fire by closing (but not locking) doors and windows (if safe to do so)
 - Ensure that persons are kept away from building and Fire Brigade ingress route
 - Leave building – meet and update Fire Brigade on arrival

MEDICAL EMERGENCY

DECEASED PERSON

THREAT

A deceased person has been located on our University Campus.

PERSON FINDING THE DECEASED

- Confirm the person is deceased but **only if safe to do so**
- Do not disturb the body or the surrounding area
- Inform Emergency Services – 000 and provide your name and contact details
- Notify Campus Safety & Security - 1300 737 003
- Prevent unauthorised access to the area

INITIAL RESPONSE

- Establish the exact location of the person(s)
- Remain calm
- Isolate the site where the Incident has occurred
- Segregate any witnesses in private area away from Incident scene
- Segregate any friends/colleagues of the deceased in private area away from Incident scene
- Avoid contact with blood and other body fluids by using personal protective equipment
- If practicable, ensure that the body cannot be disturbed until emergency services arrive
- Confirm that Emergency Services have been notified
- Do not interfere with any evidence
- Comfort witnesses/colleagues. Advise H.R and consider E.A.P
- Collect accurate information about the Incident

DRUG OVERDOSE

THREAT

A person has overdosed on our University Campus.

INITIAL RESPONSE

- Establish the exact location of the person
- Inform Emergency Services – 000 and provide your name and contact details
- Inform Campus Safety & Security – 1300 737 003
- Isolate the site where the Incident has occurred
- Provide first aid or inform nearest first aider. Ensure the person is breathing
- Avoid contact with blood and other body fluids by using personal protective equipment
- Disperse any spectators
- Ensure that evidence material or any post Incident investigation is not interfered with

ELECTRIC SHOCK

THREAT

A person on a University Campus has received an electric shock.

PERSON FINDING THE VICTIM

- Avoid direct contact with the affected person while they are in contact with the current
- Break the contact by switching off the current but USE EXTREME CAUTION in doing this
- If the above action is not possible, stand on something dry (blanket, rubber mat, newspapers) and break the contact by pushing the affected person free with a wooden pole or board, or pulling with a loop of rope around an arm or a leg or by grabbing their clothing, avoiding zippers and other metal objects .
- Delegate a person to contact Campus Safety & Security 1300 737 003

INITIAL RESPONSE

- Avoid direct contact with the affected person while they are in contact with the current
- Check that power has been disconnected, if not immediately disconnect power source
- If necessary provide first aid or inform nearest first aider
- Inform Emergency Services – 000 and provide your name and contact details
- Isolate area – keep onlookers away from any possibly live or energised equipment
- Ensure that evidence material or any post incident investigation is not interfered with

HEALTH ISSUE - SERIOUS DISEASE OUTBREAK

THREAT

There is a serious health issue, or a general health threat, such as an outbreak of Legionella, meningitis, SARS, an Avian Influenza pandemic or food poisoning affecting our University Campus.

INITIAL RESPONSE

- Confirm the exact location of the hazard (Building, Level and Room No.)
- Confirm the name and telephone number/location of the informant
- If the matter requires the urgent attention of emergency services
 - Inform Emergency Services – 000 and provide your name and contact details.
- Take immediate actions to secure the safety and well-being of all at incident location
- Isolate the area of contamination
- Inform Campus Safety & Security – 1300 737 003
- If required, seek information regarding containment from the Department of Health
- If it is safe to do so provide first aid or inform nearest first aider
- Ensure that evidence material or any post incident investigation is not interfered with

INJURY - MINOR

THREAT

A person has sustained a minor injury on our University Campus.

INITIAL RESPONSE

- Establish the exact location of the Incident or Event
- If required inform Emergency Services - 000 & provide your name and contact details
- Inform Campus Safety & Security – 1300 737 003
- Ensure the area is safe, looking for any potential slip, trip or fall
- If necessary provide first aid or inform nearest first aider
- Avoid contact with blood and other body fluids by using protective gloves
- Ensure that evidence material or any post Incident investigation is not interfered with

INJURY - MAJOR

THREAT

A person has sustained a major injury on our University Campus.

INITIAL RESPONSE

- Establish the exact location of the Incident or Event
- Inform emergency Services if required - 000 and provide your name and contact details
- Inform Campus Safety & Security – 1300 737 003
- Ensure the area is safe prior to providing first aid & provide first aid where able
- Avoid contact with blood and other body fluids by using personal protective equipment
- Identify extent of injuries and advise Campus Safety & Security / emergency services upon arrival
- If required, move the person to a safe location, but only if absolutely necessary and only to prevent further injury
- Ensure that evidence material or any post Incident investigation is not interfered with

SUICIDE

THREAT

A person has committed suicide on our University Campus.

INITIAL RESPONSE

PERSON FINDING THE DECEASED

- Confirm the person is deceased but **only if safe to do so**
- Do not disturb the body or the surrounding area
- Inform Emergency Services – 000 and provide your name and contact details
- Notify Campus Safety & Security - 1300 737 003
- Prevent unauthorised access to the area

INITIAL RESPONSE

- Establish the exact location of the person(s)
- Remain calm
- Isolate the site where the death has occurred
- Segregate any witnesses in private area away from Incident scene
- Segregate any friends/colleagues of the deceased in private area away from the scene
- Avoid contact with blood and other body fluids by using personal protective equipment
- If practicable, ensure that the body cannot be disturbed until emergency services arrive
- Do not interfere with any evidence
- Comfort witnesses/colleagues. Advise H.R and consider E.A.P if appropriate

NEEDLESTICK INJURY

THREAT

A person has been injured by a syringe on our University Campus.

PERSON RECEIVING INJURY

- Wash effected area around the puncture for at least 30 seconds using soap and warm water
- Immediately seek medical attention
- Contact Campus Safety & Security 1300 737 003

INITIAL RESPONSE

- Confirm the exact location of the hazard (Building, Level and Room No.)
- Have someone remain at the scene to ensure the safety of others until Campus Safety & Security arrive
- Dispose of the syringe by placing in a sharps container
- The syringe should be handled only with approved tongs
- CAUTION: Do not handle in a way which is likely to cause injury

BOMB THREAT

BOMB - THREAT

THREAT

A bomb threat has been received on our University Campus.

