Charles Sturt University

Site Emergency Procedures

Version 1.0

Approved: Vice-Chancellor's Advisory Committee

Dated: 4 December 1998

This Version: 7.0

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SITE EMERGENCY PROCEDURES

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1. PREFACE

A building emergency can develop from a number of causes: fire, bomb threat, earthquake, structural fault, leakage of gas or chemical and others.

Charles Sturt University established the Emergency Planning Committee (EPC) in 1997 in accordance with the then Australian Standard AS 3745, which set out minimum standards in the approach to planning and management of emergency situations. The purpose of the Committee has been the planning and implementation of the Emergency Control Organisation (ECO), which is a structured group of people employed within a building who take command, on the declaration of an emergency, facilitate safe and orderly implementation of emergency procedures within the building, including evacuation of occupants, pending the arrival of the fire brigade or other emergency service.

The Site Emergency Procedures Manual has been produced as a guide for use on all campuses and establishes the administrative structure and procedures for the handling of emergencies at CSU. The procedures can only be a guide as any emergency will have peculiarities that require some changes to suit the circumstances of that emergency. However the basic instructions for advising of an emergency and the conduct of authorised officers during an emergency will not vary.

Authority and Indemnity

During emergency situations or exercises, ECO personnel shall have absolute authority to issue instructions to evacuate all persons from buildings and/or areas. Such instructions are to be adhered to at all times by all staff, students and visitors of the University. ECO personnel shall be indemnified against civil liability resulting from practice or emergency evacuation of a building where personnel act in good faith and in the course of their duties.

Professor Andrew Vann
<u>Vice-Chancellor and President</u>

2. EMERGENCY GUIDELINES

1. An emergency or disaster may occur at any time of the day or night.

2. An emergency may take several forms including:

   - Injury or medical emergency
   - Fire
   - Storm/tempest/flood
   - Explosion
   - Civil disorder /invasion or armed intrusion
   - Bomb threat
   - Toxic spill
   - Hold up
   - Earthquake
   - Act of terrorism
   - Transport accident

3. The succession of events in an emergency may not be fully predictable. These procedures and operational plans will serve as a guide and checklist to be modified as necessary to meet any particular emergency.

4. The object of these procedures is to provide for the:

   - Safety of persons involved in the emergency.
   - Control and coordination of effort pending the arrival of appropriate emergency authorities.
   - Liaison with authorities during an emergency and housekeeping following its passing.
   - For the orderly and practical response to any emergency situation.
   - Orderly evacuation, or otherwise, of a building/ area under control of Building Wardens.
   - For the enabling of practice evacuations and other exercises to test responses.

5. Emergency Procedures

   Whoever detects an emergency should:

   - Telephone the Emergency Services on Triple Zero '000'.

   - Advise others in the immediate vicinity, and then Security, the Switchboard or Chief Warden. State the location/s and nature of the emergency. If you contact Security or the Switchboard they will contact the Chief Warden. Security will act for the Chief Warden until the arrival of that officer at the site of the emergency.

   - Unless the nature of the emergency has dictated the immediate evacuation of the area/building, the Chief Warden or Building Warden will decide on evacuation or otherwise.

   - On arrival at the scene of the emergency, Security or the Chief Warden will evaluate the extent of the emergency and the area's ability to control it until outside help arrives. If there is any doubt about the ability to maintain

control, the Chief Warden will order an evacuation of staff, students and visitors and all persons will move to safety.

5.1 The following actions may apply in an emergency:

- The Chief Warden will arrange for the isolation of any services, piping etc to the site of the emergency. Any material which may become hazardous will be removed, provided this action can be taken safely.

- The Chief Warden will also take action, if needed, to reduce environmental damage to a minimum.

- Traffic Controllers will be appointed by the most senior warden present at the site of the emergency, and will be located at prescribed points to direct outside services to the emergency and will control other traffic and/or pedestrians.

- The Chief Warden will confer with outside services and advise on state of emergency, extent of evacuation, whether power and other services have been closed off, whether explosive or toxic materials are likely to be affected by the emergency, and the possible effects on the site and the nearby community.

