



**Darling Quarter Development**  
**Retail Supplier's**  
**Retail Supply Management Plan**  
**Rev 2**  
**January 2022**

## DOCUMENT REVISION SUMMARY & DISTRIBUTION

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## Front Cover

Artist impression of the Darling Walk Complex 1-25 Harbour Street Sydney NSW  
In construction at time of preparation of this Plan

# 1 Definitions

Whenever the following words and phrases are used in this document with initial capitals, they have the special meaning as set out in this Clause 1.

**APPF** - Australian Prime Property Fund  
**AGWR** - Australian Guidelines for Water Recycling: Managing Health and Environmental Risks (Phase 1) (2006)  
**BLL** - Bovis Lend Lease Pty Ltd  
**DQ** - Darling Quarters  
**EPA** - NSW Environment Protection Agency  
**IOP** - Infrastructure Operating Plan  
**JLL** - Jones Lang LaSalle (NSW) Pty Limited  
Licensee - Veolia Water Solutions and Technologies (Australia) Pty Ltd  
**LLFML** - Lendlease Funds Management Limited (part of Lend Lease Global Funds Management Platform)  
**O&M** - Operations and Maintenance  
**Regulation** - Water Industry Competition Act (General) Regulation 2008; as amended time to time  
**RWTP** - Darling Quarter Recycled Water Treatment Plant  
**SMA** - Sewer Mining Agreement between Lend Lease Funds Management Limited (LLFML) and Sydney Water Corporation (SWC)  
**SWC** - Sydney Water Corporation  
**TPs** - Terminal Points or Customer Connection Points  
**VWS** or **VWST** - Veolia Water Solutions and Technologies (Australia) Pty Ltd  
**WQP** or **Plan** - Water Quality Plan  
**WIC Act** - Water Industry Competition Act (WICA), New South Wales

# 2 Purpose

This Retail Supply Management Plan (Plan) has been prepared by Veolia Water Solutions & Technologies (Australia) Pty Ltd (VWS, VWST) for the Darling Walk Development (DW), 1-25 Harbour Street Sydney NSW pursuant to VWS's obligation under its NSW Retail Supplier's Licence No 10\_009R granted by the Minister for Water under section 10 of the WIC Act on 24 June 2010 and varied on 21<sup>st</sup> December 2016 for the following specified water industry infrastructure (the Infrastructure):

- ☐ *A treatment plant for non-potable water and other water infrastructure only used, or to be used, in connection with the treatment plant, where components of the treatment plant or other water infrastructure may be used for one or more of the following:*
  - *production of non-potable water;*
  - *treatment of non-potable water;*
  - *filtration of non-potable water;*
  - *storage of non-potable water; and*
  - *conveyance of non-potable water*
- ☐ *A reticulation network for non-potable water and other infrastructure only used, or to be used, in connection with the reticulation network, where components of the reticulation network or the other water infrastructure may be used for one or more of the following:*
  - *storage of non-potable water;*
  - *conveyance of non-potable water; and*
  - *treatment of non-potable water*

As per WIC Act, "water infrastructure" means any infrastructure that is, or is to be, used for the production, treatment, filtration, storage, conveyance or reticulation of water, but does not include (a)



any pipe, fitting or apparatus that is situated downstream of a customer's connection point (TPs) to a water main, or (b) any pipe, fitting or apparatus that is situated upstream of a customer's connection point (TPs) to a stormwater drain.

Under a contractual arrangement between VWS (the Licensee) and the owner of the asset, represented by Jones Lang LaSalle (NSW) Pty Limited (hereafter named "JLL"), customer's connection points (terminal point TPs) are the points after the recycled storage tanks in basement level B3 (As set out in Appendix 1 of Darling Quarter Development Network Operator's Infrastructure Operating Plan (IOP) current revision).

Accordingly, consistent with the definitions and framework in WIC Act and VWS' licence, VWS operates and maintains the water infrastructure up to these terminal points (that covers the plant designed, installed and commissioned by VWS up to TPs just beyond the the recycled storage tanks) (sometimes termed "RWTP", "Treatment Infrastructure" within this Plan); while the reticulation system beyond those terminal points (i.e. the network of pipes, pumps, meters, valves originating from outlet of the terminal points beyond the recycled water storage tanks and carrying treated recycled water to the cooling towers, toilet cisterns and irrigation) are directly operated and maintained by JLL and are not part of the WICA licensed area.

The two product tanks (Storage Tanks #8010 and 8020) themselves up to the TPs are within the limits of 'Recycled Water System' and infrastructure, maintained and managed by VWS.

This Plan describes the risk management approach to the operation and maintenance of the infrastructure to reliably and safely perform in the event of adverse events or circumstances.

### 3 Background

Darling Walk (renamed Darling Quarters), developed for Lend Lease Developments, is located on Harbour Street in Darling Harbour foreshore precinct,.

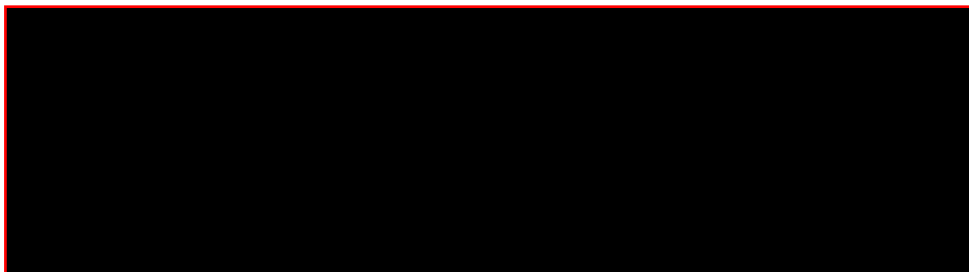
In 2010, Bovis Lend Lease (BLL) was appointed as Project Manager and was responsible for the design and construction of the project. The development replaced previously existing and aging infrastructure marked for redevelopment and incorporated 4 levels of basement parking, a ground level retail floor including a children's theatre and up to 8 levels of an A grade office space. The associated public domain area was upgraded including a new children's playground. Construction commenced September 2008 and was completed around mid-2011.

The project incorporated a few environmental sustainable design initiatives.

One important environmental component of the development was the inclusion of a state of the art water recycling plant providing recycled water to the entire development to replace otherwise potable water for the purpose of:

- ☐ Cooling tower makeup,
- ☐ Toilet flushing, and
- ☐ Irrigation.

In February 2010 VWS was awarded a contract by BLL to design, supply, construct and commission a Water Recycling Plant (WRP) to produce 166kL per day of recycled water. Further details of design and construction are provided in the IOP and include the following summary components and unit processes:



A NSW Network Operator's Licence No. 10\_008 was granted by the Minister for Water under Section 10 of the WIC Act on 24 June 2010 and varied on 18<sup>th</sup> December 2016 for the Treatment Infrastructure.

As of date, Darling Quarters boasts of

- (a) 6 Stars Green Star Certified Rating as defined by the Green Star Office Design and As-Built rating schemes for the Green Building Council of Australia (GBCA).
- (b) 5.5 Star NABERS Energy and 4.5 Star NABERS Water, as defined by the National Australian Built Environment Rating System.

## 4 The treatment infrastructure construction

The Infrastructure described in Section 2 and elaborated upon in Section 3 is presented diagrammatically in Appendix 1 and comprises the following scope split by the developer (BLL) and the Licensee (VWS).

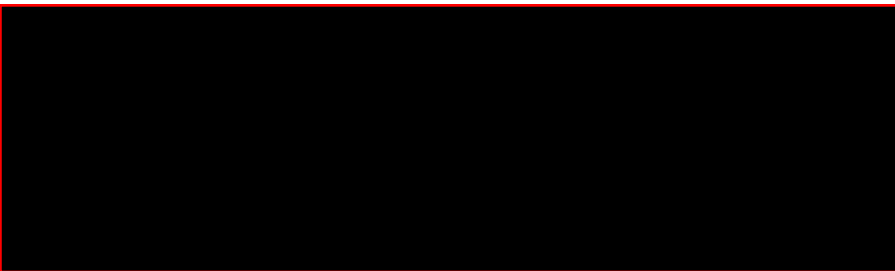
### 4.1 By Developer, BLL

BLL was solely responsible for the design and construction of the following:

- ☐ Gravity sewerage infrastructure for sewage conveyance from the SWC 450mm vitreous clay sewer main under Harbour Street,
- ☐ The sewerage conveyance infrastructure to and including the waste collection sump and connections back to the main sewer.
- ☐ Extraction system and treatment for odour,
- ☐ The non-potable water piping infrastructure (Lilac System) including supply and installation of customer water meters, and
- ☐ The treated water storage tanks including outlet connections.

### 4.2 By the Licensee and Supplier VWS

VWS was responsible for the design and construction of the following Infrastructure under contract to BLL.



## 5 Scope included

### 5.1 Scope included

This Plan relates to the treatment infrastructure as explained in Section 2 and has been prepared in accordance with the Water Industry Competition (General) Regulation 2008 (the Regulation) Schedule 2 (Conditions for retail suppliers' licences), Part 2 (Additional conditions for license for water supply) Section 8, (Retail Supply Management Plans).

Accordingly the scope of this Plan addresses the prescriptive requirements of the Regulation, VWS certified Plan-Do-Check approach and the IPART audit guidelines (latest Revision) as follows which have been logically categorised as Planning, Implementation and Compliance:

**Planning:**

### Retail Supply Management Plan

The arrangements that the licensee (VWS) has made, or proposes to make, in relation to:

- (a) the events & circumstances that could adversely affect the licensee's ability to supply water, and
- (b) the probability of the occurrence of any such event or circumstance, and
- (c) the measures to be taken by the licensee:
  - i. to prevent the occurrence, or minimise the effect, of any such event or circumstance, and
  - ii. to arrange for alternative supplies of water (excluded; refer 10.4 below), and
- (d) The arrangements that the licensee has made, or proposes to make, to ensure that it complies with:
  - i. its code of practice for customer complaints & its code of practice for debt recovery, and
  - ii. marketing code of conduct and transfer code of conduct (as noted in detail in Section 8)

### Implementation

The licensee:

- (a) must ensure that its retail supply management plan is fully implemented and kept under regular review and, in particular, that all of its activities are carried out in accordance with that plan, and
- (b) must, if the Minister so directs, amend its retail supply management plan in accordance with the Minister's direction.

### Compliance

If the Minister or IPART so demands, or if any significant change is made to its retail supply management plan, the licensee:

- (a) must provide the Minister or IPART with a report, prepared by an approved auditor in such manner and form as the Minister or IPART may direct, as to the adequacy of the plan, or
- (b) must pay the Minister's or IPART's costs of conducting an investigation into the adequacy of the plan.

In the preparation of this Plan VWS has also taken due regard to IPART's Water Licensing Audit Guidelines (Latest Revision) for the purpose of assuring all stakeholders that this Plan and its associated controlling actions have the resilience and integrity required under Regulation.

## 5.2 Scope not included

This Plan does not address the arrangement of alternative supply of water nor address any adverse event or circumstance or their risk management in relation to the following; these are the responsibilities of others (namely JLL):

- ☐ Recycled water systems delivering water for use in cooling towers, toilet flushing or irrigation,
- ☐ Sewage supply system to the treatment infrastructure,
- ☐ treatment infrastructure waste disposal system to sewer,
- ☐ Odour control system outside the boundaries of the treatment infrastructure (refer to section 2.6).

## 6 Other conditions under Licence

Schedule B under Retail Supplier's Licence No 10\_009R prescribes a comprehensive list of standard conditions which the Minister has determined to impose pursuant to section 13(1)(b) of the Act as well as those obligations imposed by the Regulation. VWS affirms it will meet these conditions as applicable.

## 7 Other conditions under Regulation

In addition to this Plan the licensee (VWS) must meet all the stated conditions under Regulation, Schedule 2 Parts 1 & 2 and to which VWS commits to meeting as applicable to Licence No 10\_009R unless directed otherwise by IPART or the Minister.

## 8 Codes of practice and conduct

This section addresses the arrangements that VWS has made, or proposes to make, to ensure that it complies with:

- ☐ its code of practice for customer complaints and its code of practice for debt recovery, and
- ☐ the marketing code of conduct and the transfer code of conduct.

### Codes of Practice

VWS's code of practice for customer complaints is provided in the appendices and has been prepared pursuant to the Regulation, Schedule 2, Part 1, Section 4 Code of practice for customer complaints and in conformance with AS ISO 10002-2018 Customer satisfaction-Guidelines for complaints handling in organisations.

VWS's code of practice for debt recovery is provided in the appendices and has been prepared pursuant to the Regulation, Schedule 2, Part 1, section 5 Code of practice for debt recovery and in conformance with ACCC and ASIC Debt collection guideline for collectors and creditors.

Notably the Codes of Practice are generally applied in relation to small retail customers. For Darling Quarter, VWS does not have any small retail customers; only one large customer (JLL). Notwithstanding, VWS codes of practice developed for all existing and proposed sewerage services and recycle water project will be generally applied as a matter of good business practice and governance.

## Codes of Conduct

VWS commits to complying with any water industry code of conduct, marketing code of conduct and transfer code of conduct that may be applicable to its Network Operator's Licence.

Having said that, VWS notes that NSW Office of Water (NOW) had issued draft marketing and transfer codes long back during early 2011. VWS as Licensee is not involved and nor does it anticipate in the foreseen future to be involved in any marketing and transfer activities in relation to its licenses for Darling Quarters RWTP.

## 9 Relationship with other plans under Regulation

This Plan forms part of a suite of plans required under the Regulation as part of VWS's obligations as both a Retail Supplier (this requirement) and a Network Operator (not part of this Licence requirement) in relation to the water Infrastructure as follows.

### Network Operator's Licence (2 plans)

1. Infrastructure Operating Plan (IOP) pursuant to the Regulation Schedule 1, Part 2, Section 6 and describes the design, construction, operation and maintenance of the water infrastructure and its integrity,
2. Water Quality Plan (WQP) pursuant to the Regulation Schedule 1, Part 2, Section 7 and describes the non-potable water quality integrity of the water infrastructure having regard to defined guidelines (Australian Guidelines for Water Recycling - AGWR1), the purposes for which water is to be used and for which water is not used (this plan), and

### Retail Supplier's Licence

3. Retail Supply Management Plan for water supply pursuant to the Regulation, Schedule 2 Part 2 (Additional conditions for licences for water supply) Section 8, (Retail Supply Management Plans); this Plan.



## 10 Stakeholders

This Plan refers to stakeholders, namely those persons, entities and authorities that have an interest in the infrastructure and supply of water under licence. These stakeholders are listed below:

### Stakeholders

Stakeholder	Role
Australian Prime Property Fund (APPF) managed by Lend Lease Developments	Owner of the development and the built infrastructure; Part of Lend Lease Global Investment Management Platform (LLFM)
City of Sydney Council	Local council authority.
Jones Lang LaSalle (JLL)	Asset Management and Operations of the built infrastructure and VWS's Single Customer for receiving water; as an agent of Darling Walk Trust. (JLL works for Lend Lease Funds Management Limited (ACN 000 335 473) and is the trustee and responsible of the Darling Walk Trust (ABN 24 634 378 816))
Public and DQ resident community	Users of Recycled Water
Independent Pricing and Regulatory Tribunal (IPART)	The independent economic regulator for NSW. NSW Government Agency, but operates independently. In this case administers and enforces the WIC Act.
Minister of Lands and Water	WICA Licence Approver.
NSW Ministry of Health	In relation to all Health incidents for Schemes operated under WICA Act..
EPA NSW	NSW Environment Protection Agency – for reporting any environmental pollution incidents associated with operations and maintenance of RWTP
Department of Planning, Industry and Environment (DPIE)	Administers WIC Act, as necessary
Energy and Water Ombudsman of NSW (EWON)	Manages complaints (except for water pricing) which the Licensee has not handled to the satisfaction of the complainant and has referred the complainant to EWON.
Interfacing Contractors	Development maintenance including cooling tower, toilet, irrigation, landscape and associated interfacing services.
Sydney Water (SWC)	Supplier of sewage and potable water when Infrastructure off-line and receiver of water discharge
Veolia Water Solutions & Technologies (Australia) Pty Ltd (VWS)	Design and Construct that part of the Treatment Infrastructure that treats sewage to produce treated water. Since 2011, known as the Network Operator, maintaining and operating the RWTP.

## 11 Planning

The planning requirement of the Regulation, Schedule 2, Part 2, Clause 8 (1) requires this Plan to document the arrangements that the licensee (VWS) has made, or proposes to make, in relation to:

- (a) the events & circumstances that could adversely affect the licensee's ability to supply water, and
- (b) the probability of the occurrence of any such event or circumstance, and
- (c) the measures to be taken by the licensee:
  - i. to prevent the occurrence, or minimise the effect, of any such event or circumstance, and
  - ii. to arrange for alternative supplies of water in response to any such event or circumstance, and
- (d) The arrangements the licensee has made, or proposes to make, to ensure that it complies with:
  - i. its code of practice for customer complaints and its code of practice for debt recovery, and
  - ii. the marketing code of conduct and the transfer code of conduct.

Regarding items (a) through (c) inclusive above, these immediately focus VWS' approach and methodology applying proven Risk Management principles; these are introduced in the following section, and addressed in detail in Appendix 1, Approach and Methodology.

Over the years of VWS operation in Darling Quarters, VWS has obtained wide experience to better understand the events that would come within (a) through (c) inclusive and namely, the potential adverse events and circumstances, their probability of occurrence, the potential consequence of their occurrence and the measures taken to minimise the impact of such occurrences including making arrangements for alternative supplies of recycled water for cooling tower make-up, toilet flushing and irrigation

A single risk assessment register addresses the above.

Later sections under this Planning section address item (d) accordingly.

### 11.1 Approach and methodology

The VWS approach and methodology addressed in Appendix 2 demonstrates to IPART, VWS' customer and VWS' other stakeholders that VWS has:

- ☐ Developed and documented the approach and methodology to be used for identifying the events and circumstances that could adversely affect the ability to supply water,
- ☐ A documented process to periodically review and update the events and circumstances that could adversely affect the ability to supply water to incorporate any changes and,
- ☐ Documented a list of the events and circumstances, in accordance with the approach and methodology that could adversely affect its ability to supply water.

VWS is committed to good Risk Management (RM) principles and methodologies by application of the policies and procedures contained in its QMS Certification Services certified Business management system (BMS) and applied at every stage of project delivery from tendering through project management, contract management, design, procurement, construction, commissioning, operations, servicing and maintenance.

Importantly VWS is committed to the approach and methodology provided by AS/NZS ISO 31000:2018 Risk management; Principles and Guidelines (noting this standard supersedes the earlier RM standard AS/NZS ISO 31000:2018) and related standards for managing disruption related risk and operational continuity as further described in Appendix 2.

The stepwise approach and methodology addressed in the appendices and the following sections are summarised below:

- ☐ Define categories of adverse events and circumstances both external and internal
- ☐ Identify adverse events and circumstances for each category

- ☐ Consider the probability (likelihood) of each adverse event or circumstance occurring
- ☐ Consider the consequence of each adverse event or circumstance should these occur
- ☐ Evaluate the likelihood and consequence of each adverse event or circumstance and decide whether treatment is necessary to reduce the likelihood or to mitigate the consequence or both
- ☐ Decide on an appropriate risk treatment
- ☐ Repeat the evaluation process following risk treatment selected to assure that the risk treatment provides sufficient mitigation and control
- ☐ Repeat the process if necessary to arrive at an acceptable risk treatment
- ☐ Put the risk treatment in place, then manage and monitor.

## 11.2 Adverse events and circumstances

Potential adverse events and circumstances that could adversely affect VWS's ability to supply recycled water have been diligently considered, *identified* and categorised as follows; the complete list of identified potential adverse events and conditions is contained in Appendix 2:

**Table 1 – Adverse events and circumstances**



It is possible to categorise differently to the above. For example Environment could be considered external as well as internal; however, taking this same example we consider external environment (example storm, flood and earthquake) to be related to access and security, whereas environment in the internal context relates to VWS control of circumstances where it could possibly negatively impact on the environment.

Regardless of the method of categorising, the important outcome is that potential adverse events and circumstances are identified along with their risk of occurrence so that these can be managed (by this Plan).

## 11.3 Probability of occurrence

By reference to VWS' approach and methodology including definition of terms in Appendix 1, VWS considers the probability occurrence of any such event or

circumstance in terms of risk management terminology:

- ☐ Risk identification,
- ☐ Risk analysis,
- ☐ Risk evaluation

VWS then considers the measures to be taken to prevent the occurrence, or minimise the effect, of any such event or circumstance in terms of Risk Treatment; addressed in the next section.

VWS considers *risk identification* of risk of occurrence (likelihood) as being from rare through, unlikely, to possible to likely then almost certain; and risk outcome (consequence) as having from insignificant through minor, moderate, major then to severe effect or impact.

VWS considers *risk analysis* in terms of the effect of uncertainty or risk rating arising from the likelihood of an adverse event occurring versus the consequence of that event or circumstance.

When considering *risk evaluation* VWS makes a decision whether to treat or not to treat the risk based on the risk analysis or rating from low through medium, high and very high. Clearly VWS seeks a low risk rating as reasonably practicable.

## 11.4 Measures to be taken

This section addresses the measures to be taken (or Risk Treatment) by the licensee (VWS) to prevent the occurrence, or minimise the effect, of any such event or circumstance; notably:

- VWS has limited control over the potential for external context adverse events or circumstances arising but does have some control over their consequences, and
- VWS does have considerable control and influence over those internal context adverse events and circumstances that could arise and control over their consequences.

The outcome of risk evaluation is to treat or not to treat. The measures taken or risk treatment are sufficient to eliminate or lower to an acceptable level the risk of an adverse event or circumstance occurring as well as mitigating the consequences of the potential adverse events and circumstances. VWS' approach is in line with AS/NZS ISO 31000:2018 as follows:

1. Avoiding the risk by deciding not to start or continue with the activity that gives rise to the risk,
2. Removing the risk source; namely removing the potential for an adverse event or circumstance,
3. Changing the likelihood or risk of,
4. Changing the consequence or risk outcome, or
5. Retaining the risk by informed decision.

This approach is a variation on the conventional approach to hazard identification, risk assessment and control (HIRAC) five step hierarchy of managing hazards; namely, elimination, substitution, segregation, engineering, administration, or personal protection.

This Plan and RM approach, risk treatment measures and controls are addressed in context with the VWS's ability to supply water by the treatment infrastructure or by alternative sources.

VWS had followed a risk management regime associated with design and construction phase. All risk management during operation and maintenance of the treatment infrastructure, and the risk management associated with water quality is addressed in a consolidated risk management register. The same is also attached to

#### Water Quality Plan (WQP).

The 12 elements of the AGRW1 broad coverage has been considered in conducting such risk management . During the design phase, RM principles have been applied by way of for example Design Reviews, Hazards and Operability (HAZOP) studies. Water quality HIRAC with applicable risk treatment controls are put in place that enables VWS to prevent or mitigate the potential for and adverse event or circumstance to arise and to mitigate the impact of that adverse event that may prevent VWS from supplying recycled water.

These controls are evident within the detail of the appendices and are addressed in detail in the IOP and WQP.

The consolidated risk register demonstrates the measures to prevent the occurrence, or minimise the effect of any adverse event or circumstance. These equate to Risk Treatment Plans under the standard and notably show:

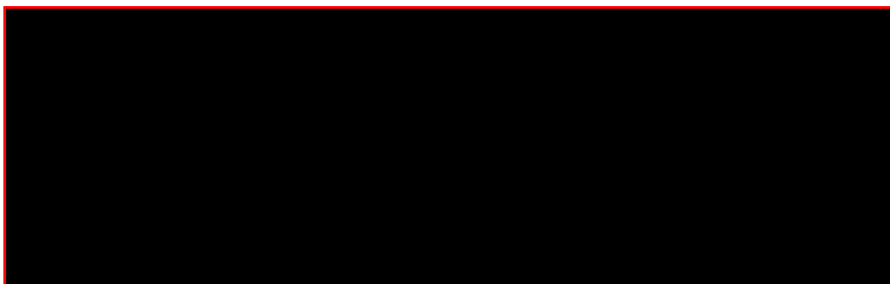
- Risk treatment to prevent, or to remove, or to avoid, or change the likelihood of an adverse event or circumstance arising and the responsibility of either VWS or JLL according to their contractual scope split, and
- Risk treatment to mitigate the consequences of any one or more adverse events or circumstances should these occur shall be the responsibility of VWS or JLL to action according to their contractual scope split.

The level and standard of service provided by VWS to its customer JLL are detailed in the operations, service and maintenance agreement between JLL and VWS. These levels and standards are summarised in the appendices.

Treatment Infrastructure OHSE Plan, Emergency Preparedness & Response Plan and the Business Continuity Management Plan are companion documents of reference.

## 11.5 Odour management

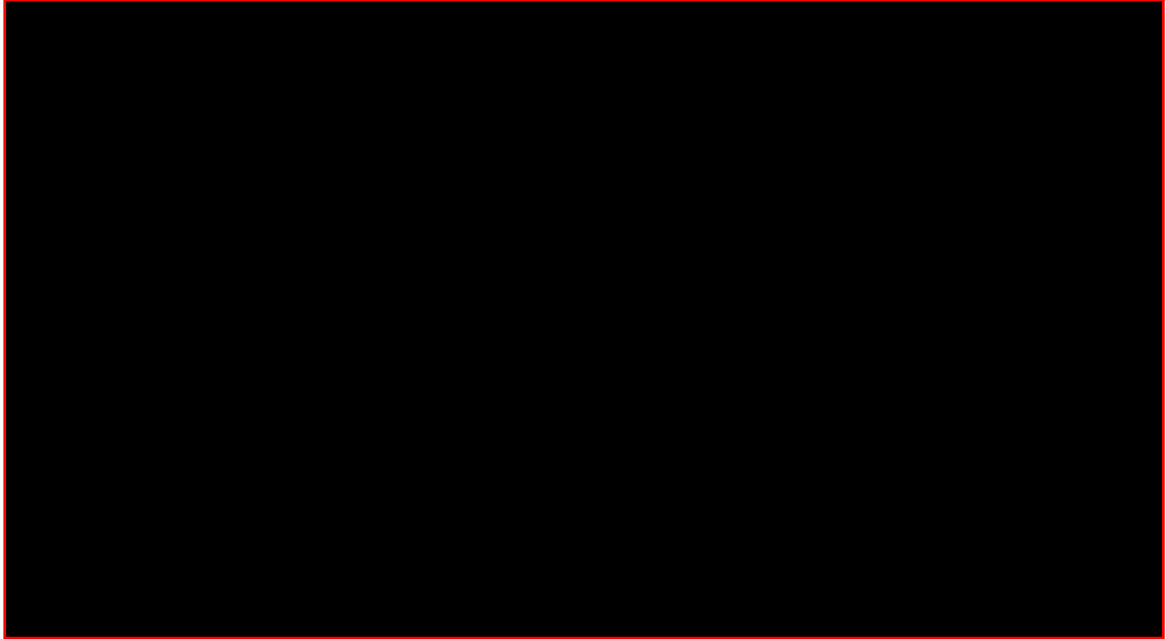
This section specifically addresses odour management for the treatment infrastructure including odour from raw sewage feed through the various process stages of the infrastructure. Asset Owner (JLL) is responsible for and suitably operates and maintains the air extractor and carbon filter installed in the plant to provide a good quality of air and minimise odours. VWS provides advice to JLL based on weekly checks if something seems to not working properly on the air extractor system, then JLL will review and investigate the equipment. The potential sources of odour are as follows:



At the Design and Construction stage the following preventative measures were included to mitigate the potential for or eliminate process odours.







Odour is managed by the operations, service and maintenance personnel of JLL who manage the facility in accordance with the VWS O&M procedures.

In the event of an odour excursion leading to any complaint, the WRP would be shut down including ventilation to atmosphere and not brought back into service until the root cause is determined and corrective measures put in place.

## 11.6 Alternative supply of water

As noted in preceding section 10.4, in the event of any failure or stoppage of the treatment infrastructure resulting from an adverse event or circumstance it is the responsibility of JLL to ensure continuity of supply of sufficient quantities of water for cooling tower makeup, toilet flushing and irrigation by means of the potable water main and automated backup systems installed by BLL, installed in accordance with the Plumbing and Drainage Code of Practice.

This is the only alternative supply of water to replace water produced by the treatment infrastructure.

While the treatment infrastructure is designed for automatic supply of potable water in the event the infrastructure is in shutdown mode or reduced supply volume mode, the interface between VWS and JLL is such that JLL is responsible for ensuring the supply of potable water until the WRP is returned to full operation as specified in the D&C Specification of contract No 90093 between BLL and VWS.

This interface is shown diagrammatically below (reference drawing as detailed in IOP Appendix 1 titled Chlorination Upgrade and Recycled Water Schematic (Customer End)):

JLL is responsible for the water management of water from the WRP and potable water for cooling tower makeup, toilet flushing and irrigation.

## 11.7 Codes of practice and conduct

The Codes of Practice are generally applied in relation to small retail customers. For Darling Quarter, VWS does not have any small retail customers; only one large customer (JLL). Notwithstanding, VWS codes of practice developed has been adapted to suit to the extent practicable.

Technical and financial complaints and debt recovery will be taken up directly by VWS with JLL.

## 12 Implementation

This section affirms that the licensee (VWS):

- ☐ Will ensure that its retail supply management plan is fully implemented and kept under regular review and, in particular, that all of its activities are carried out in accordance with that plan, and if the Minister so directs, will amend its retail supply management plan in accordance with the Minister's direction.

### 12.1 Implementation

This Plan is being implemented by VWS since VWS has executed operation, service and maintenance agreement of the WRP with JLL and is updated in this Revision considering certain changes over the years.

For information, prior to the implementation of the first version of this Plan, VWS had issued such plan in a timely manner to all stakeholders as applicable.

VWS ensures that those responsible for implementing and administering this Plan are made fully aware of the obligations required under this Plan and implement these accordingly.

VWS performs regular verification on various risk treatment provisions in anticipation of those significant potential adverse events or circumstances arising so that the planned actions can be implemented in a timely and proper manner to mitigate the impact of the adverse event or circumstance to the planned acceptable level or better.

In any event, should the treatment actions take longer than anticipated or other contingency circumstances arise, the fallback position will always be to shut-down the WRP and provide potable water for cooling tower makeup, toilet flushing and irrigation by way of the BLL-JLL backup systems.

This Plan shall be formally reviewed by VWS from time to time.

### 12.2 Amendments

Amendments to this Plan may be categorised as VWS improvements or those directed by the Minister. In any event, this Plan (redacted to the extent necessary) shall be made available to the public by way of VWS website. In addition this Plan may be amended as may be necessary following outcomes of site inspections and audit findings by VWS, JLL, or any other authorised stakeholder.

## 13 Compliance

This section affirms that if the Minister or IPART so demands, or if any significant change is made to its retail supply management plan, the licensee (VWS):

- will provide the Minister or IPART with a report, prepared by an approved auditor in such manner and form as the Minister or IPART may direct, as to the adequacy of the plan, or
- will pay the Minister's or IPART's costs of conducting investigation into the adequacy of the plan.

### 13.1 IPART audit

This Plan may be audited by IPART or its representative at any time pursuant to IPART's Audit Guideline Water Licence Audits, Water — Guidelines, latest version as accessible from IPART's website.

### 13.2 VWS audit

All VWS personnel must perform their duties lawfully and in accordance with VWS' certified business management system (BMS). Even so, all our business activities, products and services, including performing our core and support processes, carry a measure of risk.

VWS has a defined way of doing business to eliminate risk or mitigate risk to a level acceptable to the company. The procedures and approaches for this are contained in its BMS documentation; namely, VWS procedures include the applicable risk management tools and the level of checking and verification required to properly conduct our business

VWS' organisation through its legal, contracts management and compliance resources provides a level of assurance to its executive management (namely VWS' CEO and GMs) that VWS is going about its business to meet its legal and contractual obligations and comply with its WICA obligations.

This is largely achieved by the auditing process, for which there are three levels:

- Level 1 - third party BMS certification and third party financial accounting compliance audits,
- Level 2 - internal audits by VWS' own auditors or consultants VWS may engage as its own,
- Level 3 - audits of VWS by its customers or others; alternatively of its suppliers by VWS.

In addition to IPART audits pursuant to their Audit Guidelines, VWS internally audits this Plan, its companion plans (IOP and WQP) and the Service Agreement between VWS and JLL, from time to time, to ensure that VWS is meeting its obligations under each of these Plans.

### 13.3 Audit outcomes

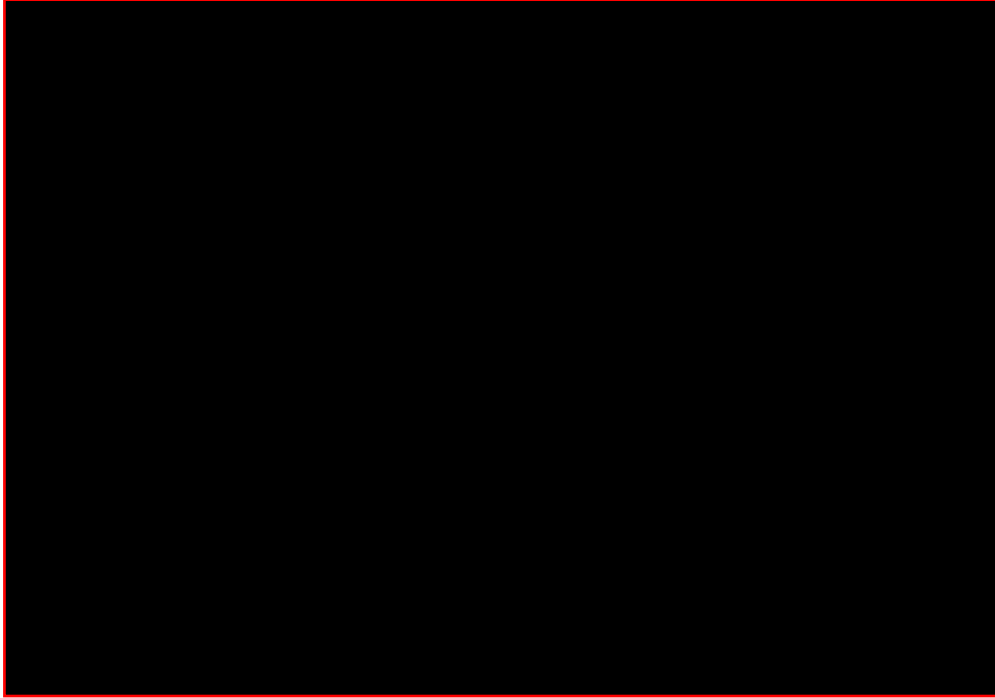
For IPART audits, following the submission of the final audit report, VWS may be required to take action to manage the audit outcomes. As prescribed in the IPART Audit Guidelines IPART will discuss the process for addressing any issues and the actions that the licensee proposes to take in response to the audit findings on a case-by-case basis.

For VWS internal audits, VWS will take applicable corrective action to any non-conformance, observation of opportunity for improvement followed by review and investigation as necessary to determine cause and then put in place preventative actions to avert any reoccurrence of the non-conformance.

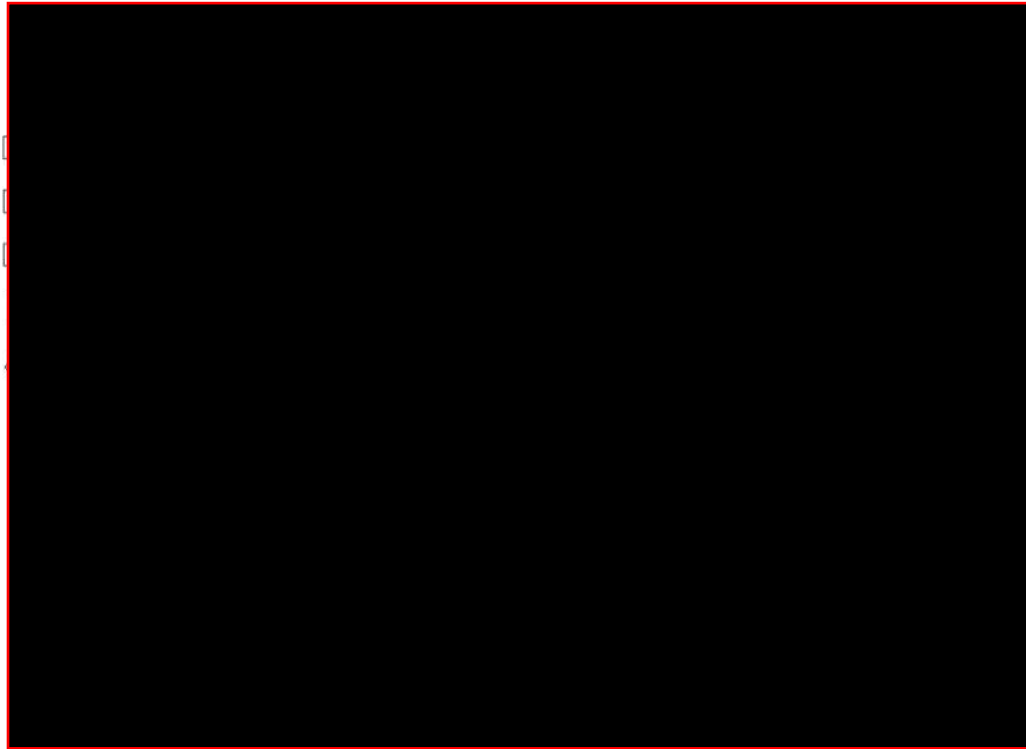
## Appendices

- ☐ Appendix 1 Treatment Infrastructure process flow diagram
- ☐ Appendix 2 Risk management approach and methodology
- ☐ Appendix 3 Identification: Adverse events and circumstances
- ☐ Appendix 4 Risk Assessment Register; showing Probability: Risk identification, Assessment and evaluation and Measures: Risk treatment
- ☐ Appendix 5 Level of and standard of service
- ☐ Appendix 6 Code of Practice – Complaints Handling
- ☐ Appendix 7 Code of Practice – Debt Recovery
- ☐ Appendix 8 Treatment Infrastructure OHSE Plan
- ☐ Appendix 9 Asset Owner's Building Emergency Response Procedure
- ☐ Appendix 10 Business Continuity Management Plan (BCMP)

## Appendix 1 – Process Block Flow Diagram







## Appendix 2 – Approach and methodology

This appendix demonstrates to IPART, VWS customer and VWS' other stakeholders that VWS has:

- Developed and documented the approach and methodology to be used for identifying the events and circumstances that could adversely affect their ability to supply water,
- A documented process to periodically review and update the events and circumstances that could adversely affect their ability to supply water to incorporate any changes and,
- Documented a list of the events and circumstances, in accordance with the approach and methodology that could adversely affect its ability to supply water,
- Estimated the probability of the occurrence of any such events or circumstance that could adversely affect their level of service,
- Evaluated the major sources of uncertainty associated with each event or circumstance and actions have been considered to reduce uncertainty,
- Determined the significant risks and established documented priorities for the management of those events or circumstances that could adversely affect their ability to supply water,

VWS is committed to good Risk Management (RM) principles and methodologies by application of the policies and procedures contained in VWS's business management system (BMS) which is certified by QMS Services to the following standards:

- AS/NZS 4801: 2001 Health and Safety Management System
- AS/NZS ISO 14001: 2015 Environmental Management System
- AS/NZS ISO 9001: 2015 Quality Management System

Importantly VWS is committed to the approaches outlined in the following standards specific to RM:

- AS/NZS ISO 31000:2018 Risk management; Principles and Guidelines; as well as
- AS/NZS 5050:2010 Business Continuity; Managing disruption related risk, and
- AS ISO 22301:2017 Business continuity management

To demonstrate this commitment, VWS's organisation includes a Compliance Manager reporting to the General Counsel and responsible for providing assurance to top management and VWS stakeholders that the company's activities, products and services are being performed or provided in accordance with applicable legislation, codes of practice, standards, contract conditions and VWS's own certified BMS policies and procedures; all necessary for good corporate governance and accountability.

These standards and VWS' BMS procedures require the application of rigorous RM principles at every stage of project delivery from initial planning, through project management of delivery, design, procurement, construction, commissioning, operations service and maintenance.

These principles include the identification of non-conformances, safety hazards, environmental aspects as well as incident management, emergency response and business continuity interruption; namely the management of adverse events and circumstances in a planned and controlled manner to mitigate negative outcomes.

This Plan applies the principles and processes contained in the above standards to meet the specific requirements of the Regulation; noting it is not the purpose of this Plan to repeat or quote in detail each and every definition contained in these standards, except for those addressed below.

VWS's RM approach and methodology are discussed below necessarily elaborating further on five main generic definitions contained in AS/NZS ISO 31000:2018 to better describe these specifically in context with this Plan

These are tabled below and these will equate to the requirements of the Regulation and define VWS's RM approach and methodology in relation to the Water Recycling Plant's (treatment infrastructure) integrity, and the management thereof, to supply water:

**Table 1 - Risk management definitions related to planning**

Term	AS/NZS ISO 31000:2018 Definition	Definition in context of this Plan
Event	Occurrence or change of a particular set of circumstances noting an event can be one or more occurrences and can have several causes; can consist of something not happening; can refer to an incident or accident; an event without consequence (eg near miss)	Events and circumstances that could adversely affect the licensee's ability to supply water; a disruptive occurrence. In this Plan we shorten this to a disruption or adverse event or similar while taking account of the extended definitions of the standard.
Risk	Effect of uncertainty on objectives noting risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated likelihood of the occurrence.	The combination or risk rating arising from the likelihood of (probability of, or risk of) an adverse event occurring v the consequence (impact, or risk outcome) of that event.
Risk assessment	Overall process of risk identification, risk analysis and risk evaluation (refer to Standard)	Overall process of risk identification, risk analysis and risk evaluation related to potential adverse events and circumstances
Risk Treatment	The process to modify risk including avoiding the risk by deciding not to start or continue with the activity that gives rise to the risk, removing the risk source, changing the likelihood, changing the consequence or retaining the risk by informed decision.	The measures (controls) to be taken by the licensee: <ul style="list-style-type: none"> <li>i. to prevent the occurrence, or minimise the effect, of any adverse event or circumstance, and</li> <li>ii. to arrange for alternative supplies of water in response to any such event or circumstance</li> </ul>
Residual Risk	The risk remaining after risk treatment	The risk remaining after the measures taken to prevent the occurrence, or minimise the effect, of any adverse event or circumstance.

