



Emergency Control Organisation Learner Guide V3

Fire Safety Course

**PUAFER005 Operate as Part of an Emergency Control
Organisation**

Learner Guide

1.1 Introduction

This course is based on the unit of competency **PUAFER005 Operate as Part of an Emergency Control Organisation**.

You will learn about:

- Undertaking pre-emergency planning.
- Taking appropriate actions in an emergency
- Anticipating further developments of emergencies.
- Assisting with post initial response.



1.1.1 Definition of an Emergency

An emergency is any unexpected event which has the potential to cause harm or injury to people or the environment, or which could impact the financial viability of the organisation.

Emergencies identified by the workplace hazard analysis could include:

Emergency Type:	
• Animal or livestock emergencies.	• Failure of utilities.
• Hazardous substances incidents.	• Transport accident.
• Bomb threat.	• Toxic emission.
• Hostage situations.	• Veterinary emergencies.
• Building invasion/armed invasion.	• Flood.
• Industrial accident.	• Wildfire.
• Chemical, biological and radiological.	• Cyclones, including storm surge.
• Letter bomb.	• Structural instability.
• Civil disorder.	• Structural instability.
• Medical emergency.	• Deliberate self-harm.
• Criminal acts.	• Terrorism.
• Severe weather/storm damage.	• Earthquake.

1.2 Develop and Implement Emergency Response Procedures

Under Model WHS legislation the person conducting a business or undertaking (PCBU) must ensure an emergency plan is prepared for the workplace. These plans are written instructions that outline what employees and visitors to the workplace **should** do in an emergency.

Emergency plans **must** provide the following information:

- Emergency procedures, including an effective response to an emergency.
- Evacuation procedures.
- Notifying emergency service organisations at the earliest opportunity.
- Where to seek medical treatment and assistance.
- Effective communication between the person authorised to coordinate the emergency response and all people at the workplace.
- Testing emergency procedures—including the frequency of testing.
- Comprehensive information, training and instructions to be provided to relevant workers in relation to implementing the emergency procedures.

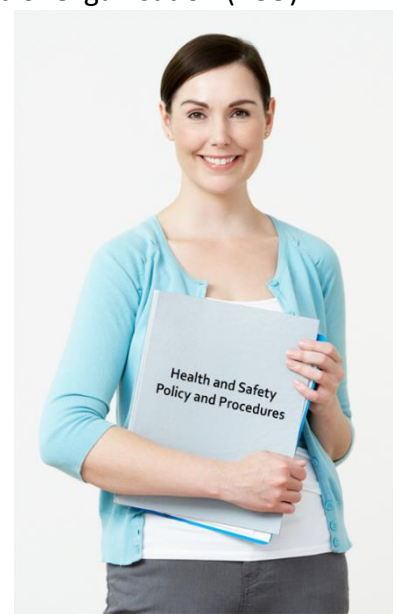


1.2.1 Workplace Emergency Procedures

Every organisation needs to develop specific procedures for emergency situations that may occur at the facility. This requires the establishment of an Emergency Planning Committee (EPC), which is financed by the PCBU. The EPC must be supported and given the authority to make plans for how the business will respond in an emergency.

The EPC should be made up of senior members of the Emergency Control Organisation (ECO) in addition to other staff (as required). Once the EPC has determined the most likely or the highest impact emergencies, it will work with the ECO to develop response plans.

This Australian Standard sets out the requirements for the development of procedures for the controlled evacuation of building, structures and workplaces during emergencies. The standard also establishes guidelines for:



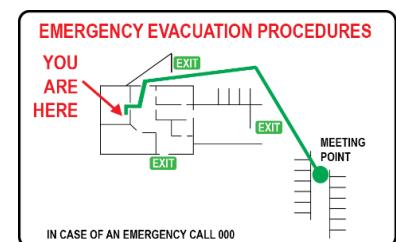
- The appointment of the Emergency Planning Committee (EPC).
- The setting up of an Emergency Control Organisation (ECO).
- The preparation of emergency plans and procedures.
- The role and authority of ECO personnel while executing their duties.
- The requirements of an education and training program.

The standard covers emergency situations until the appropriate emergency service arrives to take control, at which time, the ECO will work in conjunction with that service.

1.2.2 Workplace Induction and Instructions

All workplaces carry a duty of care to have a process of induction to their workplace. The induction must cover aspects of the workplace including:

- The nature of the work conducted.
- Dangers and known risk from the work carried out.
- General layout, including access, exits and no-go areas.
- Facilities – toilets, washrooms, kitchen, etc.
- Muster/assembly points and possible routes.
- Contact persons and people in charge of the workplace.
- First aid personnel, identification and location of first aid resources.
- Wardens, identification, responsibility and location of emergency.
- Response resources.
- Alarm systems and responses.
- Company and site policies and procedures.
- The induction process can be formal or informal.



WHS standards and legislation requires evacuation plans and advice relating to procedural responses during an emergency be displayed clearly throughout the facility.

1.3 The Emergency Planning Committee

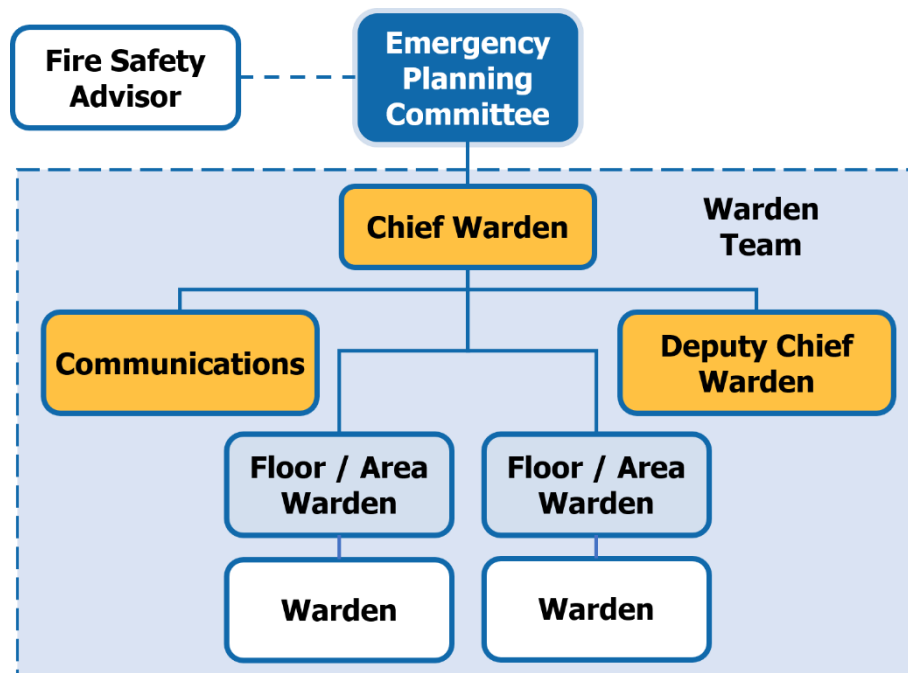
The Emergency Planning Committee (EPC) generally consists of a cross section of representative personnel which may include:

- Business managers.
- Building owners.
- Emergency services.
- Other relevant subject matter expert's (sme's).
- HSE personnel.
- The Chief Warden from the ECO.



