Emergency Management Plan

Contents

1.   INTRODUCTION

1.1   Emergency Management

This document results from Western Sydney University's ongoing commitment to providing a safe workplace for employees, students, and occupiers of the University-owned buildings.

The purpose of this emergency management plan is to provide a framework for the university's prevention, preparedness, response and recovery in the event of an emergency. This plan outlines the roles and responsibilities of the university staff, students, and stakeholders in managing emergencies that may affect the university's operations, assets, reputation and safety. The plan is aligned with the relevant legislation, standards, and best practices in emergency management. It is intended to provide a broad and consistent management approach to incidents and be publicly available.

These guidelines do not represent detailed operational plans or crisis management plans, which are more appropriately kept confidential. However, they are intended to integrate with related plans and arrangements.

1.1.1   Emergency Definition

An emergency is defined 'as an event that arises internally or from external sources, which may adversely affect the occupants or visitors in a facility (and its grounds) and requires an immediate coordinated response' (subject to 1.2 Scope below).

1.2   Scope

The Scope of this plan extends to all schools, divisions, business units, institutes, controlled entities and affiliated organisations located on University owned campuses. This plan provides information and procedures for emergency management at the University.

The procedures and information in this plan are based on Work, Health, and Safety legislation, in conjunction with Australian Standard AS3745:2010 *Planning for emergencies in facilities* and various Australian and New Zealand Counter-Terrorism Committee Guidelines.

This plan may refer to in general terms, but it does not contain the detailed procedures for the comprehensive management of Business Continuity Planning, Business Recovery Processes, or Media Policy during Emergencies, which are covered by different documentation.

Emergency management for leased/vertical campuses will have a dedicated Emergency Management Plan that takes into account the attributes of the tower and location. A list of Western Sydney Campuses and emergency management responsibilities is found in section 1.9. It should be noted that although the emergencies may be managed under these dedicated plans, the same principles apply.

This plan also does not cover emergency management of activities occurring outside of Western's campuses, such as off-site teaching, research, or staff conferences.

Although cross-referenced in this plan, this document does not contain specific information relating to medical emergencies, first-attack firefighting, or details on de-escalation, as it is intended that this information and training will be provided separately to specific staff.

Where international campuses are owned and operated by Western Sydney University, local emergency management procedures should be developed in general alignment with this Emergency Management Plan, the direction of the Emergency Planning Committee (EPC), as well as local regulatory requirements.

Local emergency management procedures should reflect similar arrangements as is detailed in this plan.

1.3   Indemnity

Members of the Emergency Control Organisation (ECO) who act in good faith during an emergency event are covered by the university's liability protection insurance policies. For details of these policies, please contact the Office of Finance Operations.

1.4   Principles

In the event of an emergency incident at Western Sydney University, the following principles should guide all actions:

- Ensure the safety and well-being of students, staff, visitors and the public (during and post-emergency). To prevent harm or death. This principle stands above all others.
- Ensure that assets are protected, harm to the environment prevented and the welfare of animals is ensured.
- Support the recovery of business activities, including teaching, research and administrative functions.
- Ensure that internal and public confidence is maintained or resumed as quickly as possible.
- Take steps to prevent recurrence and continuous improvement for future responses to incidents.

1.5   Interaction with Other Plans and Arrangements

This plan is intended to integrate with the following University plans and arrangements (see also 2.2):

- Risk Management Policy – to ensure that all emergency risks are identified and appropriately managed;
- Business Continuity Management (BCM) Policy, including Business Continuity, IT Disaster Recover and Crisis Management planning – if the emergency involves a disruption to services or represents a threat to the strategic viability of the University it may require initiation of these University business resilience arrangements and;
- Campus Safety and Security Standard Operating Procedures.

1.6   Media Inquiries or Interest

If an emergency has received or is likely to receive media attention, or media is present at the scene of an emergency, ensure that the Manager Media and Public Relations is aware of the emergency and is immediately provided with necessary information about the emergency.

Staff must not make comments to the media unless authorised.

If asked, staff should not say 'No comment' but instead say "*I am not the appropriate person to comment but will ensure that your interest is passed to the appropriate person for Western Sydney University*."

In this situation, ensure that any media contact details (and any timelines indicated) are provided to the Manager Media and Public Relations immediately.

1.7   Notification to Provost

When an incident occurs, the relevant Campus Provost is to be advised and briefed at routine intervals by the Executive Director, Campus Operations or delegate, when practicable to do so. Campus Provosts should take an active lead in ensuring that accommodation and other logistics, as required by the incident response team, are made available at their nominated campus as requested. This includes but is not limited to, vacating office spaces and other suitable locations for use by the incident response team.

1.8   Abbreviations

WSU	Western Sydney University
VC	Vice-Chancellor
PVC(GP)	Pro Vice-Chancellor (Global Partnerships)
AED	Automated External Defibrillator
WHS&W	Work Health Safety and Wellbeing
CMT	Crisis Management Team
CSS	Campus Safety Security
EPC	Emergency Planning Committee
EOC	Emergency Operations Centre
ECO	Emergency Control Organisation
EMP	Emergency Management Plan
ESO	Emergency Service Organisations (NSW Police Force, FRNSW, NSW Ambulance, NSW State Emergency Service, NSW Rural Fire Service)
FRNSW	Fire and Rescue New South Wales
WIP	Warden Intercommunication Point
FIP	Fire Indicator Panel
PEEP	Personal Emergency Evacuation Plan
RFS	NSW Rural Fire Service
SES	NSW State Emergency Service
O&C	Division Operations and Commercial
CALD	Culturally and Linguistically Diverse
IED	Improvised Explosive Device
HVAC	Heating, Ventilation Air Conditioning

1.9   Western Sydney University Campus and Emergency Contact Information
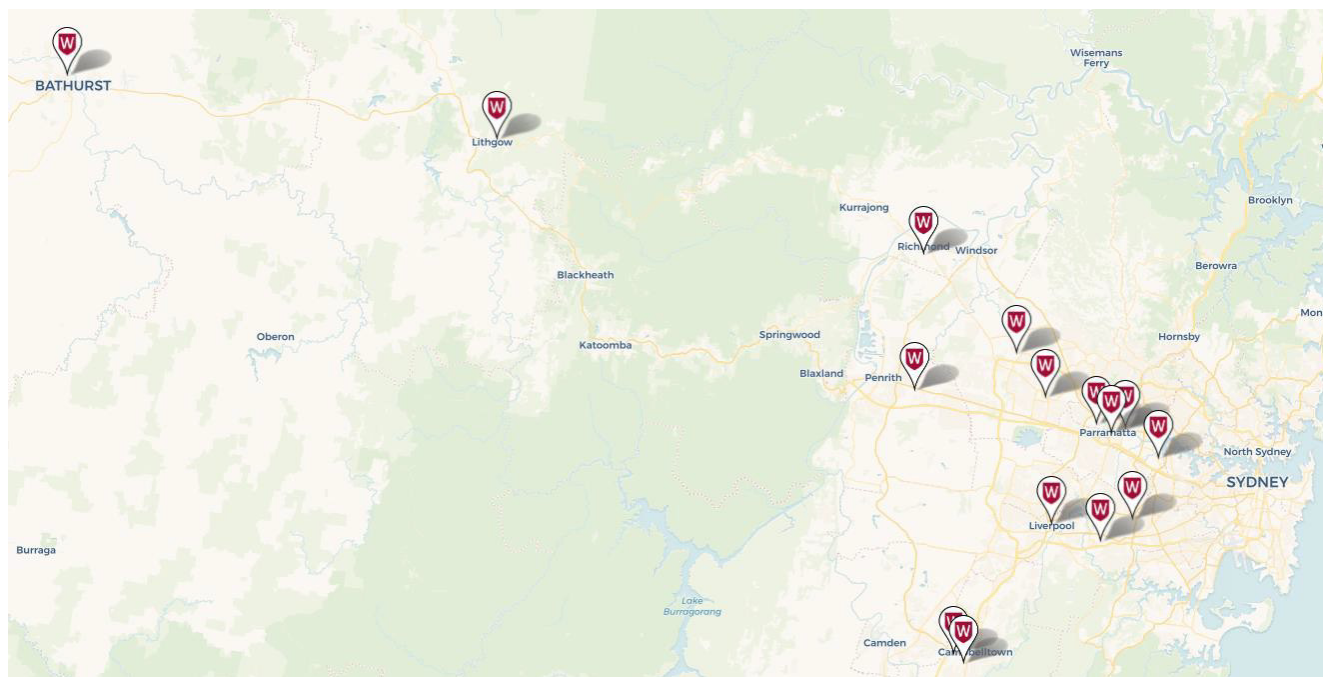
Campus Location	Building Owner	Within the scope of this plan
Blacktown Clinical	Western Sydney University	Yes
Bathurst	Western Sydney University	Yes
Blacktown (Nirimba)	Western Sydney University	Yes
Campbelltown	Western Sydney University	Yes
Campbelltown Clinical	Western Sydney University	Yes
Hawkesbury	Western Sydney University	Yes
Kingswood	Western Sydney University	Yes
Lismore	Western Sydney University	Yes
Lithgow	Western Sydney University	Yes
Parramatta North	Western Sydney University	Yes
Parramatta South	Western Sydney University	Yes
Werrington North	Western Sydney University	Yes
Werrington South	Western Sydney University	Yes
Westmead	Western Sydney University	Yes
Parramatta City (PSQ1)	External (Vertical Campus)	No
Parramatta City (Hassall St)	External (Vertical Campus)	No
Sydney Olympic Park	External (Vertical Campus)	No
Liverpool City	External (Vertical Campus)	No
Bankstown City	External (Vertical Campus)	No

Campus Safety & Security Contacts 24/7 hrs hotline is 1300 737 003. To contact the security offices directly, please refer to the following table for location and contact details:

Campus	Security Location	Contact Details
Bankstown City Campus	Ground Floor	(02) 9772 6480
Campbelltown	Building 5	(02) 4620 3444
Hawkesbury	Building J9	(02) 4570 1361
Liverpool City	Ground Floor	(02) 9165 8686
Nirimba	Precinct gatehouse	(02) 9852 4001
Parramatta	Building Eja	(02) 9685 9169
Parramatta (PSQ1)	Ground Floor	(02) 9683 8111
Parramatta (Engineering Innovation Hub)	Ground Floor	(02) 9685 9890
Penrith (Kingswood)	Building J	(02) 4736 0431
Westmead (Westmead Innovation Quarter and Building J)	Building J	0419 631 472
Security Team Leaders		
Campus		**Mobile**
Bankstown		0417 416 661
Campbelltown		0414 363 430
Hawkesbury		0424 183 592
Liverpool City		0417 416 661
Nirimba		0424 183 592
Parramatta		0477 300 989
Parramatta (PSQ1)		0477 300 989
Parramatta (Engineering Innovation Hub)		0477 300 989
Penrith (Kingswood)		0414 294 671
Westmead (Westmead Innovation Quarter and Building J)		0414 294 671
Security Operations Manager		
Operations Manager (Enabling)	Verity Foley	0477 300 989
Operations Manager (Delivery)	Brett Gibson	0414 363 430
Executive Director, Campus Operations	Anthony Attard	0408 731 513

2.   EMERGENCY MANAGEMENT ROLES AND RESPONSIBILITIES

2.1   Emergency Organisation Structure – Operational
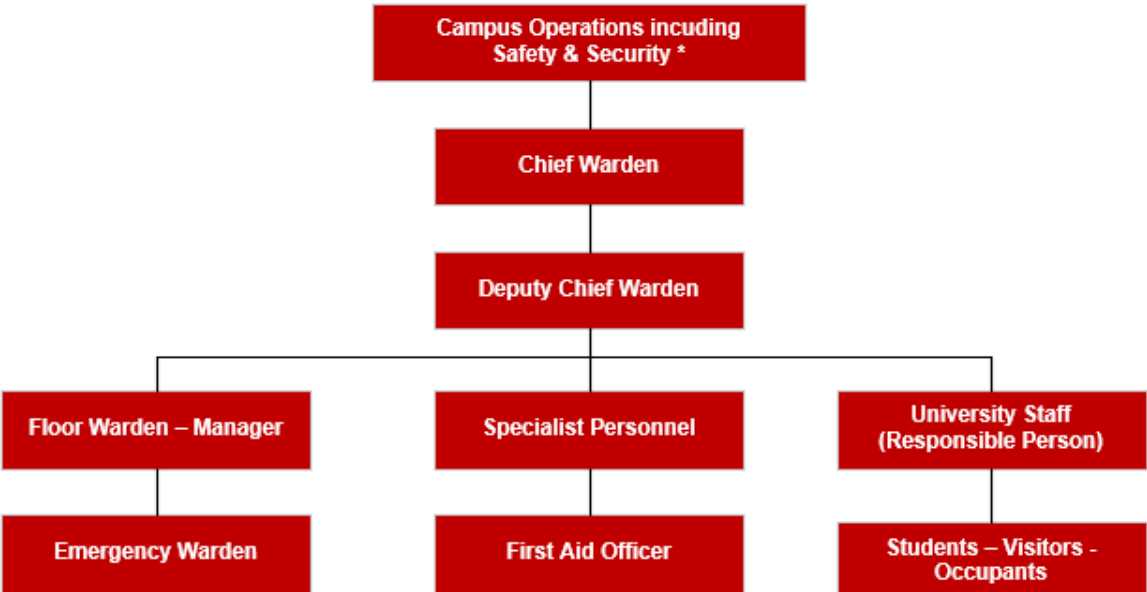
* A further assessment is conducted for the purpose of escalation to VPOC and/or the Crisis Management Team

2.2   Emergency Organisation Structure – Planning and Governance
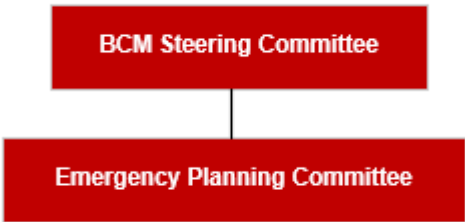
2.3   Crisis Management Team

The role of the Crisis Management Team is to coordinate and manage the University's response to a disruptive event which may suddenly and adversely impact the reputation or strategic viability of the University. The Crisis Management Team consists of executive staff responsible for actioning the Crisis Management Plan.

2.4   Emergency Planning Committee (EPC)

The Division of Operations and Commercial is responsible for emergency management overall and will manage the administration of the Emergency Planning Committee (EPC).

The EPC consists of members representing Campus Operations, WHS, TRTS, Business Continuity Management. Other staff may be included on either a temporary or permanent basis as required to assist the EPC in undertaking its role.

The primary role of EPC is to:

- Advise the Vice Chancellor and Campus Provosts on all matters relating to emergency preparedness within the University.
- Oversee the development, implementation and monitoring of the University's EMP, this includes:
    - Identifying events that could reasonably produce emergency situations, emergency options and procedures to manage these situations (See Part 2).
    - Ensuring the resources are provided to enable the development and implementation of the EMP.
    - Nominate the validity period of the EMP and evacuation diagrams.
    - Reviewing the University's resource requirements for effective implementation of the EMP.
- Having authorised the release and implementation of the EMP, ensure there is awareness and training in respect of the EMP (including visitors and third parties) and that procedures are tested and reviewed.
- To ensure continuity of the ECO (including during periods of absence), a register of the ECO is maintained and readily available (note that 'Responsible Persons' are also considered part of the ECO—see 2.7).
- Ensure that appropriate recording of emergencies and review occurs to rectify deficiencies and identify opportunities for improvement.
- The EPC meets as required but at least every six months on a day and time determined by the Office of Operations and Commercial, which is the overall 'owners' of emergency management. The Committee may meet after an emergency to evaluate the effectiveness of the University's preparedness, response, and recovery.

2.5   Emergency Control Organisation (ECO)

The ECO is responsible for implementing emergency procedures, coordinating the evacuation of buildings, liaising with Emergency Services and providing first aid and support to affected people. The ECO consists of a Chief Warden, Deputy Chief Wardens, area/floor Wardens, responsible persons, communication Wardens and first aid officers. During an emergency, instructions given by an ECO member take precedence over a regular management structure. Each role has specific duties and responsibilities during an emergency. The roles and responsibilities of the ECO can be divided into three stages: pre-emergency, during-emergency and post-emergency.

Pre-emergency: Emergency Wardens are responsible for reporting any issues with emergency equipment, informing occupants of emergency response procedures, ensuring access and egress paths are clear, and attending training and exercises as required.

During-emergency: Emergency Wardens are responsible for notifying, meeting/escorting, briefing and assisting Emergency Services. If evacuating, wardens are responsible for searching the floor or area to ensure all persons have evacuated, operating emergency communication systems, checking fire and/or smoke doors, ensuring the orderly flow of people into protected areas, assisting persons with disabilities and reporting to the Chief Warden. While evacuation is the most likely, Wardens may also implement other emergency options, such as Shelter, Lockdown or Search (or the Active Armed Offender response).

Post-emergency: Emergency Wardens must conduct or attend a debrief and report on their actions before and during the emergency. They should identify any potential welfare issues and action/report as required and re-equip any emergency resources used.

Additional responsibilities include:

- Emergency Contact posters reflect current information. Posters should be updated regularly with the latest emergency numbers and procedures and displayed in visible locations throughout the building.

- Develop an Evacuation Procedure suitable for buildings. Area/Floor/Building wardens should consult with the Chief Warden and other stakeholders to create a clear and effective plan for evacuating the building in different scenarios.

The ECO members are identified by coloured helmets or vests and are required to attend regular training sessions to maintain their skills and knowledge.

The list of current Wardens can be found here or by contacting Campus Safety and Security.

2.5.1   ECO Identification Colours

ECO Position	Colour
Chief Warden	White
Deputy Warden	White
Floor/area Warden	Yellow
Warden	Red
First Aid Officer +	Green

2.6   Chief Warden & Deputy Warden

At Western Sydney University, Campus Safety & Security are the Chief Wardens and are responsible for managing the emergency evacuation process. This only applies to campuses owned by the University or to leased campuses in which the University is the sole tenant. In vertical campuses, the building management appoints an emergency Warden.

On becoming aware of an emergency, the Chief Warden shall take the following actions:

- Assessing the nature and extent of the emergency and initiating appropriate actions.
- Ensure that the appropriate Emergency Service has been notified, identify a meeting location and escort if necessary.

- Activating and directing the emergency control organisation (ECO). If there is an alarm the Fire Indicator Panel (FIP) will ascertain the cause of the alarm by reading the zone/circuit activated (Flashing indicator).
- If necessary, after evaluation of the situation, initiate an action plan in accordance with the emergency response procedures and implement emergency options if required (evacuation, shelter, lockdown, search (or Active Armed Offender)) and then control entry into the affected area.
- Brief the emergency service personnel upon arrival on the: type, scope, location of the emergency and status of the evacuation (or emergency option) and thereafter act on instructions given by emergency personnel.
- Providing information and instructions to the occupants and visitors during an emergency.
- Recording any accessibility issues and refusals to comply with emergency directions and brief Emergency Services.
- Determine that the emergency is over and declare 'All clear'. Note this may occur by direction from Emergency Services or from Chief Warden's assessment.
- Conducting post-emergency debriefs and reporting on the emergency response.
- Keep a record of all PEEP documents. Floor Wardens/area managers are responsible for enacting PEEP documentation, however, a copy should be kept with the Chief Warden.
- Convene a Warden debrief immediately and collaborate to complete the *Building Evacuation Report*. Send to whs@westernsydney.edu.au. Implement any Actions in the Report and indicate proposed dates to close-out.
- Establish and maintain contact with the Campus Safety and Security/O&C in attendance, who are responsible for controlling services (gas, water, and electricity) as required.