PERSON RECEIVING THREAT

- Remain calm
- Take the threat seriously
- Obtain as much detail about the bomb as possible i.e.
 - **WHERE** Exactly is it – which building?
 - **WHEN** Will it explode?
 - **WHAT** Does it look like?
 - **WHAT** Will make it explode?
 - **DID** You place the bomb?
 - **WHY** Did you place the bomb?
 - **WHO** Are you?
 - **HOW** Can we contact you?
- When the call is complete **DO NOT** hang up the phone
- Notify Campus Safety & Security – 1300 737 003 on a land line - **DO NOT** use a mobile phone or two-way radio
- Complete the 'Bomb Threat Check List' (Annexure 1)

INITIAL RESPONSE

- Confirm the name and telephone number/location of the informant
- Evacuate the building upon advice only from the Police / Security Operations Manager
- If evacuating in response to a suspected bomb being discovered or as a precaution:
 - Evacuation should be initiated no later than 30 minutes prior to any detonation deadline
 - Persons should take bags & personal belongings with them
 - Where practicable, doors & windows should be left open
 - Persons must not assemble in any location that is line of sight to a possible danger area
 - Building re-entry should only be considered and after consultation with police and security
- When evacuation is not considered necessary in response to a bomb threat, staff should always be given the option of leaving the building along with their students and any visitors
- Notify staff resident in the building/area affected by the call and advised of what action is being taken in relation to the call

BOMB - FOUND

THREAT

A suspected bomb has been located on our University Campus.

PERSON FINDING SUSPECTED BOMB

- DO NOT** touch, tilt or tamper the suspect object
- Remain calm
- Note the appearance, sound and exact location of the object
- Keep other persons away from the object
- Inform Emergency Services – 000 and provide your name and contact details
- Notify Campus Safety & Security – 1300 737 003 on a land line - **DO NOT** use a mobile phone or two-way radio
- Evacuate the area
- If possible leave internal doors (not fire doors) and windows open

SAFETY PRECAUTIONS

- Do not smoke in the immediate vicinity
- Do not subject to open flame, excessive heat or direct sunlight
- Do not immerse in water

PERSON DISCOVERING ITEM

- Carefully place on nearest level surface
- Isolate the area – move/keep people away from suspect article
- Inform applicable Supervisor/Manager
- Advise Campus Safety & Security:
 - Exact location in building
 - Description of the suspicious article
 - Initial actions on discovery
 - Number of persons in affected area

INITIAL RESPONSE

- Observe object and note appearance – DO NOT TOUCH
- Ensure that persons are evacuated from the immediate vicinity
- Inform Emergency Services – 000 and provide your name and contact details
- Evacuate potential danger area and cordon-off
- If located in an outside room with windows - cordon off outside area
- Complete an WH&S [Incident Report](#)

BOMB - MAIL

THREAT

A suspected mail bomb has been located on our University Campus.

PERSON DISCOVERING

If a suspected mail bomb is discovered in the course of opening:

- Carefully place on nearest level surface
- Do not handle any further
- Evacuate the immediate vicinity

SAFETY PRECAUTIONS

- DO NOT touch, tilt or tamper
- Do not smoke in the immediate vicinity
- Do not subject to open flame, excessive heat or direct sunlight
- Do not immerse in water

PERSON DISCOVERING ITEM

- Carefully place on nearest level surface
- Isolate the area – move/keep people away from suspect article
- Inform applicable Supervisor/Manager
- Advise Campus Safety & Security:
 - Exact location in building
 - Description of the suspicious article
 - Initial actions on discovery
 - Number of persons in affected area

INITIAL RESPONSE

- Observe object and note appearance – DO NOT TOUCH
- Ensure that persons are evacuated from the immediate vicinity
- Inform Emergency Services – 000 and provide your name and contact details
- Do not use 2-way radio or mobile phone in vicinity of suspect object
- Evacuate potential danger area and cordon-off
- If located in an outside room with windows - cordon off outside area

MAIL/PACKAGE - SUSPICIOUS

THREAT

Our University Campus has received suspicious mail or a suspicious package.

RECOGNITION POINTS

Origin

- Unusual postmark
- Unknown source

Labeling

- Poor Handwriting or Typing
- Misspelling of common words
- Restrictive markings

Physical Characteristics

- Unusual size, shape, weight, feel, sound or smell
- Excessive tape
- Excessive postage
- Discoloration, stains or powdery deposits
- Perforations or protruding objects

PERSON DISCOVERING ITEM

- Carefully place on nearest level surface
- Do not open, smell, touch, tilt, tamper or taste
- Isolate the area – move/keep people away from suspect article
- Inform applicable Supervisor/Manager
- Advise Campus Safety & Security – 1300 737 003 – include following information:
 - o Exact location in building
 - o Description of the suspicious article
 - o Initial actions on discovery
 - o Number of persons in affected area

INITIAL RESPONSE

- Inform Emergency Services – 000 and provide your name and contact details
- Do not handle unnecessarily or roughly
- Do not smoke in the immediate vicinity
- Do not subject to open flame, excessive heat or direct sunlight
- Do not immerse in water
- Evacuate immediate vicinity – move persons to area where they would not be exposed to potential blast/fragmentation danger
- Keep people away from potential danger area

INTERNAL EMERGENCY

AIR SUPPLY CONTAMINATION

THREAT

The air supply at our University site has been contaminated by an unknown substance

INITIAL RESPONSE

Evacuate all persons from the affected area

Providing it is safe to do so:

- Ensure that the suspect air handling system is immediately shut down
- If necessary, evacuate the area/s serviced by the suspect system
- Inform Emergency Services – 000 and provide your name and contact details
- Inform Campus Safety & Security – 1300 737 003
- Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by Campus Safety & Security upon advice from staff
- Attempt to account for all persons in the affected area at the time of the fire - any persons unaccounted for should be brought to the attention of emergency services
- Identify any room, facility or equipment that may house HAZMAT or any device, substance of experiment that may require special attention from emergency services
- If necessary provide first aid or inform nearest first aider
- Cordon off the suspect plant or room(s) to prevent unauthorised access
- Where practicable, naturally ventilate the affected area/s

BIOLOGICAL/RADIOLOGICAL HAZARD

THREAT

Our University site suffers from a serious radioactive or biological release.