The committee's main priority is the protection of personnel over property. They will devise and propose strategies and responses for dealing with all foreseeable emergencies. These proposed actions must be proven, reviewed and improved upon where possible.

This is why the EPC schedules and organises to test the ECO (for example: fire drills and simulated emergency evacuations).



1.3.1 Establishing an Emergency Control Organisation (ECO)



The Emergency Control Organisation (ECO) is a structured organisation of Wardens with roles and responsibilities to command, control and coordinate how emergencies are responded to within the workplace.

Following the work of the Emergency Planning committee (EPC), an Emergency Control Organisation (ECO) is established. The job of the ECO during any workplace emergency is to assume control and command whilst implementing an appropriate response to the emergency.

Each member of the ECO team needs to be aware of how they fit into the overall structure and function of the organisation.

The ECO needs to be practiced (drilled) in their response to any foreseeable emergency; studying responses and practicing them is important. In addition, ECO members (Wardens) must carry the following attributes:

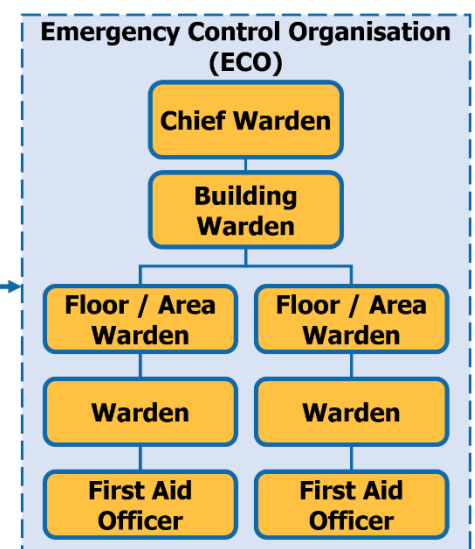
- Be physically capable of performing their duties.
- Have leadership qualities and command authority.
- Have maturity of judgement, good decision-making skills and be capable of remaining calm under pressure.
- Be familiar with their areas of responsibility.
- Be available to undertake their appointed duties.
- Have clear diction and be able to communicate with the majority of occupants and visitors.
- Be willing and able to undergo relevant training.



They must also have a good, solid understanding of the policies and procedures of the organisation. This will ensure that the whole team functions as effectively and safely as possible before, during and after an emergency response.

Copies of the emergency response policies, procedures and checklists should be given to each member of the team so that they can read them as often as necessary. In small organisations, members of the emergency planning committee and ECO are often the same people.

Emergency Planning Committee



1.3.2 Drills



Under AS3745 and WHS legislation, evacuation drills are to be held at least once a year. Generally, a fire and evacuation drill is held to assist in the testing of the ECO's response to such an emergency. This is an opportunity for members of the ECO to practice their role and become familiar with their areas of responsibility.

Under the Model Code of Practice for Major Hazardous Facilities (MHF), The emergency plan should be tested when first developed, and then afterwards at suitable intervals to enable deficiencies to be identified and corrected. In some facilities this is as often as three (3) monthly. The two (2) usual methods of testing are desktop simulations and practical exercises or drills.

In drills the following parties maybe involved:

Party	Reason for Involvement
Members of the ECO	Test roles and responsibilities.
Building Occupants	Assist in testing the ECO members.
EPC (Emergency Planning Committee)	Oversees.
Emergency Services Representatives	Advisory role.
RTO (Registered Training Organisation)	For skilling and qualifications.

Suggestion on the frequency of holding drills should also be based on risk assessment. The following should be considered in determining the need and timing for a drill:

- Major changes to members of the ECO.
- Major changes to the documented procedures in response to an emergency.
- Change to evacuation routes and or assembly points (muster points) e.g. Renovation or conversions and building alterations.
- Following poor performance in a real emergency incident.



1.4 Be Known to Your Workforce

The planning for emergencies in facilities standards requires that a register of ECO (Emergency Control Organisation) members be current and readily available.



1.4.1 Signage

In a lot of work environments this is often achieved by using signage and posting photos of the ECO members and their role within the ECO throughout the facility, e.g. Joe Bloggs – Chief Warden.

In addition, signs are often placed at the location of an ECO member's main workstation stating their role, e.g. Jackie Brown - Floor Warden. The intent behind this is familiarity of the person/s who will assume command and control in an emergency.

To assist others, including visitors, in identifying these people and the available resources, signs are often stationed at various locations throughout the workplace, these are usually common areas such as:

- Lunchrooms.
- Foyers and receptions.
- Notice boards.

Fire Wardens are:	
	Name: Gary Smith
	Location: Floor 2, room 6, desk 1
	Phone: 0412 345 678
	Name:
	Location:
	Phone:
	Name:
	Location:
	Phone:

1.5 Reviewing Emergency Plans

The emergency plan should be reviewed at regular intervals to ensure its continued suitability and effectiveness. AS3745 states that emergency plans need to be reviewed no less than once every five (5) years.

Reviews could also be initiated by:

- Changes in legislation.
- Changes to Australian Standards.
- Advances in technology and equipment.
- Changes in organisational direction.
- Changes in products and business activities.
- Lessons learnt from real incidents.
- Findings of audits, reporting and communication.



1.5.1 Inspections and Compliance

Wardens must ensure that safety concerns are reduced before any emergency incident occurs. Often referred to as housekeeping, and is the attempt to be preventive, rather than reactive to an emergency.



Compliance is primarily the responsibility of the PCBU and the EPC. However, it is often shared into the ECO as a means of assisting in the following:

- Knowing your role and responsibility within the ECO.
- Knowing your building and its business.
- Knowing your action plans.
- Knowing your system/s of communication.
- Knowing your resources, extinguishers, first aid, skill sets of people, etc.
- Knowing any persons with disabilities or medical conditions who may need assistance in an emergency (PEEP).
- Knowing your team members.