2.7   Floor Warden/Senior Staff/Managers

Floor and area Wardens are appointed for each facility as determined by the EPC. In the absence of a dedicated floor Warden a senior staff member or manager performs this role. The number of Wardens for each floor/zone depends on the size of the area to cover to enable efficient building evacuation, usually one per exit. The floor Warden's responsibilities include:

- Ensuring that there are sufficient Warden numbers for the area of responsibility.
- Coordinating the completion of any PEEP documentation required for persons occupying the area (Appendix 1).
- Report to O&C on any observable deficiencies or damages to emergency equipment. (O&C conducts testing and tagging of emergency equipment every 6 months to ensure it is in optimal condition).
- Ensure that all building occupants can identify building Wardens or where to find the list detailing current emergency Wardens.
- Communicate to Wardens' safety practices (e.g. clearing egress paths, access to first-attack firefighting equipment, disposal of rubbish or chemicals) throughout their area of responsibility.
- Attend training and exercises as required by the EPC.
- Ensure that personal ECO identification (e.g. Warden hats, vests) is available. Wardens who have completed training can contact WHS&W to organise ECO identification.
- If a Warden resigns, ensure steps are taken to replace the position. Any relevant documentation should be provided for the new appointee.
- Emergency Contacts posters reflect current information. Posters should be updated regularly with the latest emergency numbers and procedures and displayed in visible locations throughout the building.
- Develop an Evacuation Procedure suitable for buildings. Area/Floor/Building Wardens should consult with the Chief Warden and other stakeholders to create a clear and effective plan for evacuating the building in different scenarios.

On hearing an alarm or becoming aware of an emergency, floor/area Wardens shall take the following actions:

- Don white helmet and vest/hi vis if available.
- Ensure that the appropriate emergency service has been notified.
- Advise the Chief Warden as soon as possible of the circumstances and actions taken.
- Knock on doors and enter all accessible rooms, including toilets, and direct occupants to leave the building. Do not open doors with hot handles or smoke coming from under them.
- Ensure Fire/Smoke doors have been properly closed.
- Direct others to assist as required.
- Ensure occupants only take minimal personal items, keys, phones, handbags etc.– and only if there is no delay in obtaining them.
- Take direction from the Chief Warden as required.
- Report to the Chief Warden on the state of evacuation, for your delegated area on the Warden Intercommunication Point (WIP) phone (if applicable) or by any other means necessary.
- Move on all by-standers to ensure building occupants go to the designated Assembly Area.
- Immediately attend the debrief with the Chief Warden to provide input to the Building Evacuation Report and assist as required.

Note: Wardens have authority to initiate an emergency as defined in 1.1.1 and implement options (evacuation, shelter, etc) to preserve safety. The response to the emergency will be determined by the extent of the emergency and activation of fire systems.

Report to the Chief Warden at any time regarding:

- Fire or Smoke-isolating doors that don't close unaided.
- Faulty or missing fire extinguishers.
- Alarm audibility issues.
- Obstructions to egress routes within your building.

2.8   Emergency Warden/Responsible Person

Emergency Wardens are appointed for each zone of a building. The floor Warden or senior staff member for the building will take expressions of interest for staff to become an emergency Warden. In the absence of an emergency Warden the concept of a "responsible person" is used, whereby the responsible person acts as a de facto emergency Warden. This means that if a staff member is teaching during an emergency event, they share the responsibility for the safety of students and visitors in the area with other university employees.

Emergency Warden/Responsible Person responsibilities include:

- Ensuring that all building occupants are aware of emergency response guidelines and where to find them.
- Carry out safety practices as instructed by floor Warden (e.g. clearing egress paths, access to first-attack firefighting equipment, disposal of rubbish or chemicals) throughout their area of responsibility.
- Ensure that personal ECO identification is available. Contact WHS&W if a Warden hat/vest is required.
- Attend training and emergency exercises as required by the EPC.

On hearing an alarm or becoming aware of an emergency, Wardens/responsible persons shall take the following actions:

- Don red helmet and vest/hi-vis if available.
- Proceed to the area of responsibility and take control.

- Notify and act as directed by the Chief Warden.
- Move staff away from the affected area.
- Act as an exit Warden if required at building entry points and ensure that staff pass through emergency exits in an orderly manner and no persons enter the affected area.
- Initiate specific procedures depending on the type of emergency.
- Close or open other doors in accordance with the emergency response procedure or as directed by the floor or Chief Warden.
- Systematically search the area to ensure all people have been evacuated. This function takes precedence over a physical count of those evacuated.
- Advise the floor or Chief Warden of any person not accounted for.
- Assist occupants in accordance with PEEP documentation.
- Check in/register your arrival at the assembly area.
- Report the status of required activities to the floor Warden on completion.
- Do not re-enter the building until the Chief Warden or responding emergency service gives the all-clear.

2.9   First aid officer

Qualified first aiders should report to the Chief Warden or Floor Warden for direction. First aiders are part of the Emergency Control Organisation (ECO) and can be identified by a green hat with the first aid symbol of a white cross on a green background, or vice versa. The first aider should be a person who is often on campus during regular working hours; multiple first aid officers are beneficial; whenever possible, arrangements should be made between first aid officers to ensure that they are not absent from a building at the same time.

Please use the following link to access the Current list of First Aid Officers

First aid officer responsibilities include:

- Maintaining first aid qualifications.
- Alerting Emergency Services if persons require medical aid or transport to hospital.

First Aid Officers have the following responsibilities during an emergency:

- Assess the situation.
- Identify any life-threatening condition and establish priorities of treatment.
- Notify and act as directed by the Chief Warden.
- Give immediate, appropriate and adequate treatment, bearing in mind that a casualty may have more than one injury, and that some casualties will require more urgent attention than others.
- Arrange without delay for the casualty to be transferred to the care of a doctor, paramedic, hospital, or their home, according to the severity of the injury or condition. Ensure Campus Safety and Security is notified.
- Report all incidents and treatment to your Chief Warden and complete an Incident/Hazard Report Form from WesternNOW.

The following link provides more information about becoming a First Aider.

2.10   Communication Officer/Manager/Supervisor

The communications officer/Manager may be any Staff Member who performs the following role upon becoming aware of an emergency:

- Ascertains the nature of the emergency.

- Confirm that the appropriate emergency service has been notified.
- Notify and act as directed by the Chief Warden.
- Transmits instructions and information as directed.
- Records the occurrences during the emergency. Further action required and persons responsible.
- Maintains records and logbooks and makes them available for emergency response (at the time or as soon as practicable).

2.11   Traffic Management

Depending on the nature and scale of the emergency, the Chief Warden may appoint a traffic controller to manage vehicle movement, reduce the risk of vehicle/person interaction, facilitate the entry and marshalling of emergency vehicles, and manage vehicles that may be evacuating the campus.

Vehicle movement must be carefully considered during an emergency to avoid traffic jams and ensure that emergency vehicles are not obstructed. If possible, Police should be consulted.

Evacuations of car parks may require planned movement of vehicles, including restriction of entry by bollards/boom gates and facilitation of exit to avoid delays.

2.12   University Staff

During an emergency, university staff are required to help facilitate the management of students, such as evacuation. Staff should familiarise themselves with the emergency exits, safe exit paths and assembly areas for each of their teaching spaces.

These areas require good organisation due to the potential for large numbers of people to be evacuated and assembled in a relatively small area. It is the responsibility of the lecturer/tutor/facilitator to ensure that their class is evacuated to the designated assembly area (Wardens can assist if required), and to maintain control of the students during the emergency until the "All clear" has been announced by the Emergency service officer or Chief Warden.

In the event of emergency alarm activation or notification:

- Encourage students to remain calm.
- Identify the relevant Warden to provide information on the emergency and response required.
- Locate the emergency evacuation plan for your area and prepare for evacuation if necessary.
- If safe to do so, ask students to pick up their personal belongings and prepare to evacuate.
- Check that the available exits are clear of obstructions and free of danger.
- Direct students to evacuate using the emergency exits only.
- Report any problems to a Warden or attending Emergency Services.
- See also 5.4.11 in respect of Personal Emergency Evacuation Plans and managing persons with accessibility issues.

2.13   Students and Visitors

In the event of an emergency on campus, students and visitors should follow these steps:

- Stay calm and alert. Do not panic or put yourself or others in danger.
- Identify the relevant Warden to provide information on the emergency.
- Locate the emergency evacuation plan for your area and prepare for evacuation if necessary.

- Follow the instructions of Emergency Services, campus security, or staff members. They will guide you to the safest location or evacuation route.
- If you are in a classroom or lecture hall, stay with your lecturer or tutor. They will account for your attendance and communicate with the Chief Warden.
- If you are in a laboratory, workshop, or studio, turn off any equipment or machinery that you are using and follow the safety procedures for your area.
- If you are in a library, computer lab, or study space, gather your belongings and leave the building as quickly and orderly as possible. Do not use the elevators or escalators.
- If you are outdoors, move away from buildings, trees, power lines, or other potential hazards. If possible, seek shelter in a nearby safe location.
- Do not re-enter any building until you are told it is safe to do so by the Emergency Services or campus security.
- Contact your family or friends to let them know you are safe and update them on your situation.

2.14   Responsibilities - Chemical Safety

Wardens responsible for laboratory areas with hazardous chemicals must ensure that the following:

- Current hazardous chemical register and safety data sheets are available for all chemicals on site.
- A hazardous chemicals manifest is available if the quantity of hazardous chemicals used, handled or stored exceeds the manifest threshold quantity. Manifest threshold quantities | Safe Work Australia
- A site map that indicates where hazardous chemicals are stored is available.
- Appropriate equipment is available for the initial response and isolation of the incident (e.g. absorbent material to contain a liquid spill).
- Appropriate personal protective equipment and training are provided for people to respond to an unplanned chemical release.
- In the event of a major chemical release, Wardens working in laboratory areas should identify the chemical and notify the WHS&W unit and Emergency Services of the nature of the chemical spilled.

2.15   Responsibilities – Working After Hours or Working Alone

Staff working alone or outside office hours should refer to the After Hours Access and Safety Policy.

- *In an emergency, contact Campus Safety and Security on 1300 737 003 or your* local Campus Safety Security number.
- In a life-threatening emergency, dial 000 first or from the switchboard dial.

2.16   Emergency Colour Codes

To assist in identifying an Emergency, it has been grouped into categories and colour-coded as per Australian Standard AS 3745-2010. These colour codes may help people instantly recognise the category of Emergency and can be used to describe an emergency occurring over the radio. The Emergency Procedures cross-reference these colour codes when appropriate.

EMERGENCY	COLOUR
FIRE	RED
MEDICAL EMERGENCY	BLUE
BOMB THREAT	PURPLE
INTERNAL EMERGENCY	YELLOW

EMERGENCY	COLOUR
PERSONAL THREAT	BLACK
EXTERNAL EMERGENCY	BROWN
EVACUATION	ORANGE

2.17   External Information (Apps) and Advice

The following apps may provide information and advice on specific hazards, such as floods and bushfires, and may be used to obtain advice in some circumstances. If relevant, it is recommended that ECO staff download these apps for use in emergencies to provide situational awareness and up-to-date information.
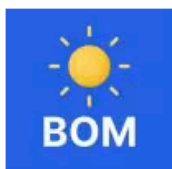
Hazards Near Me NSW
Set up a watch zone to receive notifications on changing conditions.

Emergency Plus
The 'what 3 words' feature shares your precise location with Emergency Services.

BOM Weather
Check for weather forecasts and warnings.

Live Traffic NSW
Plan ahead and see what hazards are impacting your route on NSW roads.

3.   INCIDENT FOLLOW UP

After an emergency, the scene may need to be preserved to allow for an external investigation. For information on whether a scene needs to be preserved, contact the WHS unit or Campus Safety and Security.

If a crime scene is to be preserved, see the 'Crime Scene Management' Procedure (7.11) for further details.

3.1   Laboratory follow-up

Additional precautions may be necessary following an emergency before normal operations are resumed.

1. Do not enter the building or lab space until it has been cleared by emergency response personnel.
2. The re-entry and post-emergency actions should be coordinated with the facility owners, managers, occupiers, and employers.
3. Post-emergency duties and responsibilities should be clearly identified, and the responsible person should be nominated and documented in the plan.
4. Check that any safety monitoring devices/alarms have been reset and are active (e.g. low oxygen level).
5. Ensure the laboratory physical integrity is still compliant with the containment requirements for the laboratory (e.g quarantine).
6. Notify relevant regulators if the laboratory is regulated (e.g. PC2, Quarantine, Animal Facilities, Anatomy).
7. Ensure animal safety and wellbeing is attended to as soon as it is safe to re-enter the facility as a first priority for facilities holding animals.
8. Consideration to be done on below points (but not limited to) once cleared to enter:
    a. Ensure gas taps are turned off before turning the power on to the facility.
    b. Check equipment.
    c. Reset, restart, reprogram, or recalibrate/clean used specialised equipment as appropriate.
    d. Replace specialised equipment as necessary.
    e. Check chemical fume hoods and biosafety cabinets for airflow. Individual facilities must tailor the above points as appropriate for the facility.

3.2   Reporting

At the first practicable opportunity following the conclusion of an emergency, but no later than 48 hours after the emergency, the Chief Warden or delegated representative must ensure that a report regarding the emergency and organisational response is sent to the Emergency Planning Committee and WHS&W.

Any criminal offence that has occurred (or is occurring) on University premises and at University events must be reported to the Police and Campus Safety and Security as soon as possible and, thereafter, reported to the reporting staff member's supervisor.

This includes incidents of sexual assault or any behaviour or situation where there is a risk to the health and safety of others.

3.3   Debrief

The Chief Warden is responsible for undertaking a 'hot' debrief immediately after the incident. The Chief Warden will determine whether a more formal or structured debrief is necessary to review potential learnings and improvements to process or equipment. In making this determination, the Chief Warden should consult with members of the EPC to ensure that the Emergency Management Plan remains appropriate and competent, and if appropriate that any learnings are included in emergency preparedness.

The invitees to a debrief will be determined by the incident itself.

Key counselling or other support staff responding to the incident will generally be invited to a debrief. Managers and supervisors should inform workers of the University's Employee Assistance Program (EAP) and refer staff to counselling as required.

In the case of either a hot or formal debrief, they should consider the following;

- Chronology for the incident? (if a log is not completed – timings should be reviewed and recorded).
- What led to the incident?
- What are the immediate actions taken by ECO or others?
- Notifications – who was notified and/or who needs to be notified (including WHS&W staff/SafeWork NSW).
- How was the incident resolved?
- Any identified opportunities for improvement to the process.
- Recording of incidents – clarify responsibilities in completing reports or other records, reporting/escalation.
- Retention of evidence considerations.
- Review of CCTV if available.
- Welfare of staff – any identified injuries and reporting and employee assistance.

Where deficiencies or weaknesses are identified, a written strategy will be developed to rectify these together with a timeframe. This review will involve debriefing relevant personnel and compiling an appropriate report for the Emergency Planning Committee.

Debriefing should follow any emergency and will be determined on a case-by-case basis relevant to the circumstances and period of the incident. Campus Safety & Security will arrange debriefs under its Standard Operating Procedures.

In acknowledgement of the diverse cultures and religions represented in the student population, the University will ensure that students are given the opportunity to grieve in ways that are congruent with their religion and culture. The Executive Director, Campus Operations or delegate will make arrangements with the Executive Director, Equity Safety and Wellbeing, to properly accommodate and respond to those in need of support and affected by any incident addressed or contemplated within this plan.

4.   TRAINING

4.1   Warden Training

At the University, staff must complete emergency training as determined by the EPC. Emergency Wardens are appointed in areas with permanent staffing. However, not every area has permanent staff on site. For these areas, the concept of a "responsible person" is used, whereby the responsible person acts as a de facto emergency Warden. This means that if a staff member is teaching during an emergency, they share the responsibility for the safety of students and visitors in the area with other University employees.

Building managers in vertical campuses are responsible for providing training to staff occupying the building; staff working in vertical spaces will need to contact the building management for more information about Warden training; a list of University campuses outlining emergency management responsibility can be found in section 1.6.

The emergency Warden training covers the following topics:

- Types of emergencies and emergency options available.
- Legal and regulatory requirements.
- Role of Wardens before an emergency.
- Role of Wardens during an emergency.
- Emergency debriefing.
- Initial emergency response.
- Systems and equipment.
- Module review and a short quiz.

Upon completion of the Emergency Warden training module, the details of the staff member will be added to the Warden list.

4.2   First Aid Training

Western Sydney University facilitates first-aid training. Staff members can register for first aid training and recertification training through the WHS&W webpage.

The delivery and assessment of this course includes:

- The DRSABCD action plan and responding to emergency situations
- Managing unconscious casualties
- Cardiopulmonary resuscitation (CPR)
- Using a defibrillator (AED)
- Legal issues in first aid
- Infection control
- Diabetes and seizures
- Asthma
- Allergic reactions and Anaphylaxis
- Wound and bleeding management
- Burns
- Fractures and dislocations
- Sprains and strains
- Hypothermia and hyperthermia
- Head, neck, and spinal injuries

- Medical emergencies
- Choking
- Abdominal and chest injuries
- Poisoning management
- Bites and stings
- Stroke
- Safety and risk management

First aid training is provided by St John Ambulance through a flexible delivery course that combines classroom-based training with individual online learning to deliver the essential principles, skills, and knowledge to manage emergency first aid situations. The online assessment consists of multiple-choice questions that will take approximately 2-3 hours to complete before the training day. Individuals have access to an online First Aid manual that will assist with answering all questions.

Once training has been completed, new first aiders will need to complete the designated first aid officer agreement form obtained from the WHS&W first aid page. This form must be signed off by the first aiders supervisor. The designated first aider agreement form as well as the first aid course completion certificate must be returned to whs@westernsydney.edu.au.

4.3   Skills Retention

All ECO members shall be trained to develop the skills and knowledge to undertake the duties set out in the emergency response procedures.

To ensure that skills and knowledge are retained, ECO members should be retrained every 6-12 months. Retraining will also take place as soon as reasonably practicable following any changes to emergency procedures.

First aid officers are required to undertake retraining every 12 months to maintain CPR certification and every 3 years to maintain first aid certification.

5.   EMERGENCY OPTIONS

5.1   Assessment and Types of Options

The Chief Warden must assess the nature of the emergency and direct emergency resources to address the situation as required by this emergency plan.

Depending on this assessment, the Chief Warden has several options to maximise the safety of occupants.

These include:

- Evacuation
- Shelter (in place)
- Lockdown
- Search
- Implementing an active armed offender (AAO) response may also be used as an option and is contained within the AAO procedure.

These emergency options may also be exercised in combination, for example, by evacuating part of a building and sheltering staff in another part.

Note that there is no legal obligation to comply with the Chief Warden's (and other Wardens') directions. While obviously in their best interest for safety, some people may refuse or not wish to comply with directions to shelter or lockdown. Arrangements should be made to manage these situations, for example, facilitating the safe exit of persons who choose not to comply with a shelter/lockdown directive.

Before determining the most appropriate option, the Chief Warden should consider:

- The type of emergency
- The risk posed by it
- The potential for it to move or expand
- Proximity of other risks, such as hazardous chemical
- Impact on neighbours or adjacent sites, and
- The ability to safely communicate and implement without panic

Based on this assessment, the Chief Warden may implement one or more emergency options to ensure the safety of occupants.

5.2   Authority

The authority to implement an evacuation or other emergency option is vested in the Warden at the emergency, who is best placed to make an immediate assessment and determine the appropriate response. However, that Warden must inform the Chief Warden immediately or as soon as practicable of the circumstances of the emergency, the action taken and the current situation.

5.3   RACE Method

If an emergency has been reported to you or you see an emergency unfold, the correct response, administered promptly, is vital. At the University, the RACE method is recommended:

R) Remove persons from danger (where it is safe to do so). Always keep access to egress paths clear.
A) Alert others in the area to the emergency and contact Campus Safety Security and Emergency Services.

C) Contain the emergency by closing doors or windows.

E) Evacuate or extinguish the emergency.

5.4   Evacuation

Evacuation is the safe and rapid evacuation of persons from the site in the event of an emergency incident. As many hazards originate within buildings, it is the most obvious emergency option to employ.