- The Chief Warden and outside services agree on a course of action. The Chief Warden and team members stand by in a safe area until outside services advise the emergency is over.

- Where normal communication methods are not available i.e. the emergency cuts power supplies or the communication system is overloaded, runners will be used for communication when two way radios or other mobile communication is not available.

- First aid personnel will accompany the Wardens and attend to the injured until the ambulance arrives. Any names of injured personnel should be recorded together with names of hospitals to which injured are sent.

- At the opportune time the Division of Human Resources will notify relatives of any staff member admitted to hospital and will liaise with the hospital throughout.

- Media interviews and/or releases will be given/ authorised by the Head of Campus or the Chief Warden via CSU Media office.

5.2 The following post emergency actions may occur:

- The emergency, if meeting the reporting requirements of the NSW WorkCover Authority or other State regulator, will be reported by the appropriate officer from the Division of Human Resources. All appropriate action to be taken on Workers Compensation claims by the Human Resources Officer, and Finance Officer for insurance issues.

- The Head of Campus or delegated senior manager at that campus will appoint a member or group, as appropriate, to fully investigate the

emergency, and report these findings through the appropriate channels to the Vice-Chancellor.

- Emergency procedure drills will be held at least annually.

- The Manager, Work Health & Safety (Facilities), Division of Facilities Management can coordinate training for all personnel referred to in these procedures.

3. CRITICAL INCIDENTS

See the *'Critical Incident Response Group Procedure'* available from the University's Policy Library or the Division of Facilities Managements website.

Definition: A Critical Incident is a traumatic event, or the threat of such (within or outside Australia) which has the potential to harm life or well-being and causes extreme stress, fear or injury to the person experiencing or witnessing the event. A critical incident may take place either on or off a University premise. This policy is not limited to handling only those incidents that might occur on campus

Some examples of critical incidents include:
- any fatality, near fatality or incident likely to seriously affect a number of staff and/or students;
- serious/traumatic traffic incidents;
- murder or suicide (or attempt) involving students/staff and their family members;
- physical or sexual assault;
- injury or death of a colleague;
- fire, explosion, bomb threat; unintentional release of chemical, biological or radioactive substances;
- hold-up or attempted robbery;
- threats of violence to staff/students;
- major theft or vandalism;
- incidents involving pain or abuse of children;
- sights, sounds, or smells that cause distress to students and/or staff;
- storms/natural disasters;
- technical failure that significantly impedes business continuity,
- an incident that has the potential to have a negative impact on the University's reputation; and
- public health matter – contagious disease subject to mandatory notification.

In the event of a critical incident or emergency, contact the emergency services (000 – Fire, Police, Ambulance) and then campus security. If in doubt, report the incident to campus Security.

The University has established Critical Incident Response Groups on each campus to deal with Critical Incidents. Campus Security informs the Chief Warden of all incidences and they in turn determine if the incident is a critical incident and if so, will initiate the campus CIRG.

Campus Security contacts	
Albury-Wodonga Campus Security	**02 605 19888**
Bathurst Campus Security	**02 633 84999**
Dubbo Campus Security	**02 688 44727**
Orange Campus Security	**02 636 57522**
Wagga Campus Security	**02 693 32288**