VWS RM approach and methodology follows that of AS/NZS ISO 31000:2018 and is as follows to prevent the occurrence, or minimise the effect, of any adverse event or circumstance, and to arrange for alternative supplies of water in response to any such event or circumstance:

1. **Establish the context:** Identify the potential adverse events; these are defined in the next sub-section and may be caused by external occurrences or internal occurrences,
2. **Risk Assessment:** Risk identification, risk analysis and risk evaluation related to potential adverse events and circumstances,
3. **Risk Treatment:** Put in place appropriate controls to prevent the (likelihood of or risk of) occurrence and to minimise the effect (mitigate the consequence or risk outcome) of the adverse event to an acceptable residual risk level,

Implement, manage and monitor the Plan, including periodic review and update of the events and circumstances that could adversely affect VWS ability to supply recycled water and to incorporate any changes; this is implementation phase addressed in section 3.

The combination of the likelihood of an adverse event and its consequence will determine the level of risk as shown in the Figures below: Risk (Rating) Matrix. This matrix identifies the level of risk found when analysing the likelihood versus consequence of an adverse or disruptive event occurring.

This table is similar to Table 6.6 in AS HB 436:2004 RM Guidelines and Table 2.7 Qualitative Risk Estimation in The Australian Guidelines for Water recycling: managing Health and Environmental Issues (phase 1) 2006; namely a 5x5 matrix with 4 Risk Ranking levels requiring some qualitative assessment.

The risk matrix ranks the likelihood of an adverse event or circumstance occurring increasing from rare, to unlikely, possible, likely to almost certain (or 1 to 5 respectively); and the consequence of such event or circumstance increasing from insignificant to minor, moderate, major or severe (or 1 to 5 respectively) as the case may be.

The quasi-quantitative assessment of the combination of likelihood v consequence is determined by multiplying the likelihood and consequence ranking; refer to Figure 2.

**Figure 1 – Risk (Rating) Matrix - display 1: qualitative**

Likelihood or Probability	Consequence or Impact (Risk outcome)				
	Insignificant - 1	Minor - 2	Moderate - 3	Major - 4	Severe - 5
Almost Certain - 5	Low	Medium	High	Very High	Very High
Likely - 4	Low	Medium	High	Very High	Very High
Possible - 3	Low	Medium	High	Very High	Very High
Unlikely - 2	Low	Low	Medium	High	Very High
Rare event - 1	Low	Low	Low	High	High

**Figure 2 – Risk (Rating) Matrix - display 2: quasi-quantitative**

Likelihood or Probability	Consequence or Impact (Risk outcome)				
	Insignificant	Minor	Moderate	Major	Severe
Almost Certain	5	10	15	20	25
Likely	4	8	12	16	20
Possible	3	6	9	12	15
Unlikely	2	4	6	8	10
Rare event	1	2	3	4	5

It follows from the above risk matrix that VWS considers and puts in place mitigation actions and controls for any adverse event that results in a Medium, High or Very High risk category or combined risk rating of 4 or above, unless noted otherwise.

The priority of the actions and controls put in place shall be proportional to the level of risk identified in order that the residual risk becomes acceptable.

This can be described qualitatively as follows noting that with the 5x5 matrix and 4 Risk Ratings, there is some crossover in the ratings and therefore cross over in our qualitative assessment:

**Figure 3 – Qualitative assessment rating of controls**

Qualitative Residual Risk Rating	Quasi-quantitative Residual Risk Rating	Qualitative Assessment of Controls
Low-medium	1-3	Best practice unless noted otherwise
Medium	4	Adequate unless noted otherwise
High-Very High	4-25	Inadequate

The higher the residual risk rating the greater the significance of that risk; and the highest priority given to its prevention and or mitigation as applicable.

Once VWS puts in place actions and controls to mitigate the consequence of an adverse event, VWS then reassesses that mitigation to assure itself the control in place reduce the residual risk rating to an acceptable level.

### Appendix 3 – Adverse events and circumstances

Context & Category	Potential Adverse Event or Circumstance



Context & Category	Potential Adverse Event or Circumstance

**Appendix 4 – Risk Assessment Register, showing probability: risk identification, analysis and evaluation and Measures: Risk treatment**

Reference is made to next four pages; as attached.

DARLING QUARTERS RECYCLED WATER TREATMENT PLANT  
RISK ASSESSMENT REGISTER

Prepared By	Reviewed By	Reviewed By	Approved By
Charles Kern	Robert Kue	Patrick Gordon	Craig Hancock
Plant Manager	Senior Contracts Manager	Process Manager Recycled Water Network	Operations Manager Recycled Water Region
15/07/2019	03/07/2021	03/07/2021	21/02/2021

Matrix				
Consequence				
Severity	Frequency	Impact	Control	Overall Risk
Extreme	High	High	High	Extreme
Major	Medium	Medium	Medium	Major
Minor	Low	Low	Low	Minor
Very Low	Very Low	Very Low	Very Low	Very Low

DARLING QUARTERS RECYCLED WATER TREATMENT PLANT  
RISK ASSESSMENT REGISTER

Prepared by	Reviewed by	Reviewed by	Approved by
Chadler Kohn	Susan Kell	Patricia Coulton	Craig Hancock
Plant Manager	Sally Connolly Manager	Services Manager - Plant and Networks	Operations Manager - North East Region
18/07/20 19	03/06/2021	03/06/2021	21/09/2021

Main		Contributions				Categorization	
Probability	Imaginate	Minor	Moderate	Major	Catastrophic		
Almost Certain	High	High	Extreme	Extreme	Extreme		
Likely	Medium	High	High	Extreme	Extreme		
Possible	Low	Medium	High	Extreme	Extreme		
Unlikely	Low	Low	Medium	High	Extreme		
Rare	Low	Low	Medium	High	High		



## Appendix 5 – VWS level and standard of service

The level and standard of service being provided by VWS to its customer JLL are detailed in the current version of operations, service and maintenance agreement between JLL and VWS. These levels and standards are summarised below.

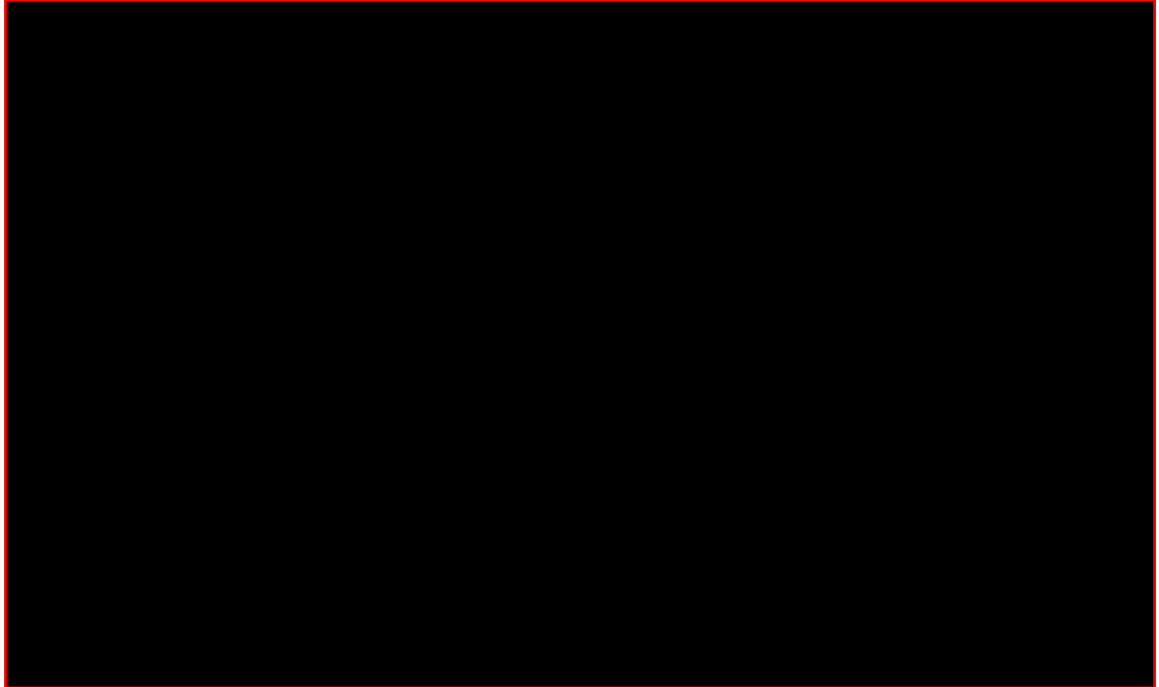
- ☐ Commitment 1 ensure a safe operation having minimal impact on the environment
- ☐ Commitment 2 supply 166kL per day of recycled water noting 95% availability
- ☐ Commitment 3 supply potable water equivalent when not able to provide recycled water
- ☐ Commitment 4 provide 24/7 attendance on site or by remote access to ensure the above
- ☐ Commitment 5 ensure reliability of media and membranes
- ☐ Commitment 6 ensure the reliable supply of water treatment chemicals and consumables
- ☐ Commitment 7 handle customer complaints in accordance with AS ISO 10002-2006
- ☐ Commitment 8 manage adverse events or circumstances in accordance with this Plan

The level or scope of service includes:

- ☐ **Site Operations**
  - Operate and monitor the plant 24/7 in accordance with the WRP operating procedures and performance criteria
- ☐ **Service support**
  - Carry out specialty servicing as contained in detail in the service agreement to ensure optimal plant performance
- ☐ **Maintenance**
  - Perform all necessary plant maintenance in accordance with manufacturers' instructions and as detailed in the O&M manual and considering age of the RWTP
- ☐ **Spare Parts and Consumables**
  - Supply all necessary spare parts and consumables for operation of the WRP; and considering age of the RWTP, for large capital expenditure items such as RO and MBR membrane replacement these will be in accordance with negotiated agreement on the matter between VWS and JLL
- ☐ **Chemicals**
  - Supply all necessary chemicals to operate the plant for the duration of the contract
- ☐ **Water testing**
  - All necessary water testing to achieve performance parameters and regulatory compliance
- ☐ **Licensing**
  - Maintain plant performance to meet or exceed all licensing requirements
- ☐ **Meetings and reporting**
  - Meet regularly with and report to applicable stakeholders as required under contract and Regulation.

The standard of performance will be measurable as in terms of key performance indicators (KPIs) as tabled below

**Table 1 – Standard of service key performance indicators**



The probability of the occurrence of any event or circumstance that could adversely affect the level and standard of service has been addressed in the forgoing sections and the plan to treat the risks addressed in the RWTP accordingly

## Appendix 6 Code of Practice for Complaints Handling

### Note

The Codes of Practice are generally applied in relation to small retail customers. For Darling Quarter, VWS does not have any small retail customers; only one large customer (JLL). Notwithstanding, VWS codes of practice developed for all existing and proposed sewerage services and recycle water project will be generally applied as a matter of good business practice and governance

### PURPOSE

This code of practice provides a guideline for complaints handling (including the preparation of related procedures) by management and employees of Veolia Water Solutions & Technologies (Australia) Pty Ltd (VWS) in relation to its Recycled Water Services as Recycled Water Network Operator and Retail Supplier Licences for the Darling Quarters Development pursuant to the Water Industry Competition (General) Regulation 2008, Schedule 2, Part 1, Cl 4.

This code of practice is for VWS internal use only; a short version has been made available to its sole Customer (JLL).

### BACKGROUND

VWS has been contracted by JLL to supply recycle water services for the Darling Quarters Development.

VWS commits to provide these services in accordance with the code of practice described in this appendix prepared by VWS as licence holder. VWS will be responsible for customer communication, complaints handling and debt recovery. The split of responsibility is as follows:

- ☐ VWS - All operational related customer interface matters
- ☐ JLL - All financial related customer interface matters including tariff setting and debt recovery (knowing that JLL is the customer and also asset owner representative and as such it will need to deal with itself in relation to any financial related customer interface matter)

### LICENCE HOLDER OBLIGATION

Pursuant to the above Regulation, VWS shall:

- (a) establish and comply with a code of practice for customer complaints, whether in relation to:
  - i. the supply of water, or the provision of sewerage services, by the licensee, or
  - ii. the operation of the water or sewerage infrastructure from which that water is supplied or those services provided, and
  - iii. establishment of a procedure for notifying NSW Health during the development of (and any amendment of) a procedure for notifying NSW Health of Health related complaints, agreed to by NSW Health, in the Retail Supply Management Plan, if and as applicable and
- (b) provide copies of that code of practice to the Minister, IPART and to the ombudsman (EWON), if and as applicable and
- (c) keep its customers informed as to:
  - i. the provisions of that code of practice, and
  - ii. the existence of the ombudsman, and the procedure for referring complaints or disputes to the ombudsman, and
- (d) furnish periodic reports to the Minister and IPART, in relation to the complaints it receives, in such form, and containing such information, as the Minister or IPART requires.



## REFERENCE STANDARD

This code of practice conforms to and takes from AS/ISO 10002—2014 Customer Satisfaction; Guidelines for complaints handling in organisations, as published by Standards Australia.

## DEFINITIONS

The reference standard definitions follow, edited specifically to this Plan and Licence

### Complainant

JLL as sole customer

### Complaint

Expression of dissatisfaction made to VWS, related to its products (namely recycled water supply), or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected

### Customer

JLL as sole customer

## GUIDING PRINCIPLES

### Visibility

Information about how and where to complain shall be well publicised to the sole customer (JLL).

### Accessibility

VWS complaints handling process shall be easily known to the sole complainant (JLL). Information shall be made available on the details of making and resolving complaints. The complaints handling process and supporting information shall be easy to understand and use.

### Responsiveness

Receipt of each complaint shall be acknowledged to the complainant immediately. Complaints shall be addressed promptly in accordance with their urgency. For example, significant health and safety issues shall be processed immediately. The complainants shall be treated courteously and be kept informed of the progress of their complaint through the complaints handling process.

### Objectivity

Each complaint shall be addressed in an equitable, objective and unbiased manner through the complaints handling process.

### Charges

Access to the complaints handling process shall be free of charge to the complainant.

### Confidentiality

Personally identifiable information concerning the complainant shall be available where needed, but only for the purposes of addressing the complaint within VWS and shall be actively protected from disclosure, unless the customer or complainant expressly consents to its disclosure.

### Customer-focused approach

VWS shall adopt a customer-focused approach, shall be open to feedback including complaints, and shall show commitment to resolving complaints by its actions.

### Accountability

VWS shall ensure that accountability for and reporting on the actions and decisions of VWS with respect to complaints handling is clearly established.

### Continual improvement

The continual improvement of the complaints handling process and the quality of products shall be a permanent objective of VWS.

## COMPLAINTS HANDLING FRAMEWORK

### Commitment

VWS is actively committed to effective and efficient complaints handling.

### Policy

VWS is committed to customer focused complaints handling practices.

### Responsibility and authority

*Top management shall be responsible for the following:*

- ☐ ensuring that the complaints handling process and objectives are established;
- ☐ ensuring that the complaints handling process is planned, designed, implemented, maintained and continually improved;
- ☐ identifying and allocating the management resources needed for an effective and efficient complaints handling process;
- ☐ ensuring the promotion of awareness of the complaints handling process and the need for a customer focus throughout VWS;
- ☐ ensuring that information about the complaints handling process is communicated to the sole customer JLL in an easily accessible manner;
- ☐ establishing a resource as a complaints handling management representative and clearly defining his or her responsibilities and authority in addition to the responsibilities and authority set out below;
- ☐ ensuring that there is a process for rapid and effective notification to top management of any significant complaints;
- ☐ periodically reviewing the complaints handling process to ensure that it is effectively and efficiently maintained and continually improved.

*The complaints handling management representative shall be responsible for the following:*

- ☐ establishing a process of performance monitoring, evaluation and reporting;
- ☐ reporting to top management on the complaints handling process, with recommendations for improvement;
- ☐ maintaining the effective and efficient operation of the complaints handling process, including the recruitment and training of appropriate personnel, technology
- ☐ requirements, documentation, setting and meeting target time limits and other requirements, and process reviews.

*Other managers involved in the complaints handling process shall, as applicable within their area of responsibility, be responsible for the following:*

- ☐ ensuring that the complaints handling process is implemented;
- ☐ liaising with the complaints handling management representative;
- ☐ ensuring the promotion of awareness of the complaints handling process and of the need for a customer focus;
- ☐ ensuring that information about the complaints handling process is easily accessible;
- ☐ reporting on actions and decisions with respect to complaints handling;
- ☐ ensuring that monitoring of the complaints handling process is undertaken and recorded;
- ☐ ensuring that action is taken to correct a problem, prevent it happening in the future, and that the event is recorded;
- ☐ ensuring that complaints handling data are available for the top management review.

*All personnel in contact with the customer and complainant (JLL) shall*

- ☐ be trained in complaints handling,
- ☐ comply with any complaints handling reporting requirements determined by VWS,
- ☐ treat customer in a courteous manner and promptly respond to their complaints or direct them to the appropriate individual, and
- ☐ show good interpersonal and good communication skills.

*All personnel shall*

- ☐ be aware of their roles, responsibilities and authorities in respect of complaints,
- ☐ be aware of what procedures to follow and what information to give to complainants, and
- ☐ report complaints which may have a significant impact on VWS.

## **PLANNING AND DESIGN**

### **Objectives**

Top management shall ensure that the complaints handling objectives are established for relevant functions and levels within VWS. These objectives shall be measurable and consistent with the complaints handling policy. These objectives shall be set at regular intervals as detailed performance criteria.

### **Activities**

Top management shall ensure that the planning of the complaints handling process is carried out in order to maintain and increase customer satisfaction.

### **Resources**

In order to ensure that the complaints handling process operates effectively and efficiently, top management shall assess the needs for resources and provide them. These include resources such as personnel, training, procedures, documentation, specialist support, materials and equipment, computer hardware and software, and finances.

## **OPERATION OF COMPLAINTS-HANDLING PROCESS**

### **Communication**

Information concerning the complaints handling process shall be made readily available to customers, complainants and other interested parties including:

- ☐ where complaints can be made;
- ☐ how complaints can be made;
- ☐ information to be provided by the complainant;
- ☐ the process for handling complaints;
- ☐ time periods associated with various stages in the process;
- ☐ the complainant's options for remedy, including external means;
- ☐ how the complainant can obtain feedback on the status of the complaint.

### **Receipt of complaint**

Upon reporting of the initial complaint, the complaint shall be recorded with supporting information and a unique identifier code. The record of the initial complaint shall identify the remedy sought by the complainant and any other information necessary for the effective handling of the complaint including the following:

- ☐ a description of the complaint and relevant supporting data;
- ☐ the requested remedy;

- ☐ the products or practices complained about;
- ☐ the due date for a response;
- ☐ data on people, department, branch, organization and market segment;
- ☐ Immediate action taken (if any).

### **Tracking of complaint**

The complaint shall be tracked from initial receipt through the entire process until the complainant is satisfied or the final decision is made. An up-to-date status shall be made available to the complainant upon request and at regular intervals, at least at the time of preset deadlines.

### **Acknowledgement of complaint**

Receipt of each complaint shall be acknowledged to the complainant immediately (for example via post, phone or e-mail).

### **Initial assessment of complaint**

After receipt, each complaint shall be initially assessed in terms of criteria such as severity, safety implication, complexity, impact, and the need and possibility of immediate action.

### **Investigation of complaints**

Every reasonable effort shall be made to investigate all the relevant circumstances and information surrounding a complaint. The level of investigation shall be commensurate with the seriousness, frequency of occurrence and severity of the complaint.

### **Response to complaints**

Following an appropriate investigation, VWS shall offer a response, for example correct the problem and prevent it happening in the future. If the complaint cannot be immediately resolved, then it shall be dealt with in a manner intended to lead to its effective resolution as soon as possible.

### **Communicating the decision**

The decision or any action taken regarding the complaint, which is relevant to the complainant or to the personnel involved, shall be communicated to them as soon as the decision or action is taken.

### **Closing the complaint**

If the complainant accepts the proposed decision or action, then the decision or action shall be carried out and recorded. If the complainant rejects the proposed decision or action, then the complaint shall remain open. This shall be recorded and the complainant shall be informed of alternative forms of internal and external recourse available. VWS shall continue to monitor the progress of the complaint until all reasonable internal and external options of recourse are exhausted or the complainant is satisfied.

## **MAINTENANCE AND IMPROVEMENT**

### **Collection of information**

VWS shall record the performance of its complaints handling process. VWS shall establish and implement procedures for recording complaints and responses and for using these records and managing them, while protecting any personal information and ensuring the confidentiality of complainant. This shall include the following:

- ☐ specifying steps for identifying, gathering, classifying, maintaining, storing and disposing of records;
- ☐ recording its handling of a complaint and maintaining these records, taking utmost care to preserve such items as electronic files;
- ☐ keeping records of the type of training and instruction that individuals involved in the complaints handling process have received; if and as necessary;
- ☐ specifying VWS's criteria for responding to requests for record presentation and record

submissions made by a complainant or his or her agent; this may include time limits, what kind of information will be provided, to whom, or in what format;

- ☐ specifying how and when statistical non-personally identifiable complaints data are disclosed to the public.

#### **Analysis and evaluation of complaints**

All complaints shall be classified and then analysed to identify systematic, recurring and single incident problems and trends, and to help eliminate the underlying causes of complaints.

#### **Satisfaction with the complaints handling process**

There shall be regular action taken to determine the levels of satisfaction of complainants with the complaints handling process. This may take the form of random surveys of complainants and other techniques.

#### **Monitoring of the complaints handling process**

Monitoring of the complaints handling process, the resources required (including personnel) and the data to be collected shall be undertaken.

#### **Auditing of the complaints handling process**

VWS shall regularly perform or provide internal audits in order to evaluate the performance of the complaints handling process. The audit shall provide information on

- ☐ process conformity to complaints handling procedures, and
- ☐ process suitability to achieve complaints handling objectives.

The complaints handling audit may be conducted as part of VWS quality management system audit. The audit results shall be taken into account in the management review to identify problems and introduce improvements in the complaints handling process. The audit shall be carried out by competent individuals independent of the activity being audited.

#### **Management review of the complaints handling process**

Top management of VWS shall review the complaints handling process on a regular basis (annually or as otherwise required) in order to:

- ☐ ensure its continuing suitability, adequacy, effectiveness and efficiency,
- ☐ identify and address instances of non-conformity with health, safety, environmental, customer, regulatory and other legal requirements,
- ☐ identify and correct product deficiencies,
- ☐ identify and correct process deficiencies,
- ☐ assess opportunities for improvement and the need for changes to the complaints handling process and products offered, and
- ☐ evaluate potential changes to the complaints handling policy and objectives.

The input to management review may include information on:

- ☐ internal factors such as changes in the policy, objectives, organizational structure, resources available, and products offered or provided,
- ☐ external factors such as changes in legislation, competitive practices or technological innovations,
- ☐ the overall performance of the complaints handling process, including customer satisfaction surveys and the results of the continual monitoring of the process,
- ☐ the results of audits,
- ☐ the status of corrective and preventive actions,
- ☐ follow up actions from previous management reviews, and
- ☐ recommendations for improvement.

The output from the management review may include

- ☐ decisions and actions related to improvement of the effectiveness and efficiency of the complaints handling process,

- ☐ proposals on product improvement, and decisions and actions related to identified resource needs.

Records from management review shall be maintained and used to identify opportunities for improvement.

### **Continual improvement**

VWS shall continually improve the effectiveness and efficiency of the complaints handling process. As a result, VWS can continually improve the quality of its products and service. This can be achieved through corrective and preventive actions and innovative improvements. VWS shall take action to eliminate the causes of existing and potential problems leading to complaints in order to prevent recurrence and occurrence, respectively. VWS shall

- ☐ explore, identify and apply best practices in complaints handling,
- ☐ foster a customer-focused approach within VWS,
- ☐ encourage innovation in complaints handling development, and
- ☐ recognise exemplary complaints handling behaviour.

### **RECOURSE TO FURTHER ACTION**

In the event a customer is not satisfied with the handling of their complaint by VWS, VWS shall direct the customer to the Energy and Water Ombudsman of NSW (EWON) should they wish to take further action.

### **REFERENCES**

- ☐ VWS Corporate Complaints handling Policy
- ☐ (Note: CF04 is for VWS internal complaints; but is easily adaptable to external events)
- ☐ Complaints Handling Administration Procedure
  - Complaint Form – external use
  - Complaint Follow-up Form – internal use (to be prepared case to case)
- ☐ Performance Monitoring
- ☐ Training Program; if and as necessary
- ☐ Internal VWS Audit (as per BR14 Auditing Procedure)

#### TECHNICAL COMPLAINT PROCESS\*

**\* Current Call Toll Free No: 1300 726 678 (if 0407 867 157 is not answering)**

**Email Address: [info@myrecycledwater.com.au](mailto:info@myrecycledwater.com.au)**

Courteous receipt of call:

1. Call centre records time of call AEST
2. First of all we shall need to record your name, address and contact phone number and email:
  - a) Name
  - b) Address
  - c) Phone number at home and mobile
  - d) Email address
  - e) What is the most suitable number to call you back and at what time?
3. To help us understand your complaint for us to resolve the matter as efficiently as possible is your complaint in connection with one of the following:
  - a) Recycled Water Collection issues
  - b) Sewer (Feed to the plant)
  - c) Recycle Water Treatment Plant
  - d) None of the above
4. If your complaint refers to the Recycled Water, are you concerned about:
  - a) no recycle water available
  - b) low recycle water pressure
  - c) colour of the water
  - d) any odour
  - e) health Issues in relation to the recycled water
  - f) none of the above
5. If your complaint refers to the sewer, have you discussed this with Sydney Water, who (and now VWS) are responsible for supply of sewerage to the Plant:
  - a) Yes, but Sydney Water advised to contact VWS
  - b) Yes, Sydney Water is resolving the matter, but I want VWS also to get involved
  - c) health Issues in relation to the sewer network
  - d) don't know
6. If your complaint refers to the Recycle Water Treatment Plant, are you concerned about:
  - a) Security
  - b) noise
  - c) odour
  - d) Others such as H2S Alarm

#### FINANCIAL COMPLAINT PROCESS\*

**\* - Toll Free No: 1300 726 678 (if 0407 867 157 is not answering)**

**Email: [info@myrecycledwater.com.au](mailto:info@myrecycledwater.com.au)**

As JLL is the sole commercial customer for RWTP and also the asset owner's representative, and there is no financial transactions from JLL to any other customer (other than internal), other than fees to be payable by JLL to VWS in accordance with contract between VWS and JLL, financial complaint process is not applicable for this license.

## Appendix 7 Code of Practice for Debt Recovery

**As JLL is the sole commercial customer for RWTP and at the same time the asset owner's representative**, so JLL as the Customer technically not be the debt holder to the asset owner (itself) – However, JLL may have **financial** liability as asset owner to parties involved in RWTP (such as VWS and its suppliers and service providers) such the **fees to be payable by JLL to VWS in accordance with contract between VWS and JLL**, The following pages describe a **Debt Recovery Code of Practice** that may apply in both a theoretical situation of JLL (Customer) contacting JLL (Asset Owner) in relation to a debt by JLL (Customer)

### PURPOSE

This code of practice provides a guideline for debt recovery by management and employees of Veolia Water Solutions & Technologies (Australia) Pty Ltd (VWS) in relation to its Recycled Water Network Operator and Retail Supplier Licences for the Darling Quarters Development pursuant to the Water Industry Competition (General) Regulation 2008, Schedule 2, Part 1, Cl 5.

This code of practice is for VWS internal use only; a short version may be made available to JLL if appropriate at any point of time.

### BACKGROUND

VWS has been contracted by JLL to supply recycle water services for the Darling Quarters Development..

VWS commits to provide these services in accordance with the code of practice described in this appendix prepared by VWS as licence holder; if and as required. VWS will be responsible for customer communication, complaints handling and debt recovery. The split of responsibility is as follows:

- ☐ VWS - All operational related customer interface matters
- ☐ JLL - All financial related customer interface matters including tariff setting and debt recovery

**(knowing that JLL is the customer and also asset owner representative and as such it will need to deal with itself in relation to any financial related customer interface matter)**

### LICENCE HOLDER OBLIGATION

Pursuant to the above Regulation, VWS shall:

- (e) establish and comply with this code of practice for debt recovery, and
- (f) provide copies of this code of practice to the Minister, IPART and to the ombudsman (EWON),  
and
- (g) keep its customer JLL, informed as to the provisions of this code of practice.

Specifically this code of practice provides for the deferment, in whole or in part, of payments owed by the sole customer, JLL to cover for all RWTP obligations (such as Payments to VWS and other Suppliers and service providers) suffering financial hardship; this is in addition to any other legal provisions that may be obligatory on JLL to settle any debt issue towards any other party.

This code of practice, so far as Darling Quarters RWTP is concerned, applies to the sole customer (JLL who offtakes for further distribution of recycled water supply services throughout the development.



## **GUIDING PRINCIPLES**

This code of practice conforms to and takes from ACCC and ASIC Debt Collection Guideline: for collectors and creditors as published by the ACCC and ASIC published in July 2017.

Notably the ACCC/ASIC guideline is specifically developed for Debt Collection Agencies whereas this code of practice is for reference by VWS appointed personnel for handling debt recovery by VWS. Only when this code of practice is followed through to completion and debt remains with JLL, the sole customer, shall VWS transfer debt recovery to a third party debt collection company.

## **PRACTICAL GUIDANCE**

### **Contact for a reasonable purpose only**

Communications with the debtor (JLL, also asset owner's representative) must always be for a reasonable purpose, and should only occur to the extent necessary. It is considered necessary and reasonable for VWS to contact a debtor to:

- ☐ give information about the debtor's account,
- ☐ convey a demand for payment,
- ☐ accurately explain the consequences of non-payment, including any legal remedies available to the collector/creditor, and any service restrictions,
- ☐ make arrangements for repayment of a debt,
- ☐ put a settlement proposal or alternative payment arrangement to the debtor,
- ☐ review existing arrangements after an agreed period,
- ☐ ascertain why earlier attempts to contact the debtor have not been responded to within a reasonable period, if this is the case and
- ☐ ascertain why an agreed repayment arrangement has not been complied with, if this is the case

### **Making contact with debtor**

Under privacy laws, VWS has an obligation to protect the privacy of debtors. When making direct contact, VWS must always ensure the person that it is dealing with is the debtor. This must be done every time VWS makes contact before VWS divulges any information about the debt, the process for its recovery or other confidential information.

The privacy limits on disclosing information to third parties apply to the debtor's spouse, partner and/or family as much as they apply to other third parties (in this case JLL Organisation). Having established the debtor's identity, VWS person will need to identify who he or she is and whom he/she works for, and explain the purpose of the contact.

VWS representatives identify themselves only by company name and enquirers first name and also give at least basic information about the debt, including the name of the creditor and any assignee of the debt, and details of the account and the amount claimed.

## Hours of contact

VWS representative only contacts the debtor or a third party at reasonable hours, taking into account their circumstances and reasonable wishes. The following are considered reasonable.

### Hours of contact

Contact Method	Periods	Times
By Phone, emails and fax	Monday to Friday	7.30am – 9.00pm
	Weekends	9.00am – 9.00pm
	Public Holidays	Nil
Face-to-Face (not by VWS; by third party collector only engaged by VWS)	Monday to Friday	9.00am – 9.00pm
	Weekends	9.00am – 9.00pm
	Public Holidays	Nil

## Frequency of contact

Debtors are entitled to be free from excessive communications from collectors. Communications must always be for a reasonable purpose, and should only occur to the extent necessary.

Unduly frequent contact designed to wear down or exhaust a debtor, or likely to have this effect, constitutes 'undue harassment' or coercion and is contrary to this code of practice. This is particularly likely if VWS would make a number of phone calls or other contacts in rapid succession.

## Location of contact

In most cases, the debtor's office premises will be the appropriate place to contact a debtor, with contact by letter or telephone generally being the appropriate mode of contact. However, if a debtor provides a telephone (including mobile phone) contact number as the means of contact, contact using that number will be appropriate whatever the debtor's location.

## Privacy obligations to the debtor

A debtor's personal information should always be treated with respect. The improper use of a debtor's personal information may cause that person serious difficulties. There are legal obligations under the NSW Privacy Act 1988 designed to protect the privacy of a debtor's personal information.

In this case, as the debtor (JLL as Asset Owner's representative) is a registered business, such privacy obligations may not apply.

## When a debtor is represented

A debtor has a right to have an authorised representative (such as a financial counsellor, financial advisor, community worker, solicitor, guardian or carer) represent them or advocate on their behalf about a debt. Except in the circumstances outlined below VWS shall not contact a debtor directly after it knows, or should know, that the debtor is represented and shall not refuse to deal with an appointed or authorised representative. VWS is entitled to contact a debtor directly if:

- ☐ the representative does not respond to within a reasonable time (normally 14 days)
- ☐ the representative advises that they do not have instructions from the debtor about the debt
- ☐ the representative does not consent to act
- ☐ the debtor specifically requests direct communication with you
- ☐ the representative is not a solicitor and you advise that written authority stating that you are to communicate through the debtor's representative is required, and the debtor or their representative does not provide that authority.

### **Record keeping**

Accurate record keeping by all parties is vital to promptly resolve disputes and allow collectors and debtors to limit or avoid costly collection activity. VWS shall ensure:

- ☐ it maintains accurate, complete and up-to-date records of all communications with debtors, including the time, date and nature of calls about the debt, records of any visits in person, and records of all correspondence sent
- ☐ all payments made are accurately recorded (including details of date, amount and payment method).
- ☐ settlements are fully documented in relevant files and computer systems
- ☐ once a debt is settled, any credit reporting agency report on the debtor must be updated appropriately

### **Providing information and documents**

Requests by debtors for information and/or documentation about an account should not be ignored. In certain circumstances, failure to provide information may constitute misleading and deceptive conduct or unconscionable conduct. VWS shall provide such information as necessary to demonstrate proof of debt.

### **If liability is disputed**

If a person VWS contacts about a debt claims that they are not the alleged debtor or the debt has been paid or otherwise settled and VWS has not already confirmed their identity and liability, VWS shall suspend further collection activity (including credit report listing) until the debtor's identity and ongoing liability have been confirmed.

### **Conduct towards the debtor**

A debtor is entitled to respect and courtesy, and must not be subject to misleading, humiliating or intimidating conduct. Such conduct is likely to breach the Commonwealth consumer protection laws, and may breach other laws as well.

## **CUSTOMERS SUFFERING FINANCIAL HARDSHIP**

### **VWS commitment**

This code of practice provides for the deferment, in whole or in part, of payments owed by retail customers suffering financial hardship. In such cases of financial hardship VWS shall not enforce disconnection of services in part or in whole.

This may not apply to the sole customer, JLL is a well established business, representing Lend Lease Group in terms of all financial obligations.

### **Debtors**

Debtors are legally responsible for paying the debts they legitimately owe, and they should not deliberately try to avoid their obligations. Whenever possible, debtors should take action before they get into difficulties. Debtors experiencing financial hardship should promptly contact VWS to negotiate a variation in payments or other arrangement. In seeking a variation, debtors should be candid about their financial position, including their other debts. VWS also recommends that debtors in financial difficulty consider seeking the assistance of a community-based financial counsellor, solicitor or other qualified adviser who may be able to help them with a debt negotiation.

### **Hardship**

Proof of financial hardship shall be provided by the relevant customer. Examples of hardship may include but not be limited to:

- ☐ Commercial difficulties,
- ☐ other (undefined)

### **Assistance**

Assistance may include one or more of the following:

- ☐ Deferment of payment for an agreed period of time,
- ☐ Incremental instalments to recover the debt over time,
- ☐ Regular smaller payments spread over time to assist budgeting by customers exposed to hardship.

### **Waiver**

Notwithstanding the above commitment, VWS having taken all steps reasonably practicable in accordance with this code of practice to recover debt and that debt still not paid by the customer may take such further actions as allowable to it in law to recover such debt but not disconnection of services, nor reduce the flow of non potable water below necessary for basic hygiene or restrict the flow of sewage into the main.

## **MAINTENANCE AND IMPROVEMENT**

### **Collection of information**

VWS shall record the performance of its debt recovery handling process. VWS shall establish and implement procedures for recording debt and for using these records and managing them, while protecting any personal information and ensuring the confidentiality of complainants. This shall include the following:

- ☐ specifying steps for identifying, gathering, classifying, maintaining, storing and disposing of records;
- ☐ recording its handling of debt recovery and maintaining these records, taking utmost care to preserve such items as electronic files;
- ☐ keeping records of the type of training and instruction that individuals involved in the debt recovery process have received;
- ☐ specifying VWS's criteria for responding to requests for record presentation and record submissions made by a debtor or his or her agent; this may include time limits, what kind of information will be provided, to whom, or in what format;
- ☐ specifying how and when statistical non-personally identifiable debt data are disclosed to the public.

### **Analysis and evaluation of debts**

All debt shall be classified and then analysed to identify systematic, recurring and single incident problems and trends, and to help eliminate the underlying causes of debt.

### **Monitoring of the debt recovery process**

Continual monitoring of the debt recovery process, the resources required (including personnel) and the data to be collected shall be undertaken. The performance of the debt recovery process shall be measured against predetermined criteria.

### **Auditing of the debt recovery process**

VWS shall perform or provide for audits in order to evaluate the performance of the debt recovery process. The audit shall provide information on

- ☐ process conformity to debt recovery procedures, and
- ☐ process suitability to achieve debt recovery objectives.

The debt recovery audit may be conducted as part of VWS quality management system audit. The audit results shall be taken into account in the management review to identify problems and introduce improvements in the debt recovery process. The audit shall be carried out by competent individuals independent of the activity being audited.

### Management review of the debt recovery process

Top management of VWS shall review the debt recovery process on a regular basis in order

- ☐ to ensure its continuing suitability, adequacy, effectiveness and efficiency,
- ☐ to identify and address instances of nonconformity with health, safety, environmental, customer, regulatory and other legal requirements,
- ☐ to identify and correct product deficiencies,
- ☐ to identify and correct process deficiencies,
- ☐ to assess opportunities for improvement and the need for changes to the complaints handling process and products offered, and
- ☐ to evaluate potential changes to the complaints handling policy and objectives.

Records from management review shall be maintained and used to identify opportunities for improvement.

### Continual improvement

VWS shall continually improve the effectiveness and efficiency of the debt recovery process. As a result, VWS can continually improve the quality of its products. This can be achieved through corrective and preventive actions and innovative improvements. VWS shall take action to eliminate the causes of existing and potential problems leading to customer debt in order to prevent recurrence and occurrence, respectively.

### DEBTOR DISPUTES AND COMPLAINTS HANDLING

In the event a customer has a complaint regarding the handling of their debt by VWS, VWS shall direct the customer to our complaints handling system.

In the event a customer is not satisfied with the handling of their complaint by VWS, VWS shall direct the customer to the Energy and Water Ombudsman of NSW (EWON) should they wish to take further action.

### REFERENCES

- ☐ Debt Recovery Policy (Debt Collection Guideline for Collectors and Creditors by ACCC and ASIC)
- ☐ Debt Recovery Organisation and Responsibilities
- ☐ Debt Recovery Procedure (to be prepared based on above Debt Collection Guideline)
- ☐ Debt Recovery Administration Procedure
- ☐ Performance Monitoring
- ☐ Training Program; if and as necessary
- ☐ Internal VWS Audit (as per BR14 Auditing Procedure)

**VEOLIA WATER SOLUTIONS & TECHNOLOGIES (AUSTRALIA)**

**Darling Quarters Recycling WTP**

**SITE SPECIFIC OHSE  
MANAGEMENT PLAN**

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## 1 Document control

All changes made to the OHSE Plan are recorded in the amendment table below. The version number and date of revision for the current manual are shown in the footer of the document. Changes to the manual can be made at the discretion of Operation Manager; a review process will be adhered to with allowance for comment from Veolia Water Solutions & Technologies (Australia) (VWS) employees.

*Please note that any printed copies are no longer considered a controlled document, the intranet should be checked for the latest version before this document is used.*

### 1.1 Revision Summary

Revision	Date	Details	Prepared	Review	Approved
0		Initial Release	CS/AP	CG	
1	22/02/2010		CS/AP	CG	
2	08/04/2010	Change Site Supervisor	CG		
3	18/06/2010	Muster Point + common equipment	AP		
4	17/09/2015	Operation review	Chow Leong	Inshan Sheriff	
5	30/10/2017	Review and update	Claudio Kohn	Inshan Sheriff	
6	04/03/2020	Review and update	Filbert Hidayat	Subrat Kar	
7	06/01/2022	Review and update	Filbert Hidayat	Subrat Kar	

### 1.2 Controlled copy distribution

Copy No	Issued To	Organisation	Remarks
Original	Kings Park office data base	Veolia	Electronic
2	Main Plant Operator and Service Engineer	Veolia	(to Remain on Site)
3	Operations Manager	Veolia	Electronic
4	Subcontractors	Various	Electronic

Notes:

1. All other copies are considered uncontrolled
2. Subcontractors are to ensure that the current version of the plan is available on site, regardless if they are working under their own approved OHSE Plan.

## **2 Purpose**

This Site Specific OHSE Management Plan (Plan) sets out how VWS shall manage the occupational health and safety requirements for all site activities included in the Contract scope of work to ensure the health safety and welfare at work of all its employees and to ensure that third parties (including subcontractor employees) are not exposed to risks to their health and safety while they are at the Workplace. Environmental and quality requirements are also part of this plan.