It should be noted that many buildings have fire systems that automate the evacuation process. Although these systems may automate the direction to evacuate by activating warning and evacuation tones, Wardens still need to ensure that all occupants have received the directions and are responding.

To ensure that all persons have evacuated, Wardens and other staff should refer to information such as class timetable, event/meeting RSVPs, and building check-in information to ascertain who is likely to be present in a building. This information should be checked, if possible, in the assembly area to ensure that all persons in the building have been accounted for.

An evacuation will require coordination and communication between the Chief and Wardens (Area, Floor, Exit and/or Assembly Wardens) to ensure all occupants are removed from the building and accounted for in an assembly area. Any persons unaccounted for should prompt inquiries regarding their location.

5.4.1   Full evacuation

This measure is used to clear a site of all occupants. A full evacuation would normally be carried out in response to a potentially catastrophic, life-threatening situation or where the site cannot function due to a severe service malfunction, for example, a gas leak, power outage, or fire.

5.4.2   Partial Evacuation

The Chief Warden or Area Warden may initiate a partial evacuation, in which the incident is isolated to one area within the site, and other areas of the site can function safely.

This could include:

- A minor spill of a hazardous chemical
- A water leak/flooding
- A loss of power to part of the building
- A medical emergency, or
- Other isolated incident that renders part of the site unsafe for normal occupation.

In undertaking a partial evacuation, the Chief Warden or Area Warden will need to ensure the whole site is notified of the incident and clearly identifies the area that needs to be evacuated while notifying other occupants that they may remain.

5.4.3   Campus Wide Evacuation

If an assembly area is in danger of being overcome by a threat such as smoke, flying embers or heat or flooding, then a campus-wide evacuation may be directed by Campus Safety & Security or by the 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.

5.4.4   Order of Evacuation

Occupants are generally evacuated in the following order:

- Ambulant – people able to walk. These people will generally evacuate the quickest.
- Semi-ambulant – people requiring assistance. These people require a minimal amount of assistance.
- Non-ambulant – people who must be physically moved or carried. If moved first, these people will require more time to evacuate and potentially obstruct others from exiting. If they cannot be immediately moved to the evacuation area, they must be placed in the safest location awaiting evacuation from the site.

5.4.5   Managing an Assembly Area

A Warden should be appointed as the 'Assembly Area Warden' to communicate between evacuees and the Chief Warden. This ensures that evacuees know what is occurring on site and are briefed as required to remain, leave to go home or return to the building (reoccupy).

Where resources are limited, the Chief Warden can ask staff and other competent persons to assist with the evacuation of the area or provide assistance at the assembly area.

5.4.6   Reoccupation

If the emergency no longer exists (e.g. all clear given), it may be possible to reoccupy the facility (or part thereof) and return evacuees. This is normally undertaken in consultation with the appropriate emergency service.

Once a building has been evacuated, the Warden and/or an external emergency service organisation—usually FRNSW or the Police but may also be SES or RFS—can authorise its reoccupation.

If reoccupying the site, the Chief Warden must consider:

- The emergency no longer poses a risk to safety.
- Any hazards are appropriately mitigated, taking into account on advice regarding the structural integrity and/or serviceability of buildings and/or equipment.
- Any subsequent potential emergencies if operations are re-instituted.
- The need to preserve the scene if there is to be a subsequent investigation by Police and/or SafeWork NSW.
- Clearly communicating any restricted areas to staff are marked.
- Risks continued to be monitored.

Where applicable and appropriate, the decision to reoccupy and/or commence operations will be made in consultation with Operations and other relevant staff.

5.4.7 Emergency Evacuation Process - Day
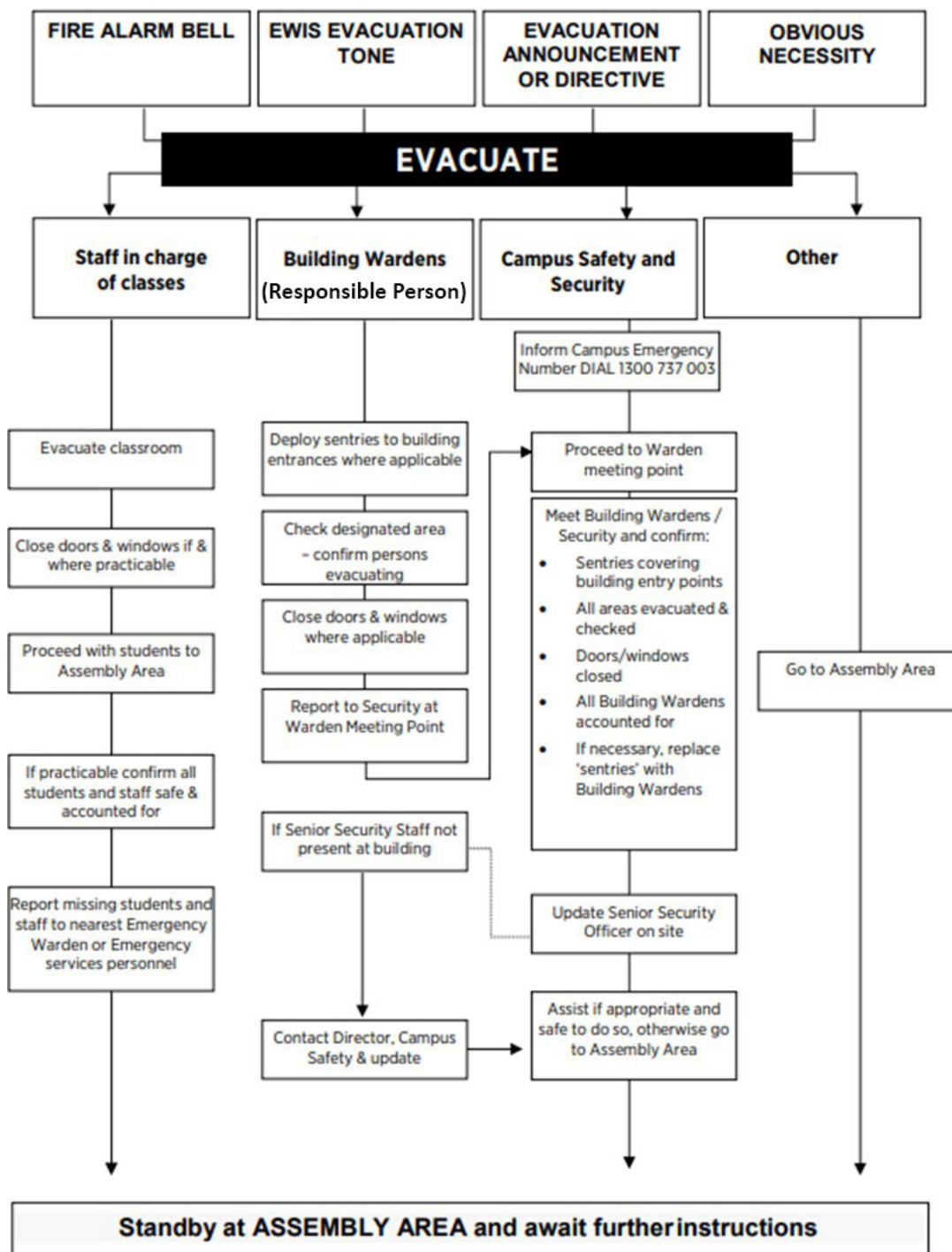
5.4.8   Emergency Evacuation Process – Night
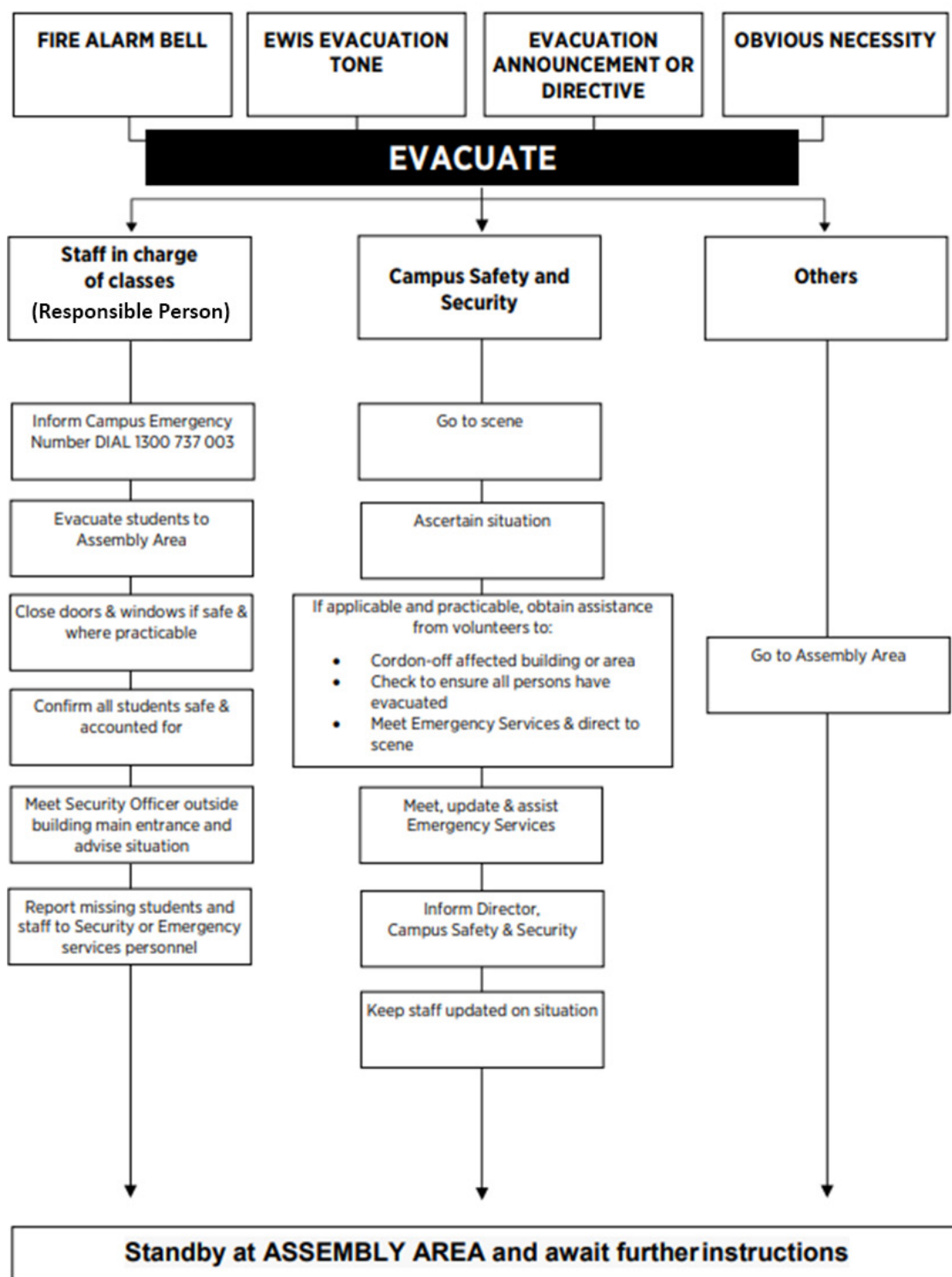
5.4.9   On the sound of the building emergency alarm

Western Sydney University has three established alarm signals that it uses during an emergency. It also has an Emergency Warning System that includes a voice message and/or loudspeakers for the Chief Warden to communicate with everyone in the building at once.

Below are the three main alarm tones, what they mean and what you should do if they sound in your workplace.

"Beep Beep"

Is the first sound you will hear in an emergency, and it means you should prepare to evacuate the building. This means turning off computers, shutting down equipment, gathering belongings and securing anything conditional or valuable.

You may also hear instructions from the Chief Warden about what you should prepare to do next (or a recorded message) depending on the Warden and emergency warning equipment.

DO NOT EVACUATE UNTIL YOU HEAR THE EVACUATE ALARM AND/OR ARE INSTRUCTED TO DO SO.

"Woop Woop"

This is the evacuation sound. It will repeat at close intervals and will have a rising and falling sound. This means you must evacuate immediately.

The Chief Warden or other Fire Wardens will use the loudspeaker to issue instructions.

"Brinnnnng"

When you hear this alarm that is one continuous sound this means the fire has broken out. This can either be triggered by a Warden via the Emergency Warning System or by someone breaking the glass of the fire alarm. You will then hear either the "Beep Beep" alarm to prepare to evacuate or the "Woop Woop" alarm to evacuate.

5.4.10 Emergency Exits – Emergency Lighting - Airconditioning

Emergency Exits

In the event of an emergency, people should be directed to proceed to the designated assembly area quickly and calmly from the building or as directed by the building Warden.

Emergency exits are indicated by an illuminated sign bearing the international sign for exit. The exit signs point to the direction of the nearest path out of the building. In halls and corridors, the exit sign will indicate the direction of the nearest emergency exit or emergency stairs. Emergency signs have an in-built backup battery, allowing them to stay illuminated in the event of power failure.

During an emergency, designated emergency exits should be used over unmarked ones; regular exits may not be designed to handle high traffic and cause congestion, and are more likely to be exposed to hazards. People should be informed not to attempt to re-enter the building until the Chief Warden or Emergency Service Personnel give the all-clear.

Emergency Lighting

Inhabited 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.

Airconditioning

The building's ducted air conditioning system will shut down automatically when the Fire Alarm is activated. Note that stand-alone units are NOT connected to the Fire Alarm System and will continue to operate. Consider shutting down stand-alone units if safe to do so.

5.4.11 Personal Emergency Evacuation Plans (PEEPs)

A Personal Emergency Evacuation Plan (PEEP) is a document that outlines the specific needs and actions of an individual who may face difficulties or challenges during an emergency in a building (Appendix 1). Completion of the PEEP is entirely voluntary. With the consent of the person to whom it relates, it allows identification and support those who may not be able to evacuate quickly or safely on their own or who may react differently under stress.

This could include but is not limited to occupants and visitors who:

- Are accompanied by an assistant.
- Have a guide or animal companion.
- Use alternate forms of information and communication (e.g. American Sign Language).
- Have a vision impairment.
- Have a hearing impairment.
- Have an ambulatory impairment.
- Use a wheeled mobility appliance, including a wheelchair, scooter, or walker.
- Are easily fatigued.
- Easily experience acute anxiety in an emergency.
- Easily experience extreme confusion in an emergency; or
- Have temporary difficulties due to injury, illness, or pregnancy.

Where the need for a PEEP is identified, building occupants may work with their supervisors to develop a plan that suits their needs and abilities (students may contact disability services for assistance at disability@westernsydney.edu.au). A completed copy of the PEEP should be distributed to the concerned occupant, their supervisor, the floor Warden, and Campus Safety and Security.

Where a PEEP does not exist, procedures to be followed for evacuating occupants with difficulties in an emergency include:

- Assembly in a <u>safe holding area</u>, such as a fire-isolated stairwell landing, with constant attendance by at least one building Warden or delegated person.
- If there is no Warden, stay with the person if it is safe to do so.
- If unable to stay with the person, notify the Chief Warden or Emergency Services of the location.
- Once evacuation of other occupants has been completed, evacuation of mobility-impaired persons should commence in descending order of mobility, e.g. most mobile to least mobile.

Mobility-impaired persons who cannot use the stairs to evacuate should be evacuated under the control of Emergency Services. Do not attempt to carry any person downstairs. If a person with mobility difficulties is waiting in a stairwell, ensure that the Chief Warden or Emergency Services are informed of the location.

Section 3.1 identifies the concept of a 'responsible person' acting as a de facto emergency Warden during an emergency.

This concept extends to identifying individuals who may have difficulty evacuating during an emergency and, where reasonably practicable, assisting to a safe location as per the procedure for evacuating persons with difficulties in an emergency.

Refer to the PEEP Template for further guidance.

5.4.12   Unwilling people/Refusal to evacuate or comply

Building Wardens are to follow the steps below should they encounter people unwilling to evacuate a building in a real emergency or training exercise:

- Inform the person of the hazard and the need to evacuate for their safety.
- If they refuse, repeat the request.
- If they continue to refuse to leave: - note the location and number of people.
- Request their name and mobile number (Note that the person is not obligated to provide this). This will assist with attempts to locate them later.
- Continue to clear the area.
- Inform the Chief Building Warden, who in turn advised the appropriate emergency service when briefing on the status of the situation.

5.5   Shelter in Place

Shelter in place refers to occupants remaining inside the site instead of evacuating, usually due to the hazard being outside rather than inside. Examples include threatening behaviour, security incidents, motor vehicle accidents, building fires or protests. Where the emergency situation occurs outside of the site, it may be determined safer for occupants to stay within the site.

Where it is decided that this emergency option is to be taken, the Chief Warden will communicate this to all occupants (usually by Public Address), explaining that an incident has occurred and, for their safety, they are advised to remain onsite. It is important during a shelter in place situation that regular updates are provided to the occupants regarding the current status of the emergency and the expected time frame that the shelter in place will be required. This will serve to both reinforce the shelter in place and to reassure the occupants.

When implementing a shelter in place option:

- Advise the Area Warden and Wardens of the incident/emergency occurring outside and that a shelter in place instruction is being issued.
- Advise all occupants that an emergency incident has occurred outside the event site. Everyone is asked to remain within the safety of the site until further notice.
- Continue to give regular updates to building occupants via the PA System.
- Monitor local radio stations and the police radio for updates on the emergency incident.
- When the emergency incident has been declared over by Emergency Services, advise the Area Warden and Wardens that the incident/emergency is now over.
- Notify site occupants that it is now safe for them to leave.

5.6   Lockdown

Similar to shelter in place, a lockdown procedure is activated when a threat occurs outside a building, and physical barriers can be applied to prevent or frustrate attackers from accessing a site (or part thereof).

This type of emergency is often associated with people-related threats rather than natural phenomena and is stricter than shelter in place. When a lockdown is initiated, occupants of a site may be asked to move to a safer location within the site.

The term 'dynamic lockdown' refers to the ability to quickly restrict access and egress to a site or building (or part of) through physical measures in response to a threat. It implies a need to be flexible in how a lockdown occurs and may require specific actions based on the location and nature of the threat.

The kinds of emergencies that require a lockdown are often unpredictable and can escalate quickly, so it is important that processes are in place and followed swiftly. Personal safety must be at the forefront of any procedures being followed.

The key point is that when an emergency requiring a lockdown arises, the site is inaccessible to the emergency or threat.

Should the Chief Warden or any ECO member be required to put their site into either of these lockdown situations, follow the steps below. However, as with all emergency situations, **Wardens should not put themselves in danger.**

Lockdown should only be employed if there is an external threat to the location and the offender is known to be outside.

If implementing a lockdown option,

- If possible and safe, act quickly on instructions from the Police or reliable information about a threat.
- Obtain situational awareness, if possible, and safety of the location of the threat and potential directions using CCTV, staff and other reports.
- Begin securing perimeter access points to prevent unauthorised entry and maintain occupants within the building.
- Identify the safest location that may afford protection from either view or gunfire and consider moving occupants to that location.
- Continually re-assess the situation and inform occupants.
- Consider using the AAO option if that is the threat.
- Request information from the Warden/staff on issues affecting their areas.
- Consider that some people may not wish to be locked down and may request a discreet exit from the site. Identify any potential exit sites and exercise this contingency if required.
- Await information from the Police that the situation is all clear before releasing the lockdown.

5.7   Search

The search may be used as an option in emergency situations - most usually for missing persons, but potentially in other circumstances, such as a person in the water or in response to a threat.

If a person is suspected missing in higher risk terrain such as a waterway or rural area, searchers should not take any action that puts them at risk, and contact be made with Emergency Services. For person in water situations, refer to **Person in Water Procedure**.

Other persons can be used at the discretion of the Chief Warden, and CCTV can supplement physical searches.

The Chief Warden should assign a search coordinator to monitor the search outcomes and determine any further action/s.