Areas of auditing and inspection can include any of the following:

- Ensuring emergency exits are clear and un-obstructed.
- Good housekeeping, i.e. No boxes or rubbish blocking egress paths.
- Fire and evacuation training is completed annually or at appropriate intervals.
- Fire-fighting equipment inspected every 6 months as per AS1851.19:2005 Maintenance of fire protection systems and equipment (emergency evacuation procedures).
- Fire alarm systems inspected and tested as per AS1851.
- Emergency lighting systems are inspected and tested as per AS2293.
- New staff complete evacuation familiarisation during their induction.
- If Wardens are absent ensuring that there are appropriate numbers of trained personnel.
- (Deputies) to respond to an emergency should one occur.
- New staff are inducted in evacuation procedures.
- Visitors are appointed a buddy in the event of an emergency.



1.6 Reporting Defects



Following inspections, audits and maintenance schedules, a list of non-compliant and defective equipment is to be made. This list is to be forwarded to the EPC and PCBU for corrective action and record-keeping.

1.6.1 Defective Equipment

If equipment such as fire extinguishers and or fire blankets have been used, they will need to be replaced as soon as possible. In the interim, used extinguishers and/or blankets can no longer be used and should be separated from serviceable items. An 'out of service' tag should be placed on defective and/or un-serviceable equipment to prevent attempted use.



2.1 During an Emergency



Appropriate, decisive, efficient and effective actions during any emergency are rarely due to luck. Only through planning, education and practice can emergencies be correctly controlled with little or no harm to human life, property and or environment. Knowing what to do is never based on a best guess. All responses should be planned and practiced before the event.

Crowd and personnel control are key components to managing all emergencies. People will have a range of emotions and responses to a real-life emergency. Your job will be to manage people and remove them from harm's way.

Clear, concise communication, command and control are your tools for effective leadership.

2.2 Identify Reports, Signals and Warnings

The Emergency Control Organisation (ECO) has the responsibility to ensure the business premises can respond appropriately to emergencies within the workplace. All personnel must therefore be aware of emergency procedures for their workplace. These procedures should be clearly outlined, covering the requirements and actions necessary, should an emergency situation arise.



2.2.1 Types of Emergency Reports, Signals and Warnings

Part of the workplace emergency procedures will outline the use of communications systems, involving reports, alarms, signals and warnings to alert people to the danger or threat. These could include:

Communication System	Description
Audible Alarm	Loud enough to be heard over any noise.
Visual Alarm	Could include pulsing lights or sign boards.
Pager	Both audible and vibrating pagers can be used.
Mobile Phone	Can only be used with some types of emergencies. They would never be used in a suspected bomb threat.
Public Announcement (PA)	Can be coded to avoid panic or may be open announcements.
Email	Should only be used if you are sure they will be received promptly.
Screen Alert	Should only be used if you are sure they will be received promptly.
Stench Alarm	An alarm accompanied by a distinct odour is primarily used in mining and related industries, not commonly used within business premises.
Messenger	In large organisations, this may not be practical, but can be used in smaller businesses or in situations where discretion is required.

Once the signal or report of an emergency has been received, appropriate action needs to be taken by all personnel, in accordance with organisational requirements.

Your role as a member of the emergency control team will normally include reporting to your allocated location to receive further information and instruction about the type of emergency and the ECO's planned response.

2.2.2 Audible Tones

The appropriate response to your specific workplace emergency warning is detailed in your emergency procedures manual. The following response procedures are generic as every emergency has a different requirement. The emergency situation must be continually assessed to ensure your actions are varied according to the conditions and the workplace emergency procedures.

Your response will normally be started as a reaction to some form of audible tone or sound or visual cue. These may range from a whistle or verbal shout to complicated tones and Public Address (PA) systems.

There are two (2) basic systems of audible tone or sound alerts (you must know which system is used in your workplace):



- ◆ **Single Stage or Tone systems** involve the use of one tone or sound only which is usually repeated loudly and consistently.
- ◆ **Two Stage or Tone systems** involve the use of two separate and distinct tones or sounds. Usually the alert tone (beep, beep, beep) and the Evacuation tone (whoop, whoop, whoop).

2.2.2.1 Single Stage Alarms or Tones

The single stage or tone system uses just one audible sound – this could be a siren, an alarm or a verbal warning, e.g. ringing bell or air horn blast.

Upon hearing this sound, you must assist in the evacuation of your workplace immediately: **DO NOT** wait for any other tones or advice.

The actions, from a warden's perspective, are:



1. Respond immediately.
2. Life safety takes precedence over property safety.
3. Ensure emergency services have been contacted.
4. Establish communication with other members of the ECO.
5. Confirm all occupants have successfully evacuated.
6. Assist occupants needing assistance in their evacuation.
7. Assist in first aid and welfare support.
8. Await and meet the arriving emergency services.



2.2.2.2 Two-Stage Alarm System

The two (2) stage or tone system provides two separate and distinct sounds. Each tone or sound requires you to do two distinctly different actions.

The two most common two-stage systems are:

- Emergency Warning and Intercommunication System (EWIS) – integrated communication system.
- Emergency Warning System (EWS).

EWIS – Alert Tones – BEEP BEEP BEEP

The alert tone is a sign for you to be prepared for further instructions and that you may have to evacuate your workplace. It is normally the first tone that you will hear in a two stage or tone system.

If you have an alert warning you should:

- 1** Begin shut-down procedures and wait for instructions – do not use lifts.
- 2** Communicate with the occupants.
- 3** Wardens proceed to WIP if fitted (Wardens Intercommunication Phone) and contact the Chief Warden via the WIP. Note you may not be answered straight away as the Chief will talk to the floor/area that is showing the alarm first. If there is no WIP, stand-by your area and prepare to evacuate or proceed to common area (as per your procedures).
- 4** Put on your warden identification helmet/cap, vest, armband, etc.
- 5** Check the area for signs of an emergency.
- 6** Ensure occupants do not leave.
- 7** **IF** the emergency is on your floor or in your area, then contact the Floor or Area Warden or the Chief Warden and begin evacuation.

Most alert tones are a “BEEP BEEP BEEP”, which is described as a monotone, intermittent sound. This sound is similar to the reversing tone of modern heavy vehicles or forklifts trucks, but it is much louder.