4. REPORTING STRUCTURE FOR WARDENS
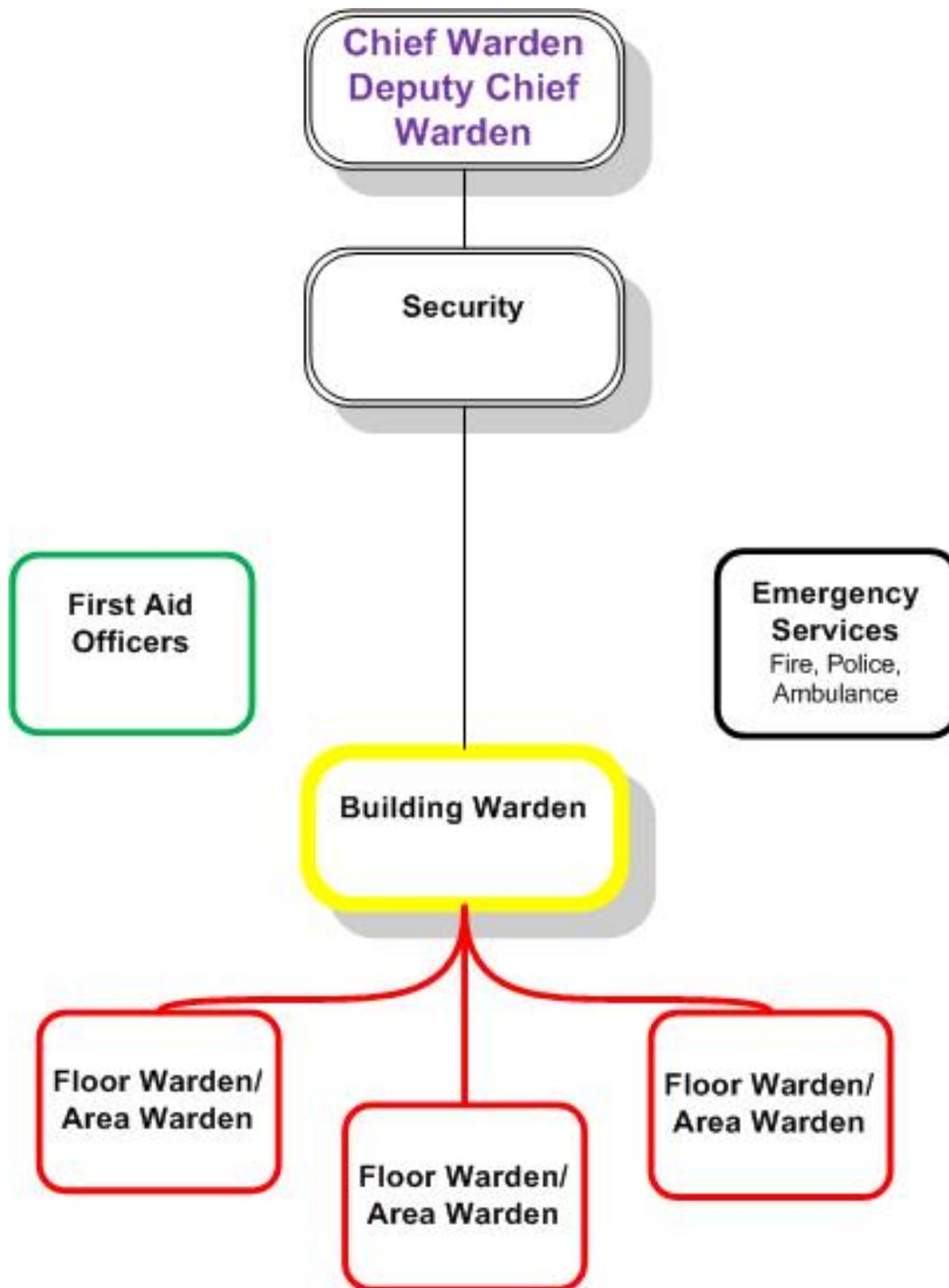
5. SELECTION CRITERIA AND APPOINTMENT OF WARDENS

1. **Filling of positions other than Chief and Deputy Chief Wardens:**
   · Building Wardens nominated by Dean/Executive Director or Senior Manager of principal occupying group/s, in accordance with selection criteria principles outlined in paragraph 3.
   · Floor or Area Warden(s), where appropriate, nominated by the Senior Manager in conjunction with the Building Warden.
   · Traffic Controller(s) appointed as required by the most senior warden present during an emergency.
   · First Aid Officers - as appointed by University (Division of Human Resources).

2. **Actions to be taken by departing Wardens:**
   · Wardens are to notify, and return all emergency equipment to their Building Warden. The Building Warden is to notify the Manager, Work Health & Safety (Facilities), Division of Facilities Management of all departed wardens under their control.
   · Departing Building Wardens are to notify the Manager, Work Health & Safety (Facilities), Division of Facilities Management, and pass all emergency equipment to their Deputy Building Warden. Deputy Building Wardens are to notify the Manager, Work Health & Safety (Facilities), Division of Facilities Management to arrange a replacement Building Warden.