Preparations before commencing a search include:

- Identifying the areas of the search, which may include areas outside buildings.
- Confirm the subject of the search (including details of clothing, last known location, and what action is to be taken when/if located.

- Confirm the communication method to be used, including call signs if used.
- Dividing the area to be searched into specific zones and these assigned to specific persons or teams.
- Mixing of teams is preferred to support searching of toilets in the assigned zones.
- Identify the communications between searchers and the coordinator.
- Identifying next actions if the search is unsuccessful.

During a search, the coordinator should log the progress of the search. To ensure that the search is managed efficiently, the coordinator may nominate primary and secondary areas of responsibility to search teams.

Where a search occurs in response to a threat or as a general action, the suspicious items procedures must also be considered.

When a vulnerable person is located, procedures for lost and located persons must be considered.

If the search is successful, notify the Chief Warden for further instructions and for communicating with other teams that no further search is required.

5.7.1   White Level Inspection

A white-level inspection checks for anything suspicious or unusual. It is best conducted by persons familiar with the work/inspection area and able to identify unusual items.

The Chief Warden will issue the directive for Wardens to commence a white level inspection in response to a threat which may be real or perceived, or may be done routinely by security or other staff to check their work space.

5.8   Active Armed Offender (AAO) Response

The ECO Response to an AAO is unique to that type of Incident. It will require determination if a site can be locked down or otherwise secured to protect occupants, or if occupants should be warned of the presence of an offender and make their own determination to escape or hide (and in each case 'tell'). This will be determined by the circumstances and require a dynamic approach for each situation. This management of an AAO situation is further described in **Active Armed Offender Procedure**.

6.   EMERGENCY PROCEDURES

6.1   Initial Response Procedure

This procedure identifies considerations for all incidents. Irrespective of the incident type and the person responding, the following should be considered if applicable and safe to do so:

- Ensure that Campus Safety & Security is informed – 1300 737 003 and follow the Initial Reporting and Response flowchart at 7.2 If the situation is facilities related, ensure that Operations are informed.
- Assess the situation, identify risks associated with the incident (such as the reasons for the incident, injuries, or its location), and maintain situational awareness.
- Prioritise safety, applying 'emergency options' (and combinations) if required depending on the situation, such as:
  – Evacuation (includes 'Full Campus Evacuation')
  – Shelter
  – Lockdown
  – Search
  – AAO response.
- If necessary, provide first aid or inform the nearest first aider if staff, student or a visitor is injured.
- Consider impacts of the incident (including utilities or other business continuity issues), identify relevant contractors and/or staff to inform as required.
- Notifying and coordinating with Emergency Services if necessary;
  – Confirm the campus, location on campus and meeting point if required.
  – Arrange to meet and escort to the site if necessary.
  – Hand over and brief on status and actions taken.
  – Identify any accessibility issues, missing persons, or refusals to comply with directions if applicable.
  – Identify any other associated hazards (violent persons, hazardous materials, etc).
- Consider what resources are required at the scene or assembly area (and arrange delivery); this may include:
  – First aid kit / AED.
  – Hi-Vis vest, warden identification.
  – Hazard tape for setting perimeters and/or identifying risks.
  – PPE such as hard hats, respirators/masks, hearing and/or eye protection.
  – Spill kits, bollards, radios.
- Confirm the emergency arrangements, who is in charge of the situation (e.g. Chief Warden, Warden) and ensure that all involved are aware of the arrangements;
- If possible, commence a log of the incident, decisions and actions taken. Note if this cannot be done at the time of the incident, it should be done as soon as practicable afterwards.
- Establishing perimeters/cordons if required. This should ensure that:
  – privacy of persons involved in an emergency is maintained.
  – No person is unnecessarily exposed to an emergency.
  – Crime scene preservation is maintained.
- Identifying and managing witnesses; ensuring:
  – Interaction/discussion between them about the incident is avoided;

- – Details are obtained and communicated to the Police.
- Ensure any crime scene is preserved until clear up is directed by the Police. Note the Police officer providing this direction.
- Escalate and update as required within University management.
- Notify the Office of Public Affairs if there is media in attendance or potential for media interest. Do not comment at the scene; refer to the 'Media Interest or Inquiries' information provided at 1.6.
- Communications team if there is a potential for media attention, including monitoring of social media.
- Consider a review of CCTV if available. Identify and restrict access to footage if necessary.

6.1.1   Post Incident

- Report the incident as required by internal procedures, consider the Work, Health, and Safety Act requirements, and mitigate any unsafe workplace situation. If possible, consider photographing the scene (do not record people).
- Conduct a 'hot' debrief with responding staff and identify any positive aspects and opportunities for improvement.   Document as required for the information of the Emergency Planning Committee and formalise any log/chronology of the incident. (This may not be required for minor incidents).
- Clean up the area, repair any damage, replenish any emergency equipment used in the incident.
- Consider the welfare of staff, contractors and bystanders.
- Consider implications for business recovery and return of services and update relevant contractors and/or staff as required.

6.2   Initial Reporting and Response

Person Discovering Emergency → Move and keep persons away from any immediate danger → INFORM

Dial #1300 737 003

Campus Safety & Security

If unable to quickly contact Campus Safety & Security ring Emergency Service/s

Dial 0-000

CAMPUS EMERGENCY NUMBER

CAMPUS SAFETY & SECURITY

Assess situation and obtain back up if necessary

If appropriate on basis of initial report – inform:

Emergency services (Via '000' call)

- Ensure Site accessibility
- Deploy person to meet & direct to scene

Emergency Services to attend and manage

Campus Safety & Security to assist and support

IMPORTANT INFORMATION

- Nature of Emergency
- Exact Location
- Present Situation
- Name & Contact No. or Location

6.3   Active Armed Offender

6.3.1   Threat

Although rare, the threat of an active armed offender poses a significant threat due to its violent nature, the speed of any attack, and the difficulty of providing a comprehensive response.

6.3.2   General

Active Armed Offender (AAO) is defined within the Active Armed Offender Guidelines for Crowded Places (Commonwealth of Australia 2017) as 'an armed offender who is actively engaged in killing or attempting to kill people and who demonstrated their intention to continue to do so while having access to additional potential victims.'

There is substantial information within the AAO Guidelines for Crowded Places, including the Police response to an AAO situation. Chief and other Wardens responsible for managing a facility should be aware and conversant with this document.

The response to an active armed offender is unique in that there may be no ECO/emergency response to the site location while the threat is still active. Instead, the response is to Escape—hide (if you cannot escape) and Tell (inform of your situation/location).

Any ECO member must ensure their own safety before considering their additional roles in attempting to manage a situation. These procedures are divided into 'Advice for individuals– Escape - Hide – Tell) and for the University staff that will manage a situation - 'Advice for ECO' (following the AAO Guidelines for Crowded Places information (for Owner/Operators)).

6.3.3   Advice to Individuals – 'Escape – Hide - Tell'

When attacks involving firearms and other weapons occur, it is important to be prepared and react quickly. Considering your options and actions in advance will help you to make more informed decisions quickly in a stressful and chaotic environment.

The following advice may help with pre-planning your response options.

Escape

Your priority action should be to remove yourself and others from close proximity to the offender/s or areas they may reasonably access. The following actions may influence your decisions in safely assessing your available option.

If under immediate attack –

- Take cover initially, but attempt to leave the area as soon it is safe to do so.
- Leave belongings behind (except for mobile phone and radio).
- Do not congregate in open areas or in assembly areas.
- Provide guidance to others not familiar with the area.
- Make good use of available cover and concealment opportunities.
- Consider (only as a last resort) the option of arming yourself with improvised weapons to defend yourself in the event the offender locates you.

If the attack is occurring nearby, leave the area immediately and move quickly away, but only if it is safe to do so.

Hide

- Avoid congregating in open areas.
- Consider locking or barricading yourself and others in a room or secure area.
- Secure your immediate environment and other vulnerable areas.
- Move away from doors, remain quiet and stay there until told otherwise by the appropriate authorities or your need to move for safety reasons.
- Silence mobile phones and other devices that may identify your presence.
- Assess and re-assess better options for sheltering in place either within your current location or at an alternative location.
- Choose a location which may enable access to a more secure area.
- Consider (only as a last resort) the option of arming yourself with improvised weapons to defend yourself in the event the offender locates you.

Tell

The more information you can pass on to the Police the better, but NEVER at the risk of your own safety or the safety of others.

If it is safe to do so, think about obtaining the following information:

- Exact location of the incident.
- Description of the offender/s and whether they are moving in any particular direction.
- Details of any weapons used.
- Number of people in the area and any that have been injured.
- The motive or intent of the offenders (if known or apparent).

If this can be achieved safely, provide this information immediately to the Police via 000, provide your own location, and notify Campus Safety and Security on 1300 737 002.

You may be asked to remain on the line and provide further information that the operator requests or if the situation changes.

Consider providing information and advice to others in your area who may be unsure of the threat's current location and what they should do. Whether you are able to safely do this and the communication methods available to you will be determined by the circumstances and your own assessment of the situation.

6.3.4   ECO Response

If it is safe to do so, the Chief Warden will coordinate activities until the Police arrive, with the objective of saving and protecting lives. Wardens may take similar action for their floors/locations.

Wardens must consider personal safety (themself and their team) in accordance with the Escape, Hide, Tell principle.

Chief Warden's priorities include;

- Obtain situational awareness through CCTV, staff reports by telephone/radio, etc.
- Notifying 000 (Police).
  - Provide all necessary information on offender, location, description/direction, weapons, and persons injured/injuries.
  - Maintain communications with Police and update on offender actions/movement as required.

– Provide a safe meeting point/approach path or form up point for Police.

Consider Options:

- If the offender (or offenders) is/are known to be outside the building;
    – Consider use of a lockdown of the building or restricting access.
- If the offender/s is/are inside the building or have access;
    – Consider use of the 'AAO Script' below to communicate escape or hide options.
    – Consider restriction of access/movement within the building (closing doors, shutting off lifts) if it does not endanger others or block escape paths.
- If there is accompanying threat of fire or explosion;
    – Consider evacuation or partial evacuation from the areas at risk (Note in this situation occupants evacuate and disperse (not move to assembly area)).

- Communicating with occupants about the threat and action required.
- Identify and establish a safe medical triage/first aid location.
- Provide medical assistance if safe (or prepare for medical response when access is safe) or facilitate removal of those at risk.
- Restrict further vehicle access to the site (bollards, gates, road closures, etc).
- Commence incident and decision-making logs.
- Supporting emergency response and investigation activities.
- Ensure access to site plans and CCTV footage is provided to Police (where possible).
- Clearly identify when incident management has transitioned to the Police.

Example of Public Address Scripts in an AAO situation;

This is an emergency.

There is (there is a report of) an offender using a weapon (at state location).

- Please leave this area if safe to do so (avoid an area) or hide if you cannot.
- Police have been called.
- Avoid assembly if leaving the building and continue moving until you are in a safe location.

(Repeat)

6.4   Airborne Contamination

6.4.1   Threat

An unknown substance has contaminated the air supply at our University site.

6.4.2   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.

6.4.3   ECO 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 on 000 – and provide your name and contact details:
  - Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  - Identify the situation.
  - Number of persons injured if relevant, age (approximate if not known).
  - Any known hazards (hazardous chemicals).
- 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 the nearest first aider.
- Cordon off the suspect plant or room(s) to prevent unauthorised access.
- Where practicable, naturally ventilate the affected area/s.

6.5   Aircraft Accident/Crash

6.5.1   Threat

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

6.5.2   General

The information outlined in this Response Procedure is partly sourced from the Australian Government publication '*Civil and Military Aircraft Accident Procedures for Police Officers and Emergency Services Personnel*', *5 June 2010. ECO staff responding to air crashes should be familiar with its content*.

When aware of an air crash/incident occurring, NSW Police must be contacted immediately via 000 and advised to request the attendance of Fire & Rescue NSW and NSW Ambulance.

If an air crash is located:

- Do not enter the affected area without considering the circumstances (See Special Considerations below). If in doubt, remain clear of the aircraft or portion/s thereof.
- Notify Campus Safety & Security - 1300 737 003.
- If not already informed, notify Police and advise:
  - Location, size and description of the incident as far as possible.
  - Aircraft type, e.g. twin-engine, single-engine, helicopter, etc.
  - Aircraft Registration (if known or visible).
  - Number of persons on board if known.

- – Any dangerous cargo/goods on board or in the near vicinity.
- – Identify any effects the incident has had on the ground, including damage to structures, injured persons, and hazardous materials nearby.
- Evacuate the area and create an exclusion zone. This distance will increase in accordance with the size of the incident, the potential for additional hazards such as an explosion, and the area of damage. Hazards may include gas mains, fuel, or hazardous goods.

6.5.3   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 Campus Safety & Security – 1300 737 003.
- Prevent unauthorised access to hazardous area.

6.5.4   ECO Response

Assign ECO members to liaise with the Police. If 'on-site' this should be at a safe location outside of any exclusion or danger areas:

- Follow the **Initial Response Procedure**.
- Inform Emergency Services on 000 – and provide your name and contact details.
  - – Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  - – Identify the situation.
  - – Number of persons injured if relevant, age (approximate if not known).
  - – Any known hazards (hazardous chemicals).
- Act on the advice of the Emergency Services, particularly Fire & Rescue (HazMat).
- Determine, if possible, the current assessment of the incident and the extent and impact of exclusion zones depending on the type and scale of the incident. Assess the impact on roads, transport facilities, or public areas within the exclusion zone and notify organisations as required.
- Maintain contact with Emergency Services and any organisations/persons affected and ensure they are updated as often as possible.
- Assess all available information (via two-way and CCTV) and develop an appropriate course of action. At all times, your response actions should NOT place the safety or health of any ECO member or occupant in immediate danger.
- Advise all ECO members of the incident.
- Ensure an ECO member has been dispatched to meet the Emergency Services at the nominated Meeting Point.
- Isolate the location using appropriate resources, including tape and barriers.
- Deploy First Aid-trained ECO members wearing appropriate PPE to assist injured occupants in a safe location.
- Consider deploying appropriately trained ECO members to isolate or shutdown any utility service such as power, water, and gas that may pose further risk.
- Ensure locations are cleared and accounted for during the evacuation.
- Determine the need to shut down affected critical infrastructure such as power and gas that may be affected.
- Await the assessment outcomes by the Police or Fire & Rescue (HazMat) staff.

- Maintain contact with Emergency Services and any organisations/persons affected and ensure they are updated as often as possible.
- When notified by Emergency Services that the site is safe and the incident resolved, ensure Emergency Services and other organisations/persons affected are notified.

If an explosion has commenced, follow the Explosion Guidelines – (**Refer to Explosion Procedure**).

Any crash scene must be considered a crime scene – (**Refer to Crime Scene Management Procedure).**

Civil and Military Aircraft Accident Procedures for Police Officers and Emergency Services Personnel, Edition 5 June 2010, provides the following information regarding rescue personnel from crashed aircraft.

Note: Parts of this section provide guidance for non-trained personnel; Emergency Services personnel should follow their well-founded processes and procedures.

Without endangering yourself, rescue and care of survivors are the priorities at an aircraft accident site. If you see survivors in the aircraft and rescue seems possible, you should consider the following issues:

- Be careful when approaching the wreckage by vehicle, particularly if the approach is along the crash path, as survivors may have ejected from the aircraft. If you are the first on the scene, you may find no one else present. This could be because the occupants have parachuted to safety or have survived and left the scene to seek assistance.
- Approach the site from upwind (with the wind at your back) and downhill, if possible, to avoid inhalation of burning materials.
- Wear appropriate Personal Protective Equipment (PPE), including class P2 breathing protection. The aircraft may be made from composite fibre material, which will splinter if fractured. If burning occurs, the composite fibre and dust will present a toxic hazard.
- Render first aid and care to survivors until medical personnel arrive.
- Attempt to account for all occupants. If the aircraft disintegrated in flight, the wreckage, survivors, and casualties may be scattered over a large area.
- Summon medical assistance if required and verify that this assistance has been sought. Consider shelter for casualties if the accident site poses potential hazards.
- If you see evidence of a spreading post-accident fire or possible explosion from fuels or armaments, move survivors a safe distance from the scene.

Caution: Common dangers with crashed aircraft include hazards associated with fuel, radioactive components, oxygen systems, hydraulic accumulators, winching (hoisting) equipment and explosive cargo. These aircraft will also invariably be constructed partially of toxic or extremely irritating composite fibre material.

- If in doubt, remain clear of wreckage.
- For military aircraft, care should be taken in regard to explosive devices used with ejection seats and explosive ordnance.
- Under no circumstances should any ammunition, rockets, missiles, bombs or ejection seats be handled by anyone other than qualified military personnel. If armament is in the wreckage, cool its entire surface with available fire-extinguishing agents as soon as they are found and set markers for the avoidance of access to nonessential personnel.
- Initiate standard HazMat procedures and establish zones or call for hazmat assistance.

6.6   Armed Robbery

6.6.1   Threat

An armed hold-up is occurring/has occurred within the University grounds. Note that this is a different response to an Active Armed Offender—an armed robber intends to obtain property by fear or cohesion, and therefore, any victim should comply with their requests/demands.

This Procedure includes details on precautions to consider pre-incident, how to react during a robbery, and how to respond post-offence.

6.6.2   Precautions

- Be aware of people loitering or paying undue attention to security arrangements.
- Notify Campus Safety & Security – 1300 737 003 or the Manager if you see anyone acting strangely or suspiciously. If unsure, seek advice from Campus Safety & Security.
- Keep unused doors or doors to private areas locked from external access.
- Keep cash in the office / on-site to a minimum.
- Do not share information about the security arrangements or cash on hand and report any unusual interest in these to Security.
- Valuable items kept in drawers or a safe should be locked at all times when not being used.
- Record Police and Campus Safety & Security – 1300 737 003 telephone numbers and keep them close to the telephone.
- Keep the **'OFFENDER DESCRIPTION FORM' - APPENDIX 2**' available and know how to complete them correctly.
- Be knowledgeable about the location and operation of all security and duress alarms or procedures used for your organisation, ensure new staff are inducted on security systems.

6.6.3   Victim/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 other distinguishing features such as tattoos.
- Try and OBSERVE ANY VEHICLE used by the perpetrator.

Under no circumstances should staff place themselves in danger.

After the Incident and the offender has left the scene:
- If you can, take note of the registration number, type, colour, and distinguishing features of any vehicle.
- Help any person who has been injured.
- Activate the duress alarm (if applicable) or your nearest emergency contact point.

- In any case (even if a duress alarm has been used), notify Campus Safety & Security at 1300 737 003. Provide the following information:
  - Exact location of the incident.
  - Description of the offender/s, vehicles and whether they are moving in any particular direction.
  - Details of any weapons used.
- Any injuries. After the offence, write down what happened and any conversation as quickly as possible. (The Police need individual impressions of what happened, uninfluenced by others).
- Cease trading - LOCK DOORS to secure the location and crime scene.

6.6.4   ECO Response

- Establish the exact location of the armed robbery.
- Confirm offenders have left and obtain brief description, vehicles, last known location and/or direction.
- Inform Emergency Services on 000 – and provide your name and contact details.
  - Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  - Identify the situation.
  - Number of persons injured if relevant, age (approximate if not known).
  - Any known hazards (hazardous chemicals).
- Confirm if any persons are injured and ensure appropriate medical treatment is provided.
- Follow the **Initial Response Procedure.**
- If necessary, provide first aid or inform the nearest first aider.
- Obtain names, addresses and telephone numbers of all persons involved, with brief details of the Incident, including a description of offender/s, and estimated value of cash/valuables stolen. Make observations of the victim and scene, and note details concerning the incident.
- Ask witnesses to remain until the Police arrive.
- Obtain names of attending Police and their station and request an event number when generated.
- 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 and that the **Crime Scene Management Procedure** is complied with.

6.7   Assault & Personal Threat

6.7.1   Threat

An assault or threat to a person has occurred/is occurring on University property. An offence of this type may involve a weapon and injuries.