### 3 Details and introduction

Project Name / Client	Darling Quarter Water Recycling Water Plant
Project Address	1-25 harbour St Sydney NSW 2000
Main Plant Operator and Service Engineer	Name : Thomas Fournie Mobile : 0488 023 867 Email : <a href="mailto:thomas.fournie@veolia.com">thomas.fournie@veolia.com</a>
Operations Manager – North East Region	Name : Craig Hancock Mobile : 0418 538 708 Email : <a href="mailto:craig.hancock@veolia.com">craig.hancock@veolia.com</a>
WHSEQ & Compliance Systems Manager	Name : Filbert Hidayat Mobile : 0418 404 961 Email: <a href="mailto:filbert.hidayat@veolia.com">filbert.hidayat@veolia.com</a>
Veolia Water Solutions & Technologies – 24h/7	Line : 1 300 726 678
Recycled Water Plant	Line : 02 9264 0128
Jones Lang Lassalle - Property Services Manager	Name: John Duggan Mobile: 0455 566 108 Email : <a href="mailto:john.duggan@darling-quarter.com">john.duggan@darling-quarter.com</a>

**The process of the WWTP includes :**

Macerator

Grease Removal

System Buffer tank

Fine Screening

Biological aerated tank with Moving Bed Biofilm Reactor

technology (MBBR) Membrane BioReactor (MBR) tank fitted

with hollow fibers membrane cassette Filtrate tank

Reverse Osmosis

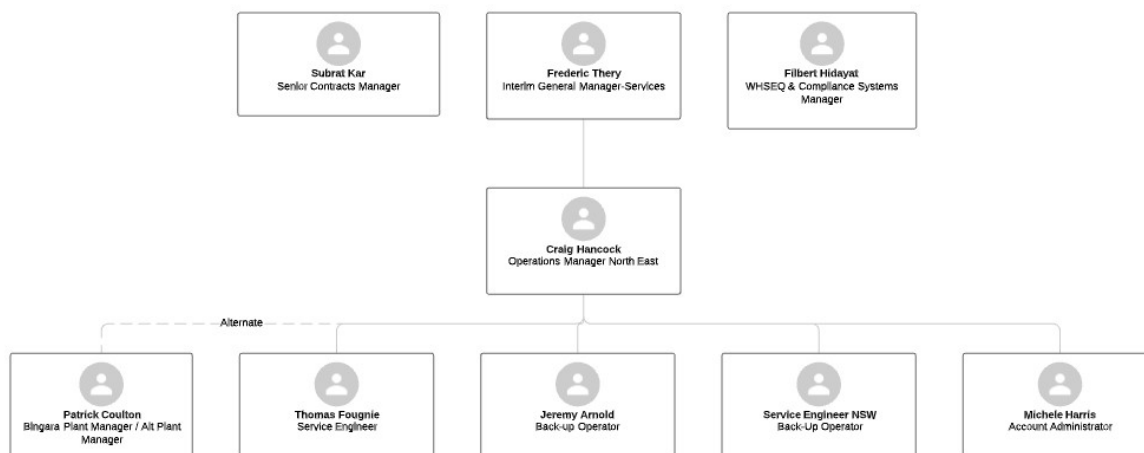
Ultraviolet

disinfection

pH control and

## 4 Authority and Responsibility

### 4.1 Organisation Structure



### 4.2 Roles and Responsibilities

#### 4.2.1 OPERATIONS MANAGER

The VWS Operations Manager has the overall responsibility for health and safety of all persons involved in the Operation and overall authority in the determination of all matters affecting the implementation and operation of the plant. The Operations Manager reports to the higher management i.e. CEO, and establishes the necessary policies, procedures, and resources for implementing effective accident prevention process to meet the OHSE and production needs of the entire Project.

The Veolia Operations Manager must exhibit strong leadership and absolute commitment to safety. The Operations Manager is responsible for the following:

- Developing, review, authorising and maintain the OHSE Management Plan as current.
- Authorising Operation Specific Safety Procedures.
- Ensuring all operation management, supervision and employees are accountable for the effective implementation of the OHSE Management Plan.
- Ensuring that the relevant sections of this plan are communicated to those persons responsible for its implementation.
- Monitor the implementation of this plan.
- Continually monitoring of OHSE performance of the operation to ensure compatibility and continued effectiveness with VWS Health and Safety policy and objectives.
- Communicating OHSE performance to the VWS CEO and OHSE Manager.
- Appoint sufficient competent persons as may be required to assist with the effective management of the objectives of this OHSE Plan.
- Ensure that subcontractors are provided with a copy of the OHSE Management Plan and any updates.
- Manage the OHSE information communication and consultation arrangements

with all personnel at the site and (if applicable) the communications between OHSE workplace committees.

- Identifying the OHSE training needs of management, operators and all personnel on the site.
- Providing sufficient funds, materials and equipment to implement the requirements of the OHSE Management Plan.
- Participating in serious incident investigations.
- Participating in relevant section of this plan as prescribed.

#### 4.2.2 OPERATOR

The Operator (Service Engineer / Site Supervisor) reports to the Operations Manager and is responsible for OHSE at the workplace. His duties include to:

- Be the main point of contact for the Principal and Authorities on Site
- Implement the OHSE Management Plan & ensure that records are maintained
- Observe all OHSE rules & regulations, and seek assistance if unsure of OHSE rules
- Actioning OHSE reports and carrying out workplace inspections;
- Plan to do all work safely including any interface with other work activities;
- Provide advice and assistance on OHSE matters to subcontractors and their employees;
- Action OHSE reports and carrying out workplace inspections (as required);
- Stop contractors from performing unsafe work practices or work practices which will have a negative impact on the environment;
- Remove / quarantine any unsafe materials on site;
- Write down incident investigations;
- Lead by example and promoting sound OHSE practices at every opportunity;
- Verify by way of inspections that work areas, work methods, materials, plant and equipment comply with OHSE legislation and applicable requirements;
- Issue NCR reports and ensure that they are closed-out;
- Implement Corrective actions to prevent reoccurrence of injuries/incidents;
- Assist with the logistic and supply of equipment, material and tools to the site.
- Be in charge of other OHSE duties as directed by the Operations Manager.
- providing suggestion, through agreed consultation methods, on how to improve OHSE issues;
- working in a safe manner without risk to themselves, others or the environment
- conduct pre-start checks on plant and equipment;
- reporting any faulty tools or plant to Operations Manager;
- reporting all EHS incidents to Manager;
- correctly using all personal protective equipment;
- stop work if they believe that there is a risk to personnel or the environment; and
- reporting all injuries and illnesses to their designated First Aid Officer;

#### 4.2.3 SUBCONTRACTOR

Subcontractors are responsible for the following:

- develop relevant documentation (SOP, ITP or SWMS) which comply with this OHSE Plan and submit for approval;



#### SITE SPECIFIC OHSE MANAGEMENT PLAN

- ensure that personnel are qualified and competent to complete the work being undertaken (Complete competency assessment for all personnel with National Licence for High Risk Work);
- ensure that employees are involved in the development of SWMS;
- ensure that consultation arrangements for your employees are in accordance with OHSE Regulations and Code of Practice and are detailed with your OHSE Plan;
- ensure that all personnel attend the Site OHSE Induction;
- ensure that all plant and equipment that attend site have the required OHSE documentation and that the attached registers are provided prior to commencement;
- ensure that personnel on site are provided with the necessary supervision for the work being undertaken;
- conduct inspections, task observations and audits to verify compliance with site rules, SWMS and safe work practices;
- reporting all incidents to the Site Supervisor or OHSE Manager;
- complete the HAZCHEM / DG Register and provide a copy of all SDS that will be used on site;
- provide the necessary first aid and emergency equipment required for your scope or work;
- provide first aid personnel required for your scope of work;
- reporting all injuries and illnesses to your designated First Aid Officer and Site OHSE Manager;
- reporting any OHSE hazards to the Site OHSE Manager;
- provide employees with the required PPE;
- ensuring that NCRs issued are addressed within the timeframe provided;
- complying with emergency and evacuation procedures.
- Ensure that resources are available to manage OHSE emergencies associated with the subcontractor's scope of work.
- Provide RFI to the Site Supervisor for any design / construction related issues.

## **5 Consultation and Communication**

VWS promotes the active participation of all employees in OHS decisions.

### **5.1 Dispute Resolution**

Disputes that arise regarding decisions that relate to the health and welfare of employees and contractors shall be handled in the following way: The problem shall first be reported to Operations Manager.

If a satisfactory resolution does not occur, the problem may be escalated to Health & Safety Representative (HSR) or WHSEQ & Compliance Systems Manager to assist with either the resolution or further escalation to General Counsel.

If a satisfactory resolution is not made, the Health & Safety Representative (HSR) may contact Safework NSW for assistance to resolve the issue.

Any formal decision made will be documented & communicated back to the worker making the report.

### **5.2 Internal Communication**

OHSE matters are internally communicated within VWS as and when necessary by WHSEQ & Compliance Systems Manager

## 6 Service Providers and Purchasing

### 6.1 Service Provider

VWS ensures that all service providers working on the project comply with OHSE requirements.

All service providers have been assessed and selected based on their ability to comply with appropriate OHSE requirements.

Depending on the scope, the service provider may require to submit SWMS & other relevant documentation prior to starting work on site.

The Operator shall review the service providers OHSE documentation to check that the service provider has identified risks associated with the activities they will be performing, as well as the applicable QC requirements. The **SWMS Assessment Checklist** shall be completed if the contractor is undertaking High Risk Construction Work and kept on record. Should issues be identified by the review, these shall be rectified prior to the service provider commencing work.

On a regular basis, the Operations Manager will carry out reviews of subcontractor performance. Record of this Inspection shall be recorded in the site diary and shall include the name of the subcontractor, identification of activity reviewed and comments relating to compliance. Where subcontractors are found to be in breach of OHSE requirements, they will be presented with a formal **NCR Form**. Task Observations are to be undertaken to encourage safe behaviour and address at risk behaviours. Task Observations are not to include the name of the employee / subcontractor being assessed and no NCR form is to be generated as a result of the observation being undertaken.

### 6.2 Purchasing

Prior to purchasing materials (from suppliers that have been assessed as being able to comply with OHSE requirements for supply and delivery of materials), VWS ensures that risk assessment is carried out to identify potential OHSE hazards associated with the material. Where hazards are identified controls are implemented based on the hierarchy of control. First control will always be to eliminate the use of the material or substitute with a different material that may be less hazardous.

For every Hazardous Chemical that is brought onto site, up-to-date (within 5 years) **Safety Data Sheet** shall be kept in a folder on site and captured in a **Hazardous Chemical Register**.

Chemical stock will be maintained at the lowest level possible to accommodate plant requirement.

## 7 Plant and Equipment

### 7.1 Plant

Subcontractors are to present the following documentation for each plant operating on site:

- Copy of Plant Design Registration and Work Cover Registration;
- Copy of detailed plant Risk Assessment (which is to include use, maintenance, servicing and casual access);
- SWMS covering the plant operation & pre-start inspections;
- Copy of plant maintenance records and qualification of plant operator;

### 7.2 Equipments

All lifting equipment on site are captured on the **Lifting Equipment Register** and inspected.

All Working At Height (WAH) PPE on site are inspected in detail within the last 6 months.

All electrical equipment tags are valid and recorded on the **Electrical Tools and Equipment Register**.

Scaffolding is to be erected by competent and qualified subcontractor in accordance with AS/NZS 1576: Scaffolding Part 1: General Requirements. Scaffold tags are to be placed on the scaffold, noting the date of erection, next inspection date and weight limits.

The **Hot Works Permit** may need to be completed for any hot works that are carried out on site, including the use of oxy acetylene, welding, cutting or grinding of steel etc.

Equipment required for calibration and testing is to be registered in the **Plant Register** and the details of the calibration recorded.

## 8 Materials

### 8.1 Handling and Storage of Material

Any materials may be stored on site however must not pose slip, trip & falls hazards. Minimise the item weight to avoid manual handling injury.

Any Hazardous Chemical stored on site must have SDS handy and captured on a register. Storage & handling of these chemicals requires correct labelling, signage, separation, and bunding.

## 9 Environmental

### 9.1 Waste

Any hazardous chemical spills on site are collected into the wastewater system that will be treated by Veolia process. Any spills need to be flushed with clean water into the drain or absorbed into spill kits where the waste will be taken off site for proper disposal.

Any hazardous chemical waste drums shall be rinsed, label taken off, and disposed as general waste on site. Otherwise they need to be taken to Veolia depot for proper disposal.

### 9.2 Waste Reduction

Veolia manages the site chemical order via MRP system to minimise the amount of chemical stored on site. This means waste reduction as well.

## 10 Risk Management

### 10.1 Risk Assessment/Register

The site risk assessment / register has been established and maintained on annual basis by Operation Manager.

### 10.2 Design Change

Design change of the process is not expected to occur as the plant is in operational phase. When there is a change in the equipment design, it shall be risk assessed by Operation Manager & Subject Matter Expert in consultation with client & General Manager Services.

Once the change is approved, a Design Change Plan shall be prepared.

### 10.3 Safe Work Method Statements (SWMS)

**Safe Work Methods Statements (SWMS)** shall be developed for any activities that trigger the definition of High Risk Construction Work that is standardised across all Australian states by the person leading the work activities.

Subcontractor SWMS shall be assessed using the **SWMS Assessment Checklist** by Operations Manager or delegate. Any foreseeable issue shall be raised back to the subcontractor to be addressed.

## 10.4 PPE

Employees & subcontractors are expected to comply with the PPE requirements at all times.

Minimum PPE on site is non-slip safety boots as the site itself has been issued occupancy certificate from local council and not classified as construction site anymore.

## 10.5 Permit to Work

The following Veolia Permits are to be used on site and approved by Veolia:

Permit	When is the permit required?	Permit Duration
Hot Works Permit	Cutting, grinding or welding	Daily
Working at heights Permit	Working at a height with risk of falling for 2m or more	Daily
Confined Space Permit	Where there is a risk of engulfment	Daily

## 10.6 Biological Hazard

Each personnel undergoes pre-employment medical to verify the antibody of tetanus, Hepatitis A & Hepatitis B. Any cost to receive vaccination booster for these diseases are covered by Veolia when required.

Apart from the antibody, these controls are made available on site:

- Maintain restricted plant access to authorised personnel only & install bio-hazard signage;
- Toilet amenities with clean water for washing hands are available outside the plant area;
- Disposable gloves

# 11 Site Induction and Training

## 11.1 Induction

All Veolia operators shall complete:

- JLL induction that outlines the site arrangements, emergency plan, etc. before undertaking work on site.
- Veolia site specific induction where Operations Manager or delegate disseminate the site risk assessment/register and OHSE responsibilities listed in this plan.

Visitor to the plant shall be given induction to the site emergency plan & any relevant site rules by either Plant Operator or Operations Manager.

### **11.2 Training**

Plant Operator shall complete the mandatory training listed in Training Needs Analysis for his position.

Operations Manager or delegate shall ensure all subcontractor personnel to be suitably qualified prior to attending site to perform work and records retained.

## **12 Incident & Hazard Management, corrective action & reporting**

### **12.1 Incidents & Hazards**

Any unidentified hazard or HSE incident on site shall be reported into the electronic database immediately and assigned to Operations Manager for resolution.

Each shall be investigated for root cause using ICAM method and corrective actions shall be assigned to rectify them & prevent recurrence.

Any complaint shall be treated in the same manner as HSE incident or hazard above.

### **12.2 Notification**

Any Notifiable Incident, according to each regulator's definition, shall be reported by General Counsel or delegate. Typically the report is made either to IPART, NSW EPA, or Safework NSW, depending on the relevance.

### **12.3 Non Conformance**

Non-conformances from an audit, incident or inspection shall be recorded in the electronic database and treated similarly to HSE incident or hazard above.

### **12.4 Return to Work**

WHSEQ & Compliance Systems Manager is the Return To Work Coordinator in liaison with iCare (Workers Compensation insurer).

Individual employee injury shall be managed as per the agreed goal between RTW Coordinator, Operations Manager, and Workers Compensation insurer.

Subcontractors are responsible for providing their own Rehabilitation Program.

## **13 Emergency management**

In the event of the building emergency evacuation signal, work shall cease immediately, Plant Operator evacuates & assembles on the designated muster point. This occurrence shall be reported into the electronic database.

As the plant area is part of the building, VWS follows the [building emergency plan](#) (provided by the client representative) that outlines the escalation & management protocol, as well as annual basement training attended by the operator.

In the event of an emergency including accident, medical injury, fire, explosion, and environmental incidents:

- Make safe the site, remove personnel to a safe area;
- barricade the area & placard signage
- Report the emergency into the electronic database

Fire Fighting equipment is maintained by the building management. All firefighting equipment shall be tested every six months as per the Australian Standard. This testing shall be carried out by a licensed contractor and a **Fire Extinguisher Register** shall be maintained of testing and tagging.

The map attached at Appendix shows the route to the nearest trauma centre and medical centre.

Nearest Hospital Sydney Hospital and Sydney Eye Hospital	187 Macquarie St, Sydney NSW 2000	Telephone (02) 9382 7111
Nearest Medical Centre	580 George Street Mezzanine Level Sydney NSW 2000	Telephone: (02) 9261 9200

### 13.1 Off Specification Recycled Water

Once the off specification recycled water product is detected on the system, the supply from the RWTP is automatically stopped & replaced by the customer controlled potable water source.

The potable water source is outside the plant capability, however it will ensure the customer demand is satisfied whilst maintaining adherence to the regulatory requirement for supply & incident management.

## 14 Inspection, Monitoring, and Internal Review.

### 14.1 Internal Audits

Internal audit for the site is undertaken annually & managed within Annual Audit Program. Suitably trained auditor shall be selected to review the system implementation on site.



## 14.2 Inspection

Veolia assisted the Building Manager in performing their WHS obligations as follows.

Item	Frequency	Method / Form	Responsibility
Plant HSE inspection	Quarterly	Depot Inspection Checklist	Plant Operator
Wastewater Treatment Plant Maintenance	As per the IOP & WQP	Field Service Report	Plant Operator
Electrical Equipment	12-monthly	Contractor to test & tag, and provide register	Plant Operator
Fire Fighting Equipment	6 Monthly	Contractor to test & tag, and provide register	Plant Operator
Emergency Procedures (evacuation drill)	Annually	Email / basement training	Building Management
Overhead crane	Annual	Contractor to test & tag, and provide register	Plant Operator

## 15 Site Rules

All persons working on site must obey the following site rules:

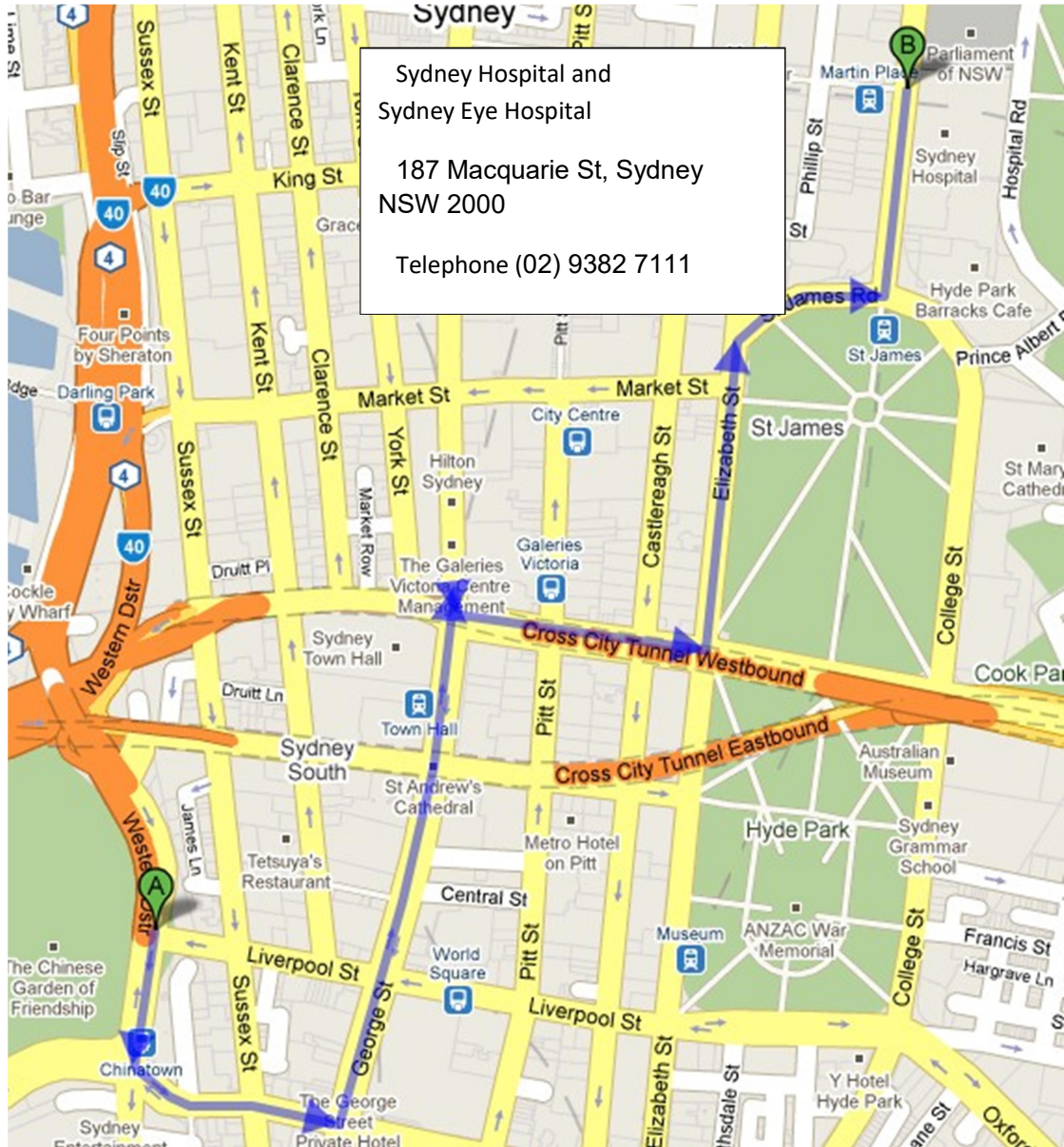
- a) Working at heights: scaffolds, platforms, ladders, EWP's, etc. Platform, ladders shall only be used if safer methods of access are not available. Scaffolding tags must be used for when over 4 meters high. No one should be placed at risk of falling from heights.
- b) Maintenance and safe use of electrical tools and equipment. All must be currently tagged before use. A Register of electrical tools and equipment used on site must be maintained
- c) No work on energised parts is permitted on VWS sites.
- d) Hot work permit may be required for all heating, cutting and welding activities. Requirement to maintain fire extinguishers when performing hot works and flashing screens when arc welding. Oxy/acetylene cylinders must be maintained in a trolley and dual flash back arrestors (Bottle + Cutting Tip ) provided.
- e) Maintaining a safe environment for pedestrian and vehicular public traffic.
- f) Establishing and maintaining safe access and egress for the workforce and the public. Safe provision of access platforms. Use of single access planks is an unsafe work practice.
- g) Importation and consumption of alcohol and drugs on site is banned.
- h) Maintaining the work area in a safe and tidy condition, and waste is disposed appropriately.
- i) Manual handling and safe lifting practices. Do not lift a heavy or awkward item alone.

SITE SPECIFIC OHSE MANAGEMENT PLAN

- j) SDS documents provide you with information on the safe handling and first aid requirements for hazardous, combustible and toxic products, etc.
- k) All decanted containers must be properly labeled. Ensure storage containers are appropriately ventilated if storing products and equipment that tend to release hazardous fumes.
- l) Maintain amenities and the work site in a clean and safe condition.
- m) Do not work alone at an isolated area unless appropriate plans are in place to protect you.
- n) A confined space permit must be authorised by Veolia before work is allowed inside an area identified by VWS or as a confined space area. Do not work unless authorised by the Permit.
- o) If you are performing outdoor activities during extreme cold or hot weather conditions, you must ensure that job rotation provisions are in place and you must promptly advise your work supervisor as soon as you feel uncomfortable.
- p) Failure to comply - due process and instant dismissals.
- q) All issue referred to in the site induction

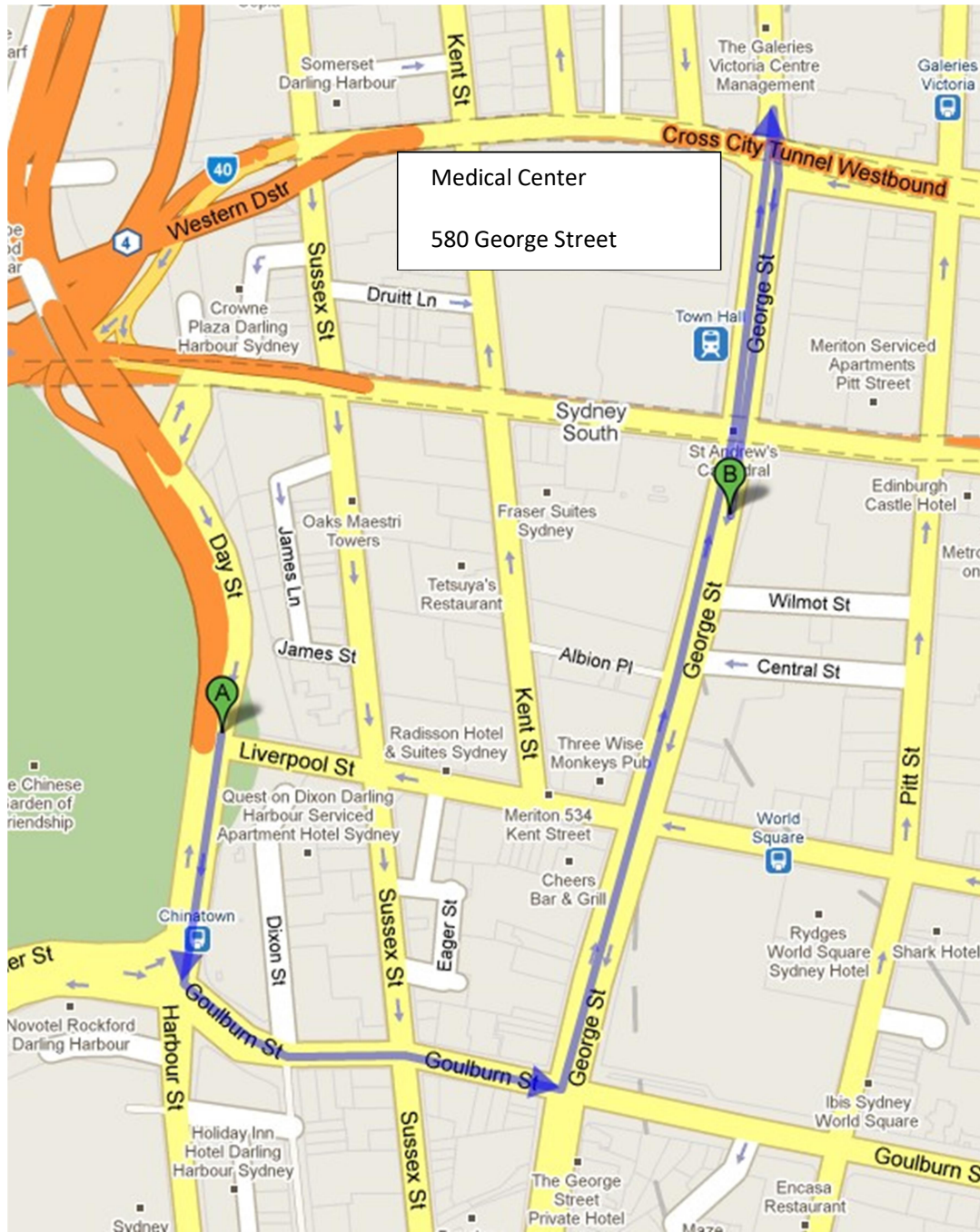
## 16.1 Directions to nearest Trauma Centre

SITE SPECIFIC OHSE MANAGEMENT PLAN



## 16.2 Direction to nearest Medical Centre

SITE SPECIFIC OHSE MANAGEMENT PLAN





### 16.3 Muster Point

SITE SPECIFIC OHSE MANAGEMENT PLAN



# Emergency Contact List

FACILITY NAME	Darling Quarter	
ROLES	NAME	PHONE NUMBER
Emergency Service	Fire, Ambulance, Police	000 / 112
Leaking Gas	Gas	13 27 71
Poison Information Centre	Poison Information Center	131 126
NSW Ambulance	Paddington Ambulance Service	02 9320 7777
	Eveleigh Ambulance Service	02 8396 5141
Fire and Rescue NSW	Pymont Fire Station	02 9493 1038
	Sydney Fire Station	02 9265 2799
State Emergency Services	SES	13 25 00
NSW Police (Sydney)	Day Street Police Station	02 9265 6499
Emergency Control Organisation (ECO)		
Chief Warden	Thomas Fougne (when on site)	0488 023 867
	Security Controller	02 8267 8200
Building Manager	JLL Reception	02 8267 8200
	Operations Supervisor (Mr Colin Begg)	02 8267 8205 / 0435 359 269
	Property Services Manager	02 8267 8204 / 0455 566 108
Security - 24/7	Security JLL	0407 867 157 / 02 8267 8210
Darling Harbour Authority	Security	1 300 655 995
Immediate Contact Points for all Incidents that are reportable as per IPART		
NSW Health	South Eastern Sydney PHU Hut U, Easy Street, Randwick Hospitals Campus, Randwick, NSW, 2031	02 9382 8333 Operator (M-F 8.30-17.00) Email: SESLHD-PublicHealthUnit-EH@health.nsw.gov.au
NSW Health – Water Quality Unit	Manager Environmental Health / Senior Environment and Health Officer Ms. Toni Cains	0411 458 814 <a href="mailto:Toni.Cains@health.nsw.gov.au">Toni.Cains@health.nsw.gov.au</a>
	Reception and Duty Officer	02 9382 8242 / 02 9540 7756
		02 9382 2222 / 02 9391 9790 Email: <a href="mailto:waterqual@doh.health.nsw.gov.au">waterqual@doh.health.nsw.gov.au</a> / HSSG-WaterQual@health.nsw.gov.au
Department of Planning and Environment –Metropolitan Water Utilities	Ms. Katye Jackett A/Manager, Policy and Regulation Ms. Nanda Altavilla	02 8275 1916 <a href="mailto:Katye.jackett@planning.nsw.gov.au">Katye.jackett@planning.nsw.gov.au</a> <a href="mailto:Nanda.Altavilla@planning.nsw.gov.au">Nanda.Altavilla@planning.nsw.gov.au</a>
EPA NSW	NSW Environment Protection Authority	Tel: 131 555, 02 9995 5555 <a href="mailto:info@epa.nsw.gov.au">info@epa.nsw.gov.au</a>

LOCAL COUNCIL	Sydney City Council	02 9265 9333 <a href="mailto:council@cityofsydney.nsw.gov.au">council@cityofsydney.nsw.gov.au</a>
Sydney Water	Sydney Water (via Customer Delivery, 71-73, Gardeners Road, Daceyville, NSW 2032)	132 090 Contact Person: Mr. Paul Kelly, 0407929456 / 9800 6001
IPART	Director, Water Licensing and Compliance (Ms. Christine Allen)	02 9290 8412 <a href="mailto:compliance@ipart.nsw.gov.au">compliance@ipart.nsw.gov.au</a> To be submitted also via WILMA
Health Services		
Sydney Medical Centre	580 George St, Sydney CBD	02 9261 9200
World Square Medical Centre	644 George St, Sydney CBD	02 9777 0024
Sydney Day Hospital	1/187 Macquarie St, Sydney CBD	02 9231 3688
St Vincent's Hospital Sydney	390 Victoria St, Darlinghurst	02 8382 1111
Balmain Hospital	29 Booth St, Balmain	02 9395 2111
Utilities		
Gas provider	Origin	1800 427 532
Electricity	Energy Australia	131 338
Water Provider	Sydney Water	0407 929 456/ 9800 6001 / 132 090
Lift Maintenance	Thyssen Krupp	1300 799 599
Air conditioning	Velocity Air	02 9418 7700
Fire Maintenance	Premier Fire	1300 225 580
FIP Monitoring	ADT	1300 360 575

Regulatory & Compliance Bodies		
Local Council	Sydney City Council	02 9265 9333
Health & Safety Regulator	Safework NSW	131 050
IPART	IPART	02 9290 8400
EWON	Energy & Water Ombudsman NSW	1800 246 545
Minister of Health	NSW Minister Office (Health)	02 9391 9000 / 1800 020 103
Environmental Regulator	Office of Environment & Heritage (Head Office)	02 9995 5000
	NSW EPA	131 555
Department of Primary Industry	NSW Office of Water	1800 353 104
VWS&T Contacts		
VWS&T WHSEQ & Compliance Representative	Filbert Hidayat	0418 404 961
VWS&T Operations Manager North East Region	Craig Hancock	0418 538 708
VWS&T Plant Service Engineer	Thomas Fougine	0488 023 867
VWS&T General Counsel	Martin Reid	0428 816 972
VWS&T Senior Contracts Manager	Subrat Kar	0459 818 644
VWS&T IT Representative	Stevell Polchleb	0438 716 986
VWS&T SCADA/PLC Support	Tom Lappalainen	0467 766 911

# Emergency Response Procedures Manual

## Darling Quarter

Harbour Street  
Darling Harbour  
NSW 2000

September 2019  
Version 3.2



Emergency  
Procedures Manual



## DISCLAIMER

### General Disclaimer

This Emergency Procedures Manual was compiled by Trimevac Pty Ltd, Level 3, 11-17 Khartoum Rd, North Ryde NSW 2113.

If you adopt these procedures, you are agreeing to be bound by the terms and conditions listed below and any other laws, standards or regulations which apply to their application. If you do not accept these terms and conditions, you must refrain from using these procedures. TRIMEVAC reserves the right to amend these terms and conditions from time to time. Your continued use of these procedures will represent an agreement by you to be bound by the terms and conditions below.

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The use of the information contained within these procedures is at your own risk. To the extent permitted by law, TRIMEVAC hereby excludes all liability of the enterprise, The Greencap Group and its affiliated enterprises, its directors, employees, consultants and other representatives in respect of any injury, loss or damage arising out of, or related to, the use, or inability to use, the information contained within these procedures. This limitation of liability includes, but is not limited to, compensatory, direct, indirect or consequential damages, loss of data, income or profit, loss of, or damage to property, and third party claims.

You agree to indemnify TRIMEVAC, The Greencap Group, its directors, employees, shareholders, agents and other persons involved in the creation of these procedures for all damages, losses, penalties, fines, expenses and costs (including legal costs) which arise out of or relate to your use of these procedures. This indemnification includes, without limitation, liability relating to copyright infringement, defamation, invasion of privacy, trade mark infringement and breaches of the *Australian Trade Practices Act 1974 (Cth)*.

All descriptions and operating guidelines contained within this manual are made with the assumption that the installed Emergency Warning and Communication System complies with AS2220 Emergency Warning and Communication systems in buildings – Equipment Design and Manufacture.

The active and ongoing onus is placed solely on the Building Occupier to advise TRIMEVAC of any feature or function contrary or supplementary to AS2220 prior to the implementation of TRIMEVAC's Emergency Procedures for the building, or in a timely manner after a material change affects, or is expected to affect the operation of the Emergency Warning and Communication System for the facility. If advice of this nature is not received in the required manner and form TRIMEVAC will assume that the system is compliant with the relevant standards and gauge its procedures and operational guidelines accordingly. Further, TRIMEVAC will not be held responsible for any descriptions of system function or performance that has not been identified and communicated to TRIMEVAC.

The operating instructions and guidelines contained within this manual have been designed to complement the manufacturer's instruction manual, specific to the operation of the system installed within your facility. These instructions should not be interpreted as a replacement instructional manual and users should refer at all times to the manufacturer's instructions if any doubt arises.

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These procedures have been compiled by TRIMEVAC on the basis of current general information. Changes in circumstances after publication may affect the completeness or accuracy of this information. To the maximum extent permitted by law, TRIMEVAC disclaims all liability for any errors or omissions contained in this information or any failure to update or correct this information. It is your responsibility to assess and verify the accuracy, completeness and reliability of the information contained within these procedures

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#### MELBOURNE

Level 1/677 High Street  
KEW EAST, VIC 3102  
Ph: (03) 9890 8084

#### BRISBANE

Level 8, 133 Mary Street (PO Box 2110)  
BRISBANE, QLD 4001  
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## INTRODUCTION

This document is the result of the Emergency Planning Committee's duty to analyse, identify, evaluate and treat emergency related risks or situations that may arise from an internal or external source.

These procedures are to be utilised in conjunction with regular training sessions for all Emergency Control Organisation members so as to maintain competency in the prescribed duties of any ECO position, and to maintain an awareness of emerging trends or amendments to procedures.

It is also the direct responsibility of tenants and departments to organise and establish emergency procedures for the safety of their staff, based on this manual and the particular circumstances of their occupancy. As recommended by AS 3745:2010 and in compliance with Workplace Health and Safety legislation, all building occupants are required to participate in emergency planning and evacuation exercises and acknowledge the authority of appointed Wardens (Emergency Control Organisation) in emergency situations.

**Instructions given by the Emergency Control Organisation will overrule normal management structure.**

This manual remains the property of JLL

No alteration or amendments or copies are to be made without authorisation of the Emergency Planning Committee and in conjunction with TRIMEVAC.

## SCOPE

This manual provides information and guidelines for a range of eventualities and includes procedures for the situations listed only in the index of this manual.

Guidelines, procedures and information contained within this manual are based upon Occupational Health & Safety Legislation, in conjunction with Australian Standard AS3745:2010 *Planning for emergencies in facilities*:

The Australian Bomb Data Centre (AFP) *Bombs, Diffusing the Threat. Incorporating Mail Bomb Countermeasures*. Emergency Management Australia, *Flood Action Guide and Severe Storm Guide*, and AS/NZS ISO 31000 *Risk Management – Principles and Guidelines*.

All terminology used throughout this manual is consistent where possible with Emergency Management Australia, *Australian Emergency Management Terms Thesaurus* and AS 3745:2010 *Planning for emergencies in facilities*.

This manual may make reference to, but does not contain procedures for, the comprehensive management of *Business Continuity Planning, Business Recovery Processes or Media Policy during Emergencies*.

## AMENDMENT REGISTER

Version	Date	Pages	By	Comments
3.0	28/09/2018	All	JD	Draft EP Manual Issued
3.1	30 May 2019	Pg. 20, 26, 29 & 61	PW	Include procedure for Children's Theatre exits, Amend Shelter in Place/Lockdown procedures
3.2	05/09/2019	Pg. 50-58	JD	Include Refrigerant Leak Response Procedure, Spill Response Plan and Hydrogen Sulphide Alarm Entry/Exit Procedure

## ANNUAL REVIEW

No.	Date	EPC Representative	Signature
1	September 2019		
2	September 2020		
3	September 2021		
4	September 2022		
5	September 2023		

## MANUAL UPDATES

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The Emergency Planning Committee will undertake a regular review of the Emergency Response Procedures to ensure the information contained within is as accurate and up to date as possible.

### User Requirement

To ensure this manual is effective, it is incumbent upon the user to bring to the attention of the Emergency Planning Committee, any new information of either staff or procedural changes that may need inclusion or amendment in this manual.

### Document Control

It is the responsibility of the Emergency Planning Committee to ensure document control is maintained for the emergency response procedures documentation for this facility.

Copies of this manual are authorised and issued by the Emergency Planning Committee. Electronic (soft-copy) and print (hard-copy) copies of this manual will be documented and held on record in the *Emergency Plan* and will be administered by the Emergency Planning Committee.

**No unauthorised copies of this manual are to be made.**

## EMERGENCY CONTACT NUMBERS

<b>FIRE BRIGADE</b>	<b>000</b>
<b>POLICE</b>	
<b>AMBULANCE</b>	
<b>Global System for Mobile Communication Emergency number (GSM)</b>	<b>112</b>
<b>Text Telephone Emergency (TTY)</b>	<b>106</b>
<b>NATIONAL SECURITY HOTLINE</b>	<b>1800 123 400</b>
<b>LEAKING GAS (ALL AREAS)</b>	<b>13 27 71</b>
<b>POISONS INFORMATION HOTLINE</b>	<b>13 11 26</b>

<b>CHIEF WARDEN</b>	<b>Security Controller</b>	<b>02 8267 8210</b>
<b>BUILDING MANAGER</b>	<b>JLL</b>	<b>02 8267 8200</b>
<b>SECURITY 24/7</b>		<b>02 8267 8210</b>

<b>DARLING HARBOUR AUTHORITY</b>	<b>Security</b>	<b>1300 655 995</b>
<b>LOCAL FIRE STATION</b>	<b>City of Sydney</b>	<b>9265 2799</b>
<b>LOCAL POLICE STATION</b>	<b>Sydney</b>	<b>9265 6499</b>

<b>GAS PROVIDER</b>	<b>Origin</b>	<b>1800 427 532</b>
<b>ELECTRICITY</b>	<b>Energy Australia</b>	<b>131 338</b>
<b>WATER PROVIDER</b>	<b>Sydney Water</b>	<b>132 090</b>
<b>LIFT MAINTENANCE</b>	<b>Thyssen Krupp</b>	<b>1300 799 599</b>
<b>AIR CONDITIONING</b>	<b>Velocity Air</b>	<b>02 9418 7700</b>
<b>FIRE MAINTENANCE</b>	<b>Premier Fire</b>	<b>1300 225 580</b>
<b>FIP MONITORING</b>	<b>ADT</b>	<b>1300 360 575</b>

## RADIO CALL SIGNS

It is important that correct Radio Protocols and Call Signs be used, both day-to-day & in emergency situations. Clear and concise information is the key to effective use of 2 way radios.

The following table shows the Official Call Signs for this Building

CALL SIGN	POSITION
	BUILDING MANAGER
	ASSISTANT BUILDING MANAGER
	OPERATIONS MANAGER
	SECURITY 1
	SECURITY 2
	SECURITY 3
	CLEANER 1
	CLEANER 2
	CLEANER 3

① TURN RADIOS TO EMERGENCY CHANNEL FOR ECO COMMUNICATION

## EMERGENCY COLOUR CODES

The following emergency codes should be used during emergency communications.

