



Policies, Procedures and Guidelines

EMERGENCY CONTROL AND EVACUATION POLICY

CSG017

Emergency Services

Police

Rural Fire Service (RFS)

Ambulance Service

State Emergency Service

other organisations and their personnel dedicated to public protection in an emergency situation.

Emergency Control Team

Staff members appointed by Council to organise persons and supervise the safe movement of occupants from the building in the event of a deemed emergency

POLICY

Effective control of an emergency situation is largely dependant on direct, efficient and clear communication. As such, management will appoint an Emergency Control Team consisting of 6 Emergency Wardens (one of which is to be nominated as Chief Warden) plus 2 First Aid Officers (including one back up relief).

KNOW YOUR ASSEMBLY AREA

For 58-64 Molong Street (Council's administration offices & chambers) the assembly points are listed on emergency evacuation 'you are here' maps located throughout the building, the locations are:

1. In garden area near gate (off Oxley lane) located in car park at rear of Council Chambers
2. Adjacent to the flag pole located at front of Council Chambers administration office

DURING OFFICE HOURS

On hearing the evacuation siren or upon instruction by an Emergency Warden, all persons shall:

1. Terminate any phone call;
2. If conducting a meeting, adjourn and escort/direct any visitors or councillors out of the building;

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3. Exit the building in a calm and orderly fashion using the nearest accessible and appropriate emergency exit;
4. Go directly to your predetermined Assembly Area.

Remain in the Assembly Area until instructed to return by an Emergency Warden.

OUTSIDE OFFICE HOURS

In the event that an emergency occurs outside office hours, you will NOT hear an emergency siren. If you encounter a fire or other hazardous emergency (e.g. noxious gas) you should:

1. Isolate the emergency if possible (i.e. close doors);
2. Exit the building via the nearest accessible and appropriate emergency exit (you do not need to alarm the building or turn off the lights);
3. Contact '000' as soon as practicable;
4. Contact the "on call" number 0428 954445, the Council officer on call, will then, in turn contact the General Manager.

FIRE THREAT PROCEDURE GUIDELINES:

IN THE DETECTION OF A FIRE OR THE DETECTION OF SMOKE:-

- (a) Ensure the immediate safety of anyone in the vicinity of the fire or area containing smoke.
- (b) Call the fire brigade. The fire brigade is to be called in all incidents of fire or suspicion of fires (e.g. visual identification of smoke). There shall be no criticism of any Emergency Control Team member or person who uses initiative in this respect, nor does such action need permission.
- (c) Summon an Emergency Control Team Warden.
- (d) Fight the fire: only trained staff should attempt to control the fire. However, where it becomes obvious that there are unnecessary risks associated with attempts to control a fire, occupants should withdraw, closing doors behind them.
- (e) Evacuation: All personnel, visitors, councillors and public shall follow the directions given by the Emergency Control Team Warden/s. Evacuation shall be in accordance with the emergency at hand.

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N.B. The above procedures may need to occur concurrently to ensure the safe evacuation of the building's occupants.

BOMB THREAT PROCEDURAL GUIDELINES

Bomb threats are a serious public nuisance and may be the result of a cruel prank or a warning of an impending bomb attack. Bomb threats are to be taken seriously in all cases and may appear in one of the following forms. The procedures indicated should therefore be maintained.

- (a) **Written threat.** If a bomb threat is received in writing, it should be kept, including any envelope or container. Once a message is recognised as a bomb threat, further unnecessary handling should be avoided. Every possible effort has to be made to retain evidence such as possible fingerprints, handwriting or typewriting, paper and postmarks. Such evidence should be protected by placing in an envelope (preferably a plastic envelope).
- (b) **Telephone threat.** An accurate analysis of the telephone threat can provide valuable information on which to base recommendations, action and subsequent investigation. The person receiving the bomb threat by telephone should not disconnect the call and, as soon as possible should complete the information required on a Bomb Threat Check List. Telephonists and other persons who regularly accept incoming calls should have a copy of the Bomb Threat Check List.
- (c) **Suspect object.** A suspect object is any object found on the premises and deemed a possible threat by virtue of its characteristics, location and circumstances.

EVALUATION OF THREATS

All threats shall be immediately notified to the General Manager or his representative, who shall evaluate such with the Chief Warden as to the required action. Every threat shall be treated as genuine until proven otherwise.

Evaluation of the threat will involve assessment of the following possible alternatives:

- a. take no further action
- b. search without evacuation (after consultation with Police Department)
- c. evacuate and search (after consultation with Police Department)
- d. evacuate (without search)

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All threats shall be reported immediately to the Police by the General Manager or his representative, regardless of the alternatives to be adopted.

EVACUATION

Where the building is to be evacuated, all staff and the community shall follow the directions given by the Emergency Control Personnel. Evacuation of staff and the community shall be in accordance with the Emergency Evacuation Procedures as posted in each Department.

N.B. Assembly points may differ from approved Assembly points, upon assessment of the threat which could deem the approved Assembly points unsafe.

CIVIL DISORDER AND ILLEGAL OCCUPANCY PROCEDURE

Where civil disorder or illegal occupancy of the building occurs due to some disagreement of dissatisfaction with Council or Council's staff, the managers or supervisors, together with the Chief Warden when necessary, shall be responsible for co-ordinating the responses to such incidence, until the arrival of police, to whom they should provide such assistance as may be required.