6.7.2   Victim/Person Reporting

- Notify Campus Safety & Security – 1300 737 003 and inform Emergency Services on 000. Identify any injuries and obtain medical assistance.
- Provide the following information:
  - Exact location of the incident.

- – Current location and description of the offender/s, vehicles and whether they are moving in any particular direction.
- – Details of any weapons used.
- – Any injuries.
- if the situation is occurring, prioritise action that ensures your own personal safety and that of occupants. De-escalate the situation if possible and avoid confrontation.
- Do not touch anything the offender has touched – preserve any evidence and ensure the Police are informed of what the offender did and touched. Refer to the **Crime Scene Management Procedure.**
- RECORD your observations on the **'OFFENDER DESCRIPTION FORM' – APPENDIX 2.'**
- Write down what happened and any conversation as quickly as possible after the offence. (The Police need individual impressions of what happened, uninfluenced by others).
- Ask any witnesses to remain – but do not discuss what occurred until spoken to by Police.

6.7.3   ECO Response

- Establish the exact location of the incident.
- Confirm the location and demeanour of offenders; obtain brief description, vehicles, last known location and/or direction. Deploy an appropriate number of trained staff to the location.
- Inform Emergency Services on 000 and provide your name and contact details and circumstances of the offence as follows:
  - – Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  - – Identify the current situation (description, location and direction of offenders, vehicle, etc).
  - – Number of persons injured if relevant, age (approximate if not known).
  - – Any known hazards.
- Confirm if there are any persons injured and ensure appropriate medical treatment is provided.
- When attending - follow the **Initial Response Procedure.**
- Assess the situation and demeanour of the offender/s and apply de-escalation techniques. 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.
- Make observations of the victim and scene and note details concerning the incident.
- Ask witnesses to remain until the Police arrive.
- Obtain names of attending Police and their station and request an event number when generated.
- 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 and that the **Crime Scene Management Procedure** is complied with.
- If the 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.

6.8   Bomb and/or other Threat

A threat has been received on, or relates to our University Campus. Note that a threat may be received in various ways, telephone, mail or email, social media or online platforms or through third parties. In each case (even if known to be a hoax) it must be reported to Police.

Bomb threats are frequently used to disrupt business or cause alarm. As each threat and circumstance is different, each contingency has no set procedure. These procedures are designed to assess the level of the threat and the information available and undertake a course of action.

It is important to understand that a bomb threat and the location of a suspicious item are different procedures. However, they may occur at the same time, and this will tend to increase the credibility of a threat. If a suspicious item is located either with or without a threat, follow the **Suspicious Item Procedure**.

This procedure summarises the guidance provided in *Appendix B – Bomb Threat - in Australian Standard 3745 – 2010* and the *Australian New Zealand Counter-Terrorism Committee Improvised Explosive Device (IED) Guidelines for Crowded Places (2023).*

ECO staff responding to bomb threats should be familiar with the content of that publication.

6.8.1   Person Receiving Threat

- Remain calm.
- Take the threat seriously.
- Obtain as much detail about the bomb as possible (refer to **BOMB THREAT CHECKLIST – APPENDIX 3** for more detail);
  - 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?
- Ensure that the EXACT WORDS USED by the offender are recorded.
- When the call is complete, <u>DO NOT</u> hang up the telephone.
- Be discrete with the information received – notify your Manager.
- Notify Campus Safety & Security at 1300 737 003 on a landline—DO NOT use a mobile phone or two-way radio.
- Complete the **'BOMB THREAT CHECKLIST' – APPENDIX 3.**

6.8.2   ECO Response

- Confirm the name and telephone number/location of the informant.
- Ensure the BOMB THREAT CHECKLIST has been completed and ensure that the exact wording of the threat is obtained.
- Notify the Police of the threat and provide all necessary information.
- Determine the action to be taken based on evaluating the information provided.
- Standby to implement the response directed by the Chief Warden or Police after evaluating the threat.

- Prepare any assembly area if an evacuation is directed and ensure that a white-level search is undertaken before it receives any evacuated persons.

6.8.3   Evaluation of the threat

Following a bomb threat, the Chief Warden, in consultation with Police, must evaluate the threat - consider the level of the threat and decide on the appropriate action. The threat may be assessed as:

Non-specific threat or *low risk*

For example, the call may have been made by a child with laughter in the background or with few details received.

Specific threat or *high risk*

For example, a call made in a calm, deliberate manner, perhaps by someone, where specific details regarding timing/deadlines, location and type of device are given.

Generally, the more specific the threat, the more credibility it has.

Any evaluation must also consider the current situation and any potential threat in that context. Police should be asked if there is any information that may tend to make the threat more or less credible (for example, have there been other threats, and were they considered credible?)

6.8.4   Actions

Note that 'search' used in this section may be either a 'white level inspection' (See 5.7.1) or 'detailed' search.

Take no further action

There is a potential to consider a threat low risk and take no action, for example, if it is considered a malicious call or a prank. Note that in any case the matter must be reported to Police.

Search without evacuation

If the threat is considered lower, there is an option to search without evacuation. This choice means that people will be in the building for a longer period if a bomb is present. On the other hand, if a bomb is found, they can be evacuated away from the danger. If nothing is found and there are no other significant factors, the Chief Warden may then consider that no further action is required.

The Chief Warden may consider this option appropriate if the threat is assessed as low.

Search with evacuation

The Chief Warden may deem this option appropriate for an increased (more specific/credible) level of threat.

Only the search team (Emergency Personnel) and essential staff remain on site to undertake a search.

Evacuate Immediately Without Search

In the event of a call that the Chief Warden considers high risk, the building should be evacuated as quickly as possible, without searching, especially where there is a possibility of imminent explosion.

Appropriate in situations considered to be high risk.

Police direction to evacuate.

Under the State Emergency and Rescue Management (SERM) Act 1989 (NSW), a Police officer of the rank of sergeant or above is empowered to give a direction to evacuate. If such a direction is given, it must be complied with.

While this does not need to be in writing, obtain the details (name, rank, and station) of the officer providing the direction and ensure these details are provided in the incident log. Ensure contact is maintained with the officer providing the direction to ensure that the Chief Warden is notified if the direction is no longer required.

Actions if evacuating

- 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:
  - 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 in line of sight to a possible danger area.
  - Building re-entry should only be considered after consultation with Police and Security.
- **If evacuating to an assembly area, ensure that a white-level inspection has been undertaken of the area**.
- 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 residents in the building/area affected by the call and advise them of what action is being taken in relation to the call.
- Maintain communications with any persons evacuated by an assembly area Warden.

6.8.5   Location of Suspicious Item

If a suspicious item is located in any circumstance (including a white level search), then the assessment of that item is detailed in the **Suspicious Item Procedure.**

6.8.6   All Clear and/or Reoccupation

The Chief Warden must monitor awareness of the situation, the undertaking of any actions, and their results to determine the next action. When the Chief Warden is satisfied that no threat exists, the 'all clear' may be given and a direction given to reoccupy. Note that this should be given in consultation with the Police, and if the Police have directed the evacuation, they must confirm that the direction to evacuate has been rescinded.

6.9   Bush Fire

6.9.1   Threat

A University Campus is threatened by bushfire or smoke/embers associated with a bushfire. If evacuation is required due to a bush, it is likely to be large scale and therefore requires planning and consultation with Emergency Services.

6.9.2   Precautionary Measures

- Ensure sufficient equipment (such as fire extinguishers/blankets) is available to ensure they can be deployed at short notice.
- Ensure that ECO know the equipment location and how to use them.

- Ensure sufficient PPE is on hand, including clothing, masks, respirators, and face masks.
- Ensure that Operations are informed about the bushfire situation. Maintain contractor details and make them available if required, such as electricians if a power loss is associated with a bushfire.
- Ensure that vegetation maintenance takes place around buildings that may reduce the likelihood of fire, including by falling embers.
- Be aware of 'off-site' evacuation centres, routes and methods of transport, and services offered. Consider transport availability for those without vehicles.
- Check the condition of hose reels and hydrants and ensure that staff are trained in their use.
- Download the relevant applications (Hazards Near Me) to ensure that up-to-date information is provided on the status of bushfires, the requirement to evacuate, and traffic conditions. Refer to **External Information (Apps) and Advice 2.6.**

6.9.3   ECO Response

- Follow the **Initial Response Procedure**.
- Monitor the 'Hazards Near Me' App for up-to-date information on bushfires and act in response to advice. Consult Emergency Services as required for advice on required actions.
- If smoke enters buildings, advise Operations to restrict air entering the HVAC system. Consider altering access through doors facing incoming smoke.
- If evacuation is required, identify the affected area/s. Prevent unauthorised access to the affected area and Identify the impact on other utilities, particularly power, IT server rooms, lifts, and escalators.
- Inform Emergency Services on 000 if you consider the campus is at risk of fire - provide your name and contact details:
  – Location of the fire – including street address, nearest cross street, building floor number and emergency service meeting point.
  – Identify the situation.
  – Any known hazards (hazardous chemicals).
- If embers are falling, consider a fire watch, either patrol or CCTV, to monitor areas around buildings.
- If safe to do so, attempt to contain fire around buildings with appropriate first-attack firefighting equipment and methods.
- Ensure all threatened occupants are informed and prepared to take appropriate action and are updated on the situation as required.
- Consider shutting off services (e.g., gas) if you are competent and it is safe to do so. Otherwise, arrange for a competent person to shut off services.
- Maintain awareness of the location of hazardous chemicals and precautions to protect and provide advice on Emergency Services on their location if required.
- Use CCTV if necessary to assess damage in potentially dangerous areas.
- If remaining on-site, ensure vehicles are moved to the least prone fire location.
- If the facility is in the path of a bush fire, there should be a higher level analysis by the Chief Warden of safety to ask staff to remain on-site or leave to a safer location. This will require:
  – Obtaining and reviewing advice from Rural Fire Service.
  – Review of prevailing conditions, proximity of fire and wind direction.
  – Reviewing options regarding safe evacuation, the safety of the intended route to be taken and the safety of the destination.

- If deemed safer to remain on-site than to leave (or if receiving instructions that it is 'too late to leave', consider;
  - The safest area for refuge, including proximity of hazardous chemicals and fuel loads.
  - Ensuring that Emergency Services are notified of intentions.
  - Provisions and sufficiency of PPE and emergency equipment.
  - Method of internal and external communications.
  - Accounting for the safety of staff.
- After the fire passes, evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred as a result of the fire.
- Notify relevant contractors (power, gas, water, fire systems, plumbers) to be on standby to reoccupy and repair the facility if required.
- If evacuated, plan the reoccupation process, including assessment of the ability to reoccupy (and options if not habitable), order of reoccupation, risk management, timeframes, and resumption of services.

6.10   Civil / Student Unrest or Demonstration

6.10.1   Threat

The University experiences serious conflict or civil/student unrest, such as demonstrations or protests. Such incidents may be planned, spontaneous and/or occur without notice or warning.

Participants' reactions may be peaceful, coercive, or violent, and they may be moving or static, such as a 'sit-in'.

6.10.2   General

These procedures identify the actions for persons first observing and reporting the unrest/demonstration and the response by University management. While recognising the right to free speech, university management is responsible for ensuring the safety of all persons on University property.

While the Chief Warden may exercise emergency options to maximise occupant safety, demonstrations on University property may have other implications. It is, therefore, important to identify the appropriate management level to negotiate and make decisions regarding the demonstration.

It should also be noted that demonstrations affecting the University may occur just off University property, such as near pedestrian and vehicle entry points. These and other variations may alter the response by ECO members, and seeking legal advice is recommended if you are unsure of the legal implications.

The term 'demonstration' is used in this procedure to cover each scenario.

6.10.3   Initial Identification of Demonstration Occurring

The following action should be taken by any person first identifying a demonstration occurring;

- Establish details of the incident if safe to do so:
  - The exact location of the demonstration.
  - Expected duration.
  - Reason for the demonstration and/or intentions of demonstrators if known.
  - If it is stationary or moving, if moving direction or intended destination if known.
  - Approximate number of persons involved.

- Behaviour of the persons involved – e.g. Peaceful or violent.
- If physical violence or damage to University property appears likely, inform Emergency Services on 000 and provide your name and contact details.
- Notify Campus Safety & Security – 1300 737 003.

Do not attempt to stop demonstrators physically or those causing damage to University or any personal property if this is occurring.

6.10.4 ECO Response

Follow the Initial Response Guidelines.

- Assess the situation.
- Obtain the above information if not already known, or update.
- Ensure the safety and well-being of all staff, students and visitors, and if necessary, evacuate to ensure occupant safety.
- If physical violence or damage to University property appears likely, call Emergency Services at 000 and provide your name and contact details.
- If Emergency Services are attending, ensure that a meeting location is identified and send a staff member to meet and escort to the demonstration/incident site.
- Ensure the Chief Warden is aware of the situation.
- In consultation with the Chief Warden, consider establishing contact with any organisers of the demonstration, the safety implications and who is best placed to contact.
- If contact with organisers occurs - establish if possible:
  - Reason for the demonstration and/or intentions.
  - Relevant timings and duration.
  - Any intended destination and route if moving.
  - Approximate number of persons involved or expected.
  - Intended behaviour or activity, including carriage of banners, noise or chants, or intention to disrupt lectures, visits or other activities.
  - Confirm contact details, if possible, on ongoing arrangements for continued communications.
- Identify the potential path of any demonstration if moving and warn any occupants to prepare as required.
- Identify impacts on public and traffic safety and warn persons and/or mitigate as required.
- Identify any objects that may be used as weapons (tables, chairs, etc) and deny access if it is safe to do so.
- Where possible, use CCTV to maintain situational awareness. Brief staff monitoring CCTV on expected behaviour and establish reporting guidelines.

If there is a failure to comply with directions or there is a threat of personal violence or property damage:

- Request Police presence and brief on the situation.
- Record any failures to comply with directions, including by use of CCTV if available.
- Consider restriction of access to areas by physical means, ensuring that there is a clear means of getaway by bystanders and/or demonstration participants.

6.10.5 ECO Response

- Ensure the appropriate level of management is aware of the incident and updated on changes in the situation.
- Ensure ECO actions are being undertaken and contact is established with organisers if appropriate.

- Consider courses of action:
  – Allow the protest to continue.
  – Setting conditions and/or limitations to their actions/locations.
- Monitor the situation.
- If the situation becomes violent, a criminal offence is committed, persons are injured or at risk of being injured;
  – Inform Emergency Services on 000 and provide your name and contact details.
  – Exact location – including street address, nearest cross street, building floor number and emergency service meeting point.
  – Identify the situation.
  – Number of persons injured if relevant, age (approximate if not known).
  – Any known hazards.

6.10.6 Notification of a planned demonstration

It is possible that information is provided ahead of a demonstration, for example, by social media. In this case, obtain as much information as possible with respect of the demonstration, including:

- The intended location of the demonstration.
- Relevant timings and duration.
- Reason for the demonstration and/or intentions of demonstrators if known.
- Intention to remain stationary or moving, if moving direction or intended destination if known.
- Approximate number of persons involved (or persons registered or showing interest if available on social media).
- Expected mood and behaviour of the persons involved – e.g. Peaceful or violent.
- Identification of organisers attending the demonstration.

Maintain contact with posts on social media to update information on the demonstration.

The Chief Warden and/or University management should consider communicating with organisers to consider the course of action as indicated in 'Chief Warden' above. An agreement may exist to allow the demonstration or alter location or timings/duration. This decision should consider the risk to the safety of University occupants, free movement of persons and transport and reputational damage to the University in either case.

An agreement to allow a demonstration may include conditions regarding location, timings, routes, behaviour, and the requirement to follow reasonable directions of ECO/Security. Demonstrations should be monitored by a nominated liaison officer who can ensure the demonstration occurs as agreed upon and interact with organisers for continued compliance.

If necessary, identify the person (e.g., Chief Warden) with the delegated authority to communicate and make decisions regarding the demonstration. Identify different contingencies that can occur and what actions should be taken if they occur.

Information may also be provided by NSW Police of an intended demonstration. See Legal Considerations below. Police may seek the University's position on the application and the relevant factors and risks considered. Any response should be recorded, and the Police action should be noted and provided to University management.

6.10.7 Legal Considerations

Under Part 4 of the *NSW Summary Offences Act 1988* ('*the Act*'), an organiser can apply for a 'public assembly' in a 'public place'. Both of which are defined in Section 22 of the Act. The process for application is set out in Part 4. (Note that University property may not be considered a public place, but it may relate to property near the University).

6.10.8 Trespassing

If an application for a *public assembly* is not authorised and/or University management does not consent to the activity (or it is not undertaken as per agreed conditions), then it may be considered trespassing.

In this situation, consideration should be given to request to discontinue the activity and/or disperse. Police assistance may be sought to take action; however, forcible action should be considered a last resort and should be considered in balance with other risks, such as the safety of other occupants.

If unlawful behaviour occurs, consideration should be given to the legal collection of evidence to justify actions and potentially later Court proceedings.

A direction may be required to justify the offence of trespass under the *NSW Inclosed Lands Protection Act 1901.* If so, this should be recorded by audio and visual means, and the responses of the organisers and participants should be recorded. If a direction is required, the following form may provide an example:

"I am recording this conversation on audio and video. I am the (or representative of the) Chief Warden and act on behalf of the University management. You must cease this activity and leave the University grounds immediately. If you do not leave, you will be in violation of the Inclosed Lands Protection Act 1901. This recording will be provided to the Police."

Note that legal advice is recommended if unsure of the legal implications of ECO or other actions.

6.10.9 Post Demonstration

- If the demonstration disperses, monitor the situation to ensure no incidents or continuation.
- ECO staff should consider the Initial Response Guideline's 'Post Incident' points.

6.11   Communications Failure

A University Campus's internal phone system has failed.

6.11.1 Person Discovering Fault

- During business hours
  - Inform IT Services Desk – Ext 5111 or (02) 9852 5111.

6.11.2 Initial Response

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

6.11.3 ECO Response

- Confirm that IT Services have received the fault.

- Identify the time frames for resolution.
- Identify the impacts/consequences of the communications failure within those timeframes.
- Identify potential workarounds with those affected by the failure and establish means of communicating updates on the system status.
- Identify issues with the resumption of services and the impact of the outage.

6.12   Crime Scene Management

It is imperative that any crime scene or scene of a 'notifiable incident' under *Section 35 of the Work, Health and Safety Act 2011 (NSW)* is preserved until the appropriate investigation is concluded. This may include the handover of the scene to the Police or notification to the regulator.

In addition, any scene where a crime has occurred must be preserved until Police direct that 'clean up' can occur. Obtain the name, rank, and station of any officer who confirms that clean-up can occur and record it in the incident log.

6.12.1 Person Discovering

- Do not enter a crime scene unless there is a valid reason, such as to render first aid.
- Evacuate the immediate vicinity.
- Preserve any evidence at the scene and ensure no one touches it.
- Notify the Campus Safety & Security – 1300 737 003.
- Prevent unauthorised access to crime scenes if it is safe to do so.

6.12.2 ECO Response

ECO members responding should ensure that:

- An appropriate perimeter is established to confirm that the crime scene is not entered by anyone other than for a legitimate purpose, such as to render first aid or other medical attention.
- Emergency Services have been informed on 000 – and contact details provided with;
  - Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  - Identify the situation.
  - Number of persons injured if relevant, age (approximate if not known).
  - Any known hazards (hazardous chemicals, heights, falling objects, poisons etc.).
- No disturbance of the scene occurs, and measures are taken to protect the evidence that exists. A path in and out of the crime scene can be established to minimise disturbance.
- Establish a crime scene guard, if necessary, until Police arrive. The guard restricts access to the site and creates a log that notes the names, times, and purposes of those entering and exiting the site.
- Taking photographs of exhibits and/or evidence if it is subject to change or requires movement to preserve life or safety. Note that photographs of injured persons should not be taken.

When handing over the scene to the Police, note the name and rank of the Police officer in the crime scene log.