PERSON DISCOVERING

- Treat the entire area as contaminated
- Evacuate the immediate vicinity. Persons should assemble in a safe area, upwind from any possible airborne hazard, where they are not exposed to further risk
- Notify the Campus Safety & Security – 1300 737 003
- Prevent unauthorised access to hazardous area

INITIAL RESPONSE

- Confirm the exact location of the hazard (Building, Level and Room No.)
- Inform Emergency Services – 000 and provide your name and contact details
- Isolate area and identify substance / hazard if possible
- If necessary provide first aid or inform nearest first aider
- Keep a log of times and actions
- Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by Campus Safety & Security upon advice from staff)
- Attempt to account for all persons in the affected area at the time of the fire - any persons unaccounted for should be brought to the attention of emergency services
- Identify any room, facility or equipment that may house HAZMAT or any device, substance of experiment that may require special attention from emergency services
- Assist specialist personnel and Emergency Services if applicable and safe to do so
- Ensure that evidence material or any post Incident investigation is not interfered with
- Where the health risk is high, ensure safe evacuation of non-essential personnel from site and from potentially affected adjacent areas
- Secure the incident location and any high-security materials and assets

CIVIL/STUDENT UNREST

THREAT

The University experiences serious conflict or civil/student unrest.

INITIAL RESPONSE

- Establish the exact location of the unrest
- If physical violence or damage to University property appears likely inform Emergency Services – 000 and provide your name and contact details
- Inform Campus Safety & Security – 1300 737 003
- Assess the situation
- Remain calm
- If necessary provide first aid or inform nearest first aider if staff, student or a visitor is injured
- Ensure safety and well-being of all staff, students and visitors, and if necessary, evacuate but only on advice from security or senior executive
- Do not attempt to physically stop rioters or those causing damage to University or any personal property

CONFINED SPACES EMERGENCY

THREAT

A person has become trapped in a confined space.

WARNING - CONFIRM AREA SAFE PRIOR TO APPROACHING

INITIAL RESPONSE

- Establish the exact location of the incident
- Inform Emergency Services – 000 and provide your name and contact details
- Inform Campus Safety & Security – 1300 737 003
- Isolate the area
- If necessary provide first aid or inform nearest first aider
- Provide re-assurance and comfort to the victim
- Disperse spectators
- Assist specialist personnel and emergency services if applicable and safe to do so

ENVIRONMENTAL POLLUTION

THREAT

Major environmental pollution caused by University activities.

WARNING - CONFIRM AREA SAFE PRIOR TO APPROACHING

PERSON DISCOVERING

- Treat the entire area as contaminated
- Evacuate the immediate vicinity. Persons should assemble in a safe area, upwind from any possible airborne hazard, where they are not exposed to further risk
- Notify the Campus Safety & Security – 1300 737 003
- If during business hours, notify Capital Works & Facilities - Ext: 1720
- Prevent unauthorised access to hazardous area

INITIAL RESPONSE

- Confirm the exact location of the hazard (Building, Level and Room No.)
- Confirm that the applicable specialist/s have been informed
- Inform Emergency Services – 000 and provide your name and contact details
- Isolate area
- If necessary provide first aid or inform nearest first aider
- Keep a log of times and actions
- Assist specialist personnel and emergency services if applicable and safe to do so
- Ensure that evidence material or any post Incident investigation is not interfered with

GAS LEAK

THREAT

There is a gas leak on our University Campus.

PERSON DISCOVERING LEAK

- WARNING - CONFIRM AREA SAFE PRIOR TO APPROACHING**
- Do not enter any confined area where there is a risk of being overcome by gas
- Where applicable, evacuate persons from the affected area and assemble them in a well-ventilated area where they are not exposed to further risk.
- Notify the Campus Safety & Security – 1300 737 003 :
 - Exact location in building
 - Description of the suspicious article
 - Initial actions on discovery
 - Number of persons in affected area
- Prevent unauthorised access to hazardous area

INITIAL RESPONSE

- Where applicable, evacuate persons from the affected area and assemble them in a well-ventilated area where they are not exposed to further risk
- Inform Emergency Services – 000 and provide your name and contact details
- If safe & trained to do so, isolate gas supply
- Ensure no naked flames or smoking throughout the building
- Ventilate the affected area
- If major leak, evacuate the building
- Do not allow any electrical equipment to be operated in the immediate vicinity and do not touch any electrical equipment

LIFT FAILURE

THREAT

A University Campus lift has failed.

INITIAL RESPONSE

- Ascertain if someone is in the lift
- If so, ascertain their condition (e.g. disturbed, calm, etc)
- Reassure the occupant
- Do not attempt to release persons from the lift car
- Inform Campus Safety & Security – 1300 737 003
- If occupant is experiencing severe trauma and/or immediate release from the lift is necessary to forestall the onset of an acute medical condition, inform Emergency Services – 000 and provide your name and contact details
- If person is calm, then ensure that lift contractor is notified and await their attendance
- Continue to reassure the occupant

MOTOR VEHICLE ACCIDENT ON CAMPUS

THREAT

A motor vehicle accident involving a University vehicle or vehicle utilised by staff/students on University business occurs on a University Campus.

INITIAL RESPONSE

- Establish the exact location of the accident
- Identify if there are any injuries
- If necessary provide first aid or inform nearest first aider but **only if safe to do so**
- If there is an injury or substantial damage, inform Emergency Services – 000 and provide your name and contact details
- Inform Campus Safety & Security – 1300 737 003
- Isolate the area until emergency services arrive
- Obtain details of those involved i.e. names, addresses, telephone numbers, vehicle details etc.
- Obtain details of events
- Identify any witnesses and request them to remain until police arrive
- Where witness(es) cannot wait for Police attendance, their details are to be noted
- Ensure that evidence material or any post Incident investigation is not interfered with

POWER FAILURE

THREAT

A University Campus is experiencing a power failure.