3. **Selection Criteria:**
   General (as per AS 3745-2010 *Planning for emergencies in facilities*)

   Persons appointed as wardens should:
   · Be physically capable.
   · Have leadership qualities and command authority
   · Have maturity of judgment, good decision making skills and be capable of remaining calm under pressure.
   · Generally work at the selected site and be in attendance during working hours.
   · Have clear diction and be able to communicate with the majority of occupants at the site.
   · Should not normally hold other emergency positions, such as being official first aid officers.

   Building Wardens should also:
   · Be available, they should be persons who spend most of their time at, or near their work area.
   · Be able to organise others in an emergency.
   · Be reliable

   Wardens should also:
   · Be appointed on the basis of one warden for each 20 persons on the floor, or in that area, and generally with a minimum of two and assessed on the nature and function of the area.

6. SECURITY AND CHIEF WARDENS CONTACT NUMBERS

In an Emergency contact:

The Emergency Services (000) if required then/ or

Campus Security* (internal shortcut '400' on your campus)

CAMPUS:	Security	Chief Warden
Albury-Wodonga	(02) 605 **19888**	Mark Evans Internal Extn 19616 External (02) 605 19616
Bathurst	(02) 633 **84999**	Peter Scott Internal Extn 84191 External (02) 633 84191
Dubbo	Macquarie Alarms – **(02) 688 44 727**	Mark Chapman Internal Extn 57672 External (02) 636 57672
Orange	(02) 636 **57522**	Mark Chapman Internal Extn 57672 External (02) 636 57672
Wagga Wagga	(02) 693 **32288**	Terry O'Meara Internal Extn 32925 External (02) 693 32925

* Campus Security will contact the Chief Warden or Deputy as required

7. FUNCTIONS OF CHIEF WARDENS

Prior Actions

- Location of evacuation routes and assembly points detailed on each building's Site Emergency Plan.
- Location of Master Keys for each building.
- Location of emergency control valves, e.g. gas, electricity etc, are correctly shown on the Exit Plan.
- Method for contacting Building Wardens.
- Method for ensuring Emergency Services is contacted.
- A Deputy is trained and available during your absence.

Emergency Actions

1. Ascertain the nature of the emergency and determine that the appropriate action has been taken or ensure that appropriate action has been taken. Don your white helmet and vest.

2. Ensure that the appropriate emergency service has been notified.

3. Assume control of the situation and receive a status report from the building/area warden.

4. Ensure the safety of personnel is the first priority and initiate/complete safe evacuation of the area.

5. Brief the emergency services team and standby for their direction.

6. Brief the leader of the Critical Incident Response Group of developments as appropriate.

7. Release factual information to the media as appropriate via CSU Media personnel.

8. Monitor the emergency evacuation procedure, provide feedback to wardens.

9. Maintain control of cordon and designated assembly point.

10. Assess need to extend evacuation of other areas as required.

11. Disseminate information regarding hazardous substances and dangerous goods stored within affected area to appropriate personnel.

12. Facilitate the isolation of potentially dangerous services i.e. gas, electricity etc.

13. Facilitate the needs of evacuated / displaced personnel if the evacuation is likely to be prolonged or the conditions indicate the need to cater for shelter, amenities, food & drink, access to telephones etc.

14. Give the all clear to reoccupy building when appropriate.

15.   Keep a record of action and decisions

Post Emergency Actions

·   Debrief staff involved in emergency procedure and document outcomes and revise procedures as required.

·   Notify Division of Human Resources in relation to any injuries to persons at the scene.

NOTE: The Deputy Chief Warden is required to assume the role of Chief Warden in their absence and shall be guided by the Chief Warden as per the above instructions during an emergency procedure.

8. FUNCTIONS OF BUILDING WARDENS

Planning role

1. Maintain the currency of the warden structure data contained within the Emergency Plan for those areas allocated to the Building Warden

2. Monitor the currency of the Evacuation Diagrams for those areas allocated to the Building Warden and notify DFM if an amendment or revision update is required

3. Establish processes that will ensure planned and casual staff absences that impact on the integrity of the warden structure are backfilled by other trained staff.