Similarly, if the Police give a direction to discontinue or clean a crime scene, then the name and rank of the officer should be recorded in the log.

6.13   Crowd Emergency / Crush

6.13.1   Threat

There is a potential for crowd emergency/crush from an event or persons in enclosed spaces.

6.13.2   Precautions

The key element in crowd management is prevention through effective planning processes, for example, understanding the crowd movement/s in a variety of situations (normal circulation and emergencies), desired density and pinch points.

Any large gathering of people, event or activation should have plans in place to manage crowds. It should also set out strategies to respond to crowd emergencies, such as contingency crowd control measures and equipment.

As such, these procedures only provide guidance for response to general situations.

6.13.3   ECO Response

If a crowd emergency occurs, follow the Initial Response Procedure and:

- Obtain situational awareness of what is causing the situation and take preventive action to relieve the crush. Attend if possible and safely or monitor through CCTV or on-scene reporting.
- Report to the Police for assistance if necessary. If reported, prepare for arrival and brief as required on what has occurred and what has been/is being done to address the situation.
- Identify alternative crowd egress areas and assess risks associated with their use. Allow egress if appropriate.
- Identify, obtain/deploy additional staff to assist with the desired crowd movements.
- Communicate with the crowd and reassure them.
- Identify any injuries or damage to structures or equipment and rectify them.
- Ensure that a log has been completed of the incident, actions taken and results.

6.14   Deceased Person

6.14.1   Person Discovering

- Conduct a risk assessment to identify any potential risks to yourself.
- Follow Medical Emergency Procedures if required and safe to do so.
- If the cause of the fatality is associated with utilities, such as gas, water, or power, consider shutting off service if you are competent and it is safe to do so. Otherwise, arrange for a competent person to shut off services.
- Avoid contact with blood and other body fluids by using personal protective equipment.
- Do not disturb the body or the surrounding area.
- Inform Emergency Services if required – 000 – and provide your name and contact details:
  - Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  - Identify the situation.
  - Number of persons, age (approximate if not known).
  - Any known hazards.
- Notify Campus Safety & Security - 1300 737 003.
- Prevent unauthorised access to the area.

6.14.2 ECO Response

- Establish the exact location of the person(s) and ensure that Emergency Services have been notified on 000. If there is a lack of certainty, report the incident as above.
- Follow the **Initial Response Procedure**, including isolating the site where the death has occurred. Restrict any unnecessary access by ECO or other staff/occupants.
- Follow the **Crime Scene Management Procedure.**
- Segregate any witnesses in a private area away from the incident scene.
- Segregate any friends/colleagues of the deceased in a private area away from the scene.
- Consider how the messages may be shared on social media and requesting no further notifications be made until the Police have undertaken necessary actions.
- Comfort witnesses/colleagues. Advise H.R. and consider E.A.P. if appropriate.
- When the crime scene has been processed and permission given by the Police, ensure specialist cleaning personnel clean the scene before allowing any entry.
- If the scene is outside, ensure that the view of the scene is isolated from witnesses/bystanders. Consider erecting a temporary structure if necessary.

6.15   Disease Outbreak

6.15.1 Threat

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

6.15.2 ECO 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 urgent attention from Emergency Services, follow the **Medical Emergency Procedure**.
- Take immediate action to secure the safety and well-being of all at the incident location.
- Isolate the area of contamination.
- Notify Campus Safety & Security – 1300 737 003.
- If required, seek information regarding containment from the Department of Health.
- Ensure that evidence material, including the source of any threat, is not interfered with.

6.16   Earthquake

6.16.1 Threat

An earthquake has occurred that has either caused or threatened the structural collapse of buildings with the potential for trapped/injured/deceased persons. After an earthquake, any response must consider the potential for aftershocks and potential impacts/consequences and be aware that utilities (power, water, gas) may be damaged or affected. Ensure that a visual risk assessment is conducted to identify risks and impact areas. Ensure that the person remain outside of these areas and that specific risks of the building are brought to the attention of Emergency Services.

If a building collapse has occurred, follow the **Structural Collapse Procedure**.

6.16.2 Response to an earthquake occurring

Drop, Cover, and Hold are the right actions to take during an earthquake. They prevent you from being knocked over, make you a smaller target for falling and flying objects, and protect your head, neck, and vital organs.

If you feel an earthquake:

- DROP down on your hands and knees. This will protect you from falling over but allow you to move if necessary.
- COVER your head and your neck (or your entire body if possible) under a sturdy table or desk (if it is within a few steps of you). If there is no shelter nearby, cover your head and neck with your arms and hands.
- HOLD onto your shelter (or your position to protect your head and neck) until the shaking stops. If the shaking shifts your shelter around, move with it.
- Do not use lifts or escalators.
- Do not use matches, candles or naked flame if there is a potential for broken gas lines.
- If outside a building, be conscious of the potential for falling debris, power lines, trees, and other structures. Attempt to move to an open space.
- If trapped – cover your mouth with a handkerchief or clothing to reduce ingesting dust. Tap on a pipe or wall to raise attention. Shout is a last resort to reduce dust ingestion.

6.16.3 Person Reporting

- Do not enter any structure that has collapsed or has the potential to collapse. If safe, facilitate the removal of persons from the building.
- Alert all persons in the immediate vicinity using the Break Glass fire alarm.
- Inform Emergency Services – 000 and provide your name and contact details. Provide details of the exact location of the building, the extent of the damage and if there are any persons injured or trapped. Ensure these details are shared with Emergency Services upon attendance.
- Notify Campus Safety & Security - 1300 737 003.

6.16.4 ECO Response

If an earthquake has occurred and a structural collapse is threatened or occurs, follow the Initial Response Procedure actions and:

- Assess the safety of your location and the potential for further collapse.
- Inform Emergency Services on 000 and provide your name, contact and other details as above.
  - Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  - Identify the situation.
  - Number of persons injured if relevant, age (approximate if not known).
  - Any known hazards (hazardous chemicals).
- Undertake a risk assessment of affected buildings and the potential for further collapse.
- Be aware and prepared for any aftershocks.
- Identify safe areas away from the building and direct occupants to those areas.
- Identify any injuries and obtain medical assistance.

- Identify the proximity of additional risks, such as fire, electrical, gas, water, or IT infrastructure, and mitigate (e.g., shut off utilities) or request additional resources be on standby.
- If during business hours, notify Operations and advise of the status of the situation.
- If utilities are affected, confirm that the applicable specialist has been informed. If safe, consider shutting off utilities.
- If additional hazards exist, consider increasing the exclusion zones/perimeters.
- Identify any persons trapped or missing and make inquiries to locate them.
- If Emergency Services are attending, facilitate their entry to the site, including areas for vehicles.
- Ensure that a log has been completed of the incident, actions taken and results.
- 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.
- Identify any room, facility or equipment that may house HAZMAT or any device, substance or experiment that may require special attention from Emergency Services.
- Consider if a broader evacuation is required and implemented.

6.17   Environmental Incident / Pollution

6.17.1   Threat

An environmental incident or pollution has occurred. This may occur as a deliberate act or by accident, such as a vehicle accident, and may also be a Hazardous Material. Follow the **Hazardous Material / Chemical Spill Procedure** if a hazardous material is involved**.**

6.17.2   Person Discovering

- Treat the entire area as contaminated - only approach if necessary and safe to do so.
- 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 Campus Safety & Security – 1300 737 003.
- Prevent unauthorised access to hazardous areas.

6.17.3   ECO Response

- Follow the **Initial Response Procedure**.
- Confirm the exact location of the hazard (Building, Level and Room No.).
- Confirm that the applicable specialist/s have been informed.
- Inform Emergency Services on 000 – and provide your name and contact details:
  – Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  – Identify the situation.
  – Number of persons injured if relevant, age (approximate if not known).
  – Any known hazards (hazardous chemicals).

- Inform Emergency Services – 000 and provide your name and contact details.
- Isolate area.
- If necessary, provide first aid or inform the 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.

6.18 Explosion

6.18.1 Threat

An explosion has occurred on our University Campus. This may have been caused by a deliberate act (such as a bomb) or by accident, such as a gas leak.

6.18.2 Person Discovering

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

6.18.3 ECO Response

- Follow the **Initial Response Procedure**.
- Establish the exact location of the explosion.
- Consider immediate hazards, such as the potential for structural collapse.
- Identify any utilities, such as gas, water, and electricity, that may create additional hazards and consider shutting them off.
- Establish if there are any persons injured or trapped.
- Inform Emergency Services on 000 – and provide your name and contact details:
  - Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  - Identify the situation.
  - Number of persons injured/trapped, etc. age (approximate if not known).
  - Any known hazards (hazardous chemicals).
- Inform Campus Safety & Security – 1300 737 003.
- Provide first aid or inform the nearest first aider only if it is 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 - follow the **Medical Emergency Procedure.**
- 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 the 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.
- A 'no-go' zone should be placed around the scene. Only authorised persons should be permitted inside this restricted area.

6.19   Fire

6.19.1   Person Discovering Fire

- Alert persons near the fire to evacuate the area towards the assembly area.
- Inform Emergency Services on 000 – and provide your name and contact details:
  – Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  – Identify the situation – confirm fire, smoke, hazardous chemicals, etc.
  – Number of persons injured/trapped, etc., age (approximate if not known).
  – Any other known hazards (e.g. hazardous chemicals).
- Notify the Campus Safety & Security - 1300 737 003.
- Extinguish the fire – only if safe to do so and competent in the use of applicable firefighting equipment.

6.19.2   If the fire is too dangerous to fight

- Activate the 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 the designated assembly area.
- If the assembly area 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.

6.19.3   ECO 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.
- Ensure that Emergency Services have been notified; if not confirmed, inform them with the above information.
- 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, which will, in turn, update Emergency Services.

6.19.4   Warden Response

- Establish the exact location of the fire.

- Obtain support and proceed to build in alarm.
- Attend the Fire Indicator Panel and determine the zone in alarm.
- Liaise with Campus Safety & Security.
- Investigate the source of the alarm.
- If there is no evidence of a fire:
  - Return to the Fire Indicator Panel.
  - Update Emergency Controller.
  - Update Fire Brigade on arrival.
- Establish if there are any persons injured or trapped.
- Inform Emergency Services – 000 and provide your name and contact details.
- Inform Campus Safety & Security – 1300 737 003.
- Provide first aid or inform the nearest first aider only if it is <u>safe to do so.</u>
- Evacuate all persons.
- Deploy appropriately trained personnel to combat any small fires pending the arrival of Fire and Rescue.
- 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 unaccounted for persons 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.
- Identify any room, facility or equipment that may house HAZMAT or any device, substance of experiment that may require special attention from Emergency Services.

6.20   Flooding – Internal - Water Leak

6.20.1 Threat

Flooding or water ingress has affected building use in a campus facility. If flooding is associated with a storm refer to **Storm / Severe Weather Procedure**.

If the flooding is associated with a sprinkler system, seek advice and assistance from Fire and Rescue to ensure that fire suppression is not affected. If so, mitigate with other measures.

6.20.2 Precautionary Measures

- Ensure spill kits and support equipment (such as wet vacuums, signage, mops/buckets) are available and can be deployed at short notice. Ensure that ECO is aware of the equipment's location and how to use it.
- Ensure that contractor details, such as plumbers, drainage specialists, and electricians, are maintained and available if required.

6.20.3 Person discovering

- Remove persons from affected areas and identify safe exit methods.
- Inform Campus Safety & Security – 1300 737 003, who will in turn, contact Operations.

- If flooding is caused by building water sources, consider shutting off water if it is safe to do so.
- Identify the impact on other utilities, particularly power, IT server rooms, lifts, and escalators. If safe to do so, attempt to prevent water from entering areas associated with the power, water, gas, or HVAC system.

6.20.4   ECO Response

- Follow the Initial Response Procedure.
- If practicable, isolate the source of flooding/water leakage.
- Notify Operations of the incident.
- If a mains leak causes flooding, consider shutting off and/or advise the water supplier.
- Evacuate the affected area. Prevent unauthorised access to the affected area.
- Attempt to contain water if possible. Identify potential areas of water flow (i.e. lower areas) and prepare for flooding in those areas.
- If there are occupants below the flood level, ensure they are informed to take appropriate action and update on the situation as required.
- Consider shutting off service if you are competent and it is safe to do so. Otherwise, arrange for a competent person to do so.
- Ensure that spill kits and cleaning equipment are available in the flooded area.
- Use CCTV if necessary to assess damage in potentially dangerous areas.
- If material and documents are water-soaked, find a location to which they can be transferred. This location should be adequately ventilated, have access to the exterior of the building and be on the ground floor.
- Water-soaked materials (e.g. rugs, carpets, etc.) should not be placed in an area where they might cause collateral water damage to other materials.
- Follow-up action may involve the pumping out of the affected area and the removal of undamaged materials.
- Notify relevant contractors (power, gas, water, fire systems, plumbers) to be on standby to reoccupy and repair the facility if required.

6.21   Gas Leak

6.21.1   Threat

There is a gas leak on the University Campus.

6.21.2   Person Discovering Leak

- Treat the entire area as contaminated - only approach if necessary and safe to do so.
- Evacuate the immediate vicinity—notify persons of the reason for evacuation and the need to avoid any naked flames or ignition sources.
- If practicable, isolate the source of gas leakage.
- Do not enter any confined area where there is a risk of being overcome by gas.
- Evacuate persons from the affected area and assemble them in a well-ventilated upwind area where they are not exposed to further risk.
- Notify Campus Safety & Security – 1300 737 003.
- If it is a mains leak or significant leak, inform Emergency Services on 000 – and provide your name and contact details:

– Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
– Identify the situation – extent of the leak, source, proximity to hazardous chemicals etc.
– Any other known hazards (e.g. hazardous chemicals).
• Prevent unauthorised access to hazardous area.

6.21.3 ECO Response

• Follow the **Initial Response Procedure**; if persons require medical attention, follow the **Medical Emergency Procedure.**
• Where applicable, evacuate persons from the affected area and assemble them in a well-ventilated area where they are not exposed to further risk.
• Ensure no naked flames, ignition sources or smoking throughout the building.
• If it is a main or significant leak, ensure that Emergency Services have been informed as above.
• Notify Operations and advise of the situation.
• If safe and competent to do so, isolate the gas supply.
• If a gas leak is caused by a mains leak, consider shutting it off and/or advise the gas supplier.
• Ventilate the affected area.
• Do not allow any electrical equipment to be operated in the immediate vicinity, and do not touch any electrical equipment.

6.22 Hazardous Material / Chemical Spill

6.22.1 Threat

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

6.22.2 General

When responding to a hazardous material/chemical spill, it is important to understand the risks associated with that material/chemical. Take action to correctly identify the material/chemical and manage any response with the relevant Safety Data Sheet. If possible and safe, use hazmat warning placards or markings on containers to identify the relevant chemical. Attempt to confirm the contents, if possible, with operators or carriers.

FRNSW is the combat agency that manages hazardous materials on land, although any response will be supported by the Police.

6.22.3 Person Discovering

• Treat the entire area as contaminated - only approach if necessary and safe to do so.
• Evacuate the immediate vicinity—notify persons of the reason for evacuation and the need to avoid any naked flames or ignition sources.
• If practicable, isolate the source of the spill, but only if safe to do so.
• Do not enter any confined area where there is a risk of being overcome by gas.
• Evacuate persons from the affected area and assemble them in a well-ventilated upwind area where they are not exposed to further risk.
• Notify Campus Safety & Security – 1300 737 003.

- If it is a significant spill or has the potential to cause injury - inform Emergency Services on 000 – provide your name and contact details:
  - Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  - Identify the situation, type of hazardous chemicals, and size and area affected.
  - If there are medical requirements, the number of persons affected.
  - Any other known hazards.
- Prevent unauthorised access to hazardous area.

6.22.4 ECO Response

- If a hazardous materials/chemical spill is threatened or occurs, follow the **Initial Response Procedure**
- Assess the safety of your location and the potential for further spill.
- Assess the spill's nature, size, potential hazards, and impact and determine the need for Emergency Services. If necessary, contact 000 and confirm the above information.
- If a chemical spill has occurred:
  - Follow the HazChem guidance (below) (if available and safe to do so). This direction will generally be to contain the spill.
  - If no specific guidance is available (and if safe), use spill kits/bunding to prevent the materials from entering drains or watercourses by containment. Block inlets to drains by using drain covers.
  - Avoid hosing down unless specifically required.
  - Advise Emergency Services of the spill and provide as much information as possible regarding the type of chemical.
- If the spill is a **suspected flammable material**:
  - Remove any ignition sources **(if safe to do so).**
  - Evacuate all persons in immediate danger, under instruction from the Chief Warden **(Ensure the Emergency Assembly Area is 200 metres clear of the hazard).**
- Ensure that the air handling system is immediately shutdown.
- Identify any PPE required - obtain and use.
- If safe to do so, isolate the affected area and contain the spill where possible.
- Identify safe areas away from the spill and direct occupants to those areas.
- If there are any injuries or medical assistance is required, follow the **Medical Emergency Procedure**.
- Identify the proximity of additional risks, such as fire, electrical, gas, and water, and mitigate (e.g., shut off utilities) or request additional resources be on standby.
- If additional hazards exist, consider increasing the exclusion zones/perimeters.
- If Emergency Services are attending, facilitate their entry to the site, including areas for vehicles.
- Identify any room, facility or equipment that may house HAZMAT or any device, substance or experiment requiring special attention from Emergency Services.
- Cordon off the suspect plant or room(s) to prevent unauthorised access.
- Where practicable, naturally ventilate the affected area/s.
- Attempt to account for all persons in the affected area at the time of the fire—any unaccounted for persons should be brought to the attention of Emergency Services.

6.22.5 Hazchem Guidance

6.23   Lift entrapment

6.23.1 Threat

A University Campus lift has failed and persons are trapped inside. This incident will most likely cause distress to those trapped and therefore communication and support is required to be maintained to them by the ECO. It will also have an impact on others using the building.

6.23.2 Person Discovering

- Inform Campus Safety & Security – 1300 737 003.
- Ascertain if someone is in the lift.
- Establish contact with them if it is safe, to reassure them that assistance is being arranged.
- Advise them not to try and free themselves by prying open doors.

If you are trapped in a lift
- Do not attempt to open the elevator doors.
- Press the button marked 'Push to Call' and hold it for 5 seconds. When the operator answers, advise of your name, building address, and lift number (on the panel in the lift).
- If you cannot establish contact – notify Emergency Services on 000.

6.23.3 ECO Response

- Follow the **Immediate Response Procedure**.
- Advise them not to try and free themselves by prying open doors.
- If so, ascertain their condition (e.g. disturbed, calm, etc), if there is light in the lift, and what occurred just before the lift stopped.
- Notify Operations and advise of the situation.
- Only trained lift technicians or Fire and Rescue staff should attempt to release persons from the lift car, notify them as required, and obtain attendance times. If technicians will be delayed, consider contacting Fire and Rescue.

- Ensure that any calls for assistance include persons who are trapped in the lift.
- If the occupant is experiencing severe trauma and/or immediate release from the lift is necessary to forestall the onset of an acute medical condition, inform the Ambulance on 000, provide your name and contact details and:
  - Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  - Identify the medical problem – describe the condition.
  - Any known hazards.
- Continue to reassure the occupant.

6.24   Medical Emergency

A person has sustained an injury or needs medical attention on our University Campus. If a person is deceased follow the **Suicide/Deceased Person Procedure**.

6.24.1   Person Discovering and/or Reporting

- Ensure the area is safe prior to providing first aid and, if trained and safe to do so, provide first aid where able.
- Obtain first aid assistance as required and obtain necessary resources, such as first aid kit and AED.
- Inform Emergency Services if required – 000 – and provide your name and contact details:
  - Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  - Identify the medical problem – describe the condition.
  - Number of persons injured, age (approximate if not known) and any known medical conditions.
  - Advise if conscious.
  - Advise if breathing.
  - Any known hazards (e.g. violent persons).
- Inform Campus Safety & Security – 1300 737 003 and provide the above information.
- Avoid contact with blood and other body fluids by using personal protective equipment.
- Identify the extent of injuries and advise/update 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.