PERSONS AFFECTED

- Students should remain in their classrooms
- Teachers should wait at doorway until advised on the anticipated duration of the power failure and any instructions regarding whether to evacuate or not

INITIAL RESPONSE

- Establish whether power failure is building, site or locality - specific
- Inform Campus Safety & Security - : 1300 737 003 who will inform timetabling in the event that a class is in progress or scheduled

AFTER HOURS

- Inform Capital Works and Facilities via Campus Safety & Security – 1300 737 003
- Ensure all staff are informed
- Evacuate buildings
- Assist as required
- Complete the following Power – Dependant Systems checklist

POWER-DEPENDANT SYSTEMS

SYSTEM/SERVICE	OPERATIONAL OR NON-OPERATIONAL
PABX	
Lifts	
Computers	
Security Alarms	
Fire Alarms	
Emergency Lighting	
Refrigeration Systems	

STRUCTURAL DAMAGE TO BUILDINGS

THREAT

A University Campus building has been subjected to structural damage and is in danger of a total or partial collapse.

WARNING - CONFIRM AREA SAFE PRIOR TO APPROACHING

PERSON DISCOVERING DAMAGE

- Alert all persons in the immediate vicinity using the Break Glass fire alarm
- Inform Emergency Services – 000 and provide your name and contact details
- Notify the Campus Safety & Security - 1300 737 003

IF THE DAMAGE POSES AN IMMEDIATE DANGER –

- Activate nearest Break Glass Alarm
- Evacuate the immediate vicinity (Use ALL available safe exits)

INITIAL RESPONSE

- Establish the exact location of the building
- Establish the extent of the damage
- Establish if there are any persons injured or trapped
- Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by Campus Safety & Security upon advice from staff)
- Attempt to account for all persons in the affected area at the time of the damage being identified - any persons unaccounted for should be brought to the attention of emergency services
- All efforts must be made to preserve the physical and legal integrity of all evidence. Nothing must be touched without the permission of the Senior Security Officer present
- Make no comment to media, referring them to the Office of Public Affairs
- Identify any room, facility or equipment that may house HAZMAT or any device, substance of experiment that may require special attention from emergency services
- Consider if a broader evacuation is required.

TOXIC/CHEMICAL RELEASE

THREAT

A chemical spill or atmospheric release occurs at a Campus, creating an environmental and/or health issue, with the potential to cause soil, ground water, or airborne contamination.

WARNING - CONFIRM AREA SAFE PRIOR TO APPROACHING

PERSON DISCOVERING

- Treat the entire area as contaminated
- Evacuate the immediate vicinity. Persons should assemble in a safe area, upwind from any possible airborne hazard, where they are not exposed to further risk
- Inform Emergency Services – 000 and provide your name and contact details
- Notify Campus Safety & Security – 1300 737 003
- Prevent unauthorised access to hazardous area

Evacuate all persons from the affected area

Providing it is safe to do so:

- Ensure that the air handling system is immediately shut down
- If necessary, evacuate the area/s serviced by the suspect system(s)
- Persons not engaged in on-scene response efforts should be evacuated to the designated assembly area (or other location as determined by Campus Safety & Security upon advice from staff)
- Attempt to account for all persons in the affected area at the time of the fire - any persons unaccounted for should be brought to the attention of emergency services
- Identify any room, facility or equipment that may house HAZMAT or any device, substance of experiment that may require special attention from emergency services
- If necessary provide first aid or inform nearest first aider
- Cordon off the suspect plant or room(s) to prevent unauthorised access
- Where practicable, naturally ventilate the affected area/s

INITIAL RESPONSE

- Confirm the exact location of the hazard (Building, Level and Room No.)
- If necessary provide first aid or inform nearest first aider
- Keep a log of times and actions
- Assist specialist personnel and Emergency services if applicable and safe to do so
- Ensure that evidence material or any post Incident investigation is not interfered with

TRESPASS

THREAT

A person or persons are trespassing on a University Campus. A trespasser is regarded as someone who comes onto campus with no reasonable or lawful purpose, is not invited, could not be considered a member of the University community and whose presence is not approved or authorised..

PERSON ENCOUNTERING TRESPASSER

- Do not approach the trespasser
- Notify the Campus Safety & Security – 1300 737 003
- Make a mental note of the description of the trespasser i.e. male/female, height, age, clothing etc.

INITIAL RESPONSE

- Establish the exact location of the trespasser
- In the absence of any other criminal offence for which the person is suspected of involvement in, the objective is to ensure that the person leaves the premises/property without confrontation
- In the absence of evidence to the contrary, assume that the person trespassed with innocent intentions
- Politely ascertain if the person has a lawful excuse for being on the premises/property
- Where practicable, when dealing with a trespasser, obtain assistance from other staff
- If satisfied that the person is trespassing, advise them that they are not authorised to be on the property and request them to leave
- If they refuse, politely advise them that they are trespassing and Police will be called
- If they still refuse to leave, notify Police, obtain back-up from other staff (where practicable) and ideally remain in the vicinity of the trespasser until Police arrive
- Where possible, the removal of a trespasser should be dealt with only by Police and unless absolutely critical to the safety of yourself or others, do not attempt to physically intervene in the trespassers removal
- Take a mental note of the person/s description

WATER LEAK

THREAT

A University Campus has been affected by a water leak.

INITIAL RESPONSE

- Evacuate the affected area
- Inform Campus Safety & Security – 1300 737 003 who will in turn contact Capital Works & Facilities
- If practicable, isolate the source of flooding/water leakage
- Prevent unauthorised access to the affected area
- In the event that material and documents are water soaked find a location to which they can be transferred. This location should:
 - Be adequately ventilated
 - Have easy access to exterior of building and be on the ground floor
 - Water soaked materials should not be placed in an area where they might cause collateral water damage to other materials e.g... Rugs, carpets etc.
 - Follow up action may involve the pumping out of the affected area and the removal of undamaged materials

PERSONAL THREAT

ARMED HOLD-UP

THREAT

An armed hold-up has occurred within the University grounds

PERSONS INVOLVED

During the Incident:

DON'T BE A HERO - stay calm. Your safety and the safety of those around you are of paramount importance. If you are not directly involved stay clear.