EWIS – Evacuation Tones – WHOOP WHOOP WHOOP

The evacuation tone is normally heard after the alert tone. The warden actions on hearing or seeing the evacuation tone are:

- 1** Begin evacuating occupants via nearest safe exit.
- 2** Floor/Area Wardens assign duties to Wardens.
The Floor/Area Warden may assign additional specific duties to the Warden during the emergency. These may be in addition to their normal or practised duties.
- 3** Wardens check all areas of the floor/area for personnel.
- 4** Wardens report to Floor/Area Wardens – refusals, unconscious occupants, locked or unsearchable areas etc. (Report on WIP if fitted).
- 5** When the entire floor or area has been checked, the Floor/Area Warden to report to the Chief Warden. (Report on WIP if fitted).
- 6** Proceed to the assembly area or other assigned tasks, such as prevention of entry into the workplace at designated entry/exit locations or reception and direction of the emergency services organisations.

Evacuation tones are normally a “WHOOP WHOOP WHOOP”, which is described as a repeating tone, increasing in pitch. However, you need to check your emergency procedures for which sounds apply in your workplace.

Most modern two-tone systems are now followed with an audible voice instructing occupants to evacuate.

2.3 Emergency Control Organisation (ECO) Identification

Emergency Control Organisation personnel must be easily identifiable as per the recommendations of the Australian Standard AS 3745. This allows for quick identification of responding emergency agencies as well as other members of the ECO themselves.

Identification of roles within the ECO is coloured coded for ease of identification. The following colours should be adhered to in line with the relevant Australian Standard:

The coloured identification item should also clearly state the person’s title. Where the title is for a particular area, the building or floor number may also be included, e.g. Warden in building 2, floor 5.

White	Used by: Chief Warden, Deputy Chief Warden, Communications Officer.
Red	Used by: Wardens.
Yellow	Used by: Area Wardens, Zone Wardens, Floor Wardens, Building Wardens.
Green	Used by: First Aid Officer.

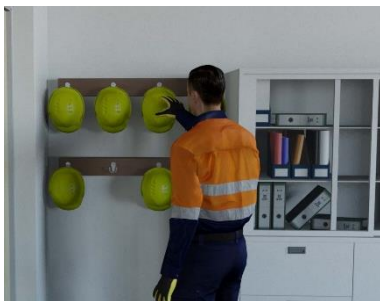
2.3.1 Identify ECO Team Members

It is essential that members of the ECO clearly identify themselves so people in the workplace are aware of who has the authority to order particular actions.

During emergencies, instructions given by Wardens shall overrule normal management structure. Once an emergency is declared, the powers of Wardens shall override all normal non-emergency management procedures.



Floor or area wardens and their deputies shall have the authority to marshal all staff and any visitor/s to their evacuation area. The purpose of these powers is to ensure that during an emergency, life takes precedence over asset protection and production matters.



Emergency control team members may wear specific types of identification such as: helmets, caps, hats, tabards, vests, other distinctive or distinguishing clothing.

These resources are kept at strategic locations which are readily accessible by those requiring them. They are often in grab-kit form or a bag of some description to aid in response timing.

2.4 Hazards and Risks

A **hazard** is a thing or situation with the potential to cause injury, harm or damage.

A **risk** is the chance of a hazard hurting you or somebody else or causing damage.

If you can remove or at least lower and or control a hazard, you can reduce the risk involved.



Risk determination is measured by looking at both the consequence or severity from the hazard, and the likelihood or probability of occurrence.

2.4.1 Risk Management Before the Emergency



Having an in-depth understanding of the workplace and its features in the event of an emergency can be a life saver. Knowing the types, number and locations of workplace emergency systems and your facility's construction provides you with your workplace profile.

This profile is necessary as it provides you with the equipment and tools to safely and quickly respond to an emergency. Being familiar with all available resources and understanding both weak points and strong points of the facility will be beneficial if a real emergency is to occur. Life safety and exiting systems are the foundation to successful emergency response and/or evacuation.

2.4.1.1 Active and Passive Protection Systems

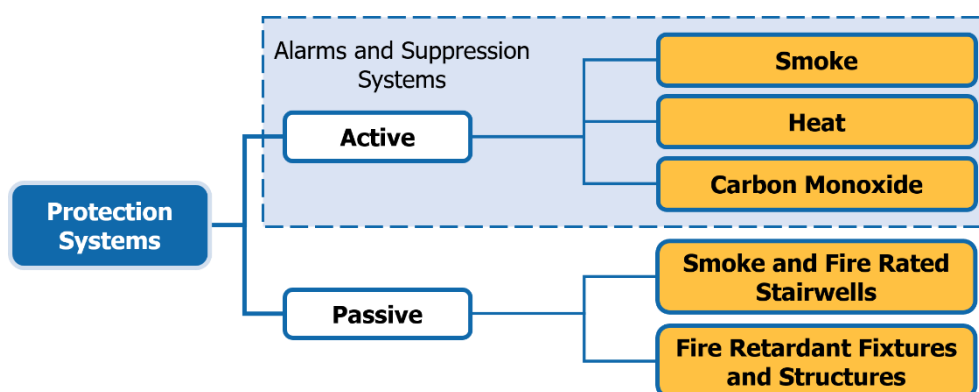
Buildings and facilities will carry both active and passive protection systems.

- **Active system** examples include smoke, heat and carbon monoxide detectors and alarms and suppression systems.
- **Passive system** examples include fire and smoke rated stairwells and fire-retardant fixtures and structures.



Both the active and passive building safety features are referred to as life safety building features. These assist in risk management before and during the emergency.

It is advisable that as a member of the ECO, you make yourself aware of these features, they may help in your dynamic risk assessment (DRA) and decisions during an emergency.



2.4.2 Risk Management During the Emergency

Risk management is the process of reducing or managing the risks when working with a hazard or in a hazardous situation.

A dynamic risk assessment (DRA) can be used in emergency situations, which are constantly changing.

A DRA involves the following five steps:

1. Hazard Identification	What is the thing or situation that can injure or cause harm or death?
2. Risk Assessment	Who is at risk? How high is the risk?
3. Risk Control	How can the risk be controlled?
4. Risk Elimination	How can the risk be eliminated?
5. Decision Benefits	Weighing up the pros and cons of the decision.
6. Action vs No Action	Deciding whether action should be taken.

2.4.3 Identify Hazards and Developments and Take Appropriate Action

Hazards need to be identified so that you can include hazard control measures in your work plan. Following an accident, there may be a range of hazards at the scene.