Electric shock

If an electric shock has injured a person:

- Avoid direct contact with the affected person while they are in contact with the current.
- If safe to do so, break the contact by switching off the current but USE EXTREME CAUTION in doing this.
- Isolate area – keep onlookers away from any possibly live or energised equipment.

Needlestick Injury

If a syringe has injured a person:

- Wash affected 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.

6.24.2 ECO Response

- Follow the **Initial Response Procedure.**
- Ensure the above action has been carried out by persons reporting or present.
- If necessary, provide first aid or inform the nearest first aider.
- Ensure that evidence material or any post-incident investigation is not interfered with. If the injury is serious and may cause death, consider the scene a crime scene and follow the **Crime Scene Management Procedure**.

6.25 Mental Health Incidents

At times, a situation may arise when you have to deal with verbal abuse, threatened violence, and substance-affected (drugs, alcohol) behaviour from occupants. These behaviours may be linked to a person's mental state, which could be due to a panic attack, psychosis or post-traumatic stress disorder. It is possible that persons can be a threat to others and or themselves.

This type of situation can cause great distress to the people involved and must be handled in the following manner.

If you don't feel safe

- Leave the immediate area yourself, maintain a safe distance from the person and warn others of the potential risks.
- If you cannot leave, avoid eye contact, remain calm, and keep your hands in view.
- Notify Campus Safety and Security on 1300 737 003.
- If life-threatening, immediately call the Police on 000.
- Notify the manager and or supervisor.
- Record incident details, including the person's description if the person leaves, and notify Campus Safety and Security of the incident.

If you feel safe

- Engage in conversation from a safe distance.
- Be aware the situation may escalate very quickly.
- Calm the person if possible.
- Do not provide with any drugs or alcohol present.
- Understand their concerns and direct them to assistance, such as a counselling service.
- Maintain clear personal boundaries.
- Summon help if required.
- Notify the manager and or supervisor.

Written, phone or observed threatening or other concerning behaviours

Notify the manager and or supervisor, or in the event of immediate threat or danger, call the Police on 000.

General Assistance

- Reassure the person by talking calmly to them. Tell them you will stay with them until assistance arrives if you feel safe.
- Assess danger to themselves or others – keep them away from potential danger and keep other bystanders away from them.
- Get the person to control their breathing. Breathe in and out in unison to the count of three. Use your hands in an up-and-down motion to signal the tempo.
- Engage the person by talking – ask straightforward questions. Listen non-judgementally.
- Ask if there is someone you could call to come and be with them.

Emergency and Support Services

The following support services can be contacted to provide further assistance where applicable.

Psychiatric triage (information, assessment and referral)	1300 363 746
Crisis assessment and treatment teams (CAT)	1300 363 746
Lifeline	13 11 14
Suicide Call-back Service	1300 659 467
Mensline Australia	1300 78 99 78
Beyondblue	1300 22 4636
SANE Australia	1800 18 SANE (7263)

6.26   Motor Vehicle Incident / Accident

6.26.1 Threat

A motor vehicle accident involving a University vehicle or vehicle utilised by staff/students on University business occurs on a University Campus. (Refer also to **Traffic Management 2.10** for traffic considerations).

6.26.2 Person Discovering

- Treat any vehicles as hazardous - only approach if necessary and safe to do so.
- Evacuate the immediate vicinity—notify persons of the reason for evacuation and the need to avoid naked flames or ignition sources if fuel or hazardous chemicals are leaking.
- Evacuate persons from the affected area and assemble them in a well-ventilated upwind area where they are not exposed to further risk.
- Notify Campus Safety & Security – 1300 737 003.
- Prevent unauthorised access to hazardous area.

6.26.3 ECO Response

- Establish the exact location of the accident.
- Identify if there are any injuries.
- If necessary, provide first aid or inform the nearest first aider, but only if safe to do so.
- If there is an injury or substantial damage, inform Emergency Services on 000 – and provide your name and contact details:

- Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
    - Identify the situation.
    - Number of persons injured if relevant, age (approximate if not known).
    - Any known hazards (hazardous chemicals).
- 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/s cannot wait for Police attendance, their details are to be noted.
- Ensure that evidence material or any post Incident investigation is not interfered with.

6.27 Person In Water

6.27.1 Threat

A person falls or intentionally jumps into the water at the University and cannot return to safety.

6.27.2 General

Entry to water can be either intentional or unintentional (including for self-harm reasons), and these different situations may determine a person's response to rescue efforts,particularly when combined with the consumption of alcohol.

Risk mitigation measures include water safety equipment, personnel training and torches for activities around water at night.

Additionally, the person may have entered the water and can no longer be located. These procedures identify responses for each potential scenario.

Staff or other persons should not enter the water to attempt a rescue.

6.27.3 ECO Response

The Chief Warden's role on shore is to coordinate the rescue efforts and ensure communication between on-shore emergency staff, witnesses, and Emergency Services.

- Follow the **Initial Response Procedure**.
- Attempt to identify and mark the entry point into the water or the person's last known location in the water.
- Assess and maintain the safety of staff and bystanders and establish perimeters to mitigate the risk of further falls into the water.
- Alert any water safety staff.
- Notifying and coordinating with Emergency Services if necessary, including Water Police or SES:
    - Arrange to meet and escort to the site if necessary.
    - Hand over and brief on status and actions taken.
- Consider establishing a crime scene around the location where the person entered the water.
- Identify and record details of any witnesses.
- Attempt to identify if the entry to water is intentional or unintentional.
- Ensure that the Chief Warden is aware of the incident and updated.

- Identify any CCTV coverage and review for any relevant information.
- Ensure a log of actions is maintained.

If the person can be located in the water:

- Maintain contact with the person in the water.
- Assess their ability to swim and follow instructions. Identify the nearest location where they can exit the water and guide them to it.
- If dark, use a torch to identify their location.
- If unable to exit the water, maintain contact and guide water safety, other vessels or Water Police to their location.

If the person cannot be located:

- Confirm the entry point and ensure that responding Emergency Services are aware.
- Note the current wind and current direction.
- Commence a search along the shoreline to locate the person.
- Ensure all actions that were undertaken are provided to the Police.

6.28   Power Failure

6.28.1   Threat

A University Campus is experiencing a power failure.

6.28.2   General

Loss of power (blackout) or reduced or intermittent power supply (brownouts) may be anticipated during severe weather events, heatwave conditions and bushfires, or may occur for internal (on site) reasons. This may occur with or without notice.

This procedure is general and does not take into account specific arrangements on site, such as backup generators and Uninterruptible Power Supplies (UPS), that may exist at certain facilities.

Chief Wardens must be aware of the consequences and impact of power loss at their facilities (such as loss of security and communications systems. They are prepared to implement additional measures to supplement or make alternative arrangements in consultation with Operations.

An extended loss of power will require evacuation of the facility.

While some emergency lighting will exist for limited periods, this facilitates evacuation and must not be relied on to maintain occupancy for extended periods. Understanding if the issue is facility-based or a 'mains' issue and obtaining guidance on outage duration may provide some guidance for planning a response; it should not be relied upon as accurate and contingency measures should be considered.

6.28.3   Precautionary measures

- If you are aware of a potential power outage, ensure that radios, torches, and mobile telephones are appropriately charged.
- Ensure there are sufficient keys to lock or unlock electronically controlled doors and staff are aware of their location and use.
- Ensure contractor details, such as electricians and lift technicians, are maintained and available if required.

- Consider having additional ECO members rostered or on standby.
- Prepare backup power supplies if necessary and check their operation.

6.28.4   Persons affected and/or Reporting

- Students should remain in their classrooms until directed to leave.
- Teachers should wait at the doorway until advised on the anticipated duration of the power failure and any instructions regarding whether to evacuate or not.
- Inform Campus Safety & Security on 1300 737 003, who will inform timetabling if a class is in progress or scheduled.
- If a lift entrapment occurs, follow the **Lift Entrapment Procedure**.

6.28.5   ECO Response

- Follow the **Initial Response Procedure**.
- Inform Operations.
- Establish whether power failure is specific to the building, site or locality (mains).
    - If a grid issue, contact the electricity supplier to determine the duration of the outage.
    - If internal and the source of the power loss is known, attempt to assess the duration of the outage
    - Consider having contractors attend the site to rectify issues as they occur and/or manage the resumption of services.
- Ensure that the Chief Warden knows the situation and plans for any impacts/consequences.
- If the power outage is anything other than a short duration, the facility must be fully evacuated.
- Consideration should be given to how the evacuation is communicated—it may be best to plan a floor-by-floor 'soft' or 'planned' evacuation with advice by PA or EWIS as opposed to evacuation tones. This may ensure that staff are not panicked and can take all necessary equipment (car keys, bags, laptops, chargers, etc.) with them.
- If the power outage results from severe weather, such as a heatwave, be aware of the evacuation location and make contingency arrangements.
- Complete the Power–Dependant Systems checklist .
- Plan for reoccupation of the facility and resumption of services and power to be phased back.
- Maintain contractors on standby (electricians, lift technicians, HVAC) as required to facilitate power return.
- Monitor the situation and communicate with persons evacuated.
- Communicate and implement the reoccupation process.

6.29   Radioactive or biological release

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

6.29.1   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 Campus Safety & Security – 1300 737 003.
- Prevent unauthorised access to hazardous area.

6.29.2 ECO Response

- Confirm the exact location of the hazard (Building, Level and Room No.).
- Inform Emergency Services on 000 – and provide your name and contact details:
  – Exact location of the incident – including street address, nearest cross street, building floor number and emergency services meeting point.
  – Identify the situation.
  – Number of persons injured if relevant, age (approximate if not known).
  – Any other known hazards.
- Isolate area and identify substance/hazard if possible.
- If necessary, provide first aid or inform the 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 unaccounted-for persons should be brought to the attention of Emergency Services.
- Identify any room, facility or equipment that may house HAZMAT or any device, substance, or 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 the safe evacuation of non-essential personnel from the site and from potentially affected adjacent areas.
- Secure the incident location and any high-security materials and assets.

6.30   Self-Harm / Suicide Intervention

6.30.1 Threat

A person or persons are threatening self-harm/suicide.

6.30.2 General

Self-harm situations can occur in a range of particular situations. Persons intervening in this situation may be bystanders or known to the subject person. Research has indicated that persons will often be influenced when someone establishes a rapport and shows a genuine interest in the subject.

However, intervening in the situation is a choice, and one must always consider personal safety. The points below provide some principles that may be followed when communicating with a subject. In all cases, the Police must be notified to attend in these situations.

Contact numbers for support services are provided in the **Mental Health Incidents Procedure**.

6.30.3 Person Reporting

- Maintain a safe distance from the person and any associated hazard (e.g. Heights, weapons).
- Inform Emergency Services on 000 – and provide your name and contact details:
  – Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.

- – Identify the situation – the subject details if known, their intentions if stated or obvious, and concerns for welfare.
- – Any known medical considerations, either mental health or obvious injuries.
- – Any other known hazards (e.g. heights, weapons).

6.30.4 ECO Response

- Follow the **Initial Response Procedure**.
- Establish a perimeter to avoid contact with bystanders and those in the view of the subject.
- Confirm that Emergency Services have been notified and if not confirmed, contact 000 and provide the above information.
- Deploy equipment such as first aid kits to the scene and follow the **Medical Emergency Procedure** if required.
- Establish a crime scene if necessary.
- Consider communicating with the subject or nominate an appropriate person to communicate with them. Note that if you are providing an emergency response, you may be required to manage a broader area and liaise with Emergency Services.
- To maintain awareness of what is being discussed with the subject, appoint a scribe who is listening to the conversation to record key points. This is different from an incident log, which must also be recorded. When maintaining such a log, use actual words whenever possible.
- Liaise and assist with Emergency Services attending – be prepared to provide Police (and potentially Police negotiators) with background on what has been discussed with the subject. Use any logs maintained for this purpose. Ensure this briefing takes place away from the vision and hearing of the subject or other bystanders. Always consider the privacy of the subject.
- When Police arrive, they may ask a person communicating with the subject to remain communicating if a relationship has developed.
- If the person communicating becomes fatigued or wishes to stop communicating, have another person ready to take over. If possible, brief them on the discussions with the subject as recorded.
- If the situation is resolved before Emergency Services arrival, they should still attend and be briefed on what has occurred.
- If the situation results in serious injury or death, then follow the **Medical Emergency Procedure** and/or **Deceased Person and Crime Scene Management Procedures.** Acknowledge the members of the ECO or the public who were involved and ensure that HR and EAP are notified as required.

Communicating with the subject
- If communicating with the subject, consider your safety and proximity, depending on the type of hazards such as heights and weapons.
- Introduce yourself and your role – be honest, as any untruthfulness may damage rapport. Don't say you will do something if you won't; this may also damage rapport.
- When communicating with the subject, don't be distracted by other occurrences; focus on them and what they are saying and communicating (pay attention to non-verbal cues such as facial expressions).
- Request their name and how they wish to be addressed and respect their requests. Don't show any annoyance or anger if they refuse to provide details. Their hearing may be affected, so it may be necessary to repeat yourself.
- The primary objective is to communicate with the subject and request them to remove themselves from any dangerous situations, such as proximity to heights and weapons.

- Request that they move away from any hazard but expect that they may not. As rapport is established, continue to make polite requests.
- Do not attempt to grab the subject physically – this is inherently dangerous and generally indicates that you are too close to the subject.
- Show empathy for what the person is feeling. Do not judge and remain impartial if asked for opinions. You may tell the person that you are there to help them and to find help and assistance if possible.
- Be aware that some subjects may be 'off limits' – that the subject does not wish to speak about.
- If the victim asks to talk to someone, seek Police advice before acting on this request. Generally speaking, other parties known to the subject should not intervene. If they attend the scene, seek Police advice on allowing them to communicate with the subject.

6.31   Sexual Assault

6.31.1 Threat

A sexual assault has been reported.

6.31.2 Person Reporting

- Provide assistance for the victim.
- Ensure evidence such as clothing is preserved and brought to the attention of Security and/or Police.

6.31.3 ECO Response

- Notify Police and Ambulance if medical assistance is required.
- If the location is identified as University property, make arrangements to preserve the scene (follow the **Crime Scene Management Procedure**).
- If the location is a public area, ensure that access is restricted to preserve any evidence at the scene.
- Ensure that someone remains with the person reporting.
- Obtain and record any details of the offence, time, date, and place and ensure that any evidence (e.g. clothing) is preserved.
- Record and maintain observations of victim clothing, injuries, and conversation and provide them to the Police upon their attendance.
- Identify and obtain details of any witnesses and provide these to the Police.
- Review any CCTV of relevant areas and provide it to the Police.

6.32   Storm / Severe Weather

6.32.1 Threat

A severe storm is expected or occurring.

6.32.2 Precautionary measures

If a storm is approaching (or just as general maintenance), the follow preventative checks/actions may be considered:

- Facility assessment to identify and record potential risks, such as trees for deadfall, roofs and other structures, signage, etc).
- Checking and clearing drainage systems to ensure water flow is maintained.
- Prepare spill kits and support equipment (such as wet vacuums, signage, and mops/buckets) to ensure they can be deployed at short notice. Ensure that ECO is aware of the equipment's location and how to use it.
- Ensure that outdoor equipment is secured.
- Ensure that contractor details are maintained and available if required, such as plumbers, drainage specialists, tree loppers, and electricians.
- Close all vents and openings near the top of lift shafts to prevent water from entering.
- Consider having additional ECO members rostered or on standby.
- Download the relevant applications (Hazards Near Me) to ensure that up-to-date information is provided on the status of flooding, the requirements to evacuate, and traffic conditions. Refer to **External Information (Apps) and Advice 2.6.**

6.32.3 General

- 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 a 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 a lightning strike, hail or flying debris/objects.
- Do not use lifts during a severe storm, as there is a risk that rising or wind-driven water may cause an electrical short circuit.

6.32.4 ECO Response

- Ensure that an appropriate warning is provided to campus staff and occupants. Advise to secure doors and windows.
- Bring indoors or firmly secure any objects outside that could become airborne in strong wind gusts and cause damage.
- Ensure wet weather equipment (spill kits, buckets, mops, wet vacuums, etc.) is available for use if necessary.
- Allocate a person to monitor weather warnings and provide advice as appropriate to campus occupants.
- Ensure that the Chief Warden is updated on evolving situations, such as flooding or water ingress to buildings, so that appropriate emergency options may be considered and implemented.
- After a storm, inspect the building for water ingress. If power was disconnected, consider having a competent person inspect areas for water and other damage before reconnection.

6.33   Structural Collapse

6.33.1 Threat

A University Campus building has sustained structural damage and is in danger of total or partial collapse.

6.33.2 General

FRNSW is the combat agency that manages structural collapse, although the Police will support any response. Ensure that a visual risk assessment is conducted to identify risks and impact areas. Ensure that the person remains outside of these areas and that specific risks of the building are brought to the attention of Emergency Services.

6.33.3 Person Reporting

- Do not enter any structure that has collapsed or has the potential to collapse. Facilitate removal of persons from the building if it is safe to do so.
- Alert all persons in the immediate vicinity using the Break Glass fire alarm.
- Notify Campus Safety & Security - 1300 737 003.

6.33.4 ECO Response

- If a structural collapse is threatened or occurs, follow the **Initial Response Procedure.** Assess the safety of your location and the potential for further collapse.
- Identify safe areas away from the collapse and direct occupants to those areas.
- Identify any injuries and obtain medical assistance.
- Identify the proximity of additional risks, such as fire, electrical, gas, water, or IT infrastructure, and mitigate (e.g., shut off utilities) or request additional resources be on standby.
- Inform Emergency Services on 000 – and provide your name and contact details:
  - Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  - Identify the situation.
  - Number of persons injured if relevant, age (approximate if not known).
  - Any known hazards (hazardous chemicals, gas leaks, power lines etc).
- If additional hazards exist, consider increasing the exclusion zones/perimeters.
- Identify any persons trapped or missing and make inquiries to locate them.
- If Emergency Services are attending, facilitate their entry to the site, including areas for vehicles.
- Ensure that a log has been completed of the incident, actions taken and results.
- 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 the 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 and implemented.

6.34   Suspicious Item

The location of a suspicious article may occur with or without a (bomb) threat. However, the risk substantially increases if a threat and a suspicious article occur simultaneously. If a threat has occurred, follow the **Bomb and Other Threats Procedure**.

If a suspicious article is located, consider the **Initial Response Procedure** and use the 'Get the Facts' and 'Hot Alerts' processes to assess it. Ensure a log of the incident, actions taken, and results have been completed.

6.34.1   ECO Assessment - Get the facts/Hot alerts process

- Find the owner:
  - Interview people in the vicinity.
  - Review CCTV if available.
- Assess the property (Hot Alerts process):
  - Hidden: An unattended item that is intentionally hidden merits additional caution.
  - Obviously suspicious: An item with the characteristics of a bomb or hazardous material merits additional caution. Such characteristics may include:
    - Suspicious labelling.
    - Leakage of fuel oil.
    - Unusual smells, bulges or protruding wires.
    - Power source, such as batteries.
    - LED lights.
    - Pieces of metal or glass (shrapnel).

(Note; Meeting one or more HOT considerations does not necessarily mean the item is an IED, nor does the absence of HOT considerations clear the item from further investigation).

  - Typical: An item that would not typically be discarded or forgotten in that area merits additional caution.
  - Has the National Terrorism Threat level been elevated? Refer to nationalsecurity.gov.au for current alert level.
- Has the location received a communicated threat? If discovering an unattended item coincides with a communicated threat, exercise caution and follow the **Bomb and Other Threats Procedure**.
- Is the article found in a sensitive location, such as a non-public or restricted area, near flammable or dangerous substances, near structural supports, critical infrastructure or near an area with the potential for mass casualties, take additional caution.
- Finally, consider the situation:
  - The conduct of the package or object owner, if witnessed or on CCTV.
  - Environmental Factors.
  - Suspicious Factors.