Red	Fire and / or Smoke
Purple	Bomb Threat
Blue	Medical Emergency
Black	Personal Threat
Yellow	Internal Emergency
Brown	External Emergency
Orange	Evacuation

The above coding is in accordance with Australian Standard AS3745-2010 – *Planning for emergencies facilities*



# Security Call Signs And Acronyms

(Learn Them, Know Them, Use Them)

## Core Team Call Signs

- Sierra 01 (shortened call sign "S01") / Senior Control Room Operator (S.C.R.O)
- Sierra 02 (shortened call sign "S02") / Control Room Operator (C.R.O)
- Sierra 03 (shortened call sign "S03") / Loading Dock Master (L.D.M)
- Sierra 04 (shortened call sign "S04") / Security Officer (S.O)
- Sierra 05 (shortened call sign "S05") / Security Officer (S.O)

*Call signs Sierra 01 (S01) to Sierra 03 (S03) are fixed call signs.*

*Should the S.C.R.O, C.R.O or the L.D.M leave their position for any reason to attend an incident or patrol the asset, they are to utilise their call signs as this alerts all that they are no longer stationary and are mobile.*

*This terminology is to be used and be reflected in the Occurrence Logs, Incident Reports and Handover Reports moving forward.*

## ADHOC Team Call Signs

- Lima 01 (shortened call sign "L01") / Adhoc Guard (A.G)
- Lima 02 (shortened call sign "L02") / Adhoc Guard (A.G)

*And so forth, depending on how many Adhoc staff there are on site at any given moment.*

Author:

Version: 01

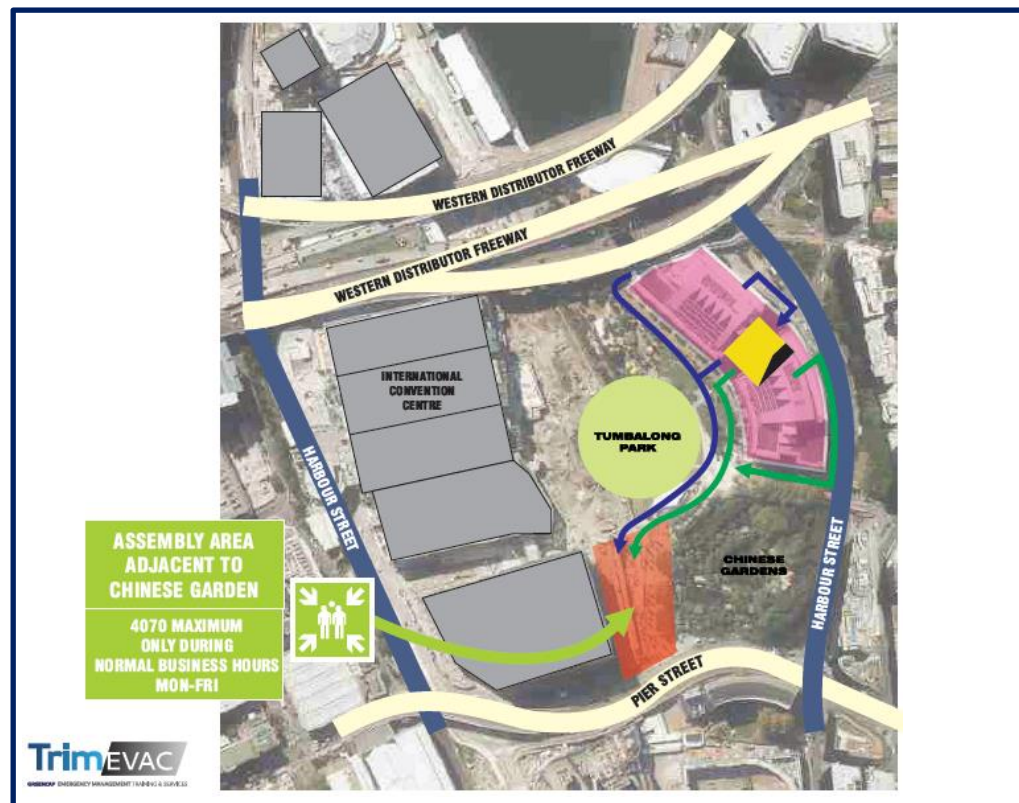
Date: 05/10/2018

## BUILDING PROFILE

FACILITY NAME	Darling Quarter				
FACILITY ADDRESS	1-25 Harbour Street Sydney				
PROPERTY MANAGEMENT	JLL				
<b>BUILDING DESCRIPTION</b>					
Type of Building	Commercial	Number of floors	2 x 8	Number of tenants	12
Number of Occupants	4500	Hours of operation	24Hr	Loading dock	Yes
Basement levels	Yes	Basement car park	Yes	Number of lifts	25
<b>ALARM / DETECTION SYSTEM</b>					
Fire Indicator Panel (FIP)	Yes	Location	Ground Floor Nth Tower		
Sub FIP	Yes	Location	4 Networks Subs		
Mimic FIP	Yes	Location	B2 Security Room		
EWIS / EWS / BOWS	EWIS	Location	Fire Control Room Nth Tower		
Delay between tones	8 Minutes				
Detection System	Smoke Detectors	Yes	Thermal Detectors	Yes	
	VESDA System	Yes	Beam Detectors	No	
Break Glass Alarms	Red	Yes	White	Yes	
	Emergency door release	Yes	Yellow	Yes	
<b>COMMUNICATION SYSTEMS</b>					
Alert & Evacuate tones	Yes	Siren / Sounder		Internal Bell	No
External Bell	Yes	Number of WIPS per floor	2	PA Available	Yes
2-Way Radios	Yes	Emergency Channel	N/A	Whistles	No
Loud Hailer	No	External Strobe	Yes		
<b>ACCESS / SECURITY SYSTEMS</b>					
Proximity card access	Yes	Visitor procedures	Yes	Concierge	Yes
Duress Alarms	Yes	Duress Location			
<b>ON ACTIVATION OF THE FIRE INDICATOR PANEL</b>					
Services notified	Yes	Pressurise fire stairs	Yes	Start exhaust fans	Yes
Release magnetic doors	Yes	Shut down air conditioning	Yes	Ground lifts	No
Release fire doors		Release smoke doors			
<b>SUPPRESSION SYSTEMS</b>					
Extinguishers	Dry Chemical	Yes	Carbon Dioxide	Yes	
	Water	No	Foam	Car Park	
	Wet Chemical	No	Fire blankets	Yes	
Installed systems	Sprinklers	Yes	Hose reels	Yes	
	Hydrants	Yes	Gaseous suppression	Yes	
<b>ECO</b>					
Warden identification	Caps				
<b>SPECIAL RISKS</b>					
Gas	Yes	Shut off valve	Gas Room Ground Floor Nth Tower		
Flammable liquid	Diesel	Location			
Dangerous goods	Type				
	Location				
	SDS Location	Yes			
<b>OTHER RISKS / ISSUES</b>					
Fire engineered solution	Yes				
Nth building & Sth building are joined by the car park beneath. The buildings will work independently until the alarm cascades to the car park or activation has occurred within the car park and has cascaded into each building. Lifts will be grounded to level 1 this is done manually by concierge staff.					
General	Chief Warden is to control activations from the FCR the mimic panel can be utilized for other emergencies other than fire trip. Mimic panel is located within security room B2				

## ASSEMBLY AREA(S)

### Primary Assembly Area:



Whilst an Assembly Area is stipulated above, depending on the nature and extent of the emergency it may be necessary to utilise an alternative Assembly Area. Assembly Area(s) shall, so far as is reasonably practicable, be sufficiently distant from the emergency to allow for the protection of the evacuees.

#### The Assembly area will:

- Be managed by the wardens collectively
- Facilitate communication with evacuees
- Stage First Aid Officers with First Aid kits in an accessible and prominent area
- Communicate with the Chief Warden via mobile phone, 2-way radio or a runner

### Secondary Assembly Area

The Secondary Assembly Area will be advised by the Chief Warden if and when necessary; or Wardens may use their discretion based upon the circumstances at the time of the emergency.

#### Factors that may necessitate relocation include:

- Riots, civil unrest or other community activities such as festivals etc.
- Road closures due to civil works
- Wind direction or adverse weather

## EMERGENCY PLANNING COMMITTEE

### Role of the emergency planning committee (EPC):

Under Australian Standard 3745-2010 it is now a requirement that an EPC be formed at all facilities. The EPC shall be formed for each facility by the person or persons responsible for the facility or its occupants and visitors. The EPC shall be appropriate for the particular facilities. The composition of the EPC will vary from site to site. Some sites may have large EPC's and others small simple EPC's.

Those responsible for the facility shall ensure that the EPC has adequate resources to enable the development and implementation of the emergency plan.

### Responsibilities of the EPC

The EPC, where necessary in collaboration with facility owners, managers, occupiers and employers, shall be responsible for the development, implementation and maintenance of the emergency plan, emergency response procedures and related training. This may be undertaken in conjunction with external organisations.

#### The duties of the EPC shall include:

- Identify events that could reasonably produce emergency situations
  - The identification of events that could produce emergency situations should be determined by use of an approved risk assessment methodology. This can be done independently by the EPC or in consultation with external consultants specialising in this field
- Develop an emergency plan
- Ensure resources are provided to enable the development and implementation of the emergency plan
- Nominate the validity period of the emergency plan and evacuation diagram (the validity may not exceed 5 years, and will be subject to major changes in the facilities)
- Ensure that the emergency plan is readily identifiable and available to the appropriate persons
- Establish an emergency control organisation (ECO) to operate in accordance with the emergency plan
- If required establish a specialist emergency response team (ERT)
- Authorize the release and implementation of the emergency plan with due regard to:
  - Awareness of emergency response procedures be disseminated to occupants
  - A training schedule shall be developed to ensure that the relevant training is provided to ECO members and facility occupants.
  - Testing of the emergency procedures is conducted



- Review of the procedures is conducted to determine their effectiveness and impact
- Establish arrangements to ensure continuing operation of the ECO
- Ensure an up to date register of ECO members is maintained and readily available
- Establish strategies to ensure visitors are made aware of emergency response procedures
- Ensure that the emergency response procedures remain viable and effective by reviewing and testing the emergency response procedures at least annually
- Ensure the emergency plan is reviewed at the end of the validity period, after an emergency, an exercise, or any changes that affect the emergency plan
- Ensuring a permanent record of events for each emergency is compiled and retained
- Identifying and rectifying deficiencies and opportunities for improvement in the emergency plan and emergency response procedures

## Membership

The EPC shall consist of not less than two people who shall be representative of the stakeholders in a facility one of which shall be management.

In most facilities, the EPC would comprise senior management, chief warden and specialist facility personnel. Where possible occupants with disabilities should be included in EPC meetings

External contractors, consultants or others engaged by the facility to provide specialist advice should not be members of the EPC but may attend EPC meetings.

Trimevac can be utilised as a resource in the development and maintenance of the Emergency Plan. The onus of forming and running the EPC however remains the sole responsibility of the facility owners / managers.

## Meeting Frequency

The EPC shall meet at least annually. The EPC may elect to meet on a more frequent basis, dependant on the nature and complexity of the site.

The EPC shall meet after any incident that has resulted in the emergency procedures for the facility being invoked. The EPC shall also be advised of the outcome of any emergency exercises and where applicable will meet to address any issues arising from such emergency exercise.

A sample EPC agenda can be found in the appendix of the this document

## Minutes

All EPC meetings shall have formal minutes and these shall be kept securely on site in accordance with relevant legislative requirements.

## Indemnity

Facility owners, managers, occupiers and employers should obtain professional advice on the level of indemnity provided to the EPC members. The EPC members should be advised of the level of indemnity provided.

## EMERGENCY CONTROL ORGANISATION

The effective management of an emergency within a facility is dependent on ensuring that there are processes and procedures in place to achieve this. Every facility must have an emergency plan and emergency response procedures. These in isolation will not ensure that an emergency will be effectively managed. To achieve this, a team of nominated persons herein after referred to as the emergency control organisation shall be appointed.

The ECO shall be appropriate to the facility and to the emergency response procedures as determined by the EPC.

### Position on the ECO

Terminology and naming conventions used in the ECO should be consistent with AS3745:2010. If other naming conventions are to be used they need to be authorized by the EPC

The ECO shall consist of a chief warden as a minimum.

Where an expanded ECO is required to achieve the emergency response plan objectives the following positions have been identified in the standard

- Deputy Chief Warden
- Communications Officer and deputy
- Area warden and deputies
- Wardens and deputies

### Number of ECO Members

As every site is unique the EPC shall consider the number of members and ECO positions required to manage an emergency effectively. This number is dependent on a variety of factors and AS3745:2010 provides appendix F to assist the EPC in deciding on how to staff the ECO.

### AUTHORITY

During emergencies, instructions given by the Emergency Control Organisation (ECO) personnel shall take precedence over the normal management structure. Area wardens and their deputies shall have the authority to marshal all staff and any visitor/s to their floor. Authority given to the ECO to act during an emergency must be acknowledged by the facility owners, managers, occupiers and employers as part of emergency planning activities. The purpose of these powers is to ensure that during an emergency situation, life safety takes precedence over asset protection, environmental considerations, and production operations and business continuity in accordance with Australian Standard AS 3745-2010 *Planning for emergencies in facilities*.

### Indemnity

Facility owners, managers, occupiers and employers should obtain professional advice on the level of indemnity provided to the ECO members. The ECO members should be advised of the level of indemnity provided.

## EMERGENCY CONTROL ORGANISATION TRAINING

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The EPC will organise regular training for the Emergency Control Organisation (ECO) and ensure the building occupants participate in an emergency response exercise at least once in any 12 month period.

The training program should be delivered by a competent person as deemed by AS3745 on a minimum 6 monthly basis, typically the training program would entail:

- Evacuation Procedures
- Bomb Threat Procedures
- Fire Awareness
- Use of Fire Extinguishers and Hose Reels
- Any other training as deemed appropriate to reflect emerging trends or site specific considerations













## CRISIS CONTROL TEAM

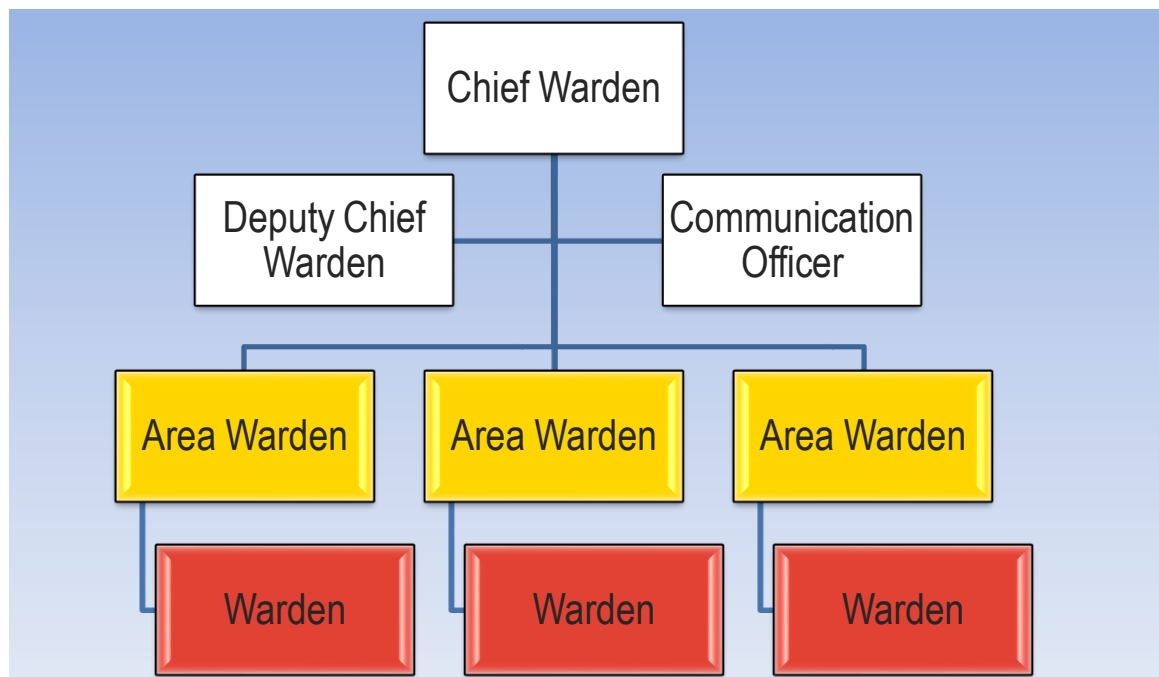
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In some facilities Crisis Control Teams may be used to support the ECO. In these instances the Crisis Control Team may comprise members of Building Management, Facility Management, Security and other specifically selected staff. Where a Crisis Control Team is formed within a facility the ECO shall ensure that once a situation is identified as real the Crisis Control Team shall be advised that there is a situation.

The Crisis Control Team will support the ECO in resolving the situation within the facility and also focus on issues like business continuity.

## WARDEN STRUCTURE

CHIEF/DEPUTY WARDEN	White			
AREA WARDEN	Yellow			
WARDEN	Red			
FIRST AID OFFICER	Green			





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## CHIEF WARDEN

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### Selection Criteria for Chief Warden

The person appointed as chief warden should;

- Be capable of performing their duties
- Be capable of leading and taking command
- Display effective decision-making skills
- Demonstrate the capability to remain calm under pressure
- Be available to undertake their appointed duties
- Be capable of effectively communicating with occupants and visitors
- Be familiar with the facility
- Be able to undergo the relevant training

### Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

#### Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Maintain a current register of ECO members
- Replace ECO members when a position becomes available
- Conduct regular exercises
- Ensure the emergency response procedures are kept up to date
- Attend meeting of the EPC, as appropriate
- Attend training and emergency exercises, as required by the EPC
- Ensure personal ECO identification is available

#### Emergency

- Respond and take control, as appropriated
- Ascertain the nature of the emergency and implement appropriate action
- Ensure that the appropriate Emergency Service has been notified
- Ensure that area wardens are advised of the situation, as appropriate

- If necessary, after evaluation of the situation and using all of the information, as resources available, initiate an action plan in accordance with the emergency response procedures and control entry to the affected area
- Monitor the progress of the evacuation and record any action taken in an incident log
- Brief the Emergency Services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the senior officer's instructions
- Any other actions as considered to be necessary or as directed by Emergency Services

### Post-emergency

- When the emergency incident is rendered safe or the emergency service returns control, notify the ECO members to have occupants return to their facility, as appropriate
- Organize a debrief with ECO members and, where appropriate, with any attending Emergency Service
- Compile a report for the EPC and management

## EMERGENCY PROCEDURES

### On hearing the ALERT TONE or being notified of an emergency.

- Proceed immediately to the Emergency Warning Intercommunication System (EWIS) panel and Fire Indicator Panel (FIP) and assume control of the emergency until relieved by a Senior Fire Brigade Officer.
- Determine which zone is in alarm by a LCD readout on the Fire Indicator Panel
- Switch the EWIS panel from automatic to manual control to prevent the "Evacuation" tone (Whoop, Whoop) being activated by programmed timer (between Alert and Evac)

❶ Do not leave the EWIS panel unattended.

❶ Switch panel back to AUTOMATIC if you need to leave the panel.

- Communicate with the area in alarm and the Area warden by use of the Warden Intercom Phone (WIP), 2-way radio or public address system if necessary
- Establish scope of emergency
- Dispatch a Warden to the area in alarm to ascertain the status of the alarm
- Ensure that the Emergency Services have been called
- On advice, the Chief Warden will follow **"NO EMERGENCY EVIDENT" OR EVACUATION NECESSARY** procedure

Note: Upon the arrival of the Fire Brigade, all aspects of fire fighting and fire safety automatically comes under their control. Any request made by an Officer of the Fire Brigade must be complied with.

## No Emergency Evident – False Alarm

The assessment of a 'False Alarm' must be based on investigations of the area in alarm and confirmation that no flame, smoke or smell of smoke or burning material is present.

### If satisfied that alarm activation was inaccurate:

- Cancel the Alert Tone
- Make the appropriate PA announcement
- Remain at the FIP / EWIS for the arrival of the Emergency Services and render assistance if required

Stay at the EWIS panel until the Emergency Services arrive and declare the situation All Clear. Once All Clear and the FIP has been reset turn the EWIS panel back to automatic.

## Confirmed Emergency

### Shelter in place option – Not leaving the building

Depending on the nature of the problem, it might be appropriate to evacuate staff away from the affected area, but to hold staff within the safety of the Building.

- Ensure the Emergency Services have been contacted 000
- Don white helmet
- Make appropriate PA announcement
- Contact the Area wardens via WIP phone and advise of the situation and advise them of the direction of evacuation and the floor/level/area within the building in which to shelter
- Ensure lifts are grounded if the emergency dictates lift use inappropriate
- Task staff to prevent people from entering the building
- Regulate the evacuation so as not to impede the egress from the area involved in the fire/emergency
- Answer WIP calls from Area wardens appropriately
- Ascertain if there are occupant/visitor with a disability requiring assistance
- On arrival of the Fire Brigade, advise of the situation, and if any occupant/visitor with a disability requires assistance
- Maintain communications with the other Area wardens unaffected by the emergency and evacuation. If necessary, advise them to prepare for others entering their area from the affected area .

- Liaise with Emergency Services upon their arrival and assist as requested
- Assess damage; collate reports for EPC; inform TRIMEVAC of incident
- Arrange for incident debrief

#### **Full Building Evacuation – To external assembly area**

**Assign door wardens to the exit doors from the Children's Theatre to check conditions at the exit doors to avoid risk to occupants exiting of being exposed to radiant heat, vehicular movements in the driveway at the rear exit and/or falling debris.**

- Confirm with affected area that evacuation is required or;
- Advise the Area wardens via the EWIS PA muster staff at their staging area and call back when complete
- Ensure lifts are grounded if the emergency dictates lift use inappropriate
- Task staff to prevent people from re-entering the building
- If available, advise Deputy Chief Warden or nominate an appropriate Manager/Supervisor to go directly to the Assembly Area located outside Chinese Gardens and to also stop traffic entering the car park
- Respond to each area/floor's 2<sup>nd</sup> WIP call and ascertain number and location of occupant/visitors with a disability (OWD) and refusals to leave (RTL)
- Once OWD and RTL numbers have been received, advise Area wardens of their preferred exit stairwell/direction and instruct to evacuate
- Place each area/floor into EVACUATE after confirming OWD and RTL numbers/location Repeat for each level
- On arrival of Fire Brigade, advise of situation, and any persons still on the area/floors such as occupant/visitor with a disability, refusals to leave, medical emergencies etc.
- Once the Emergency Services have investigated and dealt with the alarm condition they will reset the FIP. At this point cancel all alarms and reset the EWIS panel
- Return EWIS key to Auto position and or isolate if building damage is extensive pending Emergency Service advice

## CHIEF WARDEN ACTION SHEET

### Alert Phase (Beep, Beep, Beep)

- Determine cause of alarm from FIRE INDICATOR PANEL
- Proceed to the EWIS panel and Switch from AUTO TO MANUAL
- Notify the appropriate external emergency response agencies "000"
- Establish scope and type of Emergency & Announce appropriate code via PA
- Contact Area wardens and determine status & resources available at each Warden Assembly Point
- If the emergency justifies, instruct Wardens to commence evacuation of the building.

### Evacuate Phase (Whoop, Whoop, Whoop)

- Evacuate the EMERGENCY INCIDENT AREA and the areas immediately adjoining the incident
- Progressively evacuate the remainder of the building prioritising areas immediately adjacent and above the incident area.
- Receive clearance reports from the Area wardens noting:
  - Area/floors cleared / not accessed
  - Occupant/visitor with a disability requiring assistance
- Report to attending Emergency Services
- Follow instructions of the external response agencies once they arrive
- Manage media enquiries as per internal protocol
- Oversee return to building on the ALL CLEAR being given by the Emergency Services

**Assembly Area: Outside Chinese Gardens**

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## COMMUNICATIONS OFFICER

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### Selection Criteria for Communications Officer

The person appointed as communications officer should;

- Be capable of performing their duties
- Display effective decision making skills
- Demonstrate the capability to remain calm under pressure
- Be available on-site to undertake their appointed duties
- Be capable of effectively communicating with occupants and visitors
- Be familiar with the facility
- Be able to undergo the relevant training

### Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

#### Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Ensure personal proficiency in operation of facility communication equipment
- Maintain records and logbooks and make them available for emergency response
- Ensure that ECO members are proficient in use of the facility communication equipment
- Ensure that emergency communication contact details are up to date
- Attend training and emergency exercises, as required by the EPC

#### Emergency

- Ascertain the nature and location of the emergency
- Confirm that the appropriate Emergency Service has been notified
- Notify appropriate ECO members
- Transmit instructions and information
- Record a log of the events that occurred during the emergency
- Act as directed by the chief warden

#### Post-emergency

Collate records of events during the emergency for the debrief and ensure they are secured for future reference

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## AREA WARDEN

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### Selection Criteria for Area warden

The area warden responsibilities should be attached to a specific position, to ensure where possible, that the person appointed to the position, in either a permanent or temporary capacity, carries out the necessary functions.

The person appointed as area warden should;

- Be capable of performing their duties
- Have leadership qualities and the ability to command authority
- Display effective decision making skills
- Demonstrate the capability to remain calm under pressure
- Be available on-site to undertake their appointed duties
- Be capable of effectively communicating with occupants and visitors
- Be capable of deputizing for other positions
- Be able to undergo the relevant training

### Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

#### Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Confirm sufficient wardens for the area of responsibility
- Coordinate the completion of PEEP documentation
- Report on deficiencies of emergency equipment
- Ensure that wardens have communicated the emergency response procedures to all occupants within their nominated areas
- Ensure that occupants are aware of the identity of their wardens
- Coordinate safety practices (e.g. clear egress paths, access to first-attack equipment and disposal of rubbish) by wardens throughout their area of responsibility
- Attend training and emergency exercises, as required by the EPC
- Ensure personal ECO identification is available



## Emergency

On hearing an alarm or becoming aware of an emergency, the area wardens shall take the following actions;

- Implement the emergency response procedures for their area/floor
- Ensure that the appropriate Emergency Service has been notified
- Direct wardens to check the area/floor for any abnormal situations
- Commence evacuation if the circumstances on their area/floor warrant this
- Communicate with the chief warden by whatever means is available and act on instructions
- Advise the chief warden as soon as possible of the circumstances and actions taken
- Co-opt person as required to assist a warden during an emergency
- Confirm that the activities of wardens have been completed and report this to the chief warden or a senior officer of the attending Emergency Service if the chief warden is not available

## Post-emergency

- Compile a report of actions taken during the emergency for the debrief

## EMERGENCY PROCEDURES

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### On discovering or being informed of an emergency

- Investigate the report. Instruct the Wardens to check their area/floor for any other abnormal situation and, if necessary, move staff away from the immediate area to a safe location, adjacent to the nearest safe emergency stairwell
- Activate a Manual Call Point if there is an emergency requiring evacuation
- If necessary, initiate evacuation; otherwise
- Don the Yellow helmet
- Notify the Chief Warden
- Initiate any specific procedure dependent upon the type of emergency

### On hearing the ALERT TONE

**Immediately the ALERT TONE (Beep, Beep, Beep) is sounded:**

- Proceed to the Warden Intercom Phone (WIP)
- Don the Yellow helmet
- Wait for the Chief Warden to call you on the WIP
- Listen for PA announcements that may be made by the Chief Warden



- If advised by the Chief Warden, instruct Wardens to begin assembling people at the predetermined staging area
- Ensure Wardens are carrying out their specific duties
- Appoint replacement Warden(s) if necessary
- Advise Chief Warden of the status of the emergency if the alarm is originating from your area/floor

#### ① LIFTS WILL NOT BE USED IN AN EMERGENCY

(Unless specifically directed by an Authority such as the Fire Brigade)

- When staff are Assembled awaiting further instructions. Lift the WIP handset and contact the Chief Warden a second time.
- Advise the Chief Warden via the Warden Intercom Phone (WIP) if there are any occupant/visitors with a disability requiring assistance or 'refusals to leave'

**If instructed to Evacuate or the EVACUATION TONE (Whoop, Whoop, Whoop) is sounded:**

- Control the evacuation of personnel using designated exits; regulate egress so as not to impede evacuation from the area involved in the emergency
- Provide for safety of any occupant/visitor with a disability in accordance with their personal emergency evacuation plan (PEEP)
- If you haven't done so already and if safe to do so, advise the Chief Warden via the Warden Intercom Phone (WIP) if there are any occupant/visitor with a disability requiring assistance or 'refusals to leave'
- Maintain control of evacuating personnel & encourage calmness. Count head numbers as people exit, admitting people through exits sensibly according to capacity of the exit
- Restrain running and pushing; encourage deliberate progress, with safety first
- Receive reports from Wardens when duties are completed and when persons under your control have evacuated
- The Area warden must ensure that all persons are cleared from the area/floor and will be the last person to leave their area/floor, i.e. there will be absolutely no one left on the subject area/floor when they leave
- Report to Chief Warden any persons not accounted for

#### ① The Chief Warden may also be the Senior Officer of the responding Emergency Service

- Ensure occupant/visitors with a disability are left under your control
- If you do not remain with an occupant/visitor with a disability, proceed to the nominated Assembly Area and account for people

- Check in/register your arrival at the Assembly Area with the Assembly Area coordinator
- Do not re-enter the building until the "All Clear" is given by the Chief Warden or the Senior Officer of the responding Emergency Service

**Wardens will be assigned to the exit doors from the Children's Theatre to check conditions at the exit doors to avoid risk to occupants exiting of being exposed to radiant heat, vehicular movements in the driveway at the rear exit and/or falling debris.**

## AREA WARDEN FLOW SHEET

### Alert Phase (Beep, Beep, Beep)

- Proceed immediately to the WARDEN ASSEMBLY POINT & WAIT AT THE WIP PHONE, for the Chief Warden to contact you.
- Instruct Wardens to undertake a search of immediate areas to determine if the emergency is near you
- Follow instructions from the Chief Warden.
- Report to the Chief Warden the findings of the investigations
- If immediate danger warrants or instructed by the Chief Warden commence evacuation of the immediate area and if necessary your area/floor

### Evacuate Phase (Whoop, Whoop, Whoop)

- Evacuate the EMERGENCY INCIDENT AREA and the areas immediately adjoining the incident
- Progressively evacuate the remainder of the building prioritising the areas immediately adjacent to or above the emergency affected areas
- Instruct Wardens to clear storerooms, toilets and any other areas likely to be occupied.
- Check all rooms and structure to ensure that they are evacuated. Close doors of rooms and structures evacuated
- Report to the Chief Warden the status of the evacuation noting:
  - Area/floors cleared / not accessed
  - Occupant/visitor with a disability requiring assistance
- Once clear of the building ensure people DO NOT RE-ENTER THE BUILDING until the Chief Warden has given the ALL CLEAR

### Assembly Area: Outside Chinese Gardens

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## WARDEN

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### Selection Criteria for Wardens

The person appointed as a warden should;

- Be capable of performing their duties
- Have leadership qualities and the ability to command authority
- Display effective decision making skills
- Be capable of effectively communicating with occupants and visitors
- Be capable of deputizing for other positions
- Be able to undergo the relevant training

### Primary Roles and Duties

Each role within the ECO is unique and has a variety of pre-emergency, emergency and post-emergency actions that need to be addressed. These actions are transportable across a broad context of emergencies and should be seen as a minimum requirement that can be adjusted according to the situation being dealt with.

#### Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Ensure that all occupants are aware of the emergency response procedures
- Carry out safety practices (e.g. clear egress paths, access to first-attack equipment and disposal of rubbish) by wardens throughout their area of responsibility
- Ensure personal ECO identification is available
- Attend training and emergency exercises, as required by the EPC

#### Emergency

Persons selected as wardens shall carry out activities as set out in the emergency response procedures and as directed by the area warden. On hearing an alarm or becoming aware of an emergency, the wardens shall take the following actions;

- Act as area wardens in their absence
- Operate the communication system in place
- Check that any fire doors and smoke doors are properly closed
- Close or open other doors in accordance with emergency response procedures or as instructed by the Area warden
- Search the area/floor to ensure all people have evacuated. This function is of greater importance than a later physical count of those evacuated
- Assist occupants with disabilities in accordance with PEEP documentation
- Report the status of required activities to the area warden on their completion.

## EMERGENCY PROCEDURES

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### On discovering or being informed of an emergency

- Liaise with the Area warden
- Don red helmet
- Proceed to your area of responsibility and take control
- Investigate the report
- Move staff away from any affected area to a safe location (preferably the nearest emergency exit)
- Initiate any specific procedure dependent upon the type of emergency

### On hearing the ALERT TONE (Beep, Beep, Beep) sounded on your area/floor.

- Don red helmet
- Search your area for a possible cause and report to Area warden at WIP (Warden Intercom Phone)
- If instructed to do so by the Area warden, obtain assistance and ensure occupant/visitor with a disability are moved to the WIP or are enacting their personal emergency evacuation plan (PEEP)
- If instructed to assemble staff ready for evacuation, conduct search of prescribed area of responsibility and ensure toilets, kitchens, lunchrooms, etc. are cleared. Close doors as areas are cleared
- Maintain calm and order at the staging area and report OWD and RTL to Area warden upon completion of search

### Decision to Evacuate

#### If instructed to Evacuate or the EVACUATION TONE (Whoop, Whoop, Whoop) is sounded:

- Direct personnel in your area to evacuate and proceed to the Assembly Area located outside Chinese Gardens
- Obtain assistance for any occupant/visitor with a disability in accordance with their personal emergency evacuation plan (PEEP)
- Maintain control of evacuating personnel & encourage calmness. Count head numbers as people exit
- Admit persons through exits sensibly according to capacity of the exit
- Restrain running and pushing; encourage deliberate progress, with safety first
- Ensure occupant/visitor with a disability are left under control of the Area warden
- Evacuate on advice from the Area warden
- Proceed to your Assembly Area and account for people

- Advise your Area warden of any person not accounted for
- Check in/register your arrival at the Assembly Area with the Assembly Area coordinator
- Do not re-enter the building until the "All Clear" is given by the Chief Warden or the Senior Officer of the responding Emergency Service

**Wardens will be assigned to the exit doors from the Children's Theatre to check conditions at the exit doors to avoid risk to occupants exiting of being exposed to radiant heat, vehicular movements in the driveway at the rear exit and/or falling debris.**

## WARDEN ACTION SHEET

### Alert Phase (Beep, Beep, Beep)

- Advise staff on your area/floor to remain calm and that you are going to report to Area warden
- There is no need to evacuate unless the hazard is immediately evident
- Report to the Area warden at the WIP Phone for your area/floor
- If the Area warden is absent assume the role of Area warden
- Be prepared to evacuate on instruction

### Evacuate Phase (Whoop, Whoop, Whoop)

- Evacuate the EMERGENCY INCIDENT AREA and the areas immediately adjoining the incident
- Progressively evacuate the remainder of the area/floor prioritising the areas immediately adjacent to the emergency affected areas
- Clear storerooms, toilets and any other areas likely to be occupied.
- Check all rooms and structure to ensure that they are evacuated. Close doors of rooms and structures evacuated
- Report to the Area warden the status of the evacuation noting:
  - Areas cleared / not accessed
  - Occupant/visitor with a disability requiring assistance
- Once clear of the building ensure people DO NOT RE-ENTER THE BUILDING until the Chief Warden has given the ALL CLEAR
- Ensure persons at the assembly area remain at the assembly area

### Assembly Area: Outside Chinese Gardens

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## FIRST AID OFFICERS

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If possible, there should be qualified persons (with appropriate First Aid qualifications) available in the event of an emergency. The First Aid Officer should be a person who is usually on the premises during working hours and if possible, multiple First Aid Officers is beneficial.

Whenever possible, arrangements should be made between First Aid Officers to ensure that they are not absent from the building at the same time.

### **Responsibilities prior to an emergency include:**

- Ensuring a First Aid kit is fully maintained and accessible at all times
- Maintaining their First Aid qualifications
- Ensuring personal ECO identification is available
- Attending training and emergency exercises, as required by the EPC

### **Responsibilities during an emergency include:**

- Donning a green helmet/cap/tabard or vest, displaying a white cross, in the event of an emergency
- Raising the Alarm if an emergency situation is encountered
- Rendering assistance/treatment to any persons prior to, or during, evacuation, if safe to do so
- Transporting a first aid kit to the Assembly Area during an evacuation
- Setting up a First Aid Post at the Assembly Area
- Rendering First Aid treatment to any casualties
- Ensuring that the Wardens or Chief Warden are aware of any injuries requiring treatment
- Alerting the Ambulance Service if persons require medical aid or transport to hospital
- Prioritising of patient assistance/care (Triage)
- Maintain patient confidentiality regarding treatment or medical condition(s)

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## EMERGENCY RESPONSE TEAM

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### Primary Roles and Duties

Certain facilities due to the nature of the facility or operation conducted at the facility may at the discretion of the EPC require an emergency response team to be in place. The emergency response team will typically comprise members of staff that are specifically selected and train to deal with specific emergencies in the facility according to emergency response procedures

### Pre-emergency

These actions are undertaken prior to an emergency occurring. Having these actions in place should allow for the efficient management of emergencies.

- Attend training and emergency exercises, as required by the EPC
- Practise the use of specialized equipment
- Maintain specialized equipment (e.g. spill kits and breathing apparatus) as per manufacturers specifications
- Ensure that personal protective equipment is maintained and available
- Ensure personal ERT identification is available
- Conduct pre-emergency planning
- Attend training and emergency exercises, as required by the EPC

### Emergency

Members of the emergency response team shall carry out activities as set out in the emergency response procedures and the following;

- Respond to the emergency as directed by the Chief Warden
- Communicate the status of the situation to the Chief Warden
- Hand over and brief Emergency Services on arrival

### Post-emergency

- Compile a report of actions taken during the emergency for the debrief
- Clean and service used specialized equipment
- Replace specialized equipment as necessary







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## BOMB THREAT

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These guidelines are a composite of procedures and recommendations derived from the experiences of national and international police, security and law enforcement agencies. There is no conclusive solution for bomb threats: all differ in circumstance, location, motive, time of day etc. With logic, realistic and probing threat assessment, and a properly installed and rehearsed procedure, the perceived level of risk can be adjudged and actions taken in response.

### THE ASSESSMENT

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All available information must be collated and threats should be categorised as either specific or non-specific threats. This assists in deciding what further actions have to be taken.

#### Specific

**It is the least common but may be the most credible.**

The caller provides detail that may describe the device, its placement, the reason, its time of activation, etc.

#### Non-Specific

**Little detail before the call is terminated.**

Neither threat should be discounted and decisions now have to be made by an assessing team. When a bomb threat is received the Chief Warden should be notified as soon as possible. The Chief Warden should consult with the building's engineering, tenant services manager, security and other relevant building staff.

The following four options are available:

1. Take no further action but inform Police
2. Search without evacuation (if an item is identified as suspect during the search then evacuation should be considered)
3. Evacuate and Search
4. Evacuate (without search)

The significance of the response increases from 1 (take no action) through to 4 being Evacuate (without search). The appropriate response will depend on the level of the perceived risk.

In determining the perceived risk, the following issues should be considered:

- The nature or type of caller – Was there any site specific knowledge demonstrated by the caller? Was it seemingly premeditated by the caller? (i.e. Scripted threat, or recorded voice) This may increase the level of perceived risk. Was it a child's voice or were there people giggling in the background? If there are factors that suggest the call is less genuine, this will lessen the perceived risk
- The frequency of the threats being received. If threats are received on a more frequent basis, the level of perceived risk will be reduced

- Timing of the threat. If the threat is received during school holidays or April Fool's day the perceived risk will be less. However, if the threat is received during periods of increased building occupancy or a site-specific function, the perceived risk may be elevated
- Is it possible that the call is a Copy-Cat call? If there have been media reports recently this may lead to an increase in frequency of false threats and hence would reduce the perceived risk
- Will immediate evacuation of the building expose people to greater danger? If you believe the location of the bomb/threat is in building vicinity, occupants may be safer remaining in the building
- What is the size of the building and how many people are involved? Where there are fewer people it may be more appropriate to consider evacuation even where the perceived risk is low. However, where there are many people involved and there is a lower perceived risk (i.e. telephone call without a suspicious package) a full building evacuation may not be warranted as the costs associated with evacuating a large number of people would be considered excessive considering the risk

## Local

Have there been any problems associated with staff-members? (i.e. Redundancies, staff grievance, or incidents involving members of the general public). The threat may be related to an incident/situation or staff-member; the perceived risk may be increased or decreased depending upon the knowledge about the individual(s) concerned. Has there been any criminal or malicious activity in the surrounding area/suburb? (eg. Vandalism or gang related violence)

## National

Have there been recent announcements by the company, or government, (i.e. Industrial Relations changes or company policy changes etc.) that may instigate animosity towards the company? The perceived risk may be increased if public debate or opinion is of a magnitude to spurn people to take physical action.

## International

Are there any international events that may be of influence to the perceived threat? The perceived risk may be increased due to public polarising in opposition to such things as business operations/ industrial accidents/ business mergers or ethical practices etc. that may result in threats being made. (i.e. International opinion and demonstrations against companies for ethical production standards or public outcry about oil companies in relation to oil spills).

## Related Incidents

Validity of threat in relation to a sister/related site? (i.e. did Head Office receive a threat and it was unfounded, or other related buildings have/have not validated a threat recently?) The level of risk may

increase if other company sites have received and validated threats. Conversely the perceived risk may decrease if related facilities have received unfounded threats.

### Other Considerations

- The level of perceived risk may increase with the discovery of an object that typifies the description of a suspicious object
- Tenant notification? Consideration needs to be given to notification of tenants and in what form? The decision to notify tenants will depend on the level of perceived risk, whether there is a specific threat for any particular tenants and the proposed response to the threat. The Chief Warden or Team managing the incident will determine what information is disclosed and when
- **NOTIFY THE POLICE**

It is the responsibility of the Chief Warden to consider the risk and determine which of the four options will be the most appropriate. There is no right answer.

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## BOMB THREAT PROCEDURES

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### IN THE EVENT OF A TELEPHONE THREAT

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- Stay calm
- Attract someone's attention to notify the Chief Warden immediately
- Do not create panic by telling personnel other than your Area warden
- The Chief Warden will advise the Police
- The Chief Warden will liaise with the tenant involved, to assess the seriousness of the threat
- Keep the caller on the telephone as long as possible and record the caller's comments word by word. Utilise the Bomb Threat Check List (Refer Appendix)
- Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex and location of the caller
- Assessment of appropriate response will be made by the Chief Warden in conjunction with the all relevant role players

#### Switchboard Operator Instructions:

- Stay calm
- Keep the caller on the line as long as possible and record the person's comments word by word.
- Question the caller utilising the Bomb Threat Checklist (Refer Appendix)
- Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex and location of the caller.
- Fill out bomb threat checklist immediately in private, away from distractions.