DON'T ARGUE - obey the offenders' instructions. But do only what you are told and no more. Do not volunteer any information.

BE DELIBERATE in your actions. If you are ordered to do something by the perpetrator. Avoid sudden movements.

DON'T STARE at the perpetrator. Avoid direct eye contact.

MAKE A MENTAL NOTE of everything you can about the perpetrator. In particular note speech, mannerisms, clothing, scars or any other distinguishing features such as tattoos.

Try and **OBSERVE ANY VEHICLE** used by the perpetrator

If you can without risk take note of the registration number, type, colour and any distinguishing features.

After the perpetrator has left:

HELP any person who has been injured

Activate **DURESS ALARM** (if applicable) or **your nearest emergency contact point**

INFORM the Campus Safety & Security – 1300 737 003

LOCK DOORS to secure crime scene

RECORD your observations in writing as quickly as you can after the Hold-Up. (The Police need individual impressions of what happened, uninfluenced by others.)

INITIAL RESPONSE

- Establish the exact location of the armed robbery
- Inform Emergency Services – 000 and provide your name and contact details
- Confirm if any persons injured and ensure appropriate medical treatment is provided
- Confirm offenders have left and obtain brief description
- If necessary provide first aid or inform nearest first aider
- Obtain names, addresses and telephone numbers from all persons involved together with brief details of Incident including description of offender/s, estimated value of cash/valuables stolen
- Ask witnesses to remain until the Police arrive
- Provide a quiet place for witnesses to sit down and offer them a cup of coffee or tea.
- Obtain names of attending police and their station
- Remain on site until otherwise directed by Campus Safety & Security, managers or other senior staff
- Ensure that evidence material or any post Incident investigation is not interfered with

ASSAULT

THREAT

An assault has occurred on University property

INITIAL RESPONSE

- Assess the situation
- Remain calm
- Obtain assistance
- Do not provoke the assailant or aggravate the situation
- If safe to do so, assist the victim (e.g. determine if first aid or medical attention is required and action accordingly)
- Disperse any casual spectators but ask witnesses to remain
- Obtain and note details concerning the Incident:
 - Full details of victim
 - Circumstances surrounding the Incident
 - Witnesses
 - Description/details of assailant/s
- Inform Campus Safety & Security – 1300 737 003
- Ensure that evidence material or any post Incident investigation is not interfered with

If Serious Assault:

- Inform Emergency Services – 000 and provide your name and contact details
- In advising the Police - include:
 - Description of offender/s
 - Any weapon/s
 - Vehicle/s
 - Last known whereabouts
 - Direction of travel
- If necessary provide first aid or inform nearest first aider
- Cordon off the scene of the Incident
- Identify any witnesses and request them to remain until police arrive
- Where witness(es) cannot wait for Police attendance, their details are to be noted
- If offender is still present on-site, ensure that victim and witness(es) are isolated from the person
- If offender is still present on site and is considered to pose a danger to others, attempt to keep persons away from the offender and keep the offender under discrete surveillance.

HOSTAGE/SEIGE SITUATION

THREAT

A hostage/siege situation is occurring on a University Campus.

INITIAL RESPONSE

- Assess the situation
- Remain calm
- Inform emergency services - 000 and provide your name and contact details
 - Note:
 - Description of offender/s
 - Any weapon/s
 - Vehicle/s
 - Last known whereabouts
 - Direction of travel
- Inform Campus Safety & Security – 1300 737 003
- Do not provoke the assailant or aggravate the situation
- Disperse any casual spectators but ask witnesses to remain
- Obtain and note details concerning the Incident:
 - Full details of victim(s)
 - Circumstances surrounding the Incident
 - Witnesses
 - Description/details of assailant/s
- Ensure that evidence material or any post incident investigation is not interfered with
- Cordon off the scene of the Incident
- Identify any witnesses and request them to remain until police arrive
- Where witness(es) cannot wait for Police attendance, their details are to be noted
- If offender is still present on-site, ensure that victim and witness(es) are isolated from the person
- If offender is still present on site and is considered to pose a danger to others, attempt to keep persons away from the offender and keep the offender under discrete surveillance.

THREATS - WRITTEN OR TAPED

THREAT

A University staff member has received a written or taped threat.

PERSON DISCOVERING

- Carefully place the item on nearest level surface
- Do not handle any further

SAFETY PRECAUTIONS

- DO NOT touch, tilt or tamper

PERSON DISCOVERING ITEM

- Avoid further handling
- Contact Campus Safety & Security - 1300 737 003 and advise:
 - o Exact location in building
 - o Description of the threats
 - o Initial actions on discovery

INITIAL RESPONSE

- Examine the threat material and ascertain the nature of its delivery and/or discovery
- Further unnecessary handling should be avoided
- All materials must be saved including any envelope or container
- Every possible effort should be made to retain evidence such as possible fingerprints, hand writing or typed writing, paper and post marks
- The material should be placed in a clean, clear plastic bag and handed to Campus Safety & Security
- Ensure that evidence material or any post Incident investigation is not interfered with

VIOLENCE - MINOR

THREAT

A person causes physical harm to students, staff and visitors

INITIAL RESPONSE

- Establish the exact location of the Incident
- Inform Emergency Services if required - 000 & provide your name and contact details
- Inform Campus Safety & Security – 1300 737 003
- If safe to do so secure the incident location for external emergency personnel
- Ensure the area is safe, look for any potential offender(s)
- If necessary provide first aid or inform nearest first aider
- Avoid contact with blood and other body fluids by using protective gloves
- Ensure that evidence material or any post Incident investigation is not interfered with

VIOLENCE - MAJOR

THREAT

A person causes serious physical harm to students, staff and visitors

INITIAL RESPONSE

- Assess the situation
- Remain calm
- Inform Emergency Services – 000 and provide your name and contact details
 - o In advising the Police include:
 - Description of offender/s
 - Extent of victim injuries
 - Any weapon/s involved
 - Vehicle/s used
 - Last known whereabouts
 - Direction of travel
- Obtain assistance
- Do not provoke the assailant or aggravate the situation
- If safe to do so, assist the victim
- Disperse any casual spectators but ask witnesses to remain
- Obtain and note details concerning the incident:
 - Full details of victim
 - Circumstances surrounding the Incident
 - Witnesses
 - Description/details of assailant/s
- Inform Campus Safety & Security – 1300 737 003
- Ensure that evidence material or any post Incident investigation is not interfered with

If Serious Assault:

- If necessary & **only if safe to do so** immediately provide first aid or inform nearest first aider
- Cordon off the scene of the incident
- Identify any witnesses and request them to remain until police arrive
- Where witness(es) cannot wait for Police attendance, their details are to be noted
- If offender is still present on-site, ensure that victim and witness(es) are isolated from the person
- If offender is still present on site and is considered to pose a danger to others, attempt to keep persons away from the offender and keep the offender under discrete surveillance.