6.34.2   Post-assessment guidance

If the item is not suspicious:

- Review CCTV to confirm that the abandonment of the item or vehicle was not a reconnaissance exercise by a potential offender.
- If suspicious activity is observed, report it to Police.

- If an owner cannot be identified, remove the item or vehicle (if possible) and follow **Lost Property or Abandoned Vehicle Procedures**.

If you are undecided:

- Do not touch, tilt or tamper.
- Do not use mobile phones, radios or flash photography within a 25-metre radius (electronic frequencies or light sources may cause a device to detonate).
- Inform a supervisor.
- Cordon off the area and move people away.
- Record all relevant information (physical characteristics, shape, dimensions, construction and the exact position of the item or vehicle).
- Advise security.
- Call the Police on '000' and follow their instructions.

If the item is suspicious:

- Do not touch, tilt or tamper; do not smoke in the immediate vicinity; do not be subject to open flame, excessive heat or direct sunlight; do not immerse in water. (if an item is being handled - carefully place it on the nearest level surface).
- Do not use mobile phones, radios or flash photography within a 25-metre radius (electronic frequencies or light sources may cause a device to detonate).
- Before evacuating and if safe to do so, record all relevant information (physical characteristics, shape, dimensions, construction and the exact position of the item or vehicle).
- Call Triple Zero '000' and advise of:
  – Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  – Description of the suspicious article.
  – Initial actions on discovery.
- Inform Campus Safety & Security—1300 737 003 on a landline—DO NOT use a mobile phone or two-way radio and inform of the above information.
- Notify your supervisor/manager.
- Cordon off the immediate area and evacuate at least 100 metres from the item (if a vehicle, evacuate at least 500 metres).
- If possible, leave internal doors (not fire doors) and windows open.
- Respond in accordance with the directions of Emergency Services.
- Gather any evidence of the placement of the item or vehicle, including CCTV showing the activities of any person associated with the item or vehicle.

The Improvised Explosive Device (IED) Guidelines for Crowded Places contain substantial information. The Chief Warden and other Wardens should be aware of and conversant with this document.

6.34.3 ECO Response

- Ensure the post-assessment guidance has been complied with.
- Observe the object and note its 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 areas and cordon off.
- If located in an outside room with windows - cordon off the outside area.

6.35 Suspicious Mail

6.35.1 Threat

The University Campus has received suspicious mail, or a suspicious package has been located. The threat may relate to either a bomb (Improvised explosive device – IED) or other harmful substance, such as a powder that poses a biological or other type of danger.

6.35.2 General

It is critical that all those handling mail and packages remain cautious of potential risks and be able to identify packages correctly as legitimate or suspicious to minimise safety risk while not raising false alarms.

Where possible, mail and package sorting and processing should be conducted in an area that is separate from the main organisation and easily contained. This will help contain potential hazards and make the response process to a suspicious article easier.

Note that suspicious mail should be identified before opening; however, opening may occur and lead to exposure. In this case, it is critical to isolate any exposed person and the area.

6.35.3 Recognition Points

There are a number of hazards a suspicious package or mail may contain. The steps to take to manage the associated risk will depend on the nature of the hazard. It is important to identify not only that the mail/package is suspicious but attempt to identify, where possible and safe to so, what it is.

DO NOT OPEN OR TAMPER WITH THE PACKAGE OR MAIL TO IDENTIFY POTENTIAL HAZARD.

Suspicious items may display a combination of the following characteristics:

- Handwritten letters or packages with a handwritten address and recipient information.
- Sent from and/or dropped off by an unknown source.
- Addressed to a high-profile person with no return address or unknown address.
- Excessive postage has been paid.
- Excessive postage stamps, notes and addresses or information on the package/mail.
- No postage stamps.
- Sender details are missing or made up (i.e. no return address or fictional sender details).
- Envelopes that are discoloured, oily, bulky, odorous or have signs of powdery substance within or leaking out.
- Improper spelling of common names, places or titles.
- Excessive taping/ securing of material.
- Protruding wires or tin foil.
- Restrictive marking such as 'Confidential', 'Handle with Care', 'Urgent' or 'Fragile'.
- Does not fit the usual type of mail received in the facility.
- For hazardous materials, the powder may be visible outside the mail or leaking out, or you may have felt or heard a powdery substance inside the mail when handling.

6.35.4 Person Identifying Item as suspicious

- Carefully place on the nearest level surface.
- Do not open, smell, touch, tilt, tamper or taste.
- Isolate the area – move/keep people away from the suspect article.
- See specific advice below for powder (unopened or opened mail).
- Inform the applicable Supervisor/Manager.
- Advise Campus Safety & Security – 1300 737 003 – include the following information:
  - Exact location in the building.
  - Description of the suspicious article.
  - Initial actions on discovery.
  - Number of persons in the affected area or exposed to powder (notify type and characteristics if known).
  - Action is taken to isolate the substance and area.
  - Any medical requirements or concerns.
  - Consider evacuating persons in the near vicinity and restricting access to the location.

Note: If considered that a mail item is an IED or contains a hazardous material, then inform Emergency Services on 000. If unsure, or further advice is considered, then contact Campus Safety & Security – 1300 737 003.

In either case:

- 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. (if an item is being handled - carefully place on the nearest level surface)
- Evacuate immediate vicinity – move persons to a safe area. If an IED is suspected, evacuate the general area.
- Follow instructions of Police or Security.

If powder is suspected (Unopened Mail)

In the case that white powder is suspected to be contained within the mail.

- Place the item in a plastic bag and seal it.
- Place all items in a second plastic bag and seal that also.
- Confine the hazard in the area to prevent the spread of potential contaminants; this includes anyone who may have been in contact with the mail:
  - Stay in the room/area where the mail has been handled.
  - Ensure no one who has been in contact with the mail has left the area (shelter in place in a safe location together).
  - Prevent others from entering the affected area.
  - Prevent others from interacting with the mail.
  - Remember to **remain calm**, there's no immediate danger.
- Advise Campus Safety & Security – 1300 737 003 – include the following information:
  - Exact location of the incident – including street address, nearest cross street, building floor number and emergency service meeting point.
  - Description of the suspicious article.
  - Number of persons in the affected area.
  - Any medical requirements or concerns.

- If contact was made with the mail, try to reduce chances of further contamination by not touching your face, eyes, nose and mouth.
- If possible, without leaving your confined area, wash your hands.
- If possible and safe to do so without spreading contaminants, move away from the suspected hazard.
- If possible, have the building ventilation system shut down and turn off any fans or equipment that is circulating air around the office.
- Await advice from Campus Safety and Security and/or Emergency Services on the next actions.

Known powder or hazardous material (Opened Mail)

- In the case that white powder is visible either from the corners of the mail and is dispersed outside, or mail has been accidentally opened, and white powder is within.
- DO NOT DISTURB THE ITEM ANY FURTHER & PREVENT FURTHER DISPERSAL.
- Do not temper with the mail/package any further. Do not pass the item around.
- If any powder has spilt out from the mail/package, do not attempt to clean it up or brush it from clothing.
- Powder might be light enough to be dispersed and become airborne, increasing the risk of contamination for others in the area and increasing the risk of ingestion of hazardous material.
- If possible, place a container over the package and powder without disturbing it.
- Confine the hazard in the area to prevent the spread of potential contaminants; this includes anyone who may have been in contact with the mail.
- Stay in the room/area where the mail has been handled – consider moving to the other end of the room, or, where possible, move to another room on the same floor if the area has already been evacuated and there's no chance of contaminating others.
- (Ensure no one who has been in contact with the mail has left the area (shelter in place in a safe location together).
- Prevent others from entering the affected area.
- Prevent others from interacting with the mail.
- Communicate the need for evacuation of/removal of others from the non-affected area.
- Remember to **remain calm**; there's no immediate danger.
- Limit further contamination by avoiding touching your face, eyes, nose and mouth.
- If possible, without leaving your confined area, wash your hands.
- Refrain from eating and drinking until you have been given the 'all clear' from Emergency Services, as doing so may hamper medical treatment that you may require.
- If possible, have the building ventilation system shut down and turn off any fans or equipment that is circulating air around the office.
- Await advice from Campus Safety and Security and/or Emergency Services on the next actions.

If an IED is suspected

- Assess the property similarly to the **Suspicious Item Procedure** (Hot Alerts process) insofar as possible. For example:
  - Has the National Terrorism Threat level been elevated? Refer to nationalsecurity.gov.au for current alert level.
  - Is the item obviously suspicious? An item with the characteristics of a bomb or hazardous material merits additional caution. Such characteristics may include:

- Suspicious labelling.
- Leakage of fuel oil.
- Unusual smells, bulges or protruding wires.
- Power source, such as batteries.
- LED lights.
- Pieces of metal or glass (shrapnel).

(Note: Meeting one or more HOT considerations does not necessarily mean the item is an IED, nor does the absence of HOT considerations prevent the item from further investigation).

– Has the National Terrorism Threat level been elevated? Refer to nationalsecurity.gov.au.

- Has the location received a communicated threat? If discovering an unattended item coincides with a communicated threat, exercise caution and follow the **Bomb and Other Threats Procedure**.
- Has the article been sent to a sensitive location, such as a non-public or restricted area, near flammable or dangerous substances, near structural supports, critical infrastructure or near an area with the potential for mass casualties? Take additional caution.
- Consider the situation:
  – The conduct of the package or object owner, if witnessed or on CCTV.
  – Environmental Factors.
  – Suspicious Factors.
- Consider evacuation for a suspected IED - the floor of the incident and 2 floors up and down is required. Seek advice from Police upon their attendance.

6.35.5 ECO response

- Follow the **Initial Response Procedure.**
- Obtain specifics of the incident from the employee.
- Ensure that the assessment process has been carried out, and if not, assess suspicious mail risk and action to be taken.
- Assess the extent of the evacuated area and adjust if necessary. For a suspected IED, the floor of the incident and 2 floors up and down are required and advice from Police upon their attendance.
- Call Emergency Services if not already informed.
- Secure the perimeter of the affected area (i.e. room, office, level/floor of building, or the building itself):
  – ensuring that no one other than Emergency Services personnel is allowed into the area.,
  – no one who may be contaminated is allowed out of the area to reduce chances of cross-contamination and spread of potential hazmat.
- Liaise and assist Emergency Services on their arrival. Follow the **Crime Scene Management Procedure** in respect of any suspicious mail.

6.36   Trespass

6.36.1 Threat

A person who comes onto campus with no reasonable or lawful purpose, is not invited, or could not be considered a member of the University community and whose presence is not approved or authorised.

6.36.2 General

A direction may be required to justify the offence of trespass under the *NSW Inclosed Lands Protection Act 1901.* If so, this should be recorded by audio and visual means and the response of the organisers and participants recorded. If a direction is required, the following form may provide an example:

"I am recording this conversation on audio and video. I am the (or representative of the) Chief Warden and act on behalf of the University management. You must cease this activity and leave the University grounds immediately. If you do not leave you will be in violation of Inclosed Lands Protection Act 1901. This recording will be provided to the Police."

Legal advice is recommended if unsure of the legal implications of ECO or other actions.

6.36.3 Person encountering Trespasser

- Do not approach the trespasser.
- Make a note of the description of the trespasser/s, i.e. male/female, height, age, clothing, etc., including direction if moving, demeanour, potential to have consumed alcohol or drugs, unusual behaviour that may indicate a mental health issue, and any weapons.
- Notify Campus Safety & Security – 1300 737 003.

6.36.4 ECO Response

- **Follow the Initial Response Procedure.**
- Establish the exact location of the trespasser.
- Make observations of the trespasser and assess the potential to approach, considering the number of persons trespassing, their demeanour, potential to have consumed alcohol or drugs, potential for mental health issues, and possession of weapons.
- If there is a concern with respect to safety, obtain assistance from other staff and/or contact the Police on 000.
- In the absence of any other criminal offence for which the person is suspected of involvement, 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.
- If deemed safe to approach, politely ascertain if the person has a lawful excuse for being on the premises/property.
- If satisfied that the person is trespassing, advise them that they are not authorised to be on the property and request them to leave in line with the information provided in 'General' information above.
- If they refuse, politely advise them that they are trespassing, and the Police will be called (if they haven't already).
- If they still refuse to leave, notify the Police, obtain backup from other staff (where practicable) and ideally remain in the vicinity of the trespasser until the 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 trespasser's removal.
- If a trespasser poses a physical risk, refer to the **Personal Threat Procedure.**

6.37 Water Loss / Failure

6.37.1 Threat

The University Campus is experiencing a loss or failure of water supply.

6.37.2   General

Water loss or failure may result from either a facility issue or a grid issue that is beyond the University's ability to rectify. Understanding the nature of the water loss and assessing the loss's impact on the facility should occur. If the issue is for the water supplier to rectify, contact the supplier to understand the reason and time of the outage and notify occupants accordingly.

6.37.3   ECO Response

- Establish whether water failure is building, site or locality-specific.
- Inform Campus Safety & Security - 1300 737 003 who will inform timetabling if a class is in progress or scheduled.
- Contact the water supplier if the supply is a supply issue.

6.37.4   After hours

- Inform Operations via Campus Safety & Security – 1300 737 003.
- Ensure all staff and occupants on site are informed.
- Evacuate buildings if the water supply is going to be longer-term or if the water supply is required for the occupation.

7.   Frequently Asked Questions

7.1   How do I arrange an evacuation exercise?

Planned evacuation exercises are arranged as "Calendar Invites" and will be led by the WHS team.

7.2   How do I find Wardens in other buildings for information?

All Wardens can be found on the following page:
https://www.westernsydney.edu.au/whs/whs/emergency_management/emergency_wardens

7.3   We have a new Warden that has not yet completed the training. What information can I provide in the interim to prepare them for an emergency evacuation?

Upon taking on the role of general Warden, advise they make themselves known to the Chief Warden in your building, and ask if he/she has prepared a Building Evacuation Procedure unique to your building.

7.4   What is the WIP and how do I use it?

WIP is the Warden Intercommunication point. Some multi-level buildings have WIP phones (these are red and attached to the wall area, e.g. near the fire door/stairs). Floor Wardens can call the Chief Warden, positioned at the Fire Indicator Panel (FIP) on the ground floor. During the evacuation process, just pick up the handset from your allocated floor to call the Chief Warden to report progress and any issues.

7.5   We are in a building with tenants. How does this impact the evacuation?

The Chief Warden is responsible for leading emergency situations and evacuations of Western Sydney University areas only in shared tenancy buildings. Building Management is in place where co-location exists. Wardens representing each tenanted area are required to attend regular meetings.

Check for Emergency Contacts posters required to be displayed on each level. This is a list of contacts' names and details, including the Chief Warden, to seek out.

7.6   I recently became a Warden, but I do not have a hat. Where can I get one?

Firstly, check if the previous Warden has left the hat, if not contact whs@westernsydney.edu.au to request one.

7.7   What happens 'after hours' when a Warden may not be available?

- *In an emergency, contact Campus Safety and Security on 1300 737 003 or your* local Campus Safety Security number.
- In a life-threatening emergency, dial 000 first or from the switchboard dial.

APPENDIX 1 – PERSONAL EMERGENCY EVACUATION PLAN

WESTERN SYDNEY UNIVERSITY

PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

REFERENCE: Building Warden Guidelines

GENERAL DETAILS			
Occupants Name:			
Location:		**Building/Facility:**	
Floor:		**Room Number:**	
Phone:			
EVACUATION REQUIREMENTS			
Is an Assistance Animal involved?		☐ Yes	☐ No
Is the occupant trained in the emergency response procedures?		☐ Yes	☐ No
Preferred method of receiving updates to the emergency response procedures: *e.g. text, email, Braille*			
The preferred method for notification of emergency: e.g. visual alarm, personal vibrating service, SMS			
Type of assistance required:			
Equipment required for evacuation:			
Egress Procedure:			
Are your designated assistants trained in emergency response procedures? (Including evacuation procedures)?		☐ Yes	☐ No
Are your designated assistants trained in the evacuation equipment?		☐ Yes	☐ N/A
Is a diagram required for the preferred route for assisted evacuation? *Please attach*		☐ Yes	☐ No

DESIGNATED ASSISTANTS *(NOTE: Number of designated assistants will differ for each PEEP)*		
Name	**Phone**	**Location**
1.		
2.		
3.		
4.		

PEEP ISSUE & ACKNOWLEDGEMENT			
Issue Date: / /		**Review Date:** / /	
Position:	**Signature**	**Date**	**Copy Received**
Occupant:		/ /	☐
Chief Building Warden:		/ /	☐
Local Building Warden:		/ /	☐
Security Operations Manager:		/ /	☐
Senior Manager, Security:		/ /	☐
Occupant's Supervisor:		/ /	☐
Designated Assistant 1:		/ /	☐
Designated Assistant 2:		/ /	☐
Designated Assistant 3:		/ /	☐
Designated Assistant 4:		/ /	☐

A copy of the completed PEEP is also to be kept with the concerned individual, their supervisor, the floor/building Warden and the Chief Warden.

APPENDIX 2 – OFFENDER DESCRIPTION FORM

If you're a victim of a robbery, please complete this form by yourself. If you are unsure of an answer, don't guess - leave it blank. If there are other witnesses, record their names at the base of page and ask them to complete these descriptions on a piece of paper.

ROBBERS:	1	2	3
GENDER			
HEIGHT			
BUILD			
AGE			
HAIR			
FACIAL HAIR			
COMPLEXION			
EYES			
ACCENT/RACE			
DISGUISE			
SCARS/TATTOOS			
HEADWEAR			
GLASSES			
SHIRT/JACKET			
PANTS/DRESS			
CLOTHING LOGOS			
SHOES/BOOTS			
CARRY BAG			

VEHICLE DETAILS

MAKE:	MODEL:	TYPE:	YEAR (approx):
COLOUR:	REGISTRATION:	PLATE COLOUR:	
NUMBER OF OCCUPANTS:	DISTINGUISHING FEATURES/ACCESSORIES:		

WEAPON DETAILS

OTHER:

WITNESS DETAILS

WITNESS 1:

WITNESS 2.

WITNESS 3.

APPENDIX 3 - BOMB THREAT CHECKLIST

Remember to Keep Calm

WHO RECEIVED THE CALL

Name: _____   Signature: _____

DETAILS OF CALL

Telephone Number: _____   Date: _____

Time received: _____   Time ended: _____

GENERAL QUESTIONS TO ASK THE CALLER

What is it? When is the bomb going to explode? OR When will the substance be released?	
Where did you put it?	
What does it look like?	
When did you put it there?	
How will the bomb explode? OR How will the substance be released?	
Did you put it there?	
Why did you put it there?	

BOMB THREAT QUESTIONS

What type of bomb is it?	
What is in the bomb?	
What will make the bomb explode?	

CHEMICAL / BIOLOGICAL THREAT QUESTIONS

What kind of substance is in it?	
How much of the substance is there?	
How will the substance be released?	
Is the substance a liquid, powder or gas?	

EXACT WORDING OF THREAT

_____

_____

_____

_____

ANALYSIS OF CALLER'S VOICE

Sex:	Male	Female			
Accent:	Australian American	Middle Eastern European	British Irish	Asian	Other – Specify:
Voice:	Angry Child	Calm Obscene	Loud Soft	Giggling	Other – Specify:
Speech:	Fast Stutter	Slow Lisp	Slurred Distorted	Distinct Clear	Muffled Other:
Threat Language:	Well Spoken Incoherent	Irrational Taped	Abusive	Message read by caller	Other – Specify:
Background Noise:	None Construction	TV/Radio Sirens	Train Aircraft	Traffic Voices	Music Other:

Duration of call: _____   Did the caller appear familiar with the area? _____

Estimated Age: _____

ADDITIONAL COMMENTS

_____

_____

DO NOT HANG UP THE PHONE!!