4. Support the induction of new staff to a building by familiarising them with the local wardens, emergency processes and their responsibilities under the policy.

5. Work with DFM to plan and facilitate trial evacuations

6. Report to DFM changes to the buildings emergency plan and any unplanned evacuations using established report templates

Prior Actions

1. Location of evacuation routes and assembly points.

2. Location of Master Keys as appropriate.

3. Location of emergency control valves, e.g. gas, power.

4. Method for contacting and alerting Floor Wardens of particular emergencies.

5. Method for ensuring Emergency Services are contacted as per Site Emergency Plan.

6. A Deputy/s is trained and available during your absences.

7. Provide induction to new staff and new wardens on emergency procedures.

8. Provide the Manager, Work Health & Safety (Facilities), Division of Facilities Management with an updated copy of amended Site Emergency Plan, Evacuation report and the names of all departing wardens in a timely fashion.

9. Provide a regular briefing to building occupants on the operation of the Site Emergency Plan.

Emergency Actions

1. Determine type and location of emergency as safe to do so. Don your yellow helmet.

2. Ring the emergency services 000 and Security, or ring Switchboard and communicate with Floor Wardens.

3. Maintain calm. If immediate evacuation is required, initiate controlled evacuation

4. Prevent persons from re-entering the evacuation zone or buildings by nominating a Warden and/or gaining assistance from other persons to man the perimeter.

5. If necessary, appoint Traffic Wardens from available resources, to keep access roads clear for emergency vehicles.

6. Receive reports from Floor Wardens as each section of building is cleared.

7. Report current situation to Chief Warden and/or Emergency Services.

8. Ensure that all personnel remain at their assembly points, and do not wander off or return to the building until an all clear signal is given.

9. If a prolonged absence from the building is envisioned, arrange through Chief Warden for food, drink, shelter and other amenities including toilets and access to telephones are provided.

10. Direct all requests for media interviews to the Chief Warden/ CSU Media.

11. Coordinate reoccupation of the building when the "all clear" has been given by the Chief Warden or Emergency Service.

9. FUNCTIONS OF FLOOR WARDENS

Prior Actions

1. Location of evacuation assembly point outside of building.
2. Location of safe holding areas in your designated floor area.
3. Location of power distribution panels and emergency control valves for your designated floor area.
4. Together with Building Warden facilitate tests of emergency lighting, inter-communications systems and warning systems (if available).
5. Method for contacting Building Wardens.
6. A Deputy/s is trained and available during your absences.

Emergency Actions

1. Determine type and location of emergency. Don your red helmet.
2. If time permits, communicate with the Building Warden.
3. Maintain calm. If immediate evacuation is required, initiate controlled evacuation, otherwise await instructions from the Building Warden.
4. Control and account for personnel at assembly point if directed to do so by the Building Warden.
5. During evacuation of designated area, carry out the following actions:
    · Operate the intercommunication system if available.
    · Ensure orderly flow of persons into protected areas, e.g. stairwells.
    · Search (perform a sweep) of designated area to ensure all persons accounted for (staff, students and visitors)
    · Ensure that all fire and smoke doors are closed.
    · Assist mobility impaired persons to designated safe holding area. Do not attempt removal of person from building.
    · Operate fire fighting equipment if suitably trained and immediate safety is not threatened.
6. On successful evacuation report situation to the Building Warden.

10. FUNCTIONS OF LECTURERS AND TUTORS IN CHARGE OF CLASSES

Prior Actions

- Become familiar with the layout of the facilities, particularly the assembly point location or locations, and the nearest exits and routes to the location(s).

- Become familiar with the types and sounds of the audible alarms that denote an emergency.

- Become familiar with the contents of the site emergency plans, particularly those instructions relating to bomb threats.

At the Start of New Classes or in Unfamiliar Facilities

- Advise and show students the layout of the facility that they are in, with particular reference to the exits and assembly points.