#### In the Event of a Letter/Note/Email or SMS

- Handle the letter/note as little as possible, if at all
- Police will be interested in talking first hand with the person receiving the threat. This person should remain available until Police arrive
- Email messages should be retained for Police investigation. Do not attempt to reply to the message
- SMS messages should be retained for Police investigation. Do not attempt to reply to the message

## THE SEARCH

If the perceived level of threat is assessed as credible, the Chief Warden may direct that a search of the premises be warranted. The building should be divided into areas and each area assigned to personnel who are familiar with the area. Upon being assigned a room or area, personnel should make a survey of the area, noting what objects normally occupy the area. Those who are familiar with an area are the most likely to see something out of place.

### Search Methodology

- Outside areas including evacuation assembly areas
- Building entrances and exits, particularly, path people will use to evacuate
- Public areas within buildings
- Other areas of the building, working in a progressive manner, either from the reported location or from the lower levels of the facility upwards
- Areas should be checked methodically ideally by persons working in pairs. When an area is checked and found to be free of suspect items it should be identified as checked. This may be a visible identification or a verbal report back to the Area warden or Chief Warden
- No person is expected to search against their will
- Search of an area should begin and end at a common point
- Area/floor to waist is searched first
- Waist to ceiling is searched second

In assessing whether an object may be suspicious the HOT-UP acronym is a simple method of assessment.

<b>H</b>	Is the item <b>HIDDEN</b> ?
<b>O</b>	Is the item <b>OBVIOUSLY</b> suspicious?
<b>T</b>	Is the item <b>TYPICAL</b> of items usually found in that area?
If the finder of a suspicious package is still unsure the following questions in conjunction with HOT	
<b>U</b>	Is there evidence or reports of <b>UNAUTHORISED</b> access or activity?
<b>P</b>	<b>PUBLIC</b> access to the area or <b>PERIMETER</b> breach?

① It is imperative that personnel involved in the search be instructed that their mission is only to search for and report suspicious objects, not to move, jar or touch the object or anything attached thereto.

**① The removal/dismarming of an object must be left up to the professionals in the explosive ordinance disposal**

Wardens should be responsible for directing the search of their areas, receiving information from search personnel and relaying information to the Chief Warden. Security, maintenance, and cleaning personnel search such areas as hallways, toilets, stairwells, elevator shafts, storage areas and areas outside the building including the Assembly Area.

As the search of each area is completed and no suspicious objects are found, a report is given to the appropriate Warden. The Area warden will advise the result of the search to the Chief Warden. If a particular location is named, it may be decided to evacuate the area/floor, the two area/floors above and two area/floors below. Medical personnel should be placed on alert during the search. This provides immediate medical attention in the event of accidental or premature detonation.

## **COMMUNICATIONS DURING A SEARCH**

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A rapid two-way communication system is of utmost importance. Normally communications between search teams and the Chief Warden can be accomplished through the existing telephone system, or building intercommunications system.

**① Caution: The use of radios or mobile phones could prove dangerous. The transmission could cause premature detonation of an electric initiator (blasting cap).**

The Chief Warden will make the decision on the use of radio communication whilst the search is in progress, based upon the level of credibility or the nature of the threat.

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## DISCOVERY OF A SUSPECT PACKAGE

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### In the event of a suspicious package being discovered

❶ DO NOT use two-way radios/mobile phones in the vicinity of a suspicious package

#### The Area warden for that area/floor will:

- Advise the Chief Warden (code Purple)
- Proceed to evacuate the area/floor
- Ensure that personal effects (i.e. Bags, briefcases etc) are taken with the evacuees

#### The Chief Warden will:

- Advise Police and Fire Brigade
- Advise the Area wardens concerned to evacuate two floors above and two floors below the 'suspect' area/floor
- Alert the Ambulance service

❶ DO NOT TOUCH, TILT OR TAMPER WITH THE SUSPECT PACKAGE

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## CAR PARK & LOADING BAYS

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### If a suspect package is found in the car park or a threat indicates a device has been left in these areas, the Chief Warden should:

- Ensure the Police are notified
- Direct the Dock Master to allow access only to the Emergency Services to the car park areas
- If necessary, commence evacuation of the building
- Prohibit pedestrian & vehicular access to the car park levels

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## IF A SUSPICIOUS OBJECT IS LOCATED

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- The location and description of the object as detailed and accurate as possible should be reported to the appropriate Warden. This information is relayed immediately to the Chief Warden, who will call Police. When Police arrive, they should be met and escorted to the scene (to a safe distance)
- The danger area should be identified and cordoned off. Establish an exclusion zone of at least 100m including areas above and below the object



- Check to see that all doors and windows are open to minimise primary damage from blast and secondary damage from fragmentation
- Evacuate the building
- Persons should not assemble in any location that is in line of sight of the possible danger area
- The Chief Warden will advise on the location of the Assembly Area in accordance with the type and area of threat, in conjunction with other influencing factors such as weather/wind direction etc.
- The removal and disarming of a bomb or suspicious object, must be left to the police bomb unit

## EVACUATED TENANCIES

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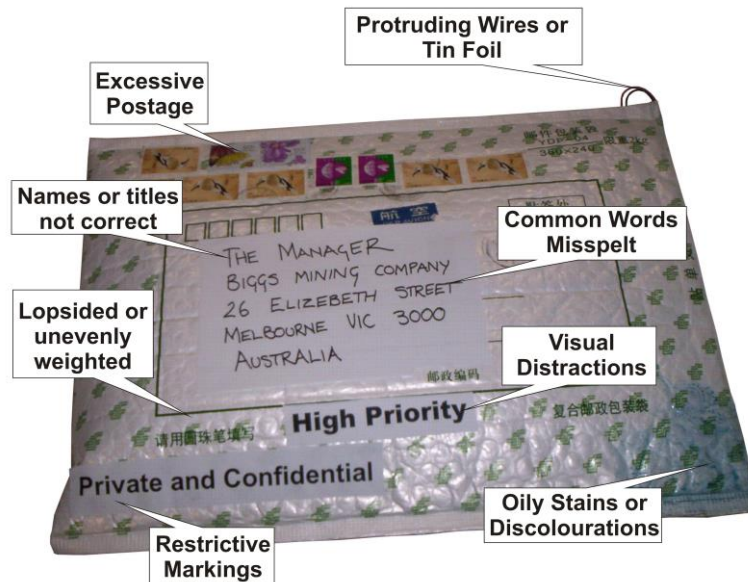
The ECO including the Chief Warden team is not expected to have intimate knowledge of every tenancy within the building. Emergency Services may require site specific information from any or some of the tenancies that have been evacuated. To identify, locate and contact the most appropriate supervisor, manager or Warden from any tenancy at the Assembly Area may waste valuable time. To assist Emergency Services in gaining rapid site specific information it is recommended that upon the evacuation of any tenancy within the building in relation to a bomb threat or suspicious object, that the Tenancy Evacuation Contact Notice (see Appendices) be completed and affixed to the front entrance of that particular tenancy.

It is advisable that the Tenancy Evacuation Contact Notice is not completed prior to an evacuation with standard company contact numbers, but completed at the time of an evacuation so as to provide up to the minute contact details of any manager, supervisor or Warden that was at work, on the premises, at the time of the evacuation.



## MAIL ROOM

Regular mail received undergoes a number of processes before it is delivered, while this **PROCESS IS NOT INFALLIBLE**, any item that is outside the normal mail received should be treated with care and in consultation with the Chief Warden or Emergency Services.



### Other historical indicators of suspicious mail include:

- Excessive securing material
- Excessive weight
- Odours that are not common with the regular mail
- Lacks address of sender
- Audible sounds

### Mail Room Staff Responsibilities:

- Any suspect items should be reported immediately to the Chief Warden
- Always be alert for suspicious packages
- If a threat is received through the mail, avoid handling it so that Police can examine the note/package for clues
- Ensure items that arrive via means other than the current procedures are addressed with security: i.e. Items that have been left unattended outside the main dock that have not been signed for, will need to be brought to the immediate attention of the Chief Warden and/or the Emergency Services for further investigation

❗ The use of two-way radios, mobile and radiophones can pose a risk in a mailroom environment

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## SUSPECT MAIL CONTAINING HAZARDOUS POWDER

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### GENERAL

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Identification of suspicious packages and letters containing unknown powder substances generally exhibit the same characteristics as a suspicious package identified in the bomb threat procedures.

### PROCEDURE

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#### Unopened Package

**If you receive a suspicious package and have not opened it.**

- Place the item in a plastic bag and seal it
- Place all items in a second plastic bag and seal that also
- Stay in your office or immediate work area. This applies to workers in the same room.  
Prevent others from entering the area and becoming contaminated
- Keep your hands away from your face
- If available, wash your hands without leaving your work area
- Turn off any air circulating fans
- Contact the Chief Warden and advise
  - Your exact location
  - Number of people in quarantine with you
  - Description of the package
  - Any action taken, e.g. Bagging it

#### Opened Package

**If you receive a suspicious package and HAVE opened it.**

- Do not disturb the item any further, do not pass it around
- If any substance has spilt from the package do not try to clean it up, or brush it from your clothing
- If possible, place an object over the package without disturbing it e.g. a waste bin
- Stay in your office or immediate work area. This applies to workers in the same room.  
Prevent others from entering the area and becoming contaminated
- If there is a strong, overpowering odour, move to an adjoining room, closing all doors and windows and stay in that area until help arrives
- Contact the Chief Warden and advise
  - Your exact location

- Number of people in quarantine with you
- Description of the package
- Any action taken, e.g. Bagging it or covering it
- Keep your hands away from your face
- If available, wash your hands without leaving your work area
- Turn off any air circulating fans
- Wait for help to arrive

① Any package/parcel or object deemed to be suspicious must be reported to the Chief Warden so that a decision or actions can be made to safeguard ALL tenant/ occupants.

**Chief Warden will:**

- Organise to have air conditioning turned off
- Contact Emergency Services

## BUILDING

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## BUILDING DAMAGE

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### GENERAL

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Generally, buildings in Australia can withstand a certain amount of damage without placing their occupants at risk. Recent experience however, has shown that although rare, there is a remote possibility of building failure due to unexpected forces such as earthquake. Other possible causes of failure may be explosion, internal failure and collision.

#### When Damage Occurs

- Take immediate refuge under desk or benches, door frames, archways etc.
- Do not use lifts
- Stay clear of filing cabinets, shelves and bookcases etc.
- Maintain refuge until structural safety checks are completed

#### Chief Warden Duties:

- Notify Emergency Services
- Contact and organise Wardens and staff to carry out an injury/building safety checks and to report
- Organise for any main gas supply to be isolated
- When safe to do so, commence evacuation ensuring that:
  - Evacuation routes are safe
  - First aid personnel are available to assist the injured
  - All personnel are accounted for

#### Area warden Duties:

- When safe to do so, make contact with Chief Warden
- Organise assessment of injury and damage on your area/floor
- Report to Chief Warden and be prepared to commence evacuation
- Commence evacuation if/when directed

#### Warden Duties:

- When safe to do so, make contact with Area warden
- Assist with injury and damage assessment
- When safe to do so, organise people to allocated exit route and assist with evacuation if/when ordered to
- Assist people to Assembly Area/s located outside Chinese Gardens

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## CAR PARK CARBON MONOXIDE CONTAMINATION

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### GENERAL

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Car parks, especially enclosed car parks, should have a method of monitoring carbon monoxide contamination. The contamination by carbon monoxide of underground or elevated car parks can be extremely dangerous. These conditions can be caused by such things as excessive vehicle hold-up or mechanical breakdown of machinery.

### PROCEDURE

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If carbon monoxide builds to dangerous levels, e.g. 35 parts per million or above, or any other emergency condition occurs, the Chief Warden should:

- Ensure no vehicle access to the car park
- Ensure all exit routes are free to allow vehicle egress
- Ensure that if egress is blocked on the street, Police are notified to provide traffic control assistance
- Ensure that all exhaust fans are functioning at full speed if possible
- Ensure that if the traffic is stopped, management team/car park wardens circulate the car park asking people to switch off engine
- Do not allow re-entry to car park until levels of contamination are at acceptable levels

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## CHEMICAL FLAMMABLE & RADIOLOGICAL SUBSTANCE EMERGENCY

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### GENERAL

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Modern society uses a wide range of chemical substances ranging from safe, non-toxic mixtures through to highly toxic and very unstable substances, which could, if leaked, cause disruption and injury. All chemicals on-site should be recorded and Safety Data Sheets (SDS) held for all substances. Supporting this, tenants must ensure that the labelling, handling, storage, transport and use of any chemical is adequate and compliant with industry standards.

#### **If a chemical leak occurs, the Chief Warden should:**

- Proceed immediately to scene of leak without placing themselves at risk
- Establish scope of emergency and whether safe containment will be speedily achieved. If in doubt, commence evacuation. In the case of noxious odour, air borne contaminants such as Ammonia or Chlorine, shut down air conditioning and seal area of origin
- Notify Emergency Services (Fire Brigade and ambulance if required)
- Ensure injured are removed to a place of safety and no one is exposed to further risk of injury
- Notify all Area wardens of situation
- If necessary, instruct Area wardens to implement evacuation

### CHEMICAL HAZARD CONSIDERATIONS

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- Call Emergency Services
- Have SDS's located for quick reference
- Hold your breath and move away from site as quickly as possible
- Set up communication channel for any person who needs to be isolated
- Ensure all people who may have been exposed receive medical attention
- Shut down building ventilation systems, turn off fans
- Remove outer clothing and immediately wash skin with cold water
- Isolate the scene
- Prevent entry from unauthorised people
- Seek medical assistance immediately if you feel nauseous, dizziness etc
- Do not attempt to clean up the spill or confine the leak until the SDS is at hand. You must be appropriately trained and have the correct Personal Protective Equipment (PPE)
- Where the substance is considered flammable, isolate nearby ignition sources

- Shelter in place or evacuate upwind
- Commence immediate evacuation if complaints of illness, discomfort, irritation or excessive odour
- Arrange supplier to assist in the decontamination of the site and ensure no residual contamination is evident.

## RADIOLOGICAL CONSIDERATIONS

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- Raise the alarm to immediate area
- Contact Emergency Services
- Wind direction, remain upwind from the area
- Reduce your exposure time
- Keep away from the source, isolate immediately for at least 50m in all directions
- Cover yourself with heavy or thick material
- Breathe through a towel or handkerchief over your mouth
- Remove outer clothing if you think radioactive particles have lodged in your clothing
- Wash exposed skin and hair
- Seek medical advice

## FLAMMABLE GOODS CONSIDERATIONS

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- Evacuate area of localised spill
- Ensure no flames or sparks are present within an 10 metre radius
- Have SDS located for quick reference
- Ensure any exposed person receives medical attention
- Isolate the accident scene
- Only attempt clean up if it is a minor spill using correct PPE
- Contact the Fire Brigades Hazmat for minor spills
- Only resume occupation of area when no hazard remains

**① Note: Please refer to State Regulatory Bodies for further information on state specific requirements**



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## REFRIGERANT LEAK RESPONSE PROCEDURE

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### GENERAL

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The purpose of this guideline is to establish a procedure for responding to significant releases of refrigerant from chiller plant Room located in Basement level 4. When a refrigerant gas detector signals an alarm and siren located outside of the chiller rooms, site security should immediately contact Property Services Supervisor and Property Services Manager who will then escalate to other stakeholders as required.

Chiller plants pose the greatest risk of hazardous release of refrigerant. The two main chiller plants are in B4.

Chillers in Darling Quarter are serviced by Johnson Controls and associated HVAC equipment in the room are serviced by mechanical contractor and the detection system is maintained by specialized vendor Gastech.

Smaller building specific split air condition units on various areas of building also contain refrigerant but the leak would normally be minor in most of the cases.

### PROCEDURE

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Chiller Room in Basement 4 under the North Building has the potential for Significant Release of Refrigerants (e.g. chiller areas) and has been fitted with Refrigerant leak detection and alarm system.

There are warning strobes and sirens just outside the two alternate entrance doors with appropriate warning signs "WHEN ALARM is activated, DO NOT ENTER ROOM"

Upon discovery of or activation of a refrigeration leak or alarm siren being activated

- If the individual is within the area, he/she should immediately evacuate and inform site security on 02 8267 8210 informing them of the leak and approximate rate and potential quantity if known.
- Inform Security if any persons are trapped or injured
- Site security controller will notify the Property Services Supervisor and Property Services Manager to investigate themselves or contact service provider.
- No one shall enter the room except a properly trained refrigerant technician with proper personal protective equipment or local emergency services personnel
- If the alarm is found to be caused by genuine refrigerant leak, local fresh outside air supply fan and exhaust fan will be checked to ensure they have started running to purge the refrigerant. If automatic operation does not work, the fans will be run on manual mode.

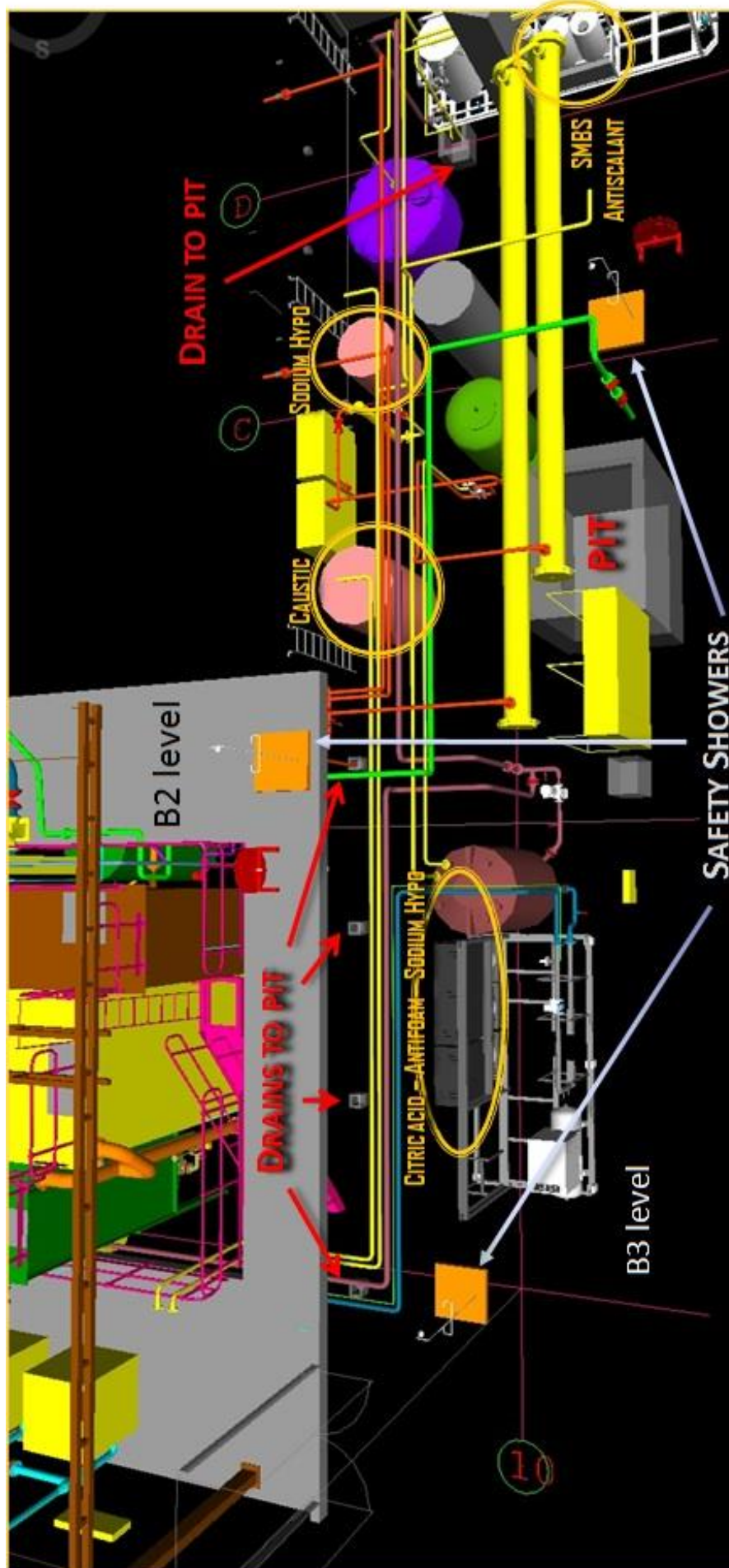
- Depending upon severity of leak, management will then call local emergency services on 000 and notify the chiller service vendor to attend site to investigate further and fix the leak.
- If by any reason the refrigerant has leaked to areas occupied by tenants or site contractor being affected, the decision will be made to evacuate the building after assessment by the local emergency services and fire brigade.

Once the emergency services or the chiller service contractor has given all clear, the access to chiller room will be granted to all security and facilities teams.

## SPILL RESPONSE PLAN

HAZCHEM	
<p><b>Caution</b></p> <p>Assess the spill</p> <ul style="list-style-type: none"> <li>Provide first aid to any affect personnel (DAP spray, Safety shower / Eye wash)</li> <li>Do I need assistance?</li> <li>What chemical is spilt?</li> <li>Is it safe to approach? Is site evacuation required?</li> </ul> <p>Ensure the area is safe</p> <ul style="list-style-type: none"> <li>Remove bystanders</li> </ul>	<p>Do not attempt to clean up spill unless it is safe to do so.</p> <p>There may be a risk to yourself or others from:</p> <ul style="list-style-type: none"> <li>Fire or explosion</li> <li>Toxic Fumes</li> <li>Chemical Burns</li> </ul>
<p><b>Contain</b></p> <p>Stop at source</p> <ul style="list-style-type: none"> <li>Turn off pump / Emergency shut-off</li> <li>Turn drum upright or plug hole</li> <li>Turn off valve</li> </ul> <p><b>Block drain or contain spill</b></p> <ul style="list-style-type: none"> <li>Check suitability of the spill kit.</li> </ul>	<p>Try and stop the spread of the spill as quickly as possible. Special attentions should be made to stop spilled chemicals entering the storm water system and ground water. You should use whatever is available to create a physical or absorbent barrier to stop the flow.</p>
<p><b>Clean Up</b></p> <p>Absorb liquids into a Solid Bag the solid used absorbents</p> <p>Dispose as prescribed waste</p>	<p>Large spills should be pumped into a suitable container. Check to ensure the container is suitable for the chemical being stored.</p>
<p><b>Report</b></p> <p>Report to supervisor / client representative</p> <p>Call the OHSE Manager (0400777194)</p> <ul style="list-style-type: none"> <li>OHSE Manger will report significant spill to EPA</li> </ul> <p>For major spill or spills outside the capability of Darling Quarter Management, call 000 for fire brigade</p>	<p>Contaminated material shall be placed in a leak proof plastic bag.</p> <p>Fire brigade are responsible for HAZMAT Emergency response</p>

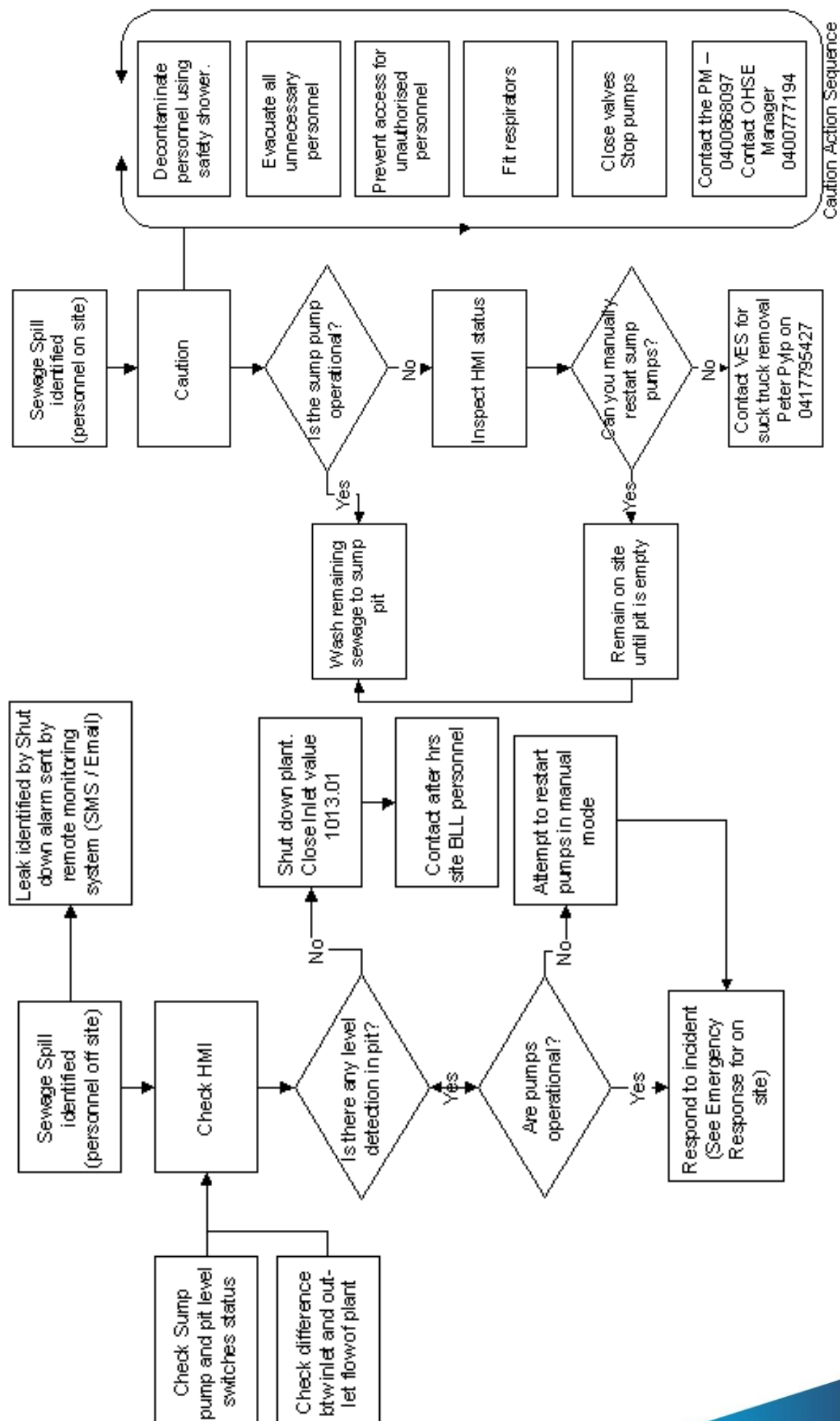








# Biological Spill - Darling Walk



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## DARLING QUARTER RECYCLED WATER PLANT HYDROGEN SULPHIDE ALARM ENTRY/EXIT PROCEDURE

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### Refer Site Specific Forms:

- Darling Walk OHSE Plan\_2014.
- DQ Plant Risk Assessment Form\_2014.
- DQ network Operators & Retail Supplier's Emergency Preparedness & Response Plan.

### PURPOSE

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- Procedure for RWP plant entry & exit in the event of a Hydrogen Sulphide (H<sub>2</sub>S) alarm from either the plant room H<sub>2</sub>S Gas monitors &/or personal Draeger Gas monitor.

Note: Plant room incorporates forced room air extraction & foul air extraction from RWP process.

### ENTRY/EXIT PROCEDURES:

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#### Normal Entry/exit to plant at B2 Floor level

Hydrogen Sulphide alarm panel/strobe lights are located on top RH side of level B2 entry doors to plant, an additional strobe light is located inside plant room centrally located adjacent to Main control panel fixed to overhead ladder rack

- There are two (2) entry/exit points: Level B2 & Level B3, however Sign-on Book is located at level B2 – ensure Sign-on book is signed at B2 if entering/exiting at B3 level.
- Before site entry check gas alarm panel/strobe at level B2 for zero H<sub>2</sub>S gas in plant room.
- Sign on, Sign-on/off book adjacent to entry door.
- Locate & turn “on” Draeger Personal Gas Monitor – kept on table next to SCADA & Main control panel.
- Check room ventilation operating.

#### Hydrogen Sulphide alarm

Indicated by flashing strobe light inside & outside plant room &/or personal Gas monitor alarm:

- Vacate plant room immediately via either exit
- Sign off Sign-on Book at level B2 entry point, & contact Security
- Check via remote monitoring SCADA vent fans are operating
- Check/monitor gas levels via alarm display panel

## Re-entry to plant on alarm all clear:

- Re-entry to plant shall not be attempted until the plant Hydrogen Sulphide alarm indicates gas/fumes are no longer present - observe the gas monitoring control panel/alarm strobe on RH side of entry door – gas levels are indicated
- Alarm strobe should be cleared/reset when gas levels are zero
- Wait 15mins to ensure no gas build up occurs & alarm is re-triggered
- If all clear notify Security your re-entering plant, sign in, have an observer (i.e. Security officer) present at entrance level B2/B3 when first re-entering
- Slowly open door, check personal gas monitor & proceed carefully into plant room monitoring personal gas monitor – level B3 may be safer entry alternative
- Check plant room for possible leaks from process/cause of fumes & rectify if safe to do so – i.e. hose down contamination/manual pump out of sump via SCADA
- Notify observer of plant condition & if no hazards. If any possible H2S hazard still evident evacuate room immediately refer to item 3.0

## PROCEDURE IF ALARM CONDITION PERSISTS

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### High H2S alarm condition does not clear after 2hrs: - after continued monitoring

- Notify Security of continued H2S alarm
- Plant room now to be designated as a Confined Space, & appropriate procedure observed
- Site Operator to notify & liaise with Veolia Service Manager, OHSE Manager, & JLL Property Managers to advise of situation and arrange appropriate personnel for safe entry re Confined Space & remedial action
- Find cause/rectify H2S gas issue if possible once plant room entered.
- Dock master/JLL Property Managers to monitor situation with Veolia personnel & take appropriate action re level B2 loading Dock area & possible risks – refer Darling Walk OHSE Plan\_2014, & DQ Plant Risk Assessment Form\_2014.



## NOTES

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- I. Refer Hydrogen Sulphide SDS.
- II. The gas is produced as a result of the microbial breakdown of organic materials in the absence of oxygen –in RWP case, usually as a result of the failure of RWP process.
- III. Prior alarm conditions have been a result of clearance of blockages in the RWP process resulting in a build-up of fumes in the plant sumps
- IV. Alarm conditions could also be caused by process failure &/or tank, pipe, valve & pump leaks/ failure
- V. In the event of future blockage clearance, ensure drains/sumps are flushed with fresh water & emptied via sump pumps to sewer to reduce risk of high H<sub>2</sub>S alarms
- VI. Ensure appropriate Incident reports are submitted re H<sub>2</sub>S alarms

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## COMMUNICATION SYSTEM FAILURE

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### GENERAL

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Communication during an emergency is a vital tool in the coordination of the safe and orderly movement of people from an area of danger to an area of safety. The flow of information to and from the Chief Warden is essential in the coordination of the Emergency Control Organisation and its ability to function at its most effective and efficient to safeguard life.

### PROCEDURE

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In the event of communication failure whereby land telephone line is unavailable communication should be attempted via mobile phone to The Chief Warden or Deputy Chief Warden.

#### **Landline and Mobile Telephone Failure**

In the event of both landline and mobile telephone failure communication with the Chief Warden should be made in person

## EXPLOSION

### In the event of an explosion the Chief Warden should:

<b>Emergency Services</b>	Ensure that Emergency Services are promptly informed
<b>Casualties</b>	Arrange for seriously injured to be treated at the scene by First Aiders. Persons suffering minor injuries should be treated at the Assembly Area. Those that are obviously dead should not be removed.
<b>Fires</b>	Deploy appropriately trained personnel to combat any fires pending the arrival of the Fire Brigade
<b>Evacuation</b>	Ensure persons not engaged in on-scene response efforts be evacuated to the designated Assembly Area (or other location as determined by the Chief Warden.)
<b>Hazards</b>	Designate appropriate staff to isolate/shut down hazardous processes or equipment, which could pose additional hazards to rescue and recovery operations.
<b>Search &amp; Rescue</b>	Emergency Services will normally perform this task - steps should be taken however to attempt to quickly 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.
<b>Access Control</b>	Ensure only essential vehicles and personnel are permitted on site
<b>Senior Management</b>	Ensure that appropriate Senior Management are informed as soon as possible
<b>Security Cordon</b>	Establish a 'no-go' zone around the scene. Only authorised persons should be permitted inside this restricted area. This reduces the risk of evidence being destroyed or interfered with or persons being unwittingly exposed to danger or sightseers hampering rescue efforts.
<b>Evidence</b>	As best as possible, preserve the physical and legal integrity of all evidence. Nothing must be touched without the permission of the senior Emergency Services officer present. Witness details should be recorded and if practicable, they should be asked to remain until Police arrive.
<b>Media</b>	Refer media inquiries to an authorised person
<b>Structural Damage</b>	Arrange for the survey of the building's structure for any sign of structural damage and dangerous areas cordoned off.

## In the event of an explosion the Area warden should:

- Evacuate the affected area immediately
- Isolate the affected area
- Remove any persons in danger, if safe to do so
- Assess any injuries and render first aid
- Direct Wardens to check for any persons trapped within emergency stairs and any barriers to egress
- Alert the Chief Warden
- If required, evacuate all persons on site to the safest evacuation Assembly Area nominated by the Chief Warden
- Leave doors and windows open on the way out
- Isolate gas and electricity (either at affected area if possible, or Chief Warden to arrange via building technical services)
- If trained and if safe to do so, use fire fighting equipment on any resulting fire
- Chief Warden will declare an emergency situation and activate the ECO to respond as advised

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## FLOODING / IMMINENT FLOODING - NATURAL

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### GENERAL

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Public weather services are provided by the Bureau of Meteorology (BOM) meteorological offices in each state of Australia and on average issue 2500 weather warnings per year nationally. These warnings are disseminated by liaison with national media organisations such as the Australian Broadcasting Commission, the Federation of Australian Commercial Television Stations, and the Federation of Australian Radio Broadcasters.

### PROCEDURE

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In response to a flood warning, the Chief Warden shall ensure the following actions are taken:

- If considered necessary, establish contact with the local State Emergency Service and request assistance with flood mitigation activities
- Secure all vulnerable areas against water ingress, using flood shields such as metal barriers, sandbags, etc.
- Remove/secure all critical records and items of equipment (eg: files, computers, etc.)
- Open flames and sources of ignition (including pilot lights) shall be extinguished if possible
- Secure or remove vehicles from basement levels
- Goods in storage shall be secured or moved to higher levels or non-flood areas
- As far as practical, compressed gas cylinders shall be secured or moved to higher levels or non-flood areas
- If flooding threatens, isolate electrical power to the affected area(s) (even in the event of a power failure)
- PABX systems should be switched to alternative contact arrangements (eg: after hours numbers)

In response to flooding, the Chief Warden shall ensure the following actions are taken:

- Establish the nature and extent of the cause of the flooding (eg. Broken water pipe, activated sprinkler head etc.)
- Initiate a PA announcement to affected area(s)/ area/floor(s)
- Contact the Fire Brigade (000) if flooding is substantial or the situation represents a safety hazard
- Order building maintenance to isolate water to the building until the situation is rectified

- Order building maintenance to isolate electrical power to the affected area(s) until the situation is rendered safe
- Initiate an evacuation if the situation warrants and if necessary, one floor above and two floors below the affected floor dependent upon the extent of the flooding
- Despatch cleaning staff to contain water seepage and minimise damage once the situation is deemed safe

Contact building management and arrange/coordinate recovery processes

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## FLOODING DOMESTIC

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### FIRST STAFF AWARE

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- Assess situation
- Raise the alarm by immediately contacting Area warden / Chief Warden
- Do not enter affected area
- If possible, accessible and safe to do so; shut off the water supply

### AREA WARDEN

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- Determine situation
- Ensure Chief warden is notified
- Do not enter affected area
- Evacuate any persons in the affected area, if appropriate and safe

### CHIEF WARDEN

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- Determine situation
- Assess need to evacuate
- Contact Emergency Services, if required/necessary
- Brief members of the Emergency Control Organisation
- Marshal evacuees away from affected area, if appropriate
- If necessary, arrange for PA announcements to advise other occupants of situation
- Give instructions to isolate power if applicable
- Give instructions to isolate water source if possible
- Arrange for bunding, sandbags or other control measures to be deployed as appropriate

- ① Do not attempt to touch electrical equipment or leads.
- ① Affected area may need to be cordoned off until dry and appropriate for occupation.
- ① Consider slip hazards.

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## **GAS LEAK AND/OR AIR CONDITIONING CONTAMINATION**

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### **GENERAL**

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Air conditioning within a building is achieved by heating or cooling some of the recycled air from within the building, supplemented as required by the intake of some fresh air from outside the building. Because much of the air can be recycled, it is evident that any air contamination on one floor level will readily be circulated to all other floor levels, through the air conditioning system.

In the event of a fire, the operation of either the smoke detectors or sprinkler system will automatically switch the air conditioning system over to the fire mode. In this mode, the system either switches over to exhaust and thereby helps remove the smoke to the outside atmosphere, or switches off and a smoke spill system operates.

### **PROCEDURE**

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#### **In the event of air conditioning contamination the Chief Warden will:**

- Notify Building Maintenance to turn off air-conditioning systems
- Advise Emergency Services who will conduct analysis of the air quality

#### **In the event of a Gas Leak, the Chief Warden will:**

- Notify the Building Engineer if available, if not, organise to shut off the main gas valve if known, and then proceed immediately to the FIP / EWIS to co-ordinate the emergency
- Establish scope of emergency and whether safe containment will be speedily achieved. If in doubt, commence evacuation
- Shelter in place or evacuate people to safety, upwind
- Ensure mobile phones and radios are not used
- Notify Area wardens of situation; and need for possible evacuation
- Ensure Fire Brigade and Gas Company are notified and ambulance if required
- Restrict the presence of open flames, welding or smoking. Ensure communication of instructions to people in vicinity
- Audit the site to identify any air quality issues
- Arrange for contractors to ventilate the site and operate ventilation and air conditioning systems
- Emergency services will confirm when the air quality is clear and possible for habitation
- Ensure all vehicle movements within the vicinity are stopped



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## LIFT ENTRAPMENT

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### GENERAL

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There are 9 lifts servicing the building. Each lift is equipped with an emergency communication system that will enable trapped occupants to raise the alarm.

### PROCEDURE

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**Should a staff member encounter or become aware that persons are trapped within a lift they should:**

- Ascertain their condition (eg disturbed, calm, etc)
- Reassure the occupant(s)
- Do not attempt to release persons from the lift car
- Notify Chief Warden or Facilities Management
- If occupant is experiencing severe trauma and/or immediate release from the lift is necessary to forestall the onset of an acute medical condition, the lift contractor, Emergency Services should be immediately summoned to rescue/treat the person
- If person is calm and in good physical health, ensure that lift contractor is notified and await their attendance
- Continue to reassure the occupant

#### **Response Procedures:**

- Dispatch a warden to the lift in question
- If occupant is experiencing severe trauma and/or immediate release from the lift is necessary to forestall the onset of an acute medical condition, the lift contractor, Emergency Services should be immediately summoned to rescue/treat the person
- If person is calm and in good physical health, ensure that lift contractor is notified and await their attendance

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## POWER FAILURE

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### GENERAL

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The event of a major electrical failure occurring in the building can pose various issues that require attention from the ECO as both staff and visitors will be affected. Depending on the cause of the power failure the situation may last a relatively short time or can become a protracted event.

During the electrical outage the following systems should revert to backup electrical supplies.

- Emergency lighting & Exit lighting
- Fire detection systems and the Fire Indicator Panel
- Emergency Warning Intercommunication System
- Security system
- Emergency Generator (where installed)

### Key Contacts:

The sudden loss of electricity in the building can create various issues that need to be dealt with by the following key personnel.

- Chief Warden
- Property Manager
- Lift Maintenance Contractor
- Electricity Provider

Contact names and numbers refer to Emergency Contact phone Numbers located in the contact section, at the front of this manual

### Hazards / Issues

In the event of an electrical failure various issues may need to be dealt with such as:

- People trapped in lifts
- Injured people on escalator
- People within a darkened area
- Unsecured tenancies
- Power surge on re-commencement of electrical supply

## PROCEDURE

Immediately upon experiencing an electrical failure in the building the Chief Warden/Property Manager or any member of the Emergency Control Organisation should take the following action:

- Deploy maintenance staff to assess the situation
- Contact the Electrical Provider to determine the possible duration of the outage.
- In the event immediate reconnection cannot be made notify the Emergency Services.
- Alert other members of the Emergency Control Organisation (ECO).
- Make appropriate announcement over the EWIS PA system
- Conduct a search of the building in case people require assistance such as trapped in lift or suffering injuries as a result of the electrical failure.
- Ensure contact is made with any persons trapped in lifts and ascertain their status.  
Maintain regular contact with entrapped people.

**① People trapped in lifts require priority and should be assisted by the Emergency Services and the Lift Maintenance Provider.**

- Request a warden to staff to assist occupant/visitor with a disability and infirmed off escalators
- Override automatic entrance doors and exit boom gates and leave in an opened position.
- Deploy maintenance staff to ensure generators are running and switched to appropriate circuits.
- Consider evacuation of the building if outage is likely to be for a long duration.
- Property Manager to make safe plant equipment so as not to suffer potential damage on re-supply of electricity.
- Restrict entrance to the building by placing Wardens at the entrances and entry boom gates to the car parks are down.
- A controlled non-urgent evacuation can be a method of minimising traffic 'grid lock' in the car parks.
- Request Police assistance with additional patrols to minimise the risk of theft, armed hold up and traffic control
- Ensure all checklists and escalation policies are completed.

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## SEVERE STORMS

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### GENERAL

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Severe storms can be categorised into heavy rain (causing flash flooding), hail, lightning and thunder, tornadoes, extreme wind gusts and land gales. A severe storm develops when the atmosphere is especially unstable and wind flow provides the most efficient input of energy to the cloud mass resulting in any combination of the aforementioned weather conditions.