RESPONSE

As soon as the General Manager or senior staff member is aware of civil disorder occurring in, or in the vicinity of the premises, or that such event is imminent, or that there has been an unauthorised entry into the premises by a disaffected person or group, the General Manager, or senior staff member, who is in the position to act, should take the following action:

- (a) Notify the Police and request assistance
- (b) Alert other staff members
- (c) Initiate action to restrict:-
 - (i) entrance to the building; or
 - (ii) confine presence to the ground floor; and
 - (iii) contact between the demonstrators and the building occupants
- (d) Notify nominated managers

Managers can contribute in a practical way to the satisfactory resolution of these emergencies by ensuring the withdrawal of their staff where necessary, supervising the locking up of offices, securing records, files, cash and other valuable property – at the same time promoting an air of confidence and calm.

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ROBBERY

Robbery, either by armed or unarmed actions' poses a direct threat to the physical and mental health and safety of personnel. All incidents are to be taken seriously in all cases. Where a potential perpetrator or suspicious persons are observed, the following procedures need to be followed.

- (a) Where suspicious persons are observed, alert other staff members immediately.
- (b) Notify a senior staff member of the situation.
- (c) Notify the Police and request assistance where threat is imminent.
- (d) Initiate action to restrict;
 - (i) entrance to the building; and/or
 - (ii) close cashier's section and secure monies; and/or
 - (iii) evacuate staff to a safe location
- (e) Notify the General Manager or his representative

ARMED ROBBERY

Where an armed person enters the building the following procedures need to be followed to ensure personnel safety.

- (a) Where staff are confronted with a firearm, they should alert other staff, where possible, and follow directions given by the perpetrator.
- (b) Where staff are confronted with a person holding a knife or other threatening object, the staff member should retreat to a safe location, where possible, while alerting other staff members.
- (c) Notify Police and request immediate assistance
- (d) Notify the ambulance, where injury has occurred
- (e) Notify the General Manager or his representative.

N.B. Armed robbery is life threatening, and staff should follow the direction of the armed person to ensure their personal safety. Retreating to a safer area of the building should only be considered when the threat of personal injury is low.

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RESPONSIBILITIES OF EMERGENCY CONTROL TEAM**CHIEF WARDEN'S RESPONSIBILITIES** (White Safety Helmet & whistle)

1. Take control in all emergency situations;
2. Ascertain the nature of the emergency and determine appropriate action;
3. Ensure that the appropriate emergency service/s has been notified;
4. Ensure that the Emergency Control Team are advised of the situation;
5. If necessary, initiate evacuation procedure, sounding siren;
6. Safely evacuate all personnel, councillors, visitors and public;
7. Ensure that all areas have been cleared;
8. Attempt to fight fire if it is safe to do so (if applicable);
9. Liaise with emergency service/s as appropriate.

EMERGENCY WARDEN'S RESPONSIBILITIES (Yellow Safety Helmet)

1. Notify the Chief Warden of the type of emergency;
2. Safely evacuate all personnel, councillors, visitors and public according to nominated section;
3. Ensure that all areas have been cleared;
4. Print off Who's In Roll Call;
5. Collect Visitors registers and Staff register
6. Attempt to fight fire if it is safe to do so (if applicable).

FIRST AID OFFICER (Green Safety Helmet)

1. Take portable first aid kit to the Assembly Point upon evacuation;
2. Attend to any injured parties.

MANAGER – HR

Holds the authority of management to establish procedures, arrange training, initiate evacuation exercises, review control and coordination measures of emergency planning and evacuation in conjunction with the Emergency Control Team and, as necessary, the OHS Consultative Committee.

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COOPERATION

It is essential that all personnel proactively maintain a high degree of housekeeping in their own work area and department. Furthermore, it is the duty of all personnel, councillors, visitors and public to fully cooperate with the Emergency Control Team during an emergency, whether practice drill or otherwise.

PRACTICE DRILL

Drills shall be conducted by the Emergency Control Team on an adhoc basis and without notice. A minimum of one drill per year will be undertaken however it is recommended by the Emergency Control Team to hold a drill every six months.

WHO'S IN ROLL CALL

The Who's In system shall be utilised as a roll call measure at the nominated Assembly Point/s. It is the responsibility of each member of the Emergency Control Team to ensure they carry a current print out of the 'Everyone' tab and utilising this document to take roll call, advising the Chief Warden of discrepancies.

VISITORS REGISTER

The Visitor registers are located at the Customer Services counter (1) and Environmental & Technical Services counter (1), Hallway next to Interview room (1), outside door of Training room (1) and adjacent to glass doors in Council Chambers (1) . It is the responsibility of each member of the Emergency Control team to ensure that each register is collected and advise the Chief Warden of discrepancies.

STAFF REGISTER

The Staff register is located at the bottom of the stairs at the back entrance of the building. All staff who are not direct employees of Council Chambers are to sign in and sign out when entering and exiting the building. It is the responsibility of each member of the Emergency Control team to ensure that the register is collected and advise the Chief Warden of discrepancies.

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AUTHORITY

During a deemed emergency, the Emergency Control Team, who give instructions in line with their responsibilities, shall over-rule normal management personnel and structure. All personnel must acknowledge the authority of the Emergency Control Team and follow all directions for their own safety.

DEEMED EMERGENCY

Considered any event that arises from internal or external sources which may adversely affect the safety of persons and requires an immediate response. Such emergencies shall include, but are not limited to, fire (or threat of fire), bomb threat, robbery/armed robbery, noxious gases, civil disorder and illegal occupancy.

EVACUATION ROUTES

There are a number of emergency evacuation 'You Are Here' maps located strategically throughout the building. These maps should be reviewed to determine the most accessible and appropriate exit.

INDEMNITY

Council shall indemnify the Emergency Control Team from any civil liability, resulting from practice drills or emergency evacuations of the building, where such personnel act in good faith and in the course of the duties of the Emergency Control Team.

TRAINING

The Emergency Control Team shall receive training along with periodic updates to ensure understanding and compliance with Council's Emergency Control & Evacuation Policy and procedures.

GENERAL MANAGER

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