For most workplace emergencies, potential hazards and developments that need to be monitored and responded to. Examples include:

Hazard/Development	Appropriate Response
Air Contamination	For example, smoke or gas contamination. Monitor and make note of any changes. You may not be able to monitor for some gases without specialist equipment.
Danger of Explosion	This can occur with a variety of situations and not only fire. If there is any hint of an explosion, you should evacuate away from the area, not through it.
Environmental Impact	Damage to the environment should be contained. If this is not possible, make a note of the impacted area for remedial work to be undertaken.
Injury or Loss of Life	Always administer first aid where possible, following all safety and organisational procedures. Also, at the first opportunity, write down all details, no matter how trivial, about how the situation changed and all factors leading to the injury or death.

Damage to Property	Limit the spread of the damage if possible, and keep people away from the area.
Loss of Communications	Stick with the plans and procedures for communication loss. Move people if it is safe to do so. Attempt to re-establish communications.
Loss of Containment	Fall back and continue to respond as required by your organisation's procedures.
Loss of Emergency Resources	Fall back, moving out of harm's way if possible.
Reactions of People	Since people react differently to emergencies, it is necessary for you to monitor everyone in area to ensure they are coping with the situation. It is 'stay in place' scenarios where the most extreme reactions will normally occur, as there is often nothing to distract people and keep them busy. Where possible, assign tasks to those people you believe could potentially be difficult.
Risk of Increased Threatening Behaviour	Threatening behaviour is a situation where 'stay in place' or lockdown is the best option. If necessary, initiate a more widespread lockdown.
Release of Hazardous Materials	Hazardous material release could include fluids, solids or gases. Could require a change of tactic or a re-evaluation of the risks involved.
Risk of Cross-Infection or Contamination	Response will depend on the type of infection or contamination.
Spread of Hazard/Incident Area	Response depends on the nature of the hazard.
Structural Collapse	Any threat of structural collapse will require immediate evacuation of the area.
Threat from Adjoining/Neighbouring Areas	This is a very real threat in many office buildings and workplaces. Be aware of what other businesses around you are doing and the possible threats they pose and take action accordingly.
Vapours, Fumes, Gases	These could require a change in tactic. Normally if fire is not present, it may be best to use a 'stay in place' strategy and attempt to lock out the vapours with wet towels. This will depend on the type of vapours, fumes or gases involved within the workplace.

2.5 Make Arrangements for People Needing Assistance

In a workplace emergency some people, for whatever reason, may require assistance in responding to alarms, following instructions, or even evacuating the premises.



2.5.1 Occupants and Visitors with Disabilities

When emergency response procedures are developed, consideration should be given to occupants or visitors who may need assistance.



This may include the following people:

- Hearing impaired.
- Sight impaired.
- Companion assisted.
- Require a guide or companion animal.
- Have an ambulatory impairment.
- Use a wheelchair or other mobility appliance.
- Are easily fatigued.
- Experience acute anxiety, panic attacks or stress.

A Personal Emergency Evacuation Plan (PEEP) needs to be developed for any such person at the workplace. A PEEP may be a short-term requirement due to injury and short-term impairment, or a more long-term procedural requirement for someone with a lifelong disability.

A copy of the PEEP's should be kept at the location where the Chief Warden will exercise control over the emergency. Additional copies should be disseminated to members of the ECO and or workplace who will need to assist these people in their evacuation



2.5.2 Provide Assistance



As a member of an ECO it is vital that you are able to relate to people – all people – regardless of their personality, background, nationality or abilities.

You may have to deal with people who don't speak English or who can't understand what you are telling them. Some people may have a physical or intellectual disability. Others may experience panic and find it difficult to comprehend the situation or respond to your instructions. Being aware of these differences and possible difficulties will help you in providing assistance and support during the emergency.

If you are not able to communicate effectively and offer support and understanding, accidents, oversights or miscommunications may occur. The safety of everyone involved, including yours, could then be compromised.

Once you have identified which people may need assistance, you need to implement measures, in conjunction with the EPC, to accommodate individual needs.

Some ways to do this could include:

- Nominate specific wardens or assistants for particular people or groups.
- Use additional evacuation equipment if available, e.g. stairway evacuation devices for use by people with limited mobility who would normally use the elevators.
- Use multi-sense alarms, e.g. flashing lights as well as audio alarms.
- Implement a buddy system to pair able-bodied people with those who need assistance.



In each workplace it is necessary for the EPC to develop strategies and procedures for giving assistance to those members of the premises who need them.

Personal Emergency Evacuation Plans (PEEPs) should only be based on the available resources and possible threats with due regard to the abilities of the ECO members.



2.6 Identify and Attend Emergency Stations

When a situation arises, workplace procedures may dictate that all personnel onsite plus members of the ECO need to report to an emergency station for further instruction or equipment.

Examples of emergency stations include:

Assembly Points	Also known as marshalling or muster points, these will be designated locations around the premises.
Emergency Control Points	These are often a room, cupboard or similar location where emergency equipment is stored and easily accessed.
Master Emergency Control Points	The emergency control point or incident room.
Specific Communication Points	These are designated telephones, intercoms or specific warden inter-communication point phones (WIP also known as red phones).

2.6.1 ECO Roles and Responsibilities

The actions to be undertaken by the ECO in the event of an emergency shall include, but not limited to the following:

Chief Warden

On becoming aware of a situation, the Chief Warden shall take the following actions:

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



If necessary, after evaluation of the situation and using all of the information and available resources, initiate an action plan in accordance with the emergency response procedures and control entry to affected areas:

- Monitor the progress of the evacuation and record any action taken in an incident log.
- Brief the Emergency Service personnel on arrival on type, scope and location of the emergency and the status of the evacuation thereafter.
- Act on the senior officer's instructions.
- Any other actions as considered to be necessary or as directed by the Emergency services.

Deputy Chief Warden

The Deputy Chief Warden shall assume the responsibilities normally carried out by the Chief Warden if the Chief Warden is unavailable, and otherwise assist as required.



Communications Officer

The Communications Officer, on becoming aware of a situation, shall take the following actions:

- Ascertain the nature of the emergency and implement appropriate action.
- Confirm 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.



Floor/Area Wardens



On hearing an alarm or becoming aware of a situation, the Floor or Area Wardens shall take the following actions:

- Implement the emergency response procedures for their floor or area.
- Commence evacuation if the circumstances on their floor or area warrant this.
- Communicate with the Chief Warden by whatever means available and act on instructions.
- Direct wardens to check floor/area for abnormal situation(s).
- Advise the Chief Warden as soon as possible of the circumstances and action taken.
- Co-opt persons as required to assist a Warden during an emergency.
- Confirm that the activities of Wardens have been concluded and report this to the Chief Warden or a senior officer of the attending Emergency Services if the Chief Warden is unavailable to be contacted.