VIOLENT OR THREATENING PERSON

THREAT

A person on a University Campus is behaving in a violent or threatening manner.

PERSON ENCOUNTERING VIOLENT OR THREATENING PERSON

- Do not argue with or provoke the person
- Do not attempt to physically subdue the person
- Back away from the person and alert others to move away also
- Avoid sudden moves
- Do not surround the person
- Make it easy for the person to leave the building/area
- Inform Emergency Services – 000 and provide your name and contact details
- Notify Campus Safety & Security - 1300 737 003
- Make a mental note of the person's description
- Remember that assuring your physical safety is the primary goal

INITIAL RESPONSE

- Ascertain the following information from the informant:
 - Exact location of the Incident
 - Is the person armed
 - Does the person appear to be affected by drugs or alcohol
 - Are there other persons in the vicinity
 - What are the other persons doing at the moment (e.g. evacuating, hiding, confronting the person etc?)
 - Does the informant know the identity of the violent/threatening person
 - If not, can the informant provide a brief description of the violent/threatening person
 - Name and location/contact no. of the informant
- Remind staff to:
 - Do not argue with the violent/threatening person
 - Do not attempt to physically subdue or contain the person

EXTERNAL EMERGENCY

AIRCRAFT ACCIDENT

THREAT

There is an accident involving an aircraft affecting staff/students or a University Campus.

WARNING - CONFIRM AREA SAFE PRIOR TO APPROACHING

INITIAL RESPONSE

- Ensure removal of everyone from the immediate danger area
- Inform Emergency Services – 000 and provide your name and contact details
- Inform Campus Safety & Security - 1300 737 003
- Prevent unauthorised access to the area
- If necessary provide first aid or inform nearest first aider but **only if safe to do so**
- Isolate area – keep onlookers away from any possibly live or energised equipment or HAZMAT materials
- Ensure that evidence material or any post Incident investigation is not interfered with

COMMUNICATIONS FAILURE

THREAT

A University Campus internal phone system has failed.

PERSON DISCOVERING FAULT

- During business hours**
 - Inform IT Services Desk – Ext 5111 or (02) 9852 5111
 - Inform Capital Works & Facilities - Ext 1720 or (02) 4570 1720

INITIAL RESPONSE

- Check for obvious fault like disconnected cables, lines etc.
- Check for general hardware failure
- Outside business hours inform Campus Safety & Security – 1300 737 003

MOTOR VEHICLE ACCIDENT OFF CAMPUS

THREAT

Serious motor vehicle accident involving a University vehicle or vehicle utilised by staff/students on University business. Employees/students are killed and/or seriously injured on/off site.

INITIAL RESPONSE

- Identify if staff have sustained any injuries – if so, ensure Emergency Services are contacted - 000
- Inform Campus Safety & Security – Ext 1300 737 003
- Obtain details of those involved i.e. names, addresses, telephone numbers, vehicle details etc.
- Obtain details of Events, including location of accident, contact numbers and severity of accident
- In the event of a serious motor vehicle accident – Campus Safety & Security are available to attend the scene to ensure welfare of staff and transport them back to their work locations / residential address

STORM/SEVERE WEATHER

THREAT

The Weather Bureau has issued a severe storm warning

STUDENTS AND FACULTY

- Persons caught outside during a severe electrical storm should avoid high ground, wire fences and tall objects such as towers and light poles due to the risk of lightning strike
- Do not use electrical equipment during an intense electrical storm (this includes computers and telephones).
- Do not go outside if there is a risk of lightning strike, hail or flying debris/objects

INITIAL RESPONSE

- Close doors and windows
- Bring indoors or firmly secure any objects outside which could become airborne in strong wind gusts and cause damage

CAMPUS SAFETY & SECURITY

- Determine if it is necessary to issue the order to 'Hold-In-Place' Campus occupants
- Determine if and when it is appropriate to allow persons to leave the site and go home

EVACUATION

EVACUATION

THREAT

An Emergency or Crisis requires that all persons are evacuated for safety reasons.

PERSON INVOLVED

Persons should evacuate in any of the following circumstances:

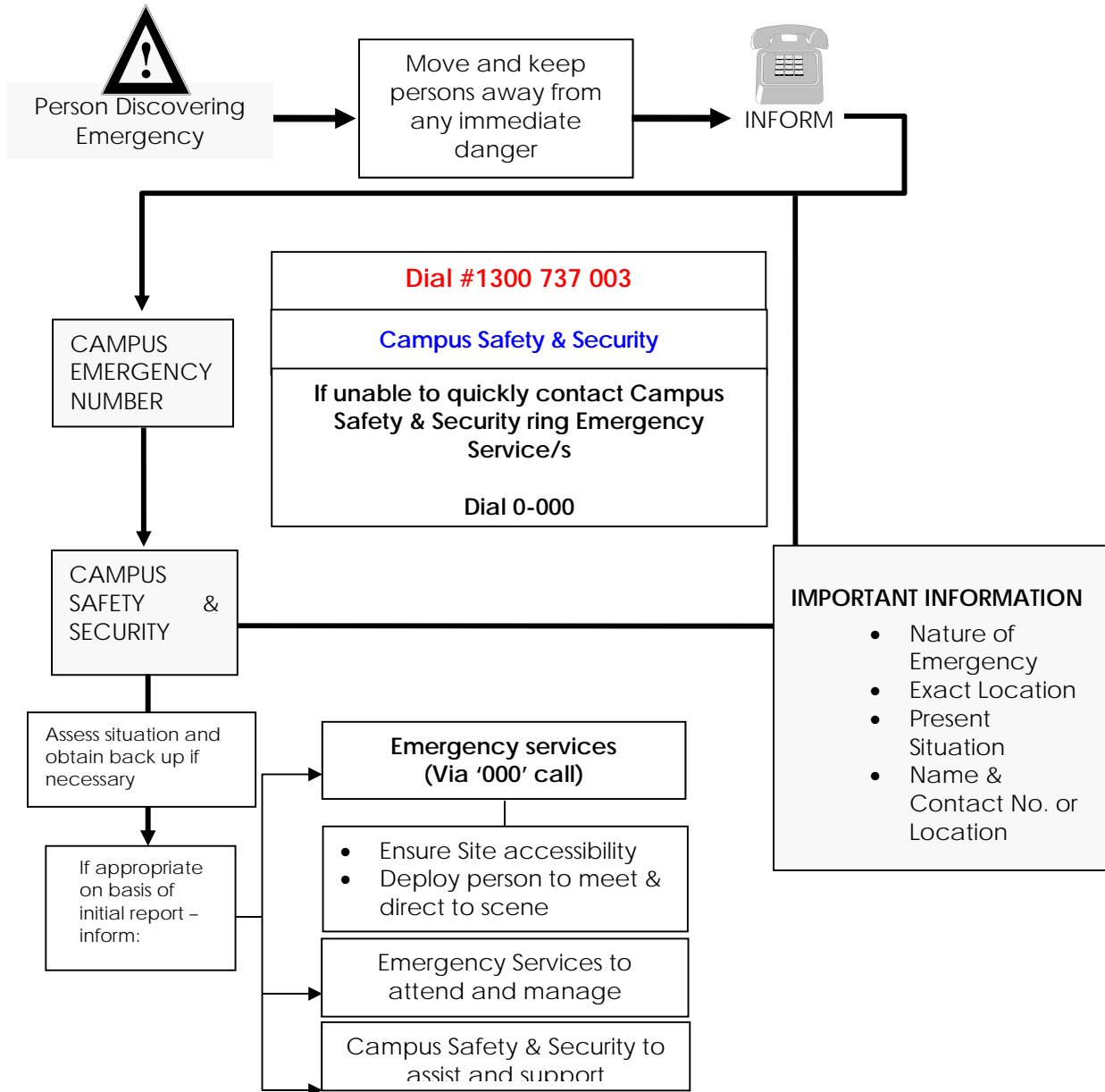
- On hearing the Fire Alarm
- On hearing the Emergency Warning System Evacuation Tone
- On hearing an Evacuation Announcement
- On being instructed to evacuate by a member of Campus Safety & Security or by any member of the Emergency Services
- If evacuation becomes an obvious necessity

INITIAL RESPONSE

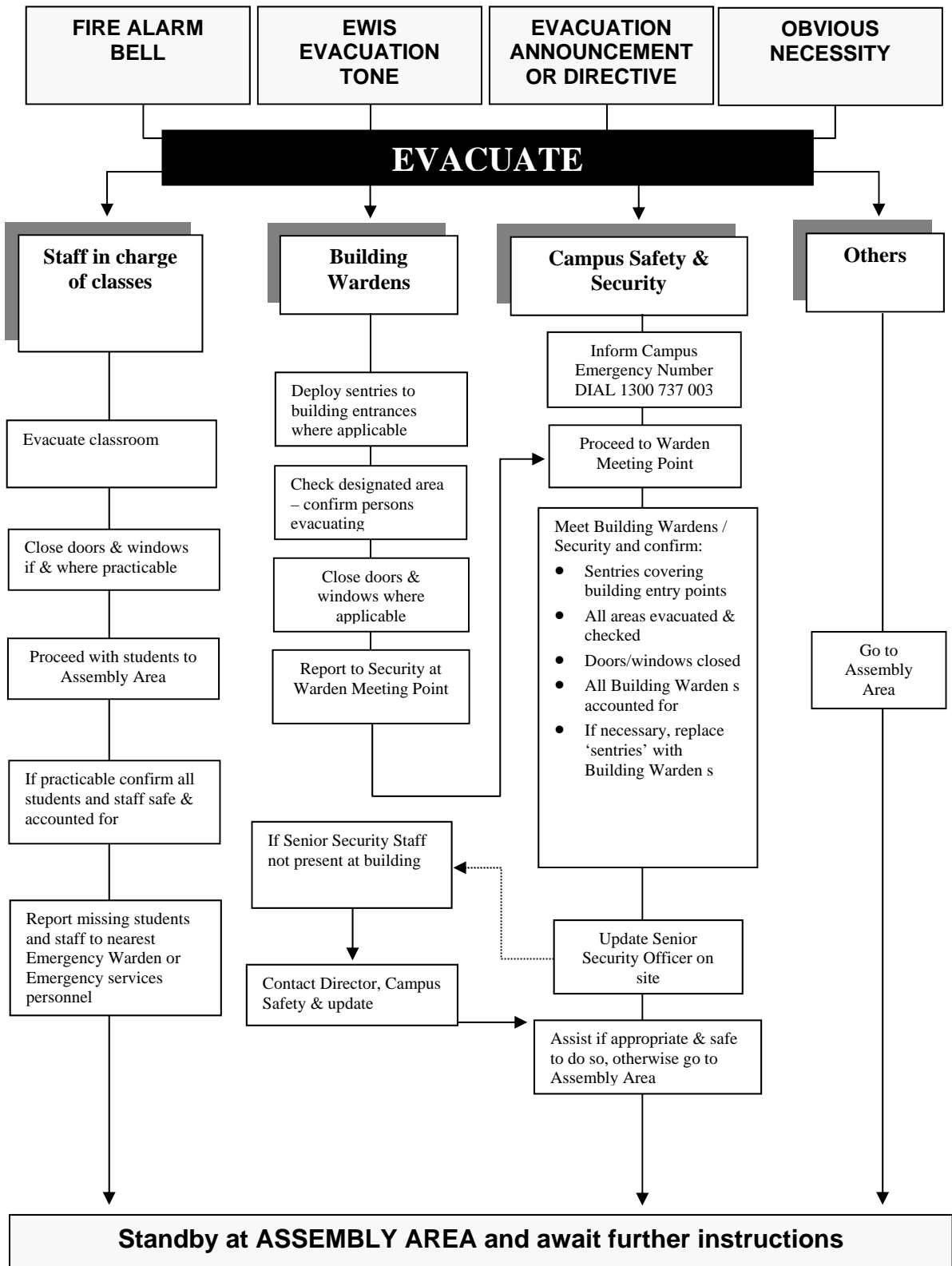
- Establish the nature of the Emergency or Crisis
- Establish the exact location of the Emergency or Crisis
- Inform Emergency Services – 000 and provide your name and contact details
- Inform Campus Safety & Security – 1300 737 003
- Meet Building Wardens
- Initiate the evacuation if required
- Evacuate all occupants to the designated assembly area
- Prevent unauthorised access to the area
- Assist Police/Emergency Services on arrival
- Ensure all person are accounted for
- Wait for further advice from Campus Safety & Security