### PROCEDURES

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- On notification of impending cyclone or severe storm, ensure all loose items are secured
- Close all windows, curtains, blinds and external doors
- Move computers and valuables away from windows or items that may fall
- Turn off electrical appliances
- Lightning strikes may cause power failure which will affect services such as lighting, lifts, heating or air conditioning, ventilation and building fire systems
- Seek shelter under tables or desks and away from items such as bookcases and other furniture that may fall or slide
- Refrain from using the telephone immediately unless for serious injury
- Restrict the use of vehicles and use only where necessary

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## SHELTER IN PLACE

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Not all emergencies incidents/situations require evacuation; in some situations, taking shelter within the building will be the safest option. There are many different variations to this procedure and each situation should be assessed as the situation presents itself. Shelter in Place can be imposed upon a workplace by responding emergency services or may need to be imposed immediately by the ECO until the arrival of emergency services.

① **Note: Moving outside the Building while Shelter in Place has been directed may take occupants from a place of safety to a place of danger.**

Consultation with the Chief Warden is of the utmost importance under the Shelter in Place option. All occupants of the workplace will need to be advised and kept informed of the situation. Communication with the Chief Warden and or emergency services is vital. PA systems, SMS, Mobile phones or landlines should be considered.

### Situations that may lead to Shelter in Place

**Storms:** Windows blown out of the Building resulting in occupants being unable to leave the Building due to falling debris. Occupants on problem levels were moved to other levels within the Building

**Siege:** In adjacent building/area Occupants in surrounding buildings are asked to shelter in place and moved away from windows on one side of the building until the situation is resolved.

**External Incident:** Where an incident has occurred or developed externally that will place occupants at risk if they leave the building. Such incidents may be vehicular accident, civil unrest/demonstration and active shooter.

**Flood:** Occupants were not able to evacuate due to rising flood waters, although evacuation was imposed occupants were reluctant due to residential apartments

**Scaffold Collapse:** Occupants were asked to shelter in place until the area was made safe

### Considerations/Variations

Shelter in Place may need to be imposed until the situation has been brought under control or until conditions have been returned to normal. Moving occupants from one side of the Building to another or from higher levels to lower levels or from lower levels to higher levels are all options available under Shelter in Place. The Building may need to lockdown for security reasons and lifts will be grounded, this is normally done to prevent persons of interest gaining access.

Occupants should prepare to evacuate should the direction be given. Variations to the evacuation procedure may also need to be considered. Forward planning may require ECO members to gather disabled occupants early for evacuation depending on the situation. If the situation is within the Building, emergency services will be onsite to help, however if the situation is in an adjacent building or area,

emergency services may not be directly in attendance as resources are required at the situation. Building occupants need to be self-sufficient and aware that some situations are not straight forward.

**① Note: Shelter in Place will require some flexibility emergency situations are seldom straight forward. If the direction has been given by emergency services, seek updates regularly and keep occupants well informed. Remember it has been assessed that staying within the Building is the safest option.**

## In the Event of an Emergency

### What will happen?

If an emergency event occurs in the surrounding area, you should remain in the building until you are given instructions by emergency services.

If the building is directly affected by the event you should use the building's normal evacuation procedures.

The Chief Warden is the person designated to act on behalf of the Building during an emergency situation. This person will take charge until external emergency responders arrive and will assist external emergency responders as required during an emergency situation. Listen to and follow their directions.

Emergency services personnel, via the Facilities Chief Warden will give one of five directions:

- Stay at work
- Shelter in place
- Lockdown
- Evacuate to a safety site
- Return to work

### Stay at work

If you are asked to stay at work, your area is not immediately threatened by the emergency. You should:

- continue with normal work but avoid leaving the Building;
- not attempt to use public transport;
- Listen to the radio news (preferable a local ABC station) and log onto [state government website](#) and go to "alert" link for updates.

### SHELTER IN PLACE

If you are asked to shelter-in-place, an area that encompasses the building location is at risk from the effects of the emergency. Staying deep inside the building has been assessed as the safest place to be.

You should:

- Stay inside the building. You may need to turn off air conditioning and in some cases move away from windows or to lower floors etc (the Chief Warden will organise/advise accordingly).
- Listen to the radio (preferable a local ABC station) and log onto [state government website](#) and go to "alert" link for updates.

- Avoid using mobile phones if possible. Use landline phones for staff occupants to contact family and make arrangements for children.
- Be prepared to evacuate the building if directed.

### Why would you be asked to stay in the Building?

In some situations such as transport disruptions, hazardous materials releases, acts of terrorism or disturbances, remaining inside the building is the safest place to be. In such incidents it may be safer for staff/occupants/visitors to shelter in the building until emergency services have declared the situation safe and normal services and business can resume.

The emergency plan recognises that the building is often safest. Two of the four directions to the public that can be made under the CBD sub-plan are to "stay at work" and to "shelter in place", both of which ask people to stay in the building.

## Lockdown

The EPC or Building Management will initiate a lockdown of the Building, when appropriate, during an emergency situation. Lockdown is to lock/secure access points, to retain occupants within level or space for their personal safety and to restrict them from leaving that level or space until directed to do so.

The decision to lockdown will be based on the emergency situation, onsite assessment of the situation, advice of external emergency responders (services), and may be in consultation with Building Management. Once the decision to go to lockdown mode is made, the lockdown order may be issued for specific levels / areas within the building, one or more facilities, or an entire site.

Lockdown will be initiated in any unexpected situation or incident that requires prompt action to prevent loss of life, injury or significant property damage. Examples resulting in a potential lockdown would include a hostage situation, armed intruder, active shooter external, threatening civil unrest/demonstration, etc.

## Evacuate

If you are asked to evacuate, the building could be directly affected by the emergency. You should:

- Follow the directions of the buildings emergency wardens;
- Take any essential medication, a water bottle, your wallet or purse, phone with you.
- Change into comfortable shoes if possible.
- Evacuate the building as directed;
- Move to the nominated external Assembly Area.
- If you are directed to by your chief warden, move to the nearest CBD Safety Site;

On arriving at the Safety Site, be prepared to wait for some hours. During this time information will be provided via the media and special information teams - Safety Site Marshals - who will be easily identifiable;



In a major emergency, transport is likely to be disrupted. When transport is available, staff/occupants/visitors may be directed to make their way to a public transport location or to walk, either home or to an alternate safe location. If travelling home staff may have to use a different mode of public transport or begin their journey from a new location.

In some cases it may be more efficient for staff to walk home than to wait for transport links to return to normal.

If you have been evacuated you may not be able to return to the Building or retrieve a vehicle until the area is declared safe. This may be hours or days.

## **Return to work/the building**

If you are asked to return to work or re-occupy the building, the building is no longer threatened by the emergency. Reoccupation of the building can only be directed by the Chief Warden under advice from or by emergency services. This direction may be given progressively as the emergency is resolved.

### **Be informed - Pay attention to the news**

Your local radio and television stations (preferable a local ABC station) will provide you with official up-to-date information during an emergency. Make sure that you have a battery powered radio in case of a power outage. During a major emergency the media will also broadcast telephone numbers for people seeking information to call.

Do not call **000** for general information or advice.

Log on to: [state government website](#) and go to “alert” link

This website will be updated frequently during an emergency to provide information on the incident, contact numbers, safety advice, and road and transport information.

Add [state government website](#) and go to “alert” link to your favourites list.

## **Standard Emergency Warning Signal**

Pay special attention if you hear the Standard Emergency Warning Signal (SEWS) on your radio or television. The signal is played to alert you to an urgent safety message.

### **Follow the directions of police and/or emergency workers**

Police officers and emergency services personnel will provide advice and directions. Follow their instructions. Building Management/Chief Warden and wardens will also be able to provide you with advice in the case of emergency evacuations. If outside the building you may be told to shelter-in-place where you are located - if you are told to do this by an emergency service worker or warden, go into the nearest building, stay away from windows and wait for further instructions from the emergency services, police or via the radio. Make contact with your workplace to inform them of your safe location.

Remember, no matter what the emergency, a calm response and a common sense approach could save your life, or the lives of others.



# BUILDING LOCKDOWN PROCEDURES

## Purpose:

Building Management and/or the Chief Warden will initiate a lockdown of the building, when appropriate, and during an emergency situation impacting upon or within the Building. The purpose of this Procedure is to provide information to staff/occupants/visitors regarding lockdown procedures and their role and/or response during a lockdown. This procedure is to be utilized as a supplement to the Facilities Emergency Response Plan.

Lockdown procedures will only be implemented as a security measure to deal with emergency situations as identified above or as otherwise deemed appropriate. The decision to lockdown will be based on the emergency situation, onsite assessment of the situation, advice of external emergency responders, and may be in consultation with Building Management. Once the decision to go to lockdown is made, the lockdown order may be issued for specific floors / areas within a building, one or more facilities, or an entire Site.

## Definitions:

Lockdown is to lock/secure access points to retain occupants within a level or space for their personal safety and to restrict them from leaving that level or space until directed to do so.

Emergency Situation is any unexpected situation or incident that requires prompt action to prevent loss of life, injury or significant property damage. Examples resulting in a potential lockdown would include a hostage situation, armed intruder, or a severe weather condition such as a windstorm.

## Responsibilities and Roles:

The Emergency Planning Committee (EPC) will be responsible for the Facilities emergency preparedness and provide support both during the emergency and after the emergency.

The Chief Warden is the person designated to act on behalf of the Building during an emergency situation. This person will take charge of the Building until external emergency responders arrive and assume control of the building and will assist external emergency responders as required during an emergency situation.

Management has a responsibility to ensure employees are educated in emergency procedures.

Employees have shared responsibility for the safety and wellbeing of staff/occupants/visitors.

Employees are responsible to be familiar with these procedures, their role within these procedures and the Emergency

The Chief Warden or an EPC Member to advise the nature of the emergency situation.

Family should be made aware of the existence of the Lockdown Procedure. This information should be shared with respective family members.

## PROCEDURES:

1. **Actions to be taken by anyone arriving first on the scene of an emergency either happening or about to happen (Lockdown order has NOT yet been given):**

The first person on the scene or anyone who sees an emergency situation (i.e. a person carrying a weapon or a violent incident occurring or about to occur), should call Security and/or Chief Warden

2. **Orders to Initiate and End Lockdown**

### *Initiate Lockdown*

The order to lockdown will normally be issued by the Chief Warden, Building Management or an EPC Member.

Building Management will be requested to send the lockdown alert by using the Site's PA system, computer and email systems. The following general wording shall be used by Building Management when issuing the alert electronically.

**In a RealLife** Emergency: the lockdown alert is to include at least the following information:

**“Attention all occupants,    Attention all occupants.**

**This is the Chief Warden**

**The building has been notified of an emergency situation that requires all occupants to “Shelter in Place” within the building in a safe location on your floor away from windows and doors.**

**I repeat, all occupants are to “Shelter in Place” within the building in a safe location on your floor away from windows and doors.**

**Do not leave the building**

**Remain “Sheltering in Place” until the “ALL CLEAR” is given by the Chief Warden or Emergency Services personnel.**

The alert will also indicate the name of the building, the level/area, whether the lockdown is for the entire building and may include information about the reason for the lockdown

**For Training Purposes: the lockdown alert is to be worded:**

**“ATTENTION THIS IS A TRAINING EXERCISE PRACTICE LOCKDOWN PROCEDURES I repeat THIS IS A TRAINING EXERCISE”**

The alert will also indicate the name of the Building, the level/area, whether the lockdown is for the entire building and may include information about the reason for the lockdown

The message may also be spread verbally, through the use of PA system, 2 way radios, telephone, or by any other method deemed necessary due to the situation and building.

During a lockdown the intent is to keep occupants safe by retaining them within the Building. Employees and the Chief Warden/Wardens are advised **“NOT TO ACTIVATE THE FIRE ALARM UNLESS THERE IS A FIRE”**.

## LOCKDOWN PROCESS

Emergency Services will be on the scene as quickly as possible but it is unlikely they will be at the Building at the onset of the emergency. The entire Building including all staff/occupants/visitors must be prepared to implement lockdown procedures quickly and effectively. Emergency situations are normally over within a matter of minutes but the extent of the impact will depend on the ability of the ECO to lockdown as quickly as possible.

**Note:** once a lockdown order is initiated, lockdown procedures stay in effect until an “End Lockdown” order is given by the Chief Warden, Building management or an EPC Member on advice from emergency services.

### ACTIONS TO BE TAKEN UPON RECEIVING THE “INITIATE LOCKDOWN” ORDER

The following actions are to be taken upon receiving an order to lockdown. During a lockdown everyone must stay in their room, move into the closest meeting room or office(s) as quickly as possible and lock the door.

#### STEP 1 – STAY ON LEVEL, GO TO AN OFFICE or MEETING ROOM

- If there are other people in your vicinity tell them to either go to a room, go to the closest office or meeting room

**Note:** anyone who is in a common area (eg bathroom, café) or other areas far from their room or usual place of work should remain at that location (see below).

- Follow the direction of your Warden/s; they may also ask for your assistance.
- Where appropriate and necessary, provide instruction and special assistance to people with disabilities and visitors.

#### STEP 2 – GATHER STAFF/OCCUPANTS/VISITORS

- If staff/occupants/visitors are not all in an office/meeting room take a quick look outside the door and tell them to move inside.
- Once everyone is inside secure door/s and take attendance.
- Move all occupants from street levels

#### STEP 3 – PREPARE

- Move everyone out of sight of windows.
- Move behind furniture for protection, if possible.
- Keep everyone quiet.
- Tell everyone to shut off their mobile phones.

#### STEP 4 – SECURE THE LEVEL/ROOM

- Lock the door/s, where possible.

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The logo for TrimEVAC, featuring the word "Trim" in a blue sans-serif font and "EVAC" in a white sans-serif font inside a dark blue rectangular box.

- Move/use furniture to provide some added protection.
- Close blinds.
- Shut off lights.

#### **STEP 5 – STAY IN A ROOM**

- Ensure staff/occupants/visitors stay in a room until directed to do otherwise.
- If you hear a knock on the door, do not open it unless the person knocking identifies themselves and/or you recognize them.
- If you hear the fire alarm, stay put unless you see fire, smell smoke or you are directed to evacuate.

#### **FOR THOSE CAUGHT IN AN AREA AWAY FROM THEIR NORMAL AREA OF WORK**

(such as a hallway, stairwell, bathroom, cafe etc.)

#### **MOVE TO THE NEAREST SAFE PLACE.**

- If there are others with you, tell them to move to a safe place with you.
- If you are beside a meeting room or office with an open door move inside.
- If you are in the bathroom, remain there.
- If you are in a hallway, move to the nearest bathroom or stairwell and remain there.
- If you are in a stairwell, remain in there and move away from the doors.
- If you are in the cafe, remain there.
- If you are outside the Building, move far away from the Building (seek direction as to a safe location from emergency services).

## **ACTIONS TO BE TAKEN BY EXECUTIVE MEMBERS OR BY MANAGEMENT STAFF DELEGATED IN EXECUTIVE POSITIONS**

After the 'Initiate Lockdown' order has been issued, the EPC will need to be available to the Chief Warden. The EPC is responsible both during the emergency and post emergency, to ensure appropriate response and actions are being taken by the Building. The EPC will normally manage the situation through delegation to others (eg Location Response Team). Responsibilities will normally be delegated as follows:

#### **EPC**

- (a) Maintain communications with the Chief Warden Team, Media Relations staff, and others as required
- (b) Manage Site activities/employees/resources

#### **Chief Warden**

*During the Emergency:*

- (a) Liaise with external emergency responders (services).
- (b) Determine whether there is a need to issue a lockdown order and if there is a need to issue an alert.
- (c) Provide external emergency responders (services) with assistance, support and/or resources, if requested

- (d) Engage wardens/staff and possibly visitors to assist, as required.
- (e) Assist in setting parameters and managing traffic, Building access and crowd control.
- (f) Manage distressed employees, visitors and general public.
- (g) Manage relatives/friends of employees who are trying to contact their loved ones which may include providing an area for individuals to assemble/wait until information can be disseminated.
- (h) Determine the appropriate timing to issue the 'end lockdown' order in consultation with external emergency responders (services) and the EPC.

## Post Emergency

- Determine the extent of those that are/maybe injured, traumatized or emotionally affected. The Chief Warden and/or EPC to arrange for services and to provide trauma/grief counselling for staff/occupants/visitors if required.
- Determine the need to extend counselling services to the families/friends of those affected.
- As soon as possible after the emergency, conduct a debriefing with key persons who were involved and/or played a role in the emergency and its response.
- Maintain close contact with those injured or directly affected by the emergency.
- Assist/cooperate with external emergency responders (services) in their investigation.
- Evaluate the adequateness and effectiveness of the Lockdown Procedures.
- Identify lessons learned and update any deficiencies found in plans and procedures.
- Complete all necessary legal, insurance and administrative actions and documents as required.

## MEDIA

- Develop/manage communication releases and control information releases to the media.
- Develop a post emergency Media Relations release.
- Develop a communications release specifically for staff, occupants, visitors and family members.

### Controlling the Release of Information to the Media:

During emergency situations, Building management needs to strictly control information being given to the media to prevent misinformation or confusion. The media scans emergency radio frequencies so they are often on scene very quickly and sometimes before emergency responders (services). The only persons authorized to release information to the media are Media Relations personnel. In the absence of Media Relations personnel, a member of the EPC or the Chief Warden may be asked to speak to the media. Any staff/occupant/visitor asked for information should refer the media to the Media Relations representative, or in their absence a member of the EPC Member or the Chief Warden. The EPC or the Chief Warden will update Media Relations personnel, as and when appropriate.

## END LOCKDOWN

The order to end a building lockdown will be communicated via the same methodology as issuing the lockdown order. The end lockdown order will normally come from the Chief Warden, Building Management or an EPC member, depending on the site or situation and only upon advice or direction of emergency services.

The end lockdown order is to be worded:

**“YOUR ATTENTION PLEASE, YOUR ATTENTION PLEASE**

**BUILDING MANAGEMENT HAS BEEN ADVISED THAT THE LOCKDOWN OF THE BUILDING HAS BEEN TERMINATED. (repeat)”**

Additional communications may be transmitted by Media Relations at the end of the end lockdown order to inform people of the situation. Additional communications will be determined by EPC / Chief Warden in consultation with Media Relations based on the situation and what communication is deemed appropriate.

Examples may include communications related to one or more of the following:

- training exercise has been concluded,
- false alarm,
- situation has been resolved,
- return to normal activities,
- evacuate the building,
- other messages as may be determined.

**① Note: Shelter in Place will require some flexibility; emergency situations are seldom straight forward. If the direction has been given by emergency services, seek updates regularly and keep occupants well informed. Remember it has been assessed that staying within the building is the safest option.**



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## WATER SUPPLY INTERRUPTION

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### GENERAL

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Water supply interruption to major buildings can have implications that may represent a hazard to safety and also present health hazards. Water supplies can fail from a variety of causes ranging from burst water mains to scheduled maintenance to water restrictions. Whilst usually unexpected, a few simple precautions can alleviate some of the issues surrounding the lack of water.

### PROCEDURE

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In the event of a water supply interruption the Chief Warden should:

- Confirm if interruption is limited to a specific area within the building or is a mains fault affecting the entire building.
- If localised, contact applicable facilities personnel
- If building wide, contact water supply authority and attempt to ascertain likely duration
- Consider possible implications (e.g. hygiene, catering, fire safety) and determine appropriate response
- If it is a mains fault, inform applicable senior management as soon as possible
- Make appropriate PA announcements to inform personnel
- If situation is ongoing and occupant's health and hygiene is affected then evacuation should be considered

In the event of a water supply interruption the Area warden should:

- Ascertain expected time until restoration of water supplies
- If applicable, determine plan for mitigating effects and deploy appropriate resources
- Listen to PA announcements or contact Chief Warden for information
- Initiate an evacuation if circumstances warrant





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## EMERGENCY WARNING SYSTEM PANEL INSTRUCTIONS

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The Emergency Warning intercommunication System (EWIS) Panel is activated by the Fire Indicator Panel should a Smoke Detector or Sprinkler head or similar device attached to the system, activate. The EWIS generates an Alert Tone on the area/floor where the FIP detected an activation of the fire system. Should the system continue in automatic mode it will cascade the alarm to other area/floors within the facility until all area/floors have been alerted. On hearing the ALERT TONE sounding the Chief Warden and Deputy Chief Warden will report immediately to the FIP and EWIS panels.

### Fire Indicator Panel (FIP)

The Fire Indicator Panel (FIP) indicates which detector or sprinkler has been activated by an LCD readout indicating a zone that needs to be cross-referenced to facility diagrams that show the active zones. The FIP can only be reset by the attending Emergency Services and should only be used as a reference source. Under no circumstances should an attempt be made to cancel an alarm prior to the arrival of the Fire Brigade.

**① The FIP can only be reset by the attending Emergency Services Personnel.**

**① Under NO circumstances should an ALARM be cancelled prior to the arrival of the Emergency Services.**

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## INITIAL RESPONSE TO AN ALARM

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### Emergency Warning Intercommunication System (EWIS)

The Chief and or the Deputy Chief Warden can manually operate the Emergency Warning and Intercommunication System (EWIS).

1. Switch EWIS to manual mode by turning key from Automatic to Manual
2. Select the PA / SPEECH mode for the levels in alarm
3. Press the 'speech' button on the microphone & make an announcement based on the FIP information at hand
4. Ensure the Alert tone on the alarm area/floor in on by pressing the relevant alert button (E.g. Level 12 will have individual buttons for Alert, Evac & PA)
5. Call WIP on alarm area/floor and determine status
6. If emergency warrants no further action cancel all active alarms
7. Make announcement based on information from Area warden
8. FIP will be reset by the Emergency Services
9. Switch EWIS to automatic mode by turning key from Manual to Automatic

## CONFIRMED EMERGENCY

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If an emergency situation is confirmed and it is decided that a Full Building Evacuation is required.

### Full Building Evacuation

1. Confirm with affected area/floor that evacuation is required
2. Press the EVAC button for the affected area/floor
3. Press ALERT tone for two floors above and one below
4. Call each level in alert on WIP and instruct Area wardens to muster staff at their staging area and call back when complete
5. Ensure lifts are grounded if the emergency dictates lift use inappropriate
6. Task staff to prevent people from re-entering the building
7. If available, advise Deputy Chief Warden or nominate an appropriate Manager/Supervisor to go directly to the Assembly Area located outside Chinese Gardens and to also stop traffic entering the car park
8. Cascade other area/floors to ALERT tone as appropriate
9. Respond to each floor's 2<sup>nd</sup> WIP call and ascertain number and location of occupant/visitors with a disability (OWD) and refusals to leave (RTL)
10. Once OWD and RTL numbers have been received, advise Area wardens of their preferred exit stairwell/direction and instruct to evacuate
11. Place each area/floor into EVACUATE after confirming OWD and RTL numbers/location
12. Repeat for each call
13. On arrival of Fire Brigade, advise of situation, persons still on the area/floors such as occupant/visitor with a disability, refusals to leave, medical emergencies etc.
14. At completion press CANCEL ALL
15. Return EWIS key to Auto position and/or isolate if building damage is extensive pending Emergency Service advice

### EWIS CASCADES TO EVACUATION TONE

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Whilst the EWIS panel is in the Auto mode it is designed to escalate an initial alarm to an evacuation tone automatically after the designated time delay has passed.

If the EWIS panel has cascaded to the Evacuation tones the Chief Warden should continue to evacuate the building unless instructed to halt the evacuation by the attending Emergency Services officer.

Should the evacuation be halted part way through the Chief Warden should inform the Wardens and occupants of the situation using the PA and WIP phones. Consideration must be given to informing the occupants who have already evacuated the building that it is safe to return.

**① If the EVACUATION TONE has activated the Chief Warden should continue to evacuate the building.**

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## FIRE / SMOKE

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Fire risk in modern high-rise commercial buildings has been greatly reduced by improved fire systems such as sprinklers and smoke detectors. Heightened awareness and workplace training, in conjunction with legislative and behavioural changes, such as no smoking policies have also contributed significantly to a reduction in workplace fires. Should a fire occur in your building it will grow exponentially if it receives sufficient fuel and oxygen and is not brought under control in the initial stage by sprinklers or use of fire extinguishers. The spread of fire and more importantly, the creation of smoke, represents severe life risk to the occupants within the building.

### Smoke Hazard

Smoke is the mixture of the unburnt component and the gaseous component of the materials being consumed by the flame, representing extreme hazards to the unprotected occupants within the building.

### Visibility

Smoke can quickly alter the visibility within a room and can dim the effectiveness of the emergency lighting and the illuminated exit signs thereby changing the perception of the occupants when trying to leave the area. When confronted with a room or corridor filled with smoke do not enter the area if alternative egress paths are available. Should the need to travel through a smoke filled room or corridor arise, stay low to the ground where there is the optimum amount of breathable air and visibility.

### Heat

Structure fires produce extremely high temperatures, which includes the smoke plume where temperatures can exceed 600 degrees Celsius. Generally, occupants within a building do not have protective clothing used by Fire Brigades. Therefore, minimising exposure to the heat in the smoke plume by avoidance (if possible by utilising an alternative exit) or by covering exposed skin with non-synthetic clothing/materials and by staying low to the ground, offers the best means of protection from the extremes of heat whilst egress is sought.

### Toxic Gases

Structure fires may consume a variety of materials that produce toxic fumes; the type and amount will be dependent on what is consumed in the fire. The smoke plume contains a wide range of gases and chemical compounds that are hazardous to the health of the occupants and should be avoided. A major hazard in smoke is Carbon Monoxide. A concentration of 1.28% of Carbon Monoxide in the air is enough to render a person immediately unconscious and generally results in death within 1-3 minutes

Other toxic gases likely to be present in smoke are:

- |                    |                     |
|--------------------|---------------------|
| ■ Hydrogen Cyanide | ■ Nitrogen Oxide    |
| ■ Ammonia          | ■ Hydrogen Chloride |
| ■ Isocyanate       | ■ Formaldehyde      |

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## FIRE / SMOKE PROCEDURE

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When confronted with a smoke filled room or corridor:

- Close doors and windows to the smoke filled area, if safe to do so
- Contact the ECO to raise the alarm or activate a Manual Call Point
- Evacuate the area via an alternative, non smoke filled egress route
- If trained and safe to do so, extinguish the fire using a fire extinguisher or hose reel.  
This is for small uncomplicated fires only.

### ① Emergency Stairwells offer the best protection against fire and smoke

- When searching for occupants, test closed doors with the back of your hand for heat before opening and look for signs of smoke seeping around the edges
- Ensure all occupants have evacuated
- If safe to do so, contact the Chief Warden via the WIP and give a status report
- Evacuate the building to the Assembly Area ensuring stairwell doors are closed behind you
- Report to the Chief Warden areas cleared, not accessed, persons unaccounted for, occupant/visitor with a disability remaining in the stairwell and refusals

① **NOTE:** Due to the extreme temperatures and toxicity that may be encountered during a structure fire, re-entering a building or attempting to rescue persons in smoke logged areas should be discouraged.



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## DECEASED PERSON

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### GENERAL

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All care must be taken to minimise the trauma to onlookers or work colleagues should an incident in the workplace result in a death. A deceased person must be treated with dignity and compassion. Persons dealing with such an incident must maintain an awareness of cultural and religious implications if dealing with a deceased person.

### PROCEDURE

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#### After an incident, the Chief Warden should:

Where possible have another ECO member assist.

- Inform tenancy management
- Inform facility management
- Notify the Police/Ambulance and request assistance
- Initiate action to:
  - Restrict persons entering the incident scene as necessary
  - Cordon off the area and erect screening if necessary
  - Arrange for any First Aid requirements for bystanders that may be suffering shock
  - Secure any valuable or possessions belonging to the deceased
  - Disperse any spectators
  - Avoid contact with blood and other body fluids. Consider using protective gloves
  - If available, or necessary, ensure CCTV is made available for Police investigations
  - Liaise and assist Police as requested
  - Inform applicable counselling personnel

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## MEDICAL EMERGENCY

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### GENERAL

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The possibility of a medical emergency has to be considered during the course of a normal working day. Although not directly related to the operation of the building, management and staff must be prepared to take appropriate steps to assist the ill or injured.

### PROCEDURE

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If any person is made aware of a medical emergency, they should:

**Dial 000 and advise Ambulance of details of the injured person, give:**

Name	<i>Your name</i>
Address	<b>1-25 Harbour Street</b>
Level / Unit	
Nearest Cross Street	<b>Bathurst Street</b>
Type of Emergency (if known)	

- Despatch a trained First Aid Officer to the scene, if available
- Based on their training, the First Aid Officer should render assistance to the injured and make them comfortable
- If the injury has resulted from a fall, DO NOT move the person and where possible do not leave them unattended
- Have a Warden meet responding ambulance
- The First Aid Officer will remain with the injured person until despatched from the site by the ambulance or such other time as deemed necessary
- Advise next of kin with the details of the injury if serious, this may be conducted by the attending Police officers if incident results in major injuries or death
- After the incident complete an Incident report

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## SYRINGES (FOUND)

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### GENERAL

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Discarded syringes have the potential to cause a 'stick injury' and can potentially cause infection via harmful or fatal diseases in the victim. All discoveries of discarded syringes must be treated with the utmost of caution

### PROCEDURE

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#### Person discovering discarded syringe should:

- Not leave the syringe unattended
- Inform a Warden or member of facility management
- Restrict access to the syringe

#### Warden should:

- Maintain a log of events including Incident Report
- Request a cleaner with a Sharps Container and protective / surgical gloves to the location

#### Responding Cleaners should:

- Provide the Chief Warden with any information requested
- Attend the scene
- If available, use tongs or other mechanical means to handle the syringe
- If tongs are unavailable, ensure safety or surgical gloves are used
- Place syringe in sharps container

**❗ DO NOT handle in any way that is likely to cause injury, if necessary handle with needle pointed down and away from the body**

#### Facilities Management should:

- Monitor the occurrence of such incidents
- Liaise with Security, tenants and relevant Emergency Services and other authorities regarding preventative measures and trends in the area





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## ASSAULT

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### INITIAL ACTIONS

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- Assess the situation and remain calm
- Obtain assistance (other staff/security) where practicable (and applicable)
- Do not provoke an assailant or aggravate the situation
- Where applicable and practicable, operate within view of CCTV camera
- If safe to do so, assist the victim (eg determine if first aid or medical attention is required and action accordingly).
- Disperse any casual spectators but ask witnesses to remain
- Obtain and note details concerning the incident:
  - Full details of victim.
  - Circumstances surrounding the incident.
  - Witnesses.
  - Description/details of assailant/s.

#### If no further action is required:

- Complete an Incident Report detailing the incident and any action taken

#### Further action is required:

- Ensure Police are immediately notified (include description of offender/s, any weapon/s, vehicle/s and last known whereabouts and direction of travel).
- Cordon off the scene of the incident.
- Identify any witnesses and request them to remain until Police arrive.
- Where witness/es cannot wait for Police attendance, their details are to be noted.
- If offender still present, ensure that victim and witness/es are isolated from the person.
- If offender is still present on site and is considered to pose a danger to others, attempt to keep persons away from the offender and keep the offender under discrete surveillance.

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## CIVIL DISORDER & ILLEGAL OCCUPANCY

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### GENERAL

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Civil disorder within, or illegal occupancy of a building in Australia, is rare. However, industrial unrest, an emotional international situation, or an unpopular political decision has been known to lead to public demonstration and illegal occupation of buildings. In some circumstances occupants are unsure of their rights in relation to people creating a disturbance in their building or tenancy. Although the person or persons may be in a foyer, reception area or similar place accessible to the public it does not necessarily give them the right to remain on the premises.

Consideration must be given to personal safety if confronting a situation of this nature. If a resolution cannot be achieved, management or a representative thereof has the authority to refuse entry to a person or persons or revoke their permission to remain on the premises.

If a person or persons refuse to leave, police attendance should be requested and a formal demand will be made on the person or persons in the company of the police, if they refuse to leave, the police have a power of arrest under the trespass legislation.

### PROCEDURE

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Immediately upon hearing of a civil disorder occurring in, or in the vicinity of this building or that there has been unauthorised entry, the Chief Warden or any member of the Emergency Control Organisation should take the following action:

- Notify the Police and request assistance
- Alert other members of the Emergency Control Organisation (ECO).
- Initiate action to:
  - Restrict entrance to the building
  - Restrict confine presence to the ground area/floor
  - Restrict contact between the demonstrations and the building occupants
  - Secure any critical records, equipment or valuables
  - Remove any objects which could be used as a missile or weapon
- If available, ensure CCTV is positioned on area of activity for future surveillance and record
- Notify nominated Managers

Managers can contribute in a practical way to the satisfactory resolution of these emergencies by ensuring withdrawal of their staff where necessary, supervising the locking of offices, securing records, files, cash and other valuable property and at the same time promoting an air of confidence and calm.

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## PERSONAL HARM

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### GENERAL

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The possibility of an accidental or premeditated incident resulting in injury, death or the need for personal rescue has to be considered during the course of a normal working day.

Although not directly related to the operation of the building, management and staff must be prepared to take appropriate steps to assist or facilitate the safe or discreet resolution of such circumstances.

### PROCEDURE

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- Immediately notify Manager or Warden who will notify Emergency Services
- Remain calm
- Do not attempt to disarm or communicate with the person unless you are safe
- Assess any injuries and assist injured or harmed person if possible and only if safe to do so
- Secure all areas if safe to do so
- Evacuate any person from the immediate danger area and await instruction from the Emergency Services
- Avoid disturbing any evidence
- Restrict entry to the area
- Isolate with sensitivity any deceased persons. Cordon off the appropriate area and do not move or tamper with the body
- Ensure all monitoring functions and surveillance footage is secured, where possible targeting the area involved in the incident
- After Police liaison, arrange for contractors to clean affected area
- Arrange for appropriate first aid and trauma counselling
- Large-scale injury will instigate a higher level of attention from media and the public.
- Emergency Services may instate temporary medical centres and media areas. Assist as required

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## TERRORISM

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### GENERAL

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Terrorism can manifest itself in many different forms and can be broadly defined as the calculated use of violence or the threat of violence to attain goals that are political, religious, or ideological in nature. This can be done through intimidation, coercion or instilling fear. Terrorism includes a criminal act against persons or property that is intended to influence an audience beyond the immediate victims.

### PROCEDURES

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On becoming aware of a terrorist threat the Chief Warden will

- Immediately notify **Police. Dial 000**
- National Security Hotline **Dial 1800 123 400**
- Await instruction from Police

### CONSIDERATIONS

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- Next of Kin and family communication needs (Liaise with Police)
- Interest from media and the public will require effective management
- Emergency Services may instate temporary medical centres and media areas. Assist as required
- Secure occupants away from the incident area
- Arrange for contractors to assist in assessing building damage and functionality when and safe to do so

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## WORKPLACE INTRUSION

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### GENERAL

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Workplace intrusion can occur from a variety of sources and may not necessarily result in robbery. Workplace arguments, disgruntled clients, alcohol or drug affected persons entering the workplace or persons seeking to protest about the conduct or ethos of a company, can all result in an unwelcome intrusion into any workplace. However, in regards to theft or robbery some simple safety measures and principles should be adhered to so as to minimise the impact upon both the business and also any personnel that may become involved. Employees who may be subject to such an incident should be given instructions to ensure their safety. Managers should ensure that cash and valuables are secured and kept to a minimum workable level.

Consideration must also be given to the provision of support services after such incidents occur. Depending on the nature of the incident, victims may suffer delayed shock and other stress related symptoms. These are commonly referred to as Post Traumatic Stress Disorder (PTSD)

### PROCEDURES

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#### If confronted by an armed intruder:

- Obey their instructions
- Try and remain calm
- Do not take any action to excite the intruder
- Hand over cash/valuables on request

**❗ DO NOT GIVE CHASE**

#### When the Intruder Departs:

**Advise the Police, give details of the incident**

Name	<i>Your name</i>
Address	<b>1-25 Harbour Street</b>
Level / Unit	
Nearest Cross Street	<b>Bathurst Street</b>
Type of Emergency (if known)	

## Upon the departure of the offender:

- Try to make a mental note of the description, clothing, speech, scars or other markings
- Contact the Police
- Fill out the incident/offender check list (Refer Appendix)
- Do not discuss details of the incident with others, as police need statements of what *you* saw/did
- If you have a description of car or direction of the intruders travel, advise Police and Manager

## In the event of an injury:

- As soon as Management is aware of an injury, an ambulance should be called. Ambulance Headquarters should be made aware of the nature of the injury. Eg. Gunshot, stabbing etc.
- A suitable place for a member of staff to meet the ambulance should be arranged and the Police should be notified immediately that the situation has resulted in an injury

① Under no circumstances should anyone confront the Aggressor

## RESPONDING TO A DURESS ALARM

- Telephone to ascertain nature of alarm
- Dispatch Senior staff, or if available Security, to investigate
- If false alarm, log the alarm and report
- Contact Police on confirmed alarm
- Escalate to appropriate senior managers

## SIEGE OR HOSTAGE SITUATION

The chance of you being taken hostage or being held against your will is small. However, there is the chance that it may happen. Generally the intruder is seeking to use the threat of violence or harm to achieve their goal(s), whether this be robbery or otherwise.

### If taken hostage or involved in a siege

- Stay quiet and try to remain calm. Do as you are told
- If you are in a group situation, do not single yourself out by being aggressive or argumentative
- If the situation is ongoing, generally the situation will improve. Experience has shown that rapport gradually builds between hostages and captors
- If requests are made to the captor (toilets or medical needs, etc) be brief and polite

## SYDNEY ALERT PROCEDURES

The Sydney CBD Evacuation Sub-Plan if a large-scale evacuation occurs:

- People will be asked to stay at work, shelter in place or evacuate their buildings in line with existing evacuation plans, depending on the situation.
- If the building's Assembly Area is unavailable, is perceived to be dangerous, or they are directed to, people will make their way to a Sydney Safety Site, which will provide an open space away from their building. Sydney Safety Sites are designated based on the location of the building and the nearest Sydney Safety Site. Building Wardens, Security and Facilities managers will play a significant role in this process.
- Once at a Sydney Safety Site, People can expect to wait for information regarding travel home, moving to another city area or returning to their building. This information may take some time to obtain by the authorities and the cooperation of evacuees is essential to this process.
- In the event of a large-scale evacuation occurring, the public transport network may be substantially disrupted. Evacuees will be directed to the most appropriate transport terminal to start their homeward journey, which may not necessarily be their normal method or route. People who can walk home will be encouraged to do so.
- People will be strongly requested not to try to organise relatives or friends to pick them up from the city or unusual waypoints. In the best interests of all evacuees, people will be asked to complete their suburban journeys by rail and bus as far as possible.
- Special arrangements are made for vulnerable and special needs groups.

### Stay At Work

Depending on the situation, occupants will be requested to remain at work. This would be implemented for example if mass disruption to the public transport system should occur. This direction is given to avoid congestion and is seen as a low level problem. Occupants would be free to move about the building or city but should postpone any travel or public transport arrangements.

### Shelter-In-Place

***(You should remain inside the building and wait for further instructions).***

Depending on the situation while you wait for further instructions there are a number of things you should do:

- Contact all levels throughout the building; ensure that Wardens are aware of the Sydney Alert condition.
- Instruct Wardens to conduct a head count and report on any mobility impaired persons on their level.
- It could be necessary to instruct wardens to move persons away from windows and doors. *(depending on the situation)* Secure the building.



- Persons should be encouraged to contact home/family/childcare on the normal telephone system to advise family there is a disruption and not to try to pick you up.
- Persons should be prepared to evacuate, fill water bottles, etc

Depending on the situation it could also mean that business could continue on however no person is to leave the building until conditions have returned to normal or contingency plans are put into place. Your current evacuation plan will be used to evacuate the building, mobility impaired persons are to be moved to the ground floor. Follow all directions of emergency services and Sydney Site Marshals.

### **Move to Sydney Safety Site**

Your current evacuation plan will be used to evacuate the building, forward thinking in relation to mobility impaired and number of persons on each level will help in this process. Warden's role is critical and they must report back once their level is clear. Persons refusing to leave must be reported, as it is unlikely that the emergency services will be attending to remove them. Mobility impaired personnel shall be evacuated via the lifts once all able persons have evacuated.

Wardens are to follow the evacuation procedure for the building, and walk to the designated Sydney Safety Site.