Wardens

Persons selected as Wardens shall carry out activities as set out in the emergency response procedures and as directed by the Floor or Area Warden.

A Warden's activities may include the following:

- Act as Floor or Area Wardens.
- Operate the communication system/s in place.
- Check that any fire doors and smoke doors are properly closed.
- Close or open other doors in accordance with the emergency response procedures.
- Search the floor or area to ensure all occupants have evacuated. This function is of greater importance than a later Physical count of those evacuated.
- Ensure orderly flow of people into protected areas, i.e. designated fire stairways etc.
- Assist or organise the assistance of occupants with disabilities.
- Act as a leader of groups moving to nominated assembly areas.
- Report status of required activities to the Floor or Area Wardens on their completion.



2.6.2 Emergency Station Procedures



At the designated emergency station, you may be required to:

- Don specific clothing or Personal Protective Equipment (PPE).
- Collect equipment such as fire extinguishers or stairwell evacuation devices.
- Receive further instructions.

2.6.3 Emergency Communications Point



If your emergency station also functions as a communications point, you will need to connect to the emergency control organisation system or EWIS.

This could involve:

- Dialling specific numbers.
- Contacting designated people (phone trees).
- Logging into computer systems for further information.
- Picking up the WIP (Red phone) and awaiting the Chief Warden or Communications Officers communication, or direction from the EWIS (Emergency Warning & Intercommunication System).

Emergency response for all personnel depends upon the workplace procedures. This is one reason why regular training in emergency response requirements is necessary.

2.7 Carry out Initial Emergency Response

After the emergency situation has been identified, the emergency response must be initiated in accordance with workplace procedures.



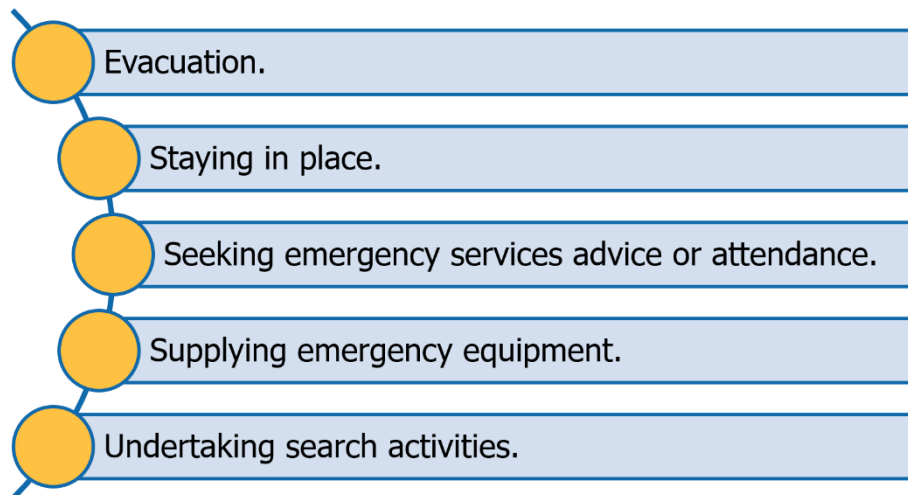
These will outline all required actions, safety considerations, and should be available for all emergency control team members to read and learn.

Each situation will require a different response, possibly using various types of equipment, as appropriate to the threat and hazards present. Sometimes it may be safer to keep everyone in one area, if numbers and space allow.

In other cases, it may be best to move people out into separate areas while Emergency Control Organisation (ECO) team members use equipment to contain or remove the hazard (e.g. fire extinguishers).

2.7.1 Types of Emergency Response

Whatever the situation, the emergency response must meet the requirements of the emergency management plans and procedures that have already been developed. These responses could include:



2.7.1.1 Evacuation

Evacuation is the controlled removal of people from harm's way. It can involve either complete or partial removal of people from the premises.

The decision to evacuate will need to be made quickly, but only after a comprehensive hazard and risk assessment.

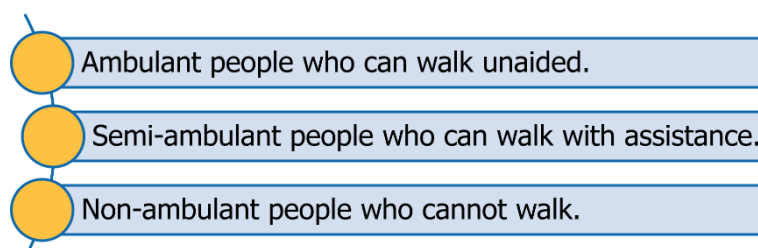
In some situations, such as fire or building collapse, evacuation is the only sensible option, but in others like invasion or threat/menace from certain people, evacuation may not be the safest or most practical option. Situations such as bomb threats may need specific evacuation procedures depending on the location of the incident.



Evacuation Priorities

When deciding to evacuate, you will need to designate the evacuation route, destination or assembly point.

You may also be required to prioritise actions and/or the people who need to be evacuated. As a suggestion, the following order should be considered to assist in congestion:



It is suggested that non-ambulant people are assisted to a safe place such as fire-rated emergency stair wells by other able occupants, thus enabling the wardens to continue with their tasks and search of the area.

The occupants identified to help people who require special assistance could be pre-designated, although care should be taken during the emergency that the pre-designated people are available to assist. This will provide the semi- and non-ambulant occupants with reassurance and allow easier retrieval by the emergency services.

Arrangements for their safe removal will need to be made and may include the deployment of extra personnel/workers, equipment or resources.



In prioritising actions, you should confirm workplace procedures and evacuation requirements for the type of hazard or threat.

You will also need to consider the number of people in the workplace and in your control team, the extent of the hazard, and confirm routes and destinations.

Emergency and Evacuation Precautions



One of the largest hazards when conducting evacuations and emergency activities is making the situation worse or the casualty count higher.

This can be done by:

- Making the wrong decision to evacuate or not evacuate.
- Evacuating through the danger zone.
- Using the wrong evacuation route.
- Moving to the wrong assembly or evacuation point.
- Not ensuring that all people have been evacuated from the area in your control.

To avoid the common hazards of emergencies and evacuations you must know, understand and use the emergency response plans that have been developed for your organisation.