- Advise of the procedures that will be followed in the event of an evacuation for a fire and for a bomb threat.

Upon Hearing Alarm or Receiving Advice of an Emergency

1. Have the students stand and place chairs and large bags under desks or benches. In a **bomb threat** all personal bags and items need to be removed by the owner.

2. Have students turn off all electrical devices or laboratory operations that are not safe to be left unattended.

3. Advise that they are to leave the building in an orderly manner and proceed to the designated assembly point. They need to obey the instructions of any wardens or security staff.

4. The students are to assemble clear of the building, and are **not to re-enter** until the **all-clear** is given.

5. In the absence of wardens, you will be required to control the evacuation and assume the floor warden's role.

6. Guide students to the nearest exit.

7. Close the doors after students have left the room or building.

8. Prevent students or others from re-entering the building until assistance arrives.

Contact: The Manager, Work Health & Safety (Facilities), Division of Facilities Management, with any concerns relating to these procedures.

11. FUNCTIONS OF INVIGILATORS IN CHARGE OF EXAMINATIONS

Prior Actions

- Become familiar with the layout of the facilities, particularly the assembly point location or locations, and the nearest exits and routes to the location(s).

- Become familiar with the types and sounds of the audible alarms that denote an emergency.

- Become familiar with the contents of the site emergency plans, particularly those instructions relating to bomb threats.

At the Start of Exams

- Advise and show students the layout of the facility that they are in, with particular reference to the exits and assembly points.

- Advise of the procedures that will be followed in the event of an emergency.

Upon Hearing Alarm or Receiving Advice of an Emergency

1. Have the students stand and place chairs and large bags under desks. In a bomb threat all personal bags and items need to be removed by the owner.

2. Have students turn off all electrical devices or laboratory operations that are not safe to be left unattended.

3. Advise that they are to leave the building in an orderly manner and proceed to the designated assembly point. They need to obey the instructions of any wardens or security staff.

4. The students are to assemble clear of the building, and are not to re-enter until the all-clear is given.

5. In the absence of wardens, you will be required to control the evacuation and assume the floor warden's role.

6. Guide students to the nearest exit.

7. Close the doors after students have left the room or building.

8. Prevent students or others from re-entering the building.

9. Contact the campus Security

Note: Risk mitigation from phone/ bomb threats can be undertaken for some exam facilities. Contact the appropriate Manager, Campus Services to discuss these opportunities.

Contact: The Manager, Work Health & Safety (Facilities), Division of Facilities Management, with any concerns relating to these procedures.

12. FUNCTIONS OF TRAFFIC CONTROLLERS

When Appointed During an Emergency

1. Ascertain the location and nature of the emergency.

2. Proceed immediately to the campus entrance or your allocated street or other allocated point of control.

3. Re-direct non-essential traffic away from emergency. Keep entrance clear of vehicles.

4. Direct outside services to emergency.

5. Maintain (as far as practical) clear access to the site.

6. Keep in contact with Chief Warden or the most senior warden present, as needed.

7. Direct media representatives to the Chief Warden/ CSU Media.

8. In the case of a bomb threat direct persons away from parked vehicles.

13. FUNCTIONS OF CONTACT CENTRE OPERATORS

(During Normal Operating Hours - 9am to 5pm)

1. When an 'emergency' is telephoned through, check the campus location of that 'emergency'.

2. DIAL '000' and ask for the required emergency service (fire, police, ambulance)

    Give the operator the UNIVERSITY NAME and ADDRESS and EXACT LOCATION OF EMERGENCY.

    Advise the operator of any details of the EMERGENCY, if known (e.g. FIRE, EXPLOSION, BOMB THREAT, etc).

3. Telephone SECURITY at the campus with the emergency, and/or the CHIEF WARDEN from that campus. Remind SECURITY or CHIEF WARDEN to arrange staff to meet emergency vehicles at front gate or designated location and to direct to emergency site.