### **People evacuated to Sydney Safety Sites will be requested to:**

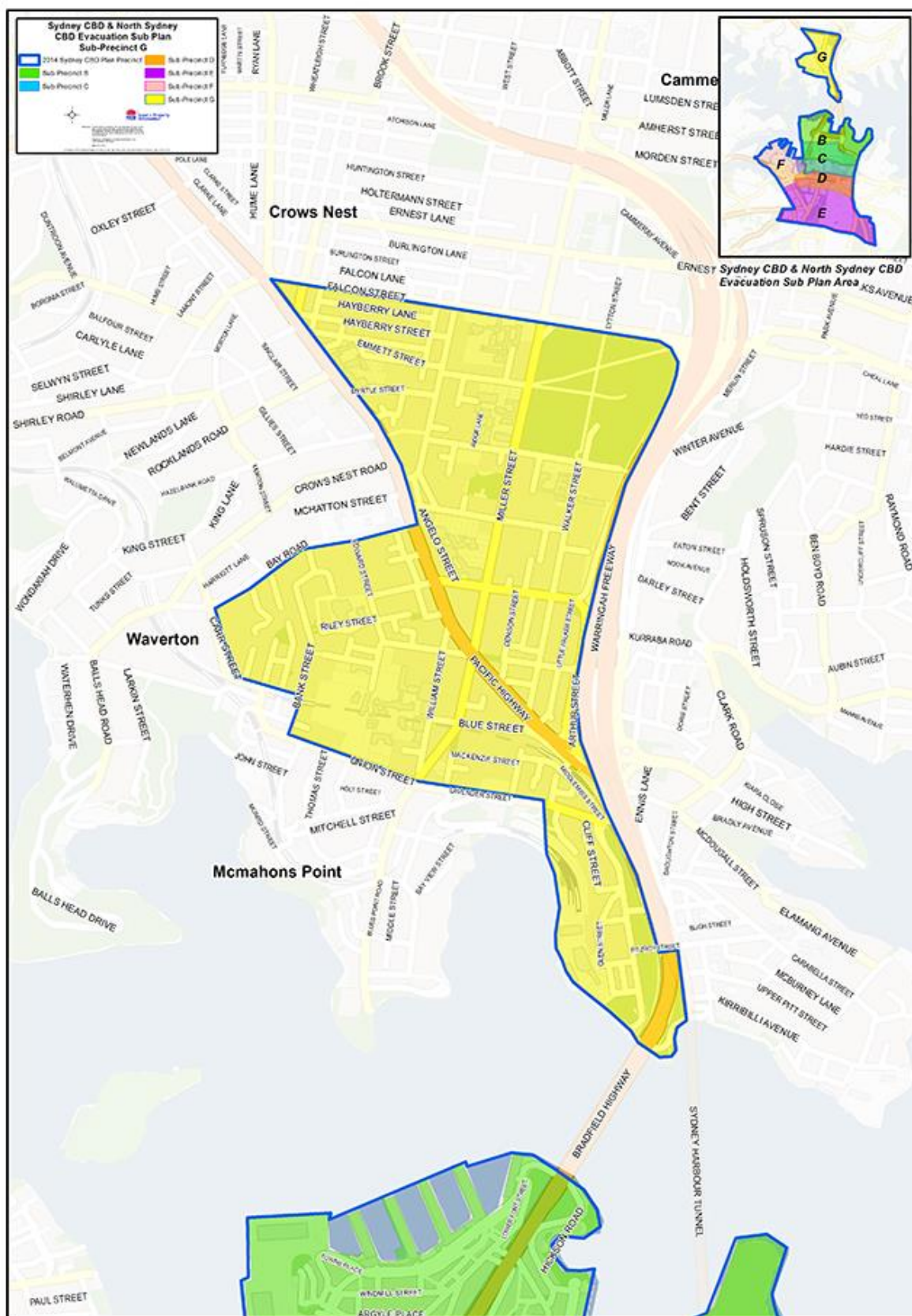
- Remain in position until further information is available, or
- Make their way to other parts of the city and delay their journey home, or
- Make their way to specific transport terminals for movement out of the city, or
- Identify themselves if they have specific needs, or
- Move to an evacuation centre, or
- Combinations of the above.

All Chief Wardens are to register with [www.emergency.nsw.gov.au](http://www.emergency.nsw.gov.au) any change to your contact details must also be updated on this system. Sydney Alert utilises commercial SMS and E-mail systems to communicate important public safety information to Building Managers.

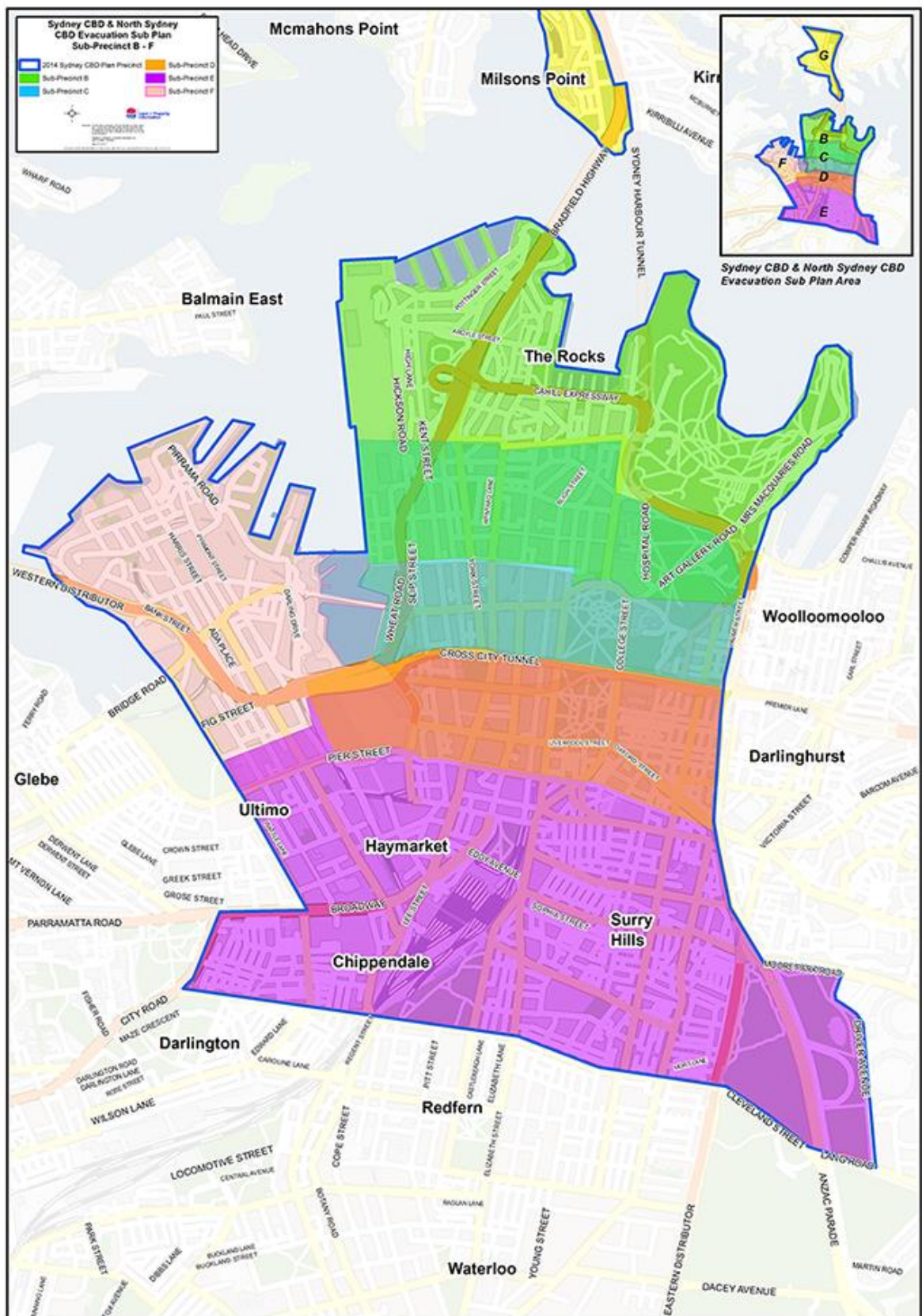
All personnel will be asked to consider an emergency plan for themselves and their families. This will minimise undue stress on those directly in the evacuation, families and friends.

It is highly recommended that updates on conditions or situations be distributed to building occupants every 60 minutes or when news becomes available.

Communication between Wardens and Chief Wardens will be crucial in the event of Sydney Alert conditions. Sydney Alert training will now be a part of your regular training schedule, it is important that all Wardens attend ongoing training in order to maintain competency levels and receive updates.







## REFERENCE

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## COMMUNICATION

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Communication during an emergency is a vital tool in the coordination of the safe and orderly movement of people from an area of danger to an area of safety. Many situations may arise where simply exiting the building via the nearest available exit is not appropriate and may place the evacuees in more danger than if they had remained where they were. Therefore, the flow of information to and from the Chief Warden is essential in the coordination of the Emergency Control Organisation and its ability to function at its most effective and efficient to safeguard life.

Consideration should be given, where applicable, to utilise multiple communication systems in emergency response. Multiple communication systems will ensure continuity of communication in the event of a failure of the primary communication system.

### FIRE INDICATOR PANEL

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The Fire Indicator Panel (FIP) is connected to all automatic detection systems on site. It is this panel that communicates with the Fire Brigade on activation via the monitoring system.

The FIP will indicate a zone, area or floor in which an alarm has been activated and the Chief Warden should use this information in determining suitable emergency responses. However, under no circumstances should the Chief Warden or any other non Emergency Service personnel operate, or otherwise interfere with, an FIP during an alarm activation.

### EMERGENCY WARNING INTERCOMMUNICATION SYSTEM (EWIS)

---

The Emergency Warning intercommunication System (EWIS) Panel is activated by the Fire Indicator Panel should a Smoke Detector or Sprinkler head or similar device attached to the system, activate. The EWIS generates an Alert Tone on the area/floor where the FIP detected an activation of the fire system. Should the system continue in automatic mode it will cascade the alarm to other area/floors within the facility until all area/floors have been alerted. The EWIS generates the emergency tones (Alert & Evacuation), allows for Public Address announcements and provides a dedicated communication system via the Warden Intercommunication Phones (WIP). The panel is kept in an automatic mode that activates the alert tone, and if not manually overridden, will evacuate the building in a cascading fashion commencing from the alarm area/floor. Once the EWIS has sounded the evacuation tones, whilst in automatic mode, the Chief Warden should not cancel the alarm and must continue with the evacuation of the building regardless if the nature of the alarm is known.

Where the Chief Warden has responded to the EWIS before evacuation tones are sounded the panel should be turned to Manual to allow for a controlled response to the alarm. Typically, the EWIS panel will have dedicated buttons for each area/floor and function and also the ability to broadcast / alert / evac the complete building.

## WARDEN INTERCOMMUNICATION POINT PHONES (WIP)

---

Warden Intercom Phones (WIP) connected to The Emergency Warning Intercommunication System (EWIS), allow direct communication between the Chief Warden and the Area wardens during an emergency. These phones are located on each area/floor. Please take notice of Evacuation diagrams detailing the location of these phones. Area wardens should note that lifting the handset of their WIP calls the Chief Warden. Depending on the nature and location of the emergency, your call may not be answered immediately.

The Chief Warden will prioritise answering calls beginning with the area/floor(s) most at risk, to the area/floor(s) least at risk. Therefore, should Wardens experience a delay from Chief Warden answering via the WIP, patience may have to be exercised. However, if your safety is compromised, Wardens should use their judgement and take actions necessary to safeguard themselves and those that they are responsible for, which may entail evacuating their area/floor without consultation with the Chief Warden. Should this occur, all effort should be made to inform the Chief Warden, when possible, of your actions and whereabouts so that persons can be accounted for.

The conducting of a regular test by ECO personnel provides the necessary practice in the effective use of the system and the timely identification of any system faults.

## TWO-WAY RADIO

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Many workplaces now are utilising two-way radio as the preferred method of communication between mobile staff. During an emergency two-way radio communication can be an effective means of communication providing flexibility and constant contact with Wardens regardless of their location. The Emergency Planning Committee (EPC) should allocate the assignment of a dedicated radio channel and call signs, in the event of an emergency.

The use of codes such as that recommended by the Australian Standard AS3745:2010 is highly recommended and will provide discretion over the radio frequency. Broadcasting an emergency warning, or providing detailed descriptions of a situation (e.g. a bomb threat) may cause panic from staff or visitors that may overhear a radio announcement.

Regular training using two-way radios should be encouraged to maintain the ECO's competence.

Care should be exercised with any equipment producing radio waves, in situations where such signals could have adverse effects on essential equipment such as medical equipment, or explosive devices in the same location.

Care should be taken that all battery-powered equipment that is used has fully charged batteries available.

**❗ Two-way radios must not be used in close proximity to suspect packages**



## MOBILE TELEPHONE

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Mobile telephones provide a reliable means of communication but are not recommended as the primary method. In the event of an emergency affecting a wide area, interruption may occur to the cellular phone network causing communication failure. Similarly, the use of a mobile phone restricts the ECO to talking to a single source at any one time. However, mobile phones are a valuable part of a multiple communication contingency and an up to date list of phone numbers should be provided to all ECO members.

**❶ Mobile phones must not be used in close proximity to suspect packages or flammable gas leaks**

## TELEPHONES

---

Telephones provide a reliable means of communication. Depending on the system that a workplace may employ, a multiple call or loudspeaker function may be available. This may provide a convenient and reliable means of contacting Wardens but should not be the sole source of contact. In the event of an emergency affecting a wide area, interruption may occur to the phone network causing communication failure.

An up to date list of phone numbers should be accessible to all ECO members.

## PUBLIC ADDRESS SYSTEMS

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Public Address Systems (PA) allows the broadcasting of voice messages to specific areas, or the whole of premises. Generally, the PA is a feature of the EWIS and will be utilised by the Chief Warden for the broadcasting of emergency messages and providing evacuation directions or warnings. The PA feature will only work whilst the EWIS is operating in the 'manual' mode. Persons making announcements via the PA should be concise with announcements, speak slowly and clearly so as to provide specific and clear instructions to the areas being addressed. It is recommended that pre-arranged verbal announcements be scripted for use by the Chief Warden or suitable replacement. (See appendix)

## RUNNERS

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In situations where the normal communication methods are compromised or out of action, the use of 'Runners' is an alternative option. Runners physically deliver messages between the Chief Warden and the Wardens.

Consideration should be made for the safety of the Runners in emergency situations and Runners be made aware of the urgency of the situation but should not endanger themselves in the process.

## EMERGENCY PROCEDURES

### RACE EMERGENCY RESPONSE PROCEDURES

#### FIRE AND EMERGENCY OPTIONS IN CASE OF FIRE

<b>R</b>	<b>REMOVE PEOPLE FROM IMMEDIATE DANGER AREA</b> Continually assess the situation, do not put yourself or others at risk (Do not obstruct Exits and/or Exit Routes)	
<b>A</b>	<b>ALERT OTHER PEOPLE IN VICINITY OF THE FIRE/EMERGENCY</b> Dial 000 and ask for the Fire Brigades/Fire Service	
<b>C</b>	<b>CONFINE FIRE/SMOKE (PROBLEM)</b> Close doors behind you and where practicable, windows also (To contain smoke/fire)	
<b>E</b>	<b>EVACUATE</b> (Extinguish/Contain Fire. If trained and if safe to do so, operate appropriate extinguishers)	 



Sydney

(02) 9111 4555

Canberra

(02) 6253 1266

Melbourne

(03) 9890 8084

Brisbane

(07) 3514 9211

Perth

(08) 9289 8115

### AFTER HOURS

In the event of an "Alert" tone (Beep, Beep, Beep) being sounded after normal working hours. Do not assume it is a "false alarm" even though there is no evidence of fire on your area/floor. After hours, all persons should, for their own safety, evacuate their area/floor when the "Evacuation" tone (Whoop, Whoop, Whoop) is sounded and await instruction from the Emergency Services before re-entering the building.

### LIFTS

#### Grounding of Lifts

**There are 9 lifts servicing the building.**

In the event of an emergency, the Chief Warden with the assistance of staff will:

- Ensure that lifts are keyed into manual mode, which will ground each lift
- Ensure that persons do not enter the lifts whilst an emergency situation is underway
- That lifts are available for use by Emergency Services and the ECO



In non-fire emergencies lift use may be beneficial and not pose a safety risk. However, until the circumstances of an emergency can be ascertained and an informed decision can be made, either by the Chief Warden or Emergency Services, lifts should not be used.

## **BUILDING RE-OCCUPATION**

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The Chief Warden will be advised when the building is safe to enter by the relevant Emergency Services (e.g. Fire Brigade, Police etc.) depending on the extent and type of emergency.

### **Return to Building**

Occupants gathered at the Assembly Area will be advised to return to the building by the Chief Warden or their representative. The Assembly Area will be informed via a loud hailer. The main entrances will be used for the return to the building. Lifts can be used for the return of occupants to work areas. If necessary they will be operated by lift drivers under the direction of the Chief Warden.

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## EVACUATION PRINCIPLES

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It is the aim of this manual to provide guidelines and procedures to facilitate the orderly movement of persons from an area of danger, in the safest manner possible. In doing so, the Australian Standard AS 3745:2010 *Planning for emergencies in facilities*, has been utilised.

The size and configuration of a facility, together with type of occupancy, will determine the type and time interval between emergency response exercises. These may be conducted either as partial emergency response exercises or a total emergency response exercise covering the entire facility. All areas of the facility shall participate in at least one emergency response exercise in each 12-month period.

All occupants of the area/floor(s) involved in the emergency response exercise shall take part, unless the EPC grants a written exemption prior to conducting the emergency response exercise.

### LIFTS

---

In a fire emergency, lifts are reserved for the exclusive use of attending Emergency Service personnel. Upon a fire alarm being activated, the lifts should be switched to the Fire Service mode. This will bring the lifts to the ground floor and the Emergency Service will hold the lift at the ground floor with doors open. Occupants in the lifts at the time of emergency will proceed via the lifts to the Ground Floor where the lift will be immobilised. Certain lifts may be used to facilitate the removal of occupant/visitors with a disability or to transport the Emergency Services throughout the building. This will be strictly under the control of Emergency Services.

Lifts should not be used for evacuation in the event of a fire unless specifically directed by the Emergency Services.

**Lifts are not to be used in a fire, or suspected fire emergency because:**

- Lifts may stop due to electrical or mechanical failure
- Smoke can enter lift cars and shafts
- Electrical problems on the area/floor in alarm may actually call the lift to that floor and put occupants in extreme danger
- Lift doors with sensors may not close if smoke has broken the photoelectric beam

### ESCALATORS

---

Evacuations should be planned on the assumption that escalators will not generally be used. In the case of fire, or fire related emergencies, escalators should only be used in consultation with the responding Emergency Services. Escalators may stop suddenly due to a power failure causing injury. Escalators also provide no protection from smoke or heat in the event of a fire and therefore cannot be considered a safe means of egress.

In the case of emergencies other than fire and fire related, the Chief Warden, in consultation with the responding Emergency Service, will determine the appropriate use of escalators.

## STAIRWELLS, PASSAGEWAYS AND TUNNELS

---

In the event of a fire, safe egress from the building will be by fire-isolated stairs, passageways or tunnels.

Fire isolated stairwells, passageways and tunnels contain:

- Non combustible in design and construction
- Emergency lighting
- Directional exit lighting
- A stairwell pressurisation system
- 2 hour fire rated doors
- Safe Haven floors that can be entered from the Emergency Stairs

**① The Emergency Stairwells are fire isolated compartments that require ALL Fire Doors to be closed. DO NOT chock open Fire Doors as this will compromise the integrity of the Emergency Stairwell.**

## EVACUATION DIAGRAMS

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Evacuation diagrams (indicating the position of emergency stairs, exits, emergency equipment, and general instructions for staff) should be prominently displayed in each respective area/floor. Each diagram should also indicate the primary Assembly Area and egress routes.

## OTHER EQUIPMENT

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Wardens should ensure that emergency equipment is readily available at all times. Items such as evacuation procedures, helmets, fire extinguishers, exit signs that are not illuminated, or evacuation diagrams, if found missing or faulty, should be reported to the Emergency Planning Committee.

## PERSONAL ITEMS

---

Attempting to traverse a stair or passageway with large personal items may hinder the evacuation process. All effort should be made to inform building occupants that, in the event of an emergency, no attempt should be made to retrieve or carry large items from the emergency area. Wardens should encourage persons not to enter stairwells or passageways with items that may constitute a hazard to the evacuation process. Items such as, but not limited to, shopping trolleys, prams/pushers/strollers, briefcases or laptop computers, even hot drinks such as tea or coffee, should not be taken with evacuees.

## OCCUPANT/VISITOR WITH A DISABILITY

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An occupant/visitor with a disability is a person who requires more time or different forms of communication, compared with other occupants, to respond to an emergency or; assistance to respond to an emergency or evacuate from a facility.\*

If an occupant with a disability is normally situated within the workplace, the Area warden should discuss with occupant with a disability the procedures for assistance in an emergency situation. Once a suitable personal emergency evacuation plan (PEEP)\*\* has been developed and documented it should be entered into the occupant/visitor with a disability register and a copy of the register secured by the Chief Warden and the relevant Area warden.

If a disabled person is temporarily on premises, in the event of an emergency, the Area warden should be made aware of the occupant/visitor with a disability and procedures for assistance and care should be made until their evacuation can be accomplished. Under no circumstances should the occupant/visitor with a disability be left alone. A warden should be appointed to accompany the occupant/visitor with a disability at all times during an emergency or the person should be placed in the care of the Area warden.

If the emergency is such that you or the safety of the occupant/visitor with a disability is at risk, the person should be moved into the emergency stairs and wait for Emergency Service assistance. If safety is not at risk, then a suitable staging point should be sought near an exit or fire-isolated stairwell and, when the area/floor has evacuated, the Area warden will advise the Chief Warden and wait with the occupant/visitor with a disability until retrieved by the Emergency Services.

\* The definition above is taken from the Commonwealth *Disability Discrimination Act 1992* (DDA)

\*\* PEEP assessment and documentation form is available in appendix

## STAIRWELL EVACUATION DEVICE

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Stairwell evacuation devices may be an option that can be considered based upon the number and location of occupant/visitors with a disability. Suitability and storage of stairwell evacuation devices as well as their ongoing inspection and maintenance should be included in regular facility maintenance routines. Stairwell evacuation devices should only be operated by a competent person.

## REFUSALS TO LEAVE

---

At no times are Wardens to use physical force to remove someone who refuses to evacuate. Wardens should strongly persuade the occupant to evacuate. If they still refuse the Warden should leave the person and report the person's location to the Chief Warden.

The Chief Warden will then advise the attending Emergency Service.

## UNCONSCIOUS PERSONS

---

Wardens will use “implied consent” for any unconscious person in imminent danger only. Move them to the nearest fire safe area or compartment.

The Warden will nominate a person – preferably a First Aid Officer or another Warden, to stay with the unconscious person in a safe place. This must be reported to the Chief Warden. When using exits, all doors should be closed to provide isolation from the danger area. If you are moving the unconscious person into an emergency stair, allow able-bodied staff to evacuate first.

Do not move the person more than is necessary, as you may be unaware of the extent of their injuries. If the unconscious person is not in imminent danger do not move them, but ensure someone remains with that person and the Chief Warden is notified of their location.

## CONTRACTORS/VISITORS

---

All effort must be made to provide for the safety and welfare of contract staff that may be working on premises. In an evacuation, where practicable, the ECO personnel should check that all persons are cleared from the area/floor. The ECO personnel should report the result of the check to the Chief Warden.

A visitor sign in record or contractor site record should be made available to the ECO for reference in the event of an emergency. All effort should be made during the planning process to provide a method for accessing the roster of visitors and contractors on-site. Wardens should be informed of any visitor or contractor that will be in their area of responsibility so that their whereabouts can be accounted for during an evacuation.

## ANNUAL EMERGENCY RESPONSE EXERCISE

---

Conducting regular emergency based exercises is essential in the maintenance and improvement of the emergency procedures. An emergency plan is only as good as the people enacting it. Regular practice will ensure that all personnel are familiar with the procedures and what is required of them in the event of an emergency.

All care must be taken to ensure that adequate warning, including the proposed date, shall be given to personnel, as evacuation exercises without notice are NOT recommended.

Prior to the commencement of an exercise an announcement should be made throughout the premises and should be prefixed that this is an emergency response exercise only. Similarly, should the exercise have the capacity to affect other tenants within a shared building or neighbouring facility all effort should be made to give notice of the impending exercise.

The objectives for conducting an exercise should include, but not be limited to, ensuring that:

- Wardens initiate emergency procedures without waiting for instructions
- Wardens respond to alarms within a reasonable timeframe

- A search of ALL areas of the building is completed without delay
- A simulated call to the Emergency Services is included in the exercise
- The emergency control point is staffed immediately
- The evacuation commences within a reasonable timeframe
- The evacuation is completed within a reasonable timeframe
- Wardens communicate that their area/floor of responsibility is clear, and/or,
  - Any persons deemed to be missing
  - The number and location of any persons with disabilities/injuries that require assistance
  - The number and location of any persons refusing to vacate the premise
  - The location of any inaccessible areas that cannot be searched
- If appropriate, vehicle movements within car parking or basement areas be controlled
- The Chief Warden, or their delegates, be at an entry point to meet the responding Emergency Services

## No DUFF

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Should a real emergency arise whilst the exercise is being conducted the term “**NO DUFF**” will be used to cancel the exercise and issue real directives and actions. All announcements or verbal communications should be prefixed “No Duff” followed by the appropriate announcement or message. This term is only to be used in the event of a **REAL** incident during the exercise.

## BRIEFINGS

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Prior to an exercise a briefing should be undertaken so as to ensure that all participants are aware of the nature of the exercise and be given the opportunity to ask questions.

As part of the ECO training programme an annual emergency response exercise must be conducted in accordance with AS3745. The aim of the emergency response exercise is to provide the ECO the opportunity to practice the information gathered during the training session. This also gives the occupants the opportunity to participate and be informed of their roles in the event of an emergency within the building and also the location of the Assembly Area.

Emergency response exercises will be announced to the occupants prior to commencement clearly stating that it is an exercise only.

A debriefing session after each exercise (or actual) evacuation is essential to identify any positive or negative facets of the organisation or procedures. Wardens and other key participants shall attend the session. The session should be conducted by the Chief Warden or their delegate. Observer's checklists or notes shall be analysed during debriefing sessions and any comments or suggestions should be reported to the EPC for analysis and possible amendment to the emergency procedures. Debriefing

sessions should not be held as a means of accusations, but should be used as the opportunity for all participants to comment free of recriminations for the benefit of improving the planning process and consequently improving safety for all occupants alike.

## POST EMERGENCY DEBRIEF

---

Within 7 days of the conclusion of an emergency whereby the full or partial evacuation has occurred, the EPC should conduct a formal debrief and review of the events and processes affecting the emergency to ensure that the Emergency Plan and organisational preparedness remain appropriate and competent. As part of the debrief procedure the EPC should invite all Wardens to submit their thoughts on what worked well, and what needs to be improved.

The EPC should use this opportunity as an improvement tool, it is important that these meetings are conducted without recrimination to encourage full and frank discussions on the past events.



## APPENDICES

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**Announcements**

**Assembly Area Check List**

**Bomb Threat Check List**

**Emergency Planning Committee Minutes**

**Evacuation Check List**

**Evacuation Exercise Observer's Check List**

**Incident/Offender Check List**

**How to Use a Fire Extinguisher**

**Occupant/Visitor with a Disability Register**

**Evacuation Incident Report**

**Property Damage Report**

**Escalation Report**

**Glossary**

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## ANNOUNCEMENTS

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### INVESTIGATING AN ALARM

#### Area/floor in alarm

(Business Hours, Monday-Friday)

**"May I have your attention please? May I have your attention please? This is the Chief Warden. We have an alarm signal on the \_\_\_\_\_ floor. Could the Wardens for this level please investigate and report back via the WIP. All staff please standby."**

#### Two floors above and one floor below alarm

(Business Hours, Monday-Friday)

**"May I have your attention please? May I have your attention please? This is the Chief Warden. We have an alarm signal on the \_\_\_\_\_ floor. It is being investigated. Area wardens please stand by your Warden Intercom Points for further instructions. All staff please standby."**

### NO EMERGENCY EVIDENT

**Attention all staff, attention all staff. The alarm situation on level... is under control. Please resume normal activities (repeat once)**

### CONFIRMED EMERGENCY

#### Shelter in-place - For occupants to evacuate to a SAFE HAVEN FLOOR

**"May I have your attention please? May I have your attention please? An alarm has been activated on the \_\_\_\_\_ floor. Occupants on levels.... should calmly and quietly proceed to the stairs and go down to level.... Where you can re-enter onto another floor. Do not use the lifts!" (Repeat)**

**Receiving Floors are defined as the floors receiving relocating personnel.**

**"May I have your attention please? May I have your attention please? We have had an alarm activation on Level xxx. Be prepared to receive persons on your floor from the floors above." (Repeat)**

### FULL BUILDING EVACUATION

**"May I have your attention please? May I have your attention please? This is an announcement for a complete building evacuation. Occupants of the building should calmly and quietly proceed to the stairs and exit the building. Do not use the lifts. After you have left the building, please move away from the building and proceed to the Assembly Area outside Chinese Gardens. You will be notified when it is safe to re-enter the building. Please do not attempt to remove your vehicle from the car park." (Repeat)**

## PRACTICE EVACUATION ANNOUNCEMENT

"Attention all staff on level \_\_\_\_\_, a practice evacuation exercise is about to commence, I repeat, a practice evacuation exercise is about to commence. All wardens report to the WIP phone. All staff stand-by and await further instructions from your warden"

## POWER FAILURE

"Attention all occupants". (Repeat)

"The building is currently suffering a power outage and we are investigating the situation". "Staff please turn off all lights and electrical appliances to prevent a power surge when power is restored"

## OUTSIDE ODOUR INVADES THE BUILDING

"May I have your attention please, may I have your attention please. We are investigating a report of an odour that is coming into the building from the outside. Please remain in the building unless you are told to relocate by Management. We are proceeding to evaluate the problem and will keep you informed. Please shelter within the building for your continued safety.

## ODOUR DETECTED INSIDE THE BUILDING

"May I have your attention please, may I have your attention please. We are investigating a report of an odour in the building. Please remain in the building unless you are told to relocate by Management. We are proceeding to evaluate the problem and will keep you informed.

## SHELTER IN PLACE ANNOUNCEMENT

"Attention all occupants, Attention all occupants. This is the Chief Warden

The building has been notified of an emergency situation that requires all occupants to "Shelter in Place" within the building in a safe location on your floor away from windows and doors.

I repeat,

all occupants are to "Shelter in Place" within the building in a safe location on your floor away from windows and doors. Do not leave the building

Remain "Sheltering in Place" until the "ALL CLEAR" is given by the Chief Warden or Emergency Services personnel.

## ASSEMBLY AREA CHECKLIST

Property Name: Darling Quarter  
 Address: Harbour Street Sydney  
 Assembly Area Coordinator:  
 Date:

### Record of Arrival at the Assembly Area.

Level	Arrival Time (t)	No. of Evacuees	No. of MI	No. of Refusals	Time Sent Back (t)	Status
B4						
B3						
B2						
B1						
NORTH TOWER						
Ground						
Retail						
Children's Theatre						
1						
2						
3						
4						
5						
6						
7						
8						
9						
SOUTH TOWER						
Ground						
Retail						
1						
2						
3						
4						
5						
6						
7						
8						
9						

### Materials Checklist

Two-way Radio		Loud Hailer		AA Manual/Clip Board	
Control Point Sign		First Aid Kit		First Aid Sign	

Ensure the Assembly Area Coordinator has a means of communication to the Chief Warden to provide regular updates of the status of the evacuation and to receive instructions from the Chief Warden.

# BOMB THREAT CHECKLIST



## Bomb, Chemical, Biological & Radiological Threat Check-list

**Alert your supervisor. If your supervisor is unavailable, call 000**  
**Remember - Keep calm and don't hang up!**

Date :

Time:

Caller Phone Number:

### Exact wording of threat:

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### Important questions to ask:

Where did you put it?

When is the bomb going to explode?

What does it look like?

### General questions to ask:

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?



Emergency  
Management  
Documentation



For further information please visit:  
[www.trimevac.com.au](http://www.trimevac.com.au)

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GREENHOP EMERGENCY MANAGEMENT TRAINING & SERVICES

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Harbour Street Darling Harbour  
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Amended: September 2019

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## Bomb, Chemical, Biological & Radiological Threat Check-list

### Other questions to ask

What is your name?

Where are you?

What is your address?

### Notes for after the call

Accent (specify):

Any impediment (specify):

Voice (loud, soft, etc):

Speech (fast, slow, etc):

Dictation (clear, muffled):

Manner (calm, emotional, etc):

Did you recognise the caller?

If so, who do you think it was?

Was the caller familiar with the area?

### Threat Language

Well Spoken:

Incoherent:

Irrational:

Taped:

Message read by caller:

Abusive:

Other:

### Background Noises

Street noises:

House Noises:

Aircraft:

Voices:

Music:

Machinery:

Local call Noise:

STD:

### Other

Sex of the caller:

Estimated age:

### Call Taken

Duration of call:

Number Called:

### Action Taken (Obtain details from supervisor)

Report call immediately to:

Phone number:

### Who received the call

Name:

Telephone:

Date call received:

Time received:

Signature:



Emergency  
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For further information please visit:  
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## EMERGENCY PLANNING COMMITTEE MINUTES

### Darling Quarter Harbour Street Darling Harbour

Date of EPC Meeting

Record of attendance

Attendance records are to be kept on a separate signed sheet

#### Agenda Points

Item	Requirement	Actions Required to comply	By Who
1	Are all roles within the emergency control organisation adequately filled?		
2	Is the emergency plan / procedure within its five (5) year validity period?		
3	Have there been any changes to the facility or facility risk profile that warrant a review of the emergency plan / procedure?		
4	Has the emergency plan / procedure been distributed to the persons that require access to it (Chief Warden, Facility Management, etc)?		
5	Are the evacuation diagrams within the five (5) year validity period?		
6	Are the evacuation diagrams displayed appropriately and securely affixed to their locations?		
7	Is the current training schedule adequate to ensure all members of the ECO attend training at least every six months?		
8	Are members of the ECO attending training frequently (at least every six months)?		
9	Are there processes in place to ensure visitors / contractors are informed of the emergency procedures?		
10	Are all emergencies / false alarms documented and records kept?		
11	Are all PEEP Documents still valid? Remove expired PEEPS documents and amend list.		
12	Is a list of Occupants / Visitors with Disabilities available at the Master Emergency Control Point (Fire Control Room)		
13			
14			
15			

**① Note: The maximum period of validity for the emergency plan / procedures and evacuation diagrams is 5 years. This may be reduced by the EPC as required**



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## ESCALATION REPORT

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This report has been developed to keep a track of the key actions taken during the emergency by the Chief Warden.

### Escalation Advice

Time	Person	Reason	Status

### Escalation Directives

Time	Person	Reason	Status

## EVACUATION CHECKLIST

Property Name: Darling Quarter

Address: Harbour Street

Scenario:

Level	Arrival Time (t)	No. of Evacuees	No. of MI	No. of Refusals	Time Sent Back (t)	Status
B4						
B3						
B2						
B1						
NORTH TOWER						
Ground						
Retail						
Children's Theatre						
1						
2						
3						
4						
5						
6						
7						
8						
9						
SOUTH TOWER						
Ground						
Retail						
1						
2						
3						
4						
5						
6						
7						
8						
9						

❗ ENSURE THE EWIS PANEL IS RETURNED TO AUTO ON COMPLETION OF THE EXERCISE OR ONCE THE EMERGENCY SERVICES HAS ADVISED THAT THE FIP HAS BEEN RESET.

## EVACUATION EXERCISE OBSERVERS CHECKLIST

[illegible]

Please be candid in your comments as your feedback is valuable in continually improving the Emergency Procedures and the Warden Team.

## EVACUATION INCIDENT REPORT

To be completed by the Chief Warden

**Darling Quarter**

**Harbour Street Darling Harbour**

Date of evacuation

Time of evacuation

Floors involved

Cause of evacuation (e.g. fire, bomb threat, false alarm, malicious, drill)

Did the Fire Brigade attend

Yes/No

### SYSTEM OPERATIONS CHECKLIST

Evacuation tones sounded on Alarm floors?

Yes/No

Public address system was audible?

Yes/No

WIP phone handset was operative?

Yes/No

Lights on EWIS panel operated?

Yes/No

Sprinklers operate simultaneously?

Yes/No

Local alarm bell sounded?

Yes/No

Air Con system shut down?

Yes/No

Emergency stairwells pressurised?

Yes/No

### REPORTS & COMMENTS

#### FROM EACH FLOOR:

#### IN THE EMERGENCY STAIRWELLS

#### AT THE ASSEMBLY AREAS

#### ARE THERE ANY CASUALTIES?



#### DURATION OF EVACUATION:

#### COMMENTS & NOTES

# FIRE EXTINGUISHER SELECTION CHART

## Fire Extinguisher Chart: Types of Extinguisher

UPDATED: V2.3 JAN 2018

Location Indicator	Electrically Conductive				Electrically Non-Conductive			
	Water	Foam	Wet Chemical	Carbon Dioxide	Dry Chemical Powder AB(E)	Dry Chemical Powder B(E)	Vaporizing Liquid	Fire Blanket
								
<b>Class A</b>	✓	✓	✓	Limited*	✓	✗	✓	Clothing Fire (Human Torso)
<b>Class B</b>	✗	✓	✗	Limited*	✓	✓	Limited*	✗
<b>Class C</b>	✗	✗	✗	✗	✓	✓	Limited*	✗
<b>Class E</b>	✗	✗	✗	✓	✓	✓	✓	✗
<b>Class F</b>	✗	Limited*	✓	✗	✗	✓	✗	✓
As per NZS 4503:2005 Note: This chart does not reflect Class D or Solvent Fires.	Wood, Paper, Textiles & Plastics, etc	Flammable Liquids (e.g. petrol, diesel, paint thinners) *Limited on Class F Fires (shallow fat fires)	Cooking Oils & Fats (e.g. olive oil, sunflower oil, canola oil)	Live / Energised Electrical Equipment (e.g. TV, computer, powerboard)	Wood, Paper, Plastics, Flammable Liquids, Gases, Live / Energised Electrical Equipment (e.g. TV, computer, powerboard)	Flammable Liquids, Gases, Shallow Cooking Oils & Fat Fires, Live / Energised Electrical Equipment (e.g. TV, computer, powerboard)	Wood, Paper, Plastics, Flammable Liquids, Gases, Live / Energised Electrical Equipment *Limited on Class B & C fires	
	Note: Dangerous if used on flammable liquid energised electrical equipment and cooling oil / fat fires.	Note: Dangerous if used on energised electrical equipment.	Note: Dangerous if used on energised electrical equipment.	Note: Generally not suitable for outdoor use. Suitable for small fires only.	Note: Special powders are available specifically for various types of metal fires.	Note: Special powders are available specifically for various types of metal fires.	Note: Check the characteristics of the specific extinguisher.	

Type Of Fire, Class & Suitability



**Caution:** Switch off power or isolate fuel source if safe to do so, before attempting to extinguish a fire.

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## HOW TO OPERATE A FIRE EXTINGUISHER

### ? How to operate a Fire Extinguisher

This is to extinguish small uncomplicated fires  
How to operate...



#### Instructions:

1. Ensure that you use the correct extinguisher.
2. Always keep an Emergency Exit behind you (away from the fire).
3. Stay low to avoid heat and smoke (when entering a hazardous environment).
4. Direct contents across the base of the flames/ fire.
5. Move the nozzle/ applicator in a side-to-side sweeping motion.
6. If the fire gets to the point where you are no longer able to control it, retreat and close the door (do not lock).

### Remember **P. A. S. S.**

**P**ULL THE PIN AND TEST

**A**IM NOZZLE/ APPLICATOR AT BASE OF FIRE/ FLAMES

**S**QUEEZE THE (TRIGGER) OPERATING HANDLE

**S**WEEP THE CONTENTS FROM SIDE TO SIDE

Fire Extinguishers should only be used if safe to do so,  
and only on small uncomplicated fires



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## INCIDENT / OFFENDER CHECKLIST



### Incident / Offender Check-list

Time of Incident: ☐ am ☐ pm Date: / /20  
Day Month Year

Location of Incident: \_\_\_\_\_

Nature of Incident: \_\_\_\_\_

#### General description

Suspect Person: \_\_\_\_\_

Previously Observed: ☐ Yes ☐ No (Where/When): \_\_\_\_\_

Last Sighted: \_\_\_\_\_ Direction of Travel: \_\_\_\_\_

FACIAL	<input type="checkbox"/> Moustache	<input type="checkbox"/> Beard	<input type="checkbox"/> Scars
VOICE	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Accent
HAIR COLOUR	<input type="checkbox"/> Blonde <input type="checkbox"/> Brown	<input type="checkbox"/> Fair <input type="checkbox"/> Red	<input type="checkbox"/> Light Brown <input type="checkbox"/> Black
HAIR STYLE	<input type="checkbox"/> Short <input type="checkbox"/> Straight	<input type="checkbox"/> Long <input type="checkbox"/> Balding	<input type="checkbox"/> Curly <input type="checkbox"/> Bald
EYE COLOUR	<input type="checkbox"/> Blue <input type="checkbox"/> Green	<input type="checkbox"/> Black <input type="checkbox"/> Hazel	<input type="checkbox"/> Brown <input type="checkbox"/> Grey
BUILD	<input type="checkbox"/> Thin <input type="checkbox"/> Solid	<input type="checkbox"/> Medium <input type="checkbox"/> Obese	<input type="checkbox"/> Muscular
APPEARANCE	<input type="checkbox"/> Caucasian <input type="checkbox"/> Negro	<input type="checkbox"/> Asian <input type="checkbox"/> Islander	<input type="checkbox"/> Sth. European <input type="checkbox"/> Indigenous (Aust.)
COMPLEXION	<input type="checkbox"/> Ruddy <input type="checkbox"/> Olive	<input type="checkbox"/> Pale <input type="checkbox"/> Dark	<input type="checkbox"/> Medium
OTHER FEATURES	<input type="checkbox"/> Scars <input type="checkbox"/> Piercing	<input type="checkbox"/> Marks <input type="checkbox"/> Jewellery	<input type="checkbox"/> Tattoos

Description: \_\_\_\_\_

Approximate Age: \_\_\_\_\_ Height: \_\_\_\_\_

#### Clothing

Upper Garments: \_\_\_\_\_ Lower Garments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



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## Incident / Offender Check-list

### Suspect's Vehicle description

<b>MAKE</b>	<input type="checkbox"/> Ford	<input type="checkbox"/> Holden	<input type="checkbox"/> Toyota
	<input type="checkbox"/> Mazda	<input type="checkbox"/> Honda	<input type="checkbox"/> Other.....
<b>TYPE</b>	<input type="checkbox"/> Sedan	<input type="checkbox"/> S/Wagon	<input type="checkbox"/> Coupe
	<input type="checkbox"/> Utility	<input type="checkbox"/> Van	<input type="checkbox"/> Other.....
<b>COLOUR</b>	<input type="checkbox"/> White	<input type="checkbox"/> Red	<input type="checkbox"/> Green
	<input type="checkbox"/> Silver	<input type="checkbox"/> Blue	<input type="checkbox"/> Other.....

Registration number:

Model:

Approx. Year:

Other Vehicle Features:

### Type of Threat

<b>VERBAL</b>	Wording of Threat:		
<b>PHYSICAL</b>	<input type="checkbox"/> Push	<input type="checkbox"/> Punch	<input type="checkbox"/> Kick
	<input type="checkbox"/> Other.....		
<b>WEAPON</b>	<input type="checkbox"/> Firearm	<input type="checkbox"/> Knife	<input type="checkbox"/> Instrument
	<input type="checkbox"/> Other.....		