Other precautions to be taken could include:

- Counting people as they leave the area.
- Confirming the evacuation route.
- Knowing first aid.
- Knowing the nature of the emergency – this will ensure the correct actions are taken.

Types of evacuation include:

Immediate Area Evacuation	Purpose: clear the scene of bystanders. Example: medical incident.
Partial Evacuation	Purpose: move personnel from different areas of building to safe areas. Example: hazardous material or a dangerous event.
Lateral Evacuation	Purpose: move people away from incident to another area in the same building/area. Example: small fire.
Full Evacuation	Purpose: evacuation of the entire building – no personnel remain in the building. Example: large-scale incident such as hazardous material spill, large fire or large gas leak.

Post-Evacuation Activities

These will need to include:

- Restricting access until cleared by yourself or another authorised member of your ECO.
- Ensure all personnel are accounted for.
- Providing welfare – food, water, blankets etc., for the evacuees. This could include services such as counselling and other aid.
- Keeping people in the assembly area until released by yourself or other emergency service personnel.



2.7.1.2 Staying in Place



The decision to stay in place could range from not evacuating, protecting in place or lockdown of areas or buildings.

Alternative evacuation procedures could be used where the threat is coming from one area, for example locking down one floor but evacuating the others.

2.7.1.3 Seeking Emergency Services Advice or Attendance



Seeking further guidance is recommended. It is also often necessary to call for the actual attendance of, or back-up from emergency service organisations.

Summoning First Aid Help

If someone is injured during an emergency evacuation it is important that you are able to get them first aid assistance if it is needed.

First aid kits must be supplied by your employer. The location of these kits should be clearly marked with signage. In the case of an emergency where somebody requires first aid, notify your supervisor or first aid officer and they will take action.

Depending on the type and severity of injuries it may also be necessary to summon an ambulance. Depending on your organisation's Emergency Evacuation Plan this may have happened as part of the initial response. However, it is important that you communicate clearly with the ECO if anyone is injured and requires first aid.

Usually the Communications Officer will contact emergency services. However, if you are required to call for an ambulance it is important that you provide the required information.

When calling emergency services (dial '000'/'112') let the operator know the following details:

- **Where the emergency is** – the exact address of the emergency.
- **What has happened** – the type of injuries the person has and how they were sustained, for example an injured leg after falling downstairs.
- **What is being done to address the emergency** – has some first aid been given, if so, what.
- **Your name and the number you are calling from** in case the call is dropped.

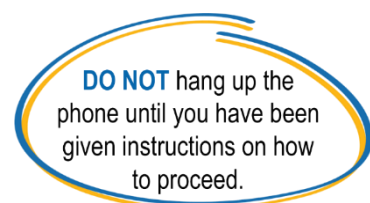
A simple prompt and communication for relaying information in an emergency incident could be as easy as:



- **Location** – Where.
- **Nature** – What, e.g. Fire, Medical, how many.
- **Status** – Conscious, Unconscious, Evacuation in progress, evacuation complete.
- **Response** – What is needed, what is being done.

You should always follow the procedures for summoning first aid following your organisations emergency response plan.

Note: 112 is an option on the mobile network. In Australia it connects to the '000' network via any available mobile network.



2.7.1.4 Supplying Emergency Equipment

Collecting, supplying and using emergency response equipment will need to be in alignment with procedures as well as according to the type of threat and your level of training.

Equipment could include:

- Fire extinguishers.
- Communications equipment.
- Identification clothing.
- First aid kits.



2.7.2 Check Evacuated Areas

Once you believe the area has been fully evacuated it is necessary to check and make sure that no one has been left behind.

The preferred method of searching an area is to use a search pattern. The search pattern will differ depending on the shape and size of the area, but the principle of the search is the same.



The logical search pattern for most locations is a line search, methodically checking in all possible hiding places or dead-end zones where people could become trapped. These zones will be identified on the current floor plan, held by the evacuation warden or chief warden. The line search can involve sweeping either from the point furthest from the door backwards, or from the door to the furthest point. The choice is up to you, but the needs of the situation must always be considered.

If conditions are developing that could make it difficult to search a particular area, you should start at that point before conditions deteriorate further.

When searching your designated area, use all your senses such as:

Listening for sounds of anyone hiding (particularly if you are evacuating children).

Feeling in cupboards or dark areas that are large enough to conceal a person.

Trying to be aware of the smells around you. This will help you monitor the spread of smoke or other substances.

Areas that have been searched should be marked, or communicated in a manner, that is suitable and approved in your workplace emergency procedures.

2.7.2.1 Report Evacuation Results



Every area that has been affected by the incident will need to provide information on a regular basis to allow the Chief Warden to monitor the development of the situation and adjust their plans accordingly.

Once you have sent the report, the Communications Officer logs the report and the Chief Warden notes what actions have been taken in response to the report, even if no actions were taken.

It can be a good idea to record why you have made each decision, either as a private or public document so that when the incident is investigated you have sufficient records.

2.7.2.2 Refusal to Evacuate

If a person refuses to evacuate, communicate the emergency situation to them a second time and stress the urgency of the evacuation. State clearly that their life may be in danger if they stay. If they refuse, continue your search and report the person's location and details to the Chief Warden.



2.7.2.3 Unconscious Person



Any unconscious person should be moved from immediate danger if safe to do so. If first aid treatment is required, it is provided only after the casualty has been moved to a designated safe area. The Chief Warden must be notified of the casualty's condition and location.

2.7.2.4 Locked Area or Room

For locked or unsearchable areas or rooms all attempts should be made to determine if any person is inside the locked area or room. Feel the door with the back of your hand to determine if there is a fire on the other side. If there is no warmth and it is safe to do so, try to open the door by using the handle. If it is locked, then knock loudly and shout in order to determine if anyone is inside.



If there is no response, then inform the floor/area warden or chief warden that the area/room was locked and then you could determine with certainty whether there was anyone inside.

2.7.2.5 Unsearchable Area or Room



Unsearchable areas (smoke-filled rooms, etc.) should be recorded and reported to the Chief Warden. Wardens should not attempt to search these areas that are deemed unsafe.

2.7.3 Account for Evacuated People

Knowing who is in the emergency area at any given time is essential for a successful evacuation and is an issue that the emergency planning committee will have to examine to determine the most appropriate response.



The methods for accounting for people during and after an evacuation will vary according to the requirements of the organisation. The two most common methods of accounting for people are:

- Headcount.
- Checklist.