EMERGENCY RESPONSE & EVACUATION PLAN

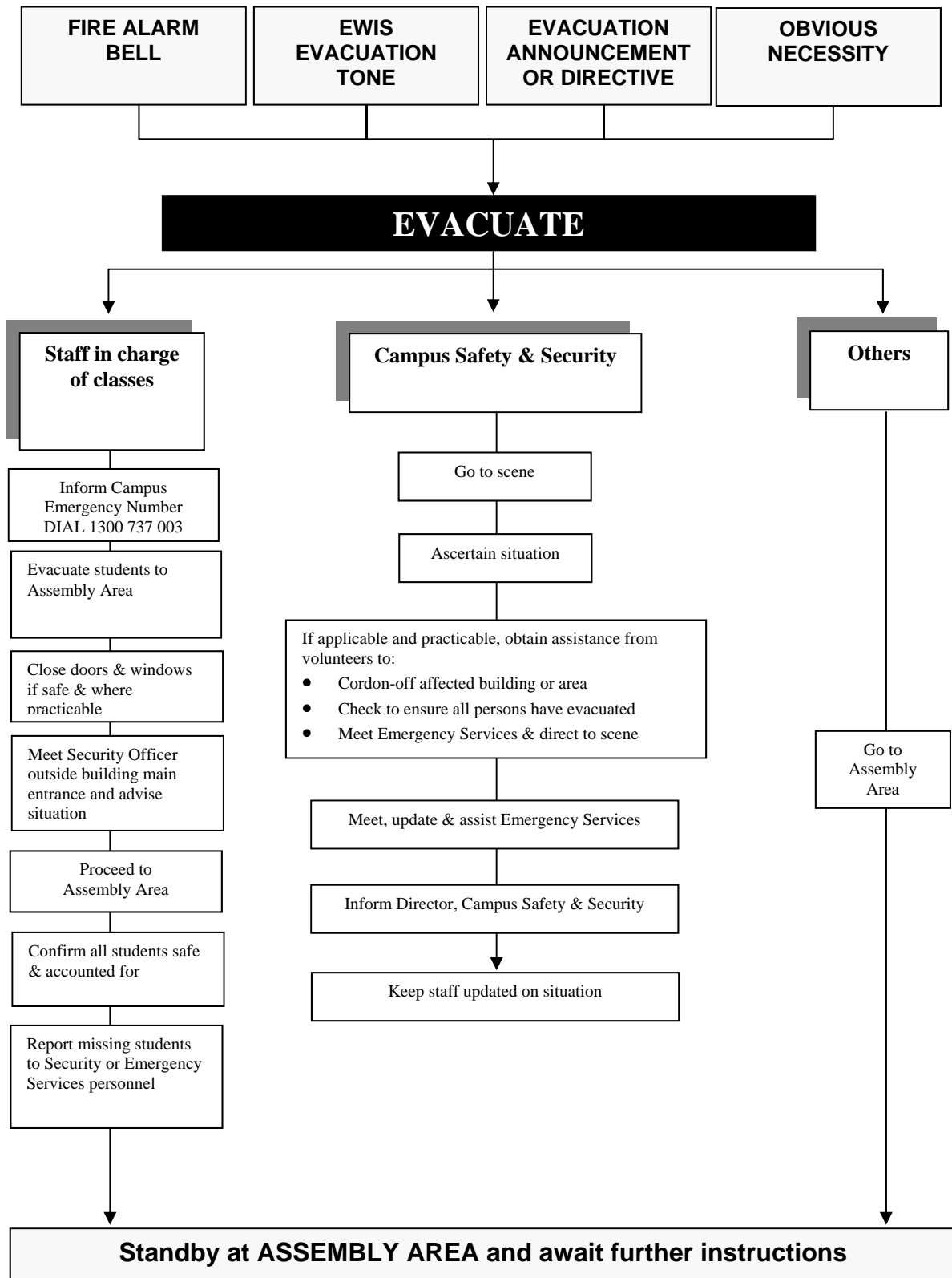
EMERGENCY – INITIAL REPORTING & RESPONSE



Evacuation Process - Day



Evacuation Process - Night



BOMB THREAT CHECKLIST

Remember to keep calm

IMPORTANT QUESTIONS TO ASK

1. Where did you put it ?
2. When is the bomb going to explode ?
3. What does it look like ?
4. What is your name & address ?
5. Where are you now ?

NOTE EXACT WORDING OF THE THREAT

6. How will the bomb explode ?
7. Did you put it there ?
8. Why did you put it there ?

SPECIFIC BOMB QUESTIONS

9. What type of bomb is it ?
10. What is in the bomb ?
11. What will make the bomb explode ?
12. What kind of substance is it ?
13. How much of the substance is there ?
14. How will the substance be released ?
15. Is the substance a liquid, powder or gas ?

NOTES REGARDING THE CALLER

Callers voice: Accent, Speech impediments, manner, do you recognise the caller ?

Language: Well spoken, coherent, irrational, taped, message read by caller, abusive

Background noises: Street noise, House noise, aircraft, music, machinery, STD

Other: Sex of the caller, age of the caller, duration of the call, call number displayed ?