### Witness / Victim Details:

Signature:

Name (Print):

Telephone Number:



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## OCCUPANT/VISITOR WITH A DISABILITY REGISTER

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Permanent staff deemed **occupant/visitor with a disability** should be included in this register to ensure appropriate evacuation procedures have been developed and implemented in case of an emergency evacuation of the building.

Level	Name	Company	Contact	Has PEEP been developed?

**PEEP – Personal Emergency Evacuation Plan should be developed for each occupant/visitor with a disability.**

# PERSONAL EMERGENCY EVACUATION PLAN (PEEP)



## Personal Emergency Evacuation Plan

Level/Floor No.

Occupants Name

Building Name

Company Name

Address

Room/Suite No.

Workstation Location

### Questions:

Is an assistance animal involved?

Yes ☐

No ☐

Are you trained in emergency response procedures?  
(including evacuation procedures)

Yes ☐

No ☐

Preferred method of receiving updates to Emergency  
response procedures  
Please state, e.g. text, email, Braille, verbal

Preferred method of notification of emergency  
Please state, e.g. visual alarm, personal vibrating device, SMS, etc

Type of assistance required:  
Please list procedures necessary for assistance



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## Personal Emergency Evacuation Plan

**Equipment required for evacuation:** *Please list:*

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**Egress Procedure:** *Give step by step details:*

---

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---

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**Designated assistants and contact details:**

Name	Phone No.	Mobile No.	Email

Are your designated assistants trained in emergency response procedures?  
*(including evacuation procedures)*

Yes ☐

No ☐

Are your designated assistants trained in the evacuation equipment?

Yes ☐

No ☐

Issue date:

Review Date:

Occupant Approved:  
*Signature*

Date:

Chief Warden:  
*Name*

Signature:

Date:



Emergency Management Documentation



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## PROPERTY DAMAGE REPORT

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This report should be filled out by the Chief Warden in conjunction with Facility Engineers or other relevant specialist contractors.

**Priority** – State importance or seriousness of damage by rating it High, Medium or Low.

**Made Safe** – State what if any actions you have taken to make safe the damage e.g. cordon of the area, isolate the utilities, etc

**Temporary Repairs** – Confirm repairs have started and an overview of works to be done.

Priority	Description of Damage	Make Safe	Temporary Repairs

### Example of Report

Priority	Description of Damage	Make Safe	Temporary Repairs
H	Fire damage to levels 3 & 4	Area Cordoned	Services shut down

## RISK MATRIX

Using a Risk Matrix is one means of evaluating the facility. Risk Matrices vary between organisations and requirements. The matrix shown hereunder is only an example.

Cross-referencing the Likelihood with the Consequence the matrix will provide a Risk Level for the specific risk.

	CONSEQUENCE				
LIKELIHOOD	Insignificant	Minor	Moderate	Major	Catastrophic
Rare	Low	Low	Low	Low	Low
Unlikely	Low	Low	Low	Medium	Medium
Possible	Low	Low	Medium	Medium	Medium
Likely	Low	Low	Medium	High	High
Almost Certain	Low	Low	Medium	High	Extreme

## LIKELIHOOD

The likelihood of an emergency situation occurring is one component in determining the outcome of the risk rating. For example, an emergency that has catastrophic consequences but is Rare, results in a LOW Risk rating.

<b>Rare</b>	May only occur in exceptional circumstances
<b>Unlikely</b>	Could occur at some time; less than 25% chance of occurring;
<b>Possible</b>	Might occur at some time; 25-50% chance of occurring
<b>Likely</b>	Will probably occur in most circumstances; 50-75% chance of occurring
<b>Almost Certain</b>	Can be expected to occur in most circumstances; more than 75% chance of occurring

## CONSEQUENCE

The consequence of an emergency occurring is also taken into account when calculating the risk. For example, insignificant or minor consequences resulting from an 'Almost certain' likelihood results in a LOW Risk assessment for the emergency.

<b>Insignificant</b>	Minimal interruption to normal activities, no injuries or damage to property
<b>Minor</b>	Possible injuries treatable by first aid, superficial damage can be dealt with on site
<b>Moderate</b>	Injuries requiring ambulance assistance, damage requiring isolation & structural repair
<b>Major</b>	Multiple injuries requiring ambulance assistance, major structural damage requiring evacuation of the building
<b>Catastrophic</b>	Deaths and critical injuries, structural collapse or significant damage rendering the building unsafe for occupation

## RISK RATING

By the application of the risk matrix each identified hazard will be given a risk rating with which an appropriate response can be developed. It should be noted that the risk rating is a guide only and other factors can apply in how the risk is treated.

<b>LOW</b>	Situations that either the outcome poses a minimal influence on the day to day operations or if the outcome could be Catastrophic the likelihood of this occurring is extremely rare, such as an aircraft colliding with the building.
<b>MEDIUM</b>	Situations where it is foreseeable that a risk may occur and where the result could lead to major injuries or building damage
<b>HIGH</b>	Situations where it is quite likely that a risk will occur and where the outcome would lead to major injuries, death and substantial building damage
<b>EXTREME</b>	Situations of high risk where both the likelihood of it occurring and the outcome would ensure a high degree of deaths or injuries and overwhelming damage to the building.

## ASSESSING THE RISKS

The process of identifying and assessing potential risks to a building, may involve multiple factors, each of which if dealt with in isolation may not be significant but when viewed as a group, may pose a higher level of risk.

The EPC should ensure an understanding of the relevance of all the factors likely to influence the identification and assessment of potential risks to their facility and where necessary, should seek advice from others more qualified to make these assessments.

### Common Risk Profiles

Buildings of similar construction and use exhibit similar risk profiles. As such, a typical risk profile can be developed that could apply to similar buildings subject to local variances.



## RISK PROFILE

Risks for Darling Quarter Harbour Street can be listed on the table below.

RISK	CODE	LIKELIHOOD	CONSEQUENCE	RISK RATING
Minor Internal Fire				
Major Internal Fire				
Bomb Threat				
Suspicious Package				
Chemical Spillage				
Electrical Outage				
Lift Entrapment				
Gas Leak				
Storm Damage				
Flood				
Civil Disturbance				
Hostage Situation				
Workplace Intrusion				
Aircraft Accident				
Earthquake				
External Fire				
Vehicle Accident				
Bushfire Threat				

## GLOSSARY

Alert Tone	A sound broadcast throughout premises to indicate the detection of an abnormal situation. Usually described as a “Beep Beep Beep” sound and may also include automated verbal announcements
Area Warden	A person who, during an emergency, assumes control over a particular floor, area or zone. Usually identified by the wearing of a yellow coloured helmet, hat, cap, tabard or vest. (This role can interchange with Area warden)
Assembly Area(s)	The designated place or places where people assemble during the course of an evacuation
Attempted Bombing	An incident where there has been an attempt to function an Improvised Explosive Device (IED). The item has subsequently failed to function as a result of design or construction flaws, or as a result of bomb reactive measures undertaken by response personnel.
AS3745:2010	Australian Standard “ <i>Planning for emergencies in facilities</i> ”
Australian Bomb Data Centre (ABDC)	Division of the Australian Federal Police responsible for responding to an investigation of criminal activity involving the use, or threats to use, explosive materials
BCA	Building Codes of Australia
Bomb	A device fabricated that contains explosive, chemical, incendiary, or noxious contents designed to, or capable of, causing unlawful injury or damage.
Bomb Threat	A threat, written or verbal, delivered by electronic, oral or other medium, threatening to place or use an improvised explosive, chemical, biological or radiological device at a time or date or place, or against any specific person. It is not necessary for any other action to be taken by the offender.
Bombing	An incident where an improvised Explosive Device has functioned as designed.
Break Glass Alarm	(BGA) An alarm activated by breaking a thin sheet of glass covering an alarm button. Usually housed in a red or white coloured surround. BGA's are generally located adjacent the fire isolated exits from a building. Also referred to as a Manual Call Point (MCP)
Call Sign	The name assigned to a radio user for communication purposes
Chief Warden	The person selected to take control of the Emergency Control Organisation. Usually identified by the wearing of a white coloured helmet/hat/cap/vest or tabard
Control	The overall direction of emergency management activities in an emergency situation. Authority for control is established in legislation or in an emergency plan.
Crisis	Repercussions resulting from any incident or emergency that can effect an organisations reputation, business practices or continuity.

Crisis Control Team	An assembly of nominated persons responsible for the strategic direction of an organisation in relation to company policies and communication with all relevant stakeholders.
Crisis Control Point	An assembly point or room, where effective communication and management of the flow-on effects of an incident or emergency can be managed.
Damage Assessment	A report on the extent of damage caused by an event.
Debriefing	The process of sharing the good and bad points of the response to an incident as a means to improve any future planning and responses.
Egress	A path or opening for going out, an exit
Emergency	Any event, which arises internally or from an external source which may adversely affect the occupants or visitors in a facility, and which requires an immediate response
Emergency Door Release	A White or Green break glass panel that will open electronically locked doors on nominated paths of egress. These devices will not activate the buildings installed occupant warning system
Emergency Lighting	A battery powered lighting system that will automatically illuminate in the event of a mains power failure.
Emergency Mitigation	Measures taken to decrease the likelihood of emergencies occurring and the associated impacts upon people, the facility and the environment
Emergency Plan	The written documentation of the arrangements for a facility, generally made during the planning process. It consists of the preparedness, prevention and response activities and includes the agreed emergency roles, responsibilities, strategies, systems and arrangements.
Emergency Preparedness	The arrangements made to ensure that, should an emergency occur, all those resources and services that are needed to cope with the effects can be efficiently mobilized and deployed
Emergency Prevention	The measures taken to eliminate the incidence of emergencies. These include the regulatory and physical measures to ensure that emergencies are prevented.
Emergency Planning Committee	(EPC) An organisation consisting of members responsible for the development, implementation and maintenance of the emergency plan, emergency response procedures, appointing members to the Emergency Control Organisation and related training, in accordance with Australian Standard AS 3745:2010 <i>Planning for emergencies in facilities</i> .
Emergency Response Exercise	A site-specific exercise implemented to determine the effectiveness of the emergency response procedures
Emergency Response Procedures	A documented scheme of assigned responsibilities, actions and procedures within a designated section of the emergency plan, to respond to and manage emergencies.

Emergency Response Team (ERT)	Specialist personnel, appointed to attend specific incidents, to contain, control or eliminate the emergency using emergency response equipment
Emergency Services	An agency responsible for the protection and preservation of life and property from harm resulting from incidents and emergencies.
Emergency Warning Intercommunication System (EWIS)	(EWIS) In the event of alarm activation the EWIS will automatically sound the Alert and Evacuation tones for the premises. Can also be utilised in manual mode. Public address announcements can be made via the EWIS. The EWIS also is the central point for the Warden Intercommunication Phones (WIP) and allows communication between Area wardens and the Chief Warden.
Evacuation	The orderly movement of people from a place of danger
Evacuation Diagram	Emergency and evacuation information about the facility, comprising a pictorial representation of a floor or area and other relevant emergency response information
Evacuation Exercise	An emergency response exercise in which the exercise simulates an emergency that requires an evacuation
Evacuation Tone	A sound broadcast throughout a premise to indicate that leaving the area or premises and proceeding to an assembly area is warranted. Usually described as a "Whoop Whoop Whoop" sound and may also include automated verbal announcements
Exercise	Simulation of emergency management events, through discussion or actual deployment of personnel for training, review or testing procedures.
Exit	A passage or way out, Also see 'Egress'
Explosion	Sudden release of large amounts of energy in a destructive manner.
Explosive	A substance, whether or not contained in a device specifically prepared, which is manufactured with a view to producing a practical effect by explosion
Extinguisher	A portable device containing a fire-fighting medium for the express use of fire fighting.
Facility	A building, structure or workplace that is, or may be, occupied by people (occupants)
Facility Operational Incidents	Facility operational incidents are non-life threatening and may not require the activation of the ECO
Fire	A rapid, persistent chemical change that releases heat and light and is accompanied by flame, especially the exothermic oxidation of a combustible substance.
Fire Alarm System	A range of devices that may emit audible and/or visual indication that an emergency situation has been detected and may instigate other actions.
Fire Blanket	A non-combustible sheet used to smother small fires and can be used to douse persons on fire.

Fire Control Room	(FCR) An area or room containing a fire indicator panel (FIP) and other such devices utilised for the identification and warning of an emergency situation such as an EWIS.
Fire Detection System	A range of devices that monitor an area for indications of smoke, heat or flame and may instigate a fire alarm system.
Fire Indicator Panel (FIP)	(FIP) A control panel that indicates in which region a fire detection device has activated an alarm and is also responsible for alerting a monitoring company. May also activate a local alarm.
Fire Rating	The minimum fire resistance of a material or method of construction as determined by the method specified in AS 1530.4
First Aid	Immediate and temporary care given on site to the victims of an accident or sudden illness in order to avert complications.
Area warden	A person who, during an emergency, assumes control over a particular floor, area or zone. Usually identified by the wearing of a yellow coloured helmet, hat, cap, tabard or vest.
Friable / Friability	Used as a descriptor for asbestos, that when dry (a) may be crumbled, pulverised or reduced to powder by hand pressure, or (b) as a result of a work process becomes such that it may be crumbled, pulverised or reduced to powder by hand pressure
Hoax Device	An item that is placed, designed or manufactured in a manner that is intended to cause another person to believe that the item is an improvised explosive device
Hose Reel	Fire hose reels are designed to reach every part of a floor area. Hose reels are operated by turning the control valve anti-clockwise, unreeling the hose, opening the nozzle and directing water at the base of the fire.
Hydrants	Fire hydrants are large capacity water connection points provided for Fire Brigade use only.
Improvised Explosive Device (IED)	(IED) A device fabricated in an ad hoc manner which contains explosive components designed to, or capable of, causing unlawful injury or damage.
Incendiary Device	Any device or mix of chemicals causing or capable of causing fire.
Incident	An event, accidentally or deliberately caused, which requires a response from one or more of the statutory emergency response agencies.
Isolated Stairwells	A stairwell encompassed by fire rated doors and construction, so as to provide safe egress in the result of an emergency
Lifts	During fire emergencies lifts should not be used as a means of egress. Lifts will be grounded as part of the evacuation procedures.
Mail Bomb	An Improvised Explosive device sent through the mail or a courier system.
Manual Call Point	(MCP) An alarm activated by breaking a thin sheet of glass covering an alarm button. Usually housed in a red or white coloured surround. Also referred to as a Break Glass Alarm (BGA)



Safety Data Sheet (SDS)	(SDS) A document that describes the properties and uses of a substance, that is, identity, chemical, and physical properties, health hazard information, precautions for use and safe handling information.
Occupant	A person attending a facility on a permanent or temporary basis, such as an employee, contractor, student or resident, but not a visitor
Occupant Warning Equipment	Systems and devices that operate to alert people within a facility to an emergency
Occupant/visitor with a Disability	A person who requires more time or different forms of communication, compared with other occupants, to respond to an emergency; or assistance to respond to an emergency or evacuate from a facility
Personal Emergency Evacuation Plan (PEEP)	An individualized emergency plan designed for an occupant with a disability who may need assistance during an emergency
Procedures	Pre planned detailed directions for dealing with specific occurrences.
Public Address System (PA)	A portable or permanent device for the amplification and announcement of voice messages to an area of a premises or select group of people.
Refuge	An area on a floor or area that is specifically designed to protect people from heat, smoke and toxic gasses and which provides direct access to an exit
Response	Measures taken in anticipation of, during and immediately after an emergency to ensure its effects are minimised.
Runner	Person used to deliver messages between the Chief Warden and Wardens.
Safe Haven Floor	A level within the building where it is safe to re-enter from the isolated stairwells. Only the Chief Warden or Emergency Services can instruct persons to exit on 'Safe Haven Floors'.
Staging Area	An area in a facility where occupants and visitors are intended to gather in preparation for an evacuation
Sprinklers	A system designed to activate once a determined temperature is attained at the sprinkler head and suppresses a fire with water sprays. Upon activation the sprinkler system will signal the FIP that the area is in alarm.
Smoke Detector	A device designed to detect particles, which are the result of combustion. On activation the detector will signal the FIP to instigate the alarm tones & alert the Emergency Services.
Suspect Item	An item that is considered to be suspicious by response personnel requiring further investigation or specialist inspection.
Terrorism	The calculated use of violence or the threat of violence to attain goals that are political, religious or ideological in nature.
Thermal Detector	A device designed to detect a rapid rise in temperature within an area. On activation the detector will signal the FIP to instigate the alarm tones & alert the Emergency Services.

Two-Way Radio	<b>A device used to communicate between personnel via the use of radio frequency transmissions</b>
Very Early Smoke Detection Apparatus (VESDA)	<b>(VESDA) An extremely sensitive smoke sampling unit that draws air from the monitored area via a nozzle.</b>
Visitor	<b>A person who is within a facility who is temporarily visiting the facility and is not employed at or for the facility, either on a permanent casual, temporary, contracting basis; or an inmate or resident; or studying at the facility</b>
Warden	<b>A person or persons who, during an emergency, assists as requested the Area or Area warden in the safe evacuation of their floor or area of responsibility. Usually identified by the wearing of a red coloured helmet, hat, cap, tabard or vest.</b>
Warden Intercommunication Point (WIP)	<b>(WIP) The location on a floor or evacuation zone, that includes a handset provided through which instructions can be received from the intercommunication panel via the emergency intercom system</b>
Workplace	<b>Any place where work is, or is to be, performed by a person engaged for work for gain or reward, or on a voluntary basis including a person conducting a business or undertaking as defined by the Commonwealth, State and Territory occupational health and safety statutes for the definition of 'workplace'</b>



# VWT Australia Business Continuity Plan

The aim of this plan is to ensure VWT Australia operational continuity after the occurrence of severe event with significant impacts or Force Majeure as mitigation strategy to minimise operational risk stated in the Company Risk Register.

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  - 2.1 Information Technology Continuity Risk Management ..... 4
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  - 2.3 Financial Continuity Risk Management ..... 4



# 1. Business Continuity Assessment

The table below summarised the primary risks considered to ensure the operational continuity. Details for each of these risks can be found in Section 2.

Business Activity Risks	Critical period	Business Impact Analysis	Preventive Action	Responsibility	Recovery Action	Responsibility
1. Inability to access electronic applications, documents, and records due to significant IT infrastructure breakdown.	24 hours	<ul style="list-style-type: none"> <li>No work output due to limited capability to manage job;</li> <li>Inability to share important information amongst colleagues;</li> <li>Delay in job completion and payments; and</li> <li>Inability to provide adequate support to clients as per contractual agreement that might lead to financial penalty.</li> </ul>	<ul style="list-style-type: none"> <li>Each premises Shared Drive is backed-up locally and remotely to Macquarie Park server;</li> <li>Cross back-up between Macquarie Park server and the remote server;</li> <li>Email and intranet contents are backed up using Cloud technology; and</li> <li>All applications are backed up in daily basis.</li> </ul>	LAN Administrator	<ul style="list-style-type: none"> <li>Service recovery by IT team and its consultant;</li> <li>Communicate &amp; advice on the expected recovery time to the workers affected; and</li> <li>Assessment of recovery actions to prepare for future events.</li> </ul>	LAN Administrator
2. Inability to access office, warehouse, infrastructure or yards due to flooding, storm, power loss, structural damage, fatality on VWT premises, etc.	1 week	<ul style="list-style-type: none"> <li>Loss of day-to-day operational activity for project delivery;</li> <li>Financial loss from not fulfilling contracts;</li> <li>Loss of service from support functions (IT, WHSEQ, HR, Finance, Legal., Marketing);</li> </ul>	<ul style="list-style-type: none"> <li>Inclusion of Force Majeure relief in contract obligations</li> <li>IT back up plan to ensure email and Google Hangout communication available for remote (work from home or temporary offices) access</li> </ul>	Facility Coordinator	<ul style="list-style-type: none"> <li>Relocate the operation to temporary facility if loss exceeds 1 week;</li> <li>Non-field workers to work from home until access from temporary facility can be organised;</li> <li>Field workers and supervisors to standby from a safe</li> </ul>	Facility Coordinator

Business Activity Risks	Critical period	Business Impact Analysis	Preventive Action	Responsibility	Recovery Action	Responsibility
			<ul style="list-style-type: none"> <li>Standby subcontractors panel that can perform the required tasks using VWT Australia system documentation &amp; supervision</li> </ul>	Project Manager	area until access from temporary facility can be organised; <ul style="list-style-type: none"> <li>Communicate &amp; advice on the recovery arrangements to the managers &amp; workers affected; and</li> <li>Assessment of recovery actions to prepare for future events</li> </ul>	
3. Financial loss from the termination of contract by the client due to Force Majeure	1 day	<ul style="list-style-type: none"> <li>Unsustained overhead cost on the divisional budget</li> </ul>	<ul style="list-style-type: none"> <li>Meet or perform above client performance requirements; and</li> <li>Improve tenders submission either by expanding the client base or additional projects for existing clients.</li> </ul>	General Manager	<ul style="list-style-type: none"> <li>Veolia Water Technology Australia relies on the financial support from Veolia head quarter.</li> </ul>	General Manager

Table 1: Business Continuity Assessment

## 2. Business Continuity Risk Detailed Information

### 2.1 Information Technology Continuity Risk Management

The detailed information for business continuity plan from Information Technology division is embedded below.



VWT Australia IT BCP  
V3.0.pdf

Contact Name	Contact Role	Phone Number	Email Address
Steve Polchleb	LAN Administrator	0438 716 986	<a href="mailto:steve.polchleb@veolia.com">steve.polchleb@veolia.com</a>

Table 2: Information Technology Risk Management Contact

### 2.2 Facility Provision Continuity Risk Management

Veolia Water Technologies is obligated to provide safe and suitable office or warehouse space, where they will be managed by the assigned Facility Coordinator as per Table 3.

Contact Name	Role	Phone Number	Email Address
Martin Reid	Facility Coordinator – Macquarie Park, NSW	0428 816 972	<a href="mailto:martin.reid@veolia.com">martin.reid@veolia.com</a>
Wendy Thomas	Back-Up Facility Coordinator – Macquarie Park, NSW	0410 740 204	<a href="mailto:wendy.thomas@veolia.com">wendy.thomas@veolia.com</a>
George Baronoff	Facility Coordinator – Kings Park, NSW	0438 384 054	<a href="mailto:george.baronoff@veolia.com">george.baronoff@veolia.com</a>
Craig Hancock	Back-Up Facility Coordinator – Kings Park, NSW	0418 538 708	<a href="mailto:craig.hancock@veolia.com">craig.hancock@veolia.com</a>
Craig Hancock	Facility Coordinator – Dandenong South, VIC	0418 538 708	<a href="mailto:craig.hancock@veolia.com">craig.hancock@veolia.com</a>
Shaun Coutinho	Back-Up Facility Coordinator – Dandenong South, VIC	0400 868 097	<a href="mailto:shaun.coutinho@veolia.com">shaun.coutinho@veolia.com</a>
Roger Lourenco	Facility Coordinator – Rocklea, QLD	0438 880 287	<a href="mailto:roger.lourenco@veolia.com">roger.lourenco@veolia.com</a>
Jessica Clark	Back-Up Facility Coordinator – Rocklea, QLD	0457 741 505	<a href="mailto:jessica.clark@veolia.com">jessica.clark@veolia.com</a>
Richard Ashley	Facility Coordinator – Kewdale, WA	0438 880 526	<a href="mailto:richard.ashley@veolia.com">richard.ashley@veolia.com</a>
Trevina Panui	Back-Up Facility Coordinator – Kewdale, WA	0414 239 099	<a href="mailto:trevina.panui@veolia.com">trevina.panui@veolia.com</a>

Table 3: Facility Provision Risk Management Contact

### 2.3 Financial Continuity Risk Management

Contact Name	Contact Role	Phone Number	Email Address
Michelle Moroney	General Manager – Projects	0438 128 998	<a href="mailto:michelle.moroney@veolia.com">michelle.moroney@veolia.com</a>
Grant McNay	General Manager – Services	0429 845 875	<a href="mailto:grant.mcnay@veolia.com">grant.mcnay@veolia.com</a>

Table 4: Financial Continuity Risk Management Contact

# VWT Australia IT Business Continuity Plan

## 1. Aim

The aim of this document is to provide a comprehensive setup on the IT setup at both Macquarie Park Office and NextDC Data Center sites.

In the event of a disaster at the Macquarie Park Office, the IT Business continuity plan can be activated based upon the decision from VWT Australia Management.

## 2. VWT Australia IT BCP Design

### Global Applications Access (Workaround)

Not all existing computing facilities will be available in an event where the Macquarie Park office is no longer accessible. However some workaround facilities will be available, for example the Latis and Global Intranet accessibility will be through the VPN link in Singapore.

### Cloud Applications

Other cloud based setup can be accessed via the Internet. This includes the Corporate Google email, VWT AU Google Site and Google Lumworks files.

### Virtual Applications

All Macquarie Park Virtual Applications Systems are being replicated daily to NextDC Virtual Servers

There is no requirement for the Macquarie Park domain servers and monitoring servers to be replicated over to NextDC

### Localised Physical File Server

Each respective local file server at the Macquarie Park Office and NextDC sites is cross backed up to the backup units at the remote site.

### Branch Office Network Connections

All local Branch Office files can still be accessed on-site.

There will be no Internet and WAN access due to the inter-connect link in Macquarie Park being no longer available.

The Infonet business application and Macquarie Park files will be accessible using VPN through the user's mobile phone Internet hotspots. This will be following the Virtual Servers are being reconfigured and ready at NextDC in around 1 day later.

## 3. Recovery Time & Point Objective

### Recovery Point Objective (RPO)

Virtual applications: Nightly Incremental VMDK Backups using Veeam

File System backups: Nightly incremental Backups using ShadowProtect

### Recovery Time Objective (RTO)

Virtual applications: VMs can be powered up immediate with minor reconfiguring. Estimated recovery time could vary from 2 – 6 hours.

File System Recovery: Estimated recovery time is around 4 hours.

Estimation timeframe in having the Macquarie Park computing facilities back online is around 1 day.

There will require assistance required from Corporate IT Team on Virtual Servers reconfiguration and Network Consultant (Computer Integrations Australia Pty Ltd)

## 4. Macquarie Park office computing and phone facilities accessibility

In the event of a disaster in the Macquarie Park Office, the Business Continuity Plan is for the Business to be able to keep functioning from either a Serviced Business Office/home with Internet facilities. This is possible as most major IT services are accessible via the Internet and all other VWT Australian Business applications will be accessible within 1 day of downtime in reconfiguring these services.

Accessing the Australian Business applications operating from NextDC is made possible using VMWare Virtualised setup and Veeam backup's software for virtualised environments.

Nearby the Branch Office in Kings Park may have the office space but do not have Internet facilities due to the non-availability of the Macquarie Park cross connect link.

All Macquarie Park Office Desk Phone facilities will diverted to the respective user's mobile phone through the Cloud Web portal management facilities.

## 5. Remedial Operations

In returning from the Business Continuity Plan for the Macquarie Park Office, the Macquarie Park links and Systems need to be assessed. If required replacement equipment and link needs to be ordered.

There will be gradual migration back to normal operations when the network links and VMWare Systems are in place.

# Appendix

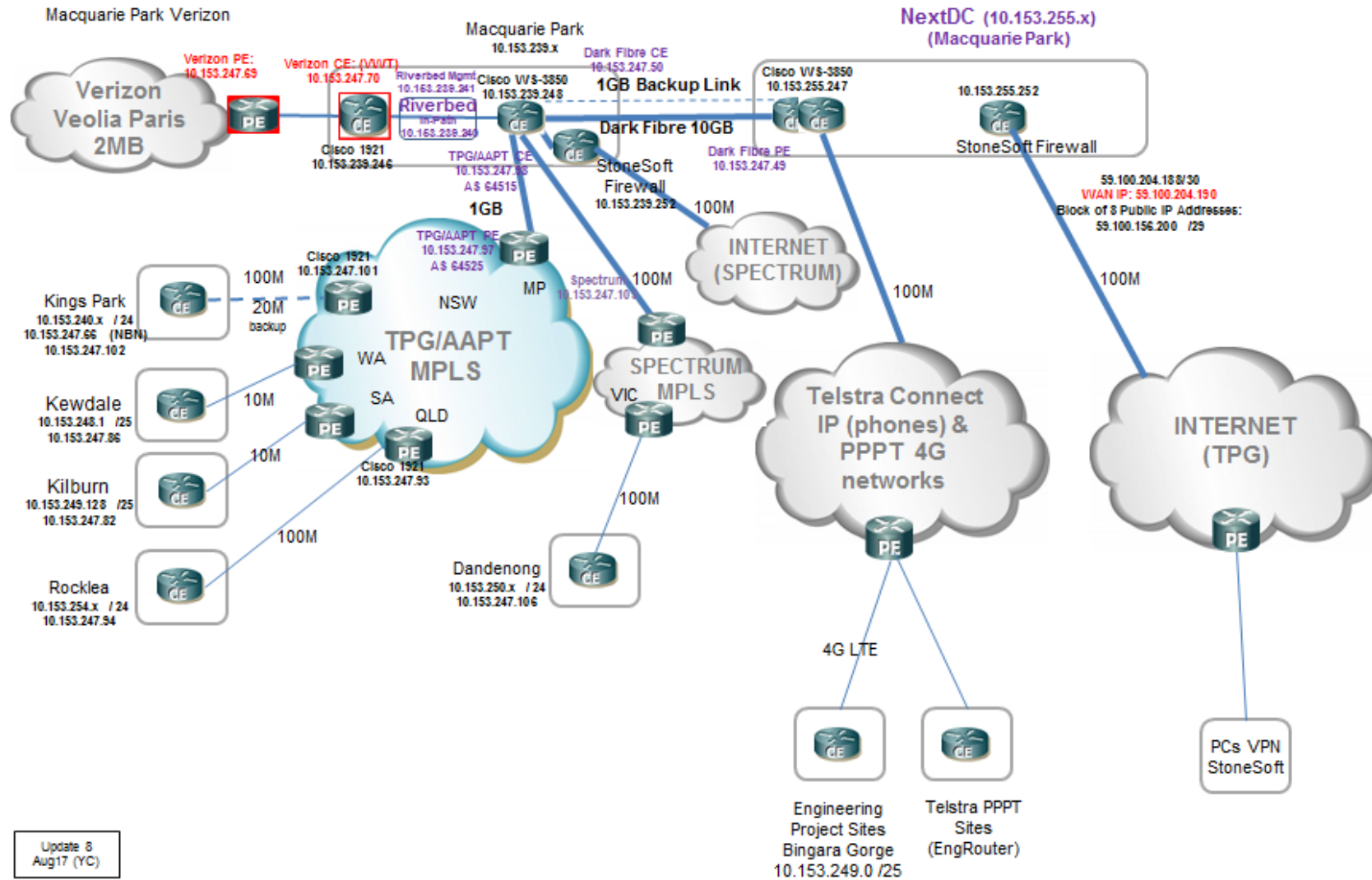
## Appendix A - Major Connection Links

Location	Vendor	Link Type	Speed
Macquarie Park Office	Verizon A/C: AUP1004428 Ph.: 1-213 225 8234 Lester.liwanag@hk.verizon.com	Verizon link to Veolia Paris (for Latis & Global Intranet)	2Mbps SDSL with OOB phone dial modem
Macquarie Park Office	Pipe Networks Service ID: 5215240 /CN19494 Ph.: 1300 534 228 (opt 1)	Dark Fibre link to NextDC	10Gbps Dark Fibre link (SFP+)
Macquarie Park Office	AAPT/TPG Service ID: 5223775 Ph.: 1300 534 228 (opt 1)	MPLS (IP-VPN) link to Branch Offices	1Gbps Fibre link with RJ45 connection
Macquarie Park Office	AAPT/TPG Service ID: 5215241/1297783 Ph.: 1300 534 228 (opt 1)	e-line Backup link to NextDC	1Gbps Fibre link with RJ45 connection
Macquarie Park Office	Spectrum / Vocus A/C : 000001031 Ph.: 1300 133 299	Phone, MPLS & Secondary Internet link to Spectrum Networks	200Mbps link with Tik Routerboard 10Ports (Spectrum)
NextDC	Pipe Networks Service ID: 5215240 /CN19494 Ph.: 1300 534 228 (opt 1)	Dark Fibre link to Macquarie Park Office	10Gbps Dark Fibre link (SFP+)
NextDC	AAPT/TPG Service ID: 5215241 /1297784 Ph.: 1300 534 228 (opt 1)	e-line Backup link to Macquarie Park Office	1Gbps Fibre link with RJ45 connection
NextDC	AAPT/TPG Service ID: 6018343/5215242 Ph.: 1300 534 228 (opt 1)	IP-Line Main Internet	100Mbps link with RJ45 connection
NextDC	Telstra Service ID: N2560824R Ph.: 132999	Link to Telstra Networks	100Mbps link with 1Gbps Fibre (SFP)



## Appendix B – VWT Australia IT Network Diagram

# VWT Australia Networking



## Appendix C - PHYSICAL INVENTORY: Servers, Storage Systems & Main Switches

Location	Description	Name	IP Address
Macquarie Park Office	MP Dell ESX Server 1	AUMAC02ESX01	10.153.239.1
Macquarie Park Office	MP Dell ESX Server 2	AUMAC02ESX01	10.153.239.2
Macquarie Park Office	MP QNAP Storage	AUMAC03PS1	10.153.239.3
Macquarie Park Office	Dell Storage Switch (Dual)	AUMACSW51	10.153.239.31
Macquarie Park Office	HP Backup Unit	AUMAC01BK2	10.153.239.17
Macquarie Park Office	HP File Server	AUNSW01FS2	10.153.239.25
Macquarie Park Office	Dell Probe	AUMAC01PB1	10.153.239.30
Macquarie Park Office	Cisco 3850 Core Switch (Dual)	AUMACSW52	10.153.239.248
Macquarie Park Office	StoneSoft FW-315	-	10.153.239.252
Macquarie Park Office	HP 2920 Switch (Phones Sys)	-	10.153.239.238
Macquarie Park Office	HP 2920 Switch (Network)	-	10.153.239.237
NextDC	NextDC Dell ESX Server 1	AUMA202ESX01	10.153.255.1
NextDC	NextDC Dell ESX Server 2	AUMA202ESX02	10.153.255.2
NextDC	NextDC QNAP Storage	AUMA203PS1	10.153.255.3
NextDC	Dell Veeam Backup Server	AUMA201BK2	10.153.255.16
NextDC	Dell Storage Switch (Dual)	AUMA25WS1	10.153.255.31
NextDC	Dell DFSR Server	AUMA201FS2	10.153.255.x
NextDC	HP File Server	AUMA201FS1	10.153.255.25
NextDC	HP Backup Unit	AUMA201BK1	10.153.255.24
NextDC	Dell Probe	AUEX01PB1	10.153.255.30
NextDC	Cisco 3850 Core Switch (Dual)	AUMA25WS2	10.153.255.247
NextDC	Stonesoft NGF-1035C1	-	10.153.255.252

### Notes:

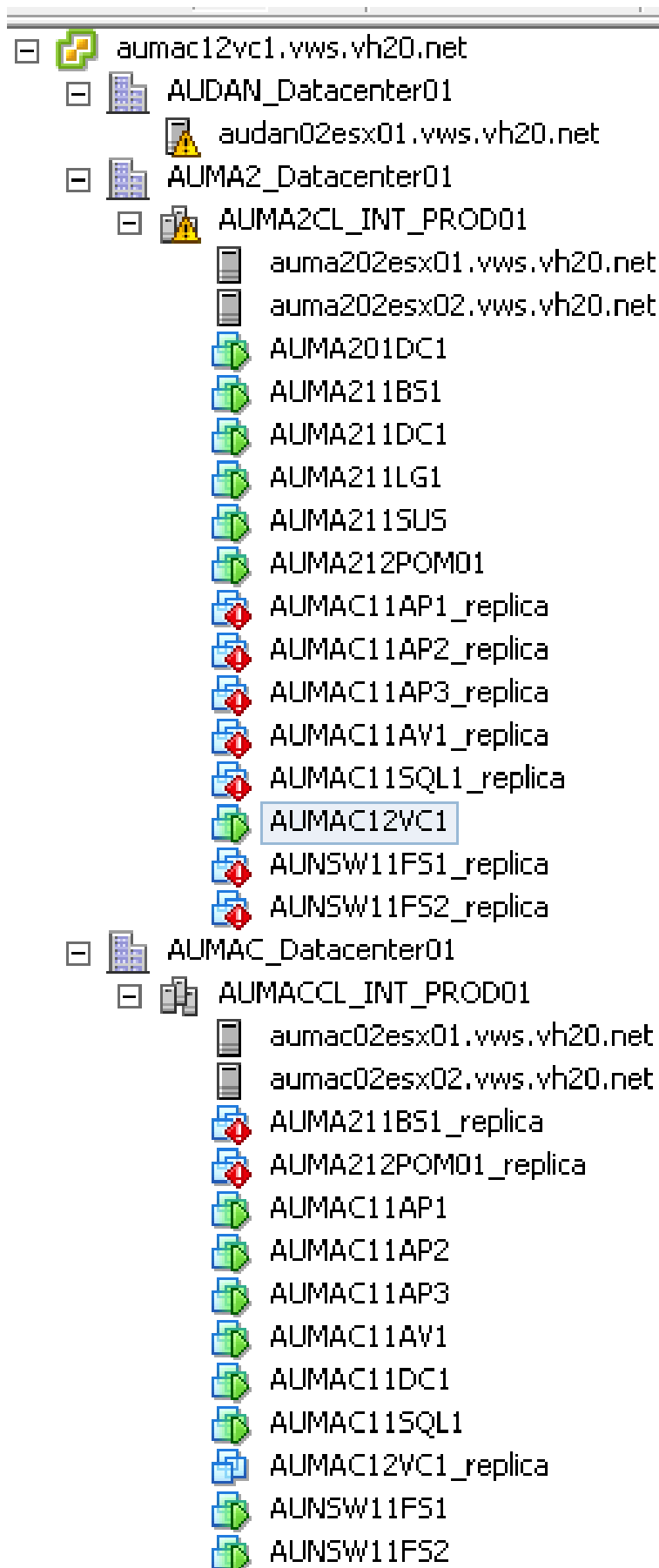
- Physical HP File Server (AUNSW01FS2 – 10.153.239.25) in Macquarie Park Office now have remote ShadowProtect backup onto HP Backup unit in NextDC (AUMA201BK1 – 10.153.255.24)
- Physical HP File Server (AUMA201FS1 – 10.153.255.25) in NextDC now have remote ShadowProtect backup onto HP Backup unit in Macquarie Park Office (AUMAC01BK2 – 10.153.239.17)

## Appendix D – Key Business Applications

Location	Description	Name	IP Address
Macquarie Park Office	Infonet	VM - AUMAC11AP1 (10.153.239.40)	Virtual
Macquarie Park Office	SQL Server	VM – AUMAC11SQL1 (10.153.239.42)	Virtual
Macquarie Park Office	Symantec Vault	VM – AUMAC11AP2 (10.153.239.41)	Virtual
Macquarie Park Office	Codafire	VM – AUMAC11AP3 (10.153.239.43)	Virtual
Macquarie Park Office	Kaspersky	VM – AUMAC11AV1 (10.153.239.11)	Virtual
Macquarie Park Office	Domain Servers	Domain Servers including Radius setup VM – AUMAC11DC1 (10.153.239.13)	Virtual
Macquarie Park Office	Fileserver	VM – AUNSW11FS1 (10.153.239.21)	Virtual
Macquarie Park Office	Fileserver	VM – AUNSW11FS2 (10.153.239.26)	Virtual
Macquarie Park Office	Fileserver	Server – AUNSW01FS2 ( 10.153.239.25)	Physical
Macquarie Park Office	Probe	Server – AUMAC01PB1 (10.153.239.30)	Physical
Cloud - Macquarie Park Office	Phone System	Spectrum Phone System Link Only	Cloud
Cloud - Macquarie Park Office	Latis & Global Intranet	Verizon Link – 10.153.239.246 (10.153.247.70 & 10.153.247.69)	Cloud
NextDC	WSUS	VM – AUMA211SUS (10.153.255.23)	Virtual
NextDC	OH&S Reporting	VM – AUMA211BS1 (10.153.255.8)	Virtual
NextDC	POM Monitor	VM – AUMA212POM01 (10.153.255.4)	Virtual
NextDC	Performance Monitor (VM)	VM – AUMA211LG1 (10.153.255.22)	Virtual
NextDC	Domain Servers	VM – AUMA201DC1 (10.153.255.20) VM – AUMA211DC1 (10.153.255.21)	Virtual
NextDC	Vcenter	VM – AUMAC12VC1 (10.153.255.10)	Virtual
NextDC	Veeam Backup	Server – AUMA201BK2 (10.153.255.16)	Physical
NextDC	Probe	Server AUEX01PB (10.153.255.30)	Physical
NextDC	File Server	Server – AUMA201FS1 (10.153.255.25)	Physical
NextDC	Backup Unit	Server – AUMA201BK1 (10.153.255.24)	Physical
Cloud - Generic	Google Email	Google Email	Cloud
Cloud - Generic	AU Google Sites	Google AU Web site	Cloud

Location	Description	Name	IP Address
Cloud - Generic	Lumworks	Google Cloud Share Drive	Cloud
Cloud - Generic	IT ServiceNow	IT ServiceDesk	Cloud

## Appendix E – VMWare Map / Topology (Standard Mode – Non DR)



## Appendix F – Contact Details

### VWT Australia IT Contacts

IT Manager – Yoon Chong (ph.: 0447 189 745 / 0419 262 091)

IT Administrator – Steve Polchleb (ph.: 0438 716 986)

IT ServiceDesk – Tomson Bak (ph.: 0437 081 726)

### Network Consultant Contact

Computer Integrations Australia Pty Ltd – Zelko Lukacevic (ph.: 0411 191 291)

### Computer Vendors Contacts

Virtuelle Group Pty Ltd – Nehru Eliz (ph.: 0404 148 800) (Supplier of IT Services & Panasonic Toughbooks)

ASI Solutions Pty Ltd – Fady Wardy (ph.: 0408 236 290) (Supplier of Lenovo PCs)