The Buddy system may also be used.

2.7.3.1 Head Count Method

The head count is based on a tally of people taken prior to starting the evacuation and then again upon their arrival at the evacuation point.

This ensures no one has gone astray during the evacuation itself but may not necessarily account for everyone in the building at the time of the evacuation order.



2.7.3.2 Checklist Method



The checklist method of accounting for evacuees is commonly used by large organisations because they tend to have sign-in or clock-on procedures.

This detailed information – about who is in what area of the workplace and their movements in and out of the building – can be used as a checklist to mark off each person once the evacuation has been completed.

2.7.3.3 Buddy System

Another method occasionally used is the buddy system where two or three people travel in tandem, ensuring everyone arrives together.

This can be used in school or child-care evacuations and where workplaces maybe separated into departments. Can also be used in conjunction with checklists.



2.8 Communications



During an emergency, communication will often be the most important aspect of a well-managed situation. Poor or no communication can quickly lead to bad situations and possible negative consequences.

Warden Intercom Points (WIPs) are often used to communicate between floor wardens and the main Emergency Evacuation Panel or EWIS (Emergency Warning and Intercommunication System). When the handset is lifted, the WIP automatically rings the Emergency Evacuation Panel. If the panel is busy, the call continues to ring and a light for the Floor/Area is illuminated at the panel. Alternatively, the panel can buzz the WIP.

Note: only one WIP may hold conversation back to the panel at a time.

Not all buildings and or work facilities are equipped with a EWIS system, and as such alternate methods of communication must be provided.

Examples of alternate communication systems may include:



- Two-way radio.
- Pa (public address).
- Megaphone.
- Mobile phones.
- Colour-coded lights.
- Paging devices.
- Messenger runner.

2.8.1 Dissemination of Information



It is vital that information is communicated clearly and concisely for effective command and control. To assist in this process all members of the ECO should be familiar with, and practiced on the facilities communication device/s.

During an incident all ECO members will possibly have to receive and/or give information and/or instruction at some point.

3.1 After the Emergency Evacuation

The job of getting people away from harm and or to safe refuge is the main purpose of the ECO and its members. However, the work is not finished when the emergency is over, there is more to be done.



3.1.1 Post Emergency Activities

Your ECO may be required to undertake post-initial emergency response activities. These activities may require you to:



- Advise or assist in recovery/restoration activities.
- Participate in de-briefing sessions.
- Request emergency services assistance.
- Assist with welfare provision.
- Restrict access and provide ongoing security.
- Re-supply emergency equipment.

3.1.1.1 Safe Re-Entry

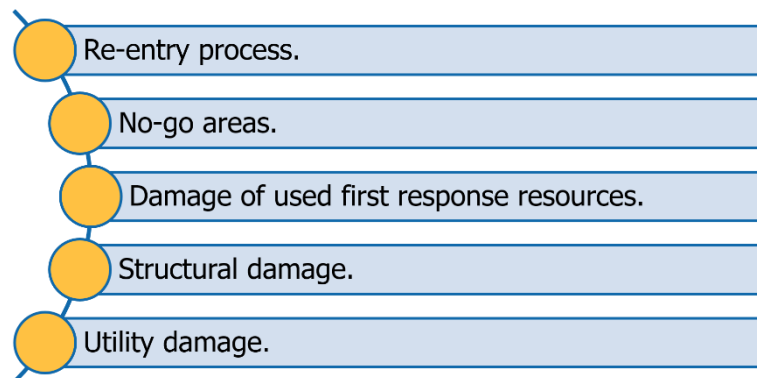
Following an emergency incident requiring evacuation, the ECO will have to work with managers, building owners and building occupants to re-establish business as usual.

Areas maybe out of bounds due to damage and or the requirements of incident and accident investigation. These areas will be advised by the emergency services on scene.



A collaborative approach with all appropriate management personal is needed for a coordinated and controlled re-entry.

The Re-entry discussion should address the following:



The ECO will maintain control of areas affected by the emergency, and normal facility management should assume control of the facility and occupants. In time the ECO will be stood down as the EPC and Building and Facility managers take back control.

Some areas will remain restricted and or out of bounds for some time. It is not expected that the Wardens and members of the ECO remain in control of these areas for this duration. It will be up to the Building owners and Managers to relieve the ECO of this duty with suitable staff and or security systems.

3.2 Controlling the Re-entry Process

Re-entry will be overseen by the ECO and normal management collaboratively.



3.2.1 Re-entry Processes

The safe process for the re-entry should come from the emergency plans and should include:

- Access and exit routes.
- Signed/taped out of bounds areas.
- Escorts to restricted areas and alike.



3.3 Reporting Results of Emergencies and Evacuations

Once the evacuation has been completed and all workplace personnel are clear and assembled in the designated location, it is necessary to make a report to the appropriate person on how the evacuation progressed. This must be done in accordance with workplace emergency communication procedures.



Post emergency, the incident log maintained by the Communications Officer or Chief Warden during the emergency will be converted into an incident report for the EPC (Emergency Planning Committee).

The incident/evacuation report is prepared by the Chief Warden and allows for an assessment to be made about its effectiveness within the emergency management plan.

The report should include details of all activities that were conducted, whether successfully or not, as well as notes about any incidents or difficulties that were encountered.

Difficulties could include:

Structural problems within the building.

Situation development.

Insufficient equipment or staff.

Inadequate response procedures.

Lost personnel/workers.

Injured personnel/workers – physical or psychological injuries.

As well as submitting this report to the EPC, or nominated person within the emergency control plans, you may also need to report to:

- Other ECO members.
- Police, fire and other emergency services personnel.
- Accident investigation inspector.
- Insurance accessor.



You will need to ensure that you are reporting information to the correct people and the information is factual. Do not divulge information to members of the general public, the media or people who have been evacuated.

3.3.1 Participate in Debriefing Sessions

Debriefs come in two forms:

Post-Incident Technical Debrief – This is an activity that allows you to raise any problems or issues you encountered and dealt with during the emergency response. Discussions about equipment requirements, issues or failures may also take place.

It is the forum for changing or updating any plans that have not worked as expected. It is also the place to air any grievances that have arisen.



Psychological Debrief – This gives you a chance to speak about your experiences. In dealing with the emergency as a member of the ECO, you may find you push your personal feelings and reactions to one side to help you respond to the situation professionally and competently.

The debrief is an opportunity for you to say you need help dealing with the psychological or emotional impacts of the situation. This is particularly important in incidents involving loss of life has occurred.