4. STAY at the CONSOLE until RELIEVED BY or RELEASED BY the CHIEF WARDEN or CONTACT CENTRE MANAGER.

Chief Warden Contacts:

CAMPUS:	Security	Chief Warden
Albury-Wodonga	(02) 605 **19888**	Mark Evans Internal Extn 19616 External (02) 605 19616
Bathurst	(02) 633 **84999**	Peter Scott Internal Extn 84191 External (02) 633 84191
Dubbo	Macquarie Alarms - **(02) 688 44 727**	Mark Chapman Internal Extn 57672 External (02) 636 57672
Orange	(02) 636 **57522**	Mark Chapman Internal Extn 57672 External (02) 636 57672
Wagga Wagga	(02) 693 **32288**	Terry O'Meara Internal Extn 32925 External (02) 693 32925

Outside Normal Operating Hours - Enable Automated Emergency Operations

14. NOTIFICATION OF AN EMERGENCY RECEIVED BY INFO.CSU OR DFMS CENTRAL POINT OF CONTACT

Emergency Procedures Checklist

On Receipt of an emergency telephone call …

Reassure caller and encourage them to stay calm. They may or may not be able to provide all information. It's OK if they don't know the answer. Move onto the next question.

Ask the Name of caller: -

_____

Ask the nature of emergency:

_____

Ask   Campus: AW (Th or City)   Bx   Db   Or   WW (Nth, Sth)   ACCC
Building number:

_____

Building name:

_____

Nearest POI:

_____

Has the emergency services been called?   Yes   No
If No, Ask the individual to call 000 to ensure the most appropriate response

Say you will advise Campus Security (if available)

Ask the caller to call back once the emergency services have arrived or if they encounter any problems.

If you are asked 'what to do', Make "suggested responses" below…..

Notify Campus Security

Call 000, and say you have received the above call and relay information collected. Ask if they have received a call. You may have to provide your name and contact number and ensure they respond to the correct campus.

Notify Campus Services Manager (Refer to Campus details)

Suggested responses if requested:

Fire:
Evacuate bld and move to assembly pt (look for warden's red/ yellow hat)
Take advice from the emergency services

Bomb/ Phone threat:
Complete details on phone threat checklist. As staff to check on exit. Move to an alternate 'safe' building
Take advice from the emergency services

Chemical spill, gas leak:
Evacuate building 100m upwind
Take advice from the emergency services

Medical emergency:
Direct to First Aid Officer name on FAK in nearest bld
Take advice from the emergency services

Personal threat/ violence:
Lockdown building and await further advice
Take advice from the emergency services

Severe storm:
Stay in building (safe area) away from windows

Can/ Should I go home:
Unless you have been directed differently, advise staff to seek advice from their Supervisor.

15. FUNCTIONS OF MEDIA CONTACT OFFICERS

1. To deal with the media as required.

2. To represent as factual a picture as possible. Do not speculate on possible causes or outcomes.

3. To present the facts on the emergency as known, and without making any admissions. A major object would be to prevent rumours developing, and public concern based on misinformation.

Further information is available at http://www.csu.edu.au/division/marketing

16. FIRST AID OFFICERS

Up-to-date lists of First Aid Officers on each campus and First Aid information can be accessed directly from the Division of Human Resources website by clicking on the link below and choosing your campus.

http://www.csu.edu.au/division/hr/health-safety-wellbeing/first-aid

17. BUILDING EVACUATION DIAGRAMS

1.   Building evacuation diagrams used at Charles Sturt University shall conform to Australian Standard AS3745 *Planning for emergencies in facilities* as prescribed in the designated template developed by the Division of Facilities Management. A separate evacuation diagram will be developed for each floor of a building and be positioned with 'natural' orientation.

2.   A copy of the building evacuation diagram is to be included in the buildings site emergency plan

3.   Any changes to the layout of the building, emergency equipment or exit routes that change the plan must be notified to the Manager, Work Health & Safety (Facilities), Division of Facilities Management to enable the plan to be reviewed.

18. BUILDING EVACUATION DIAGRAM (EXAMPLE)

EVACUATION DIAGRAM

ASSEMBLY AREA AT OVAL

EXIT

EXIT

EXIT

PRECINCT PLAN

SECURITY DIAL 400 OR (02) 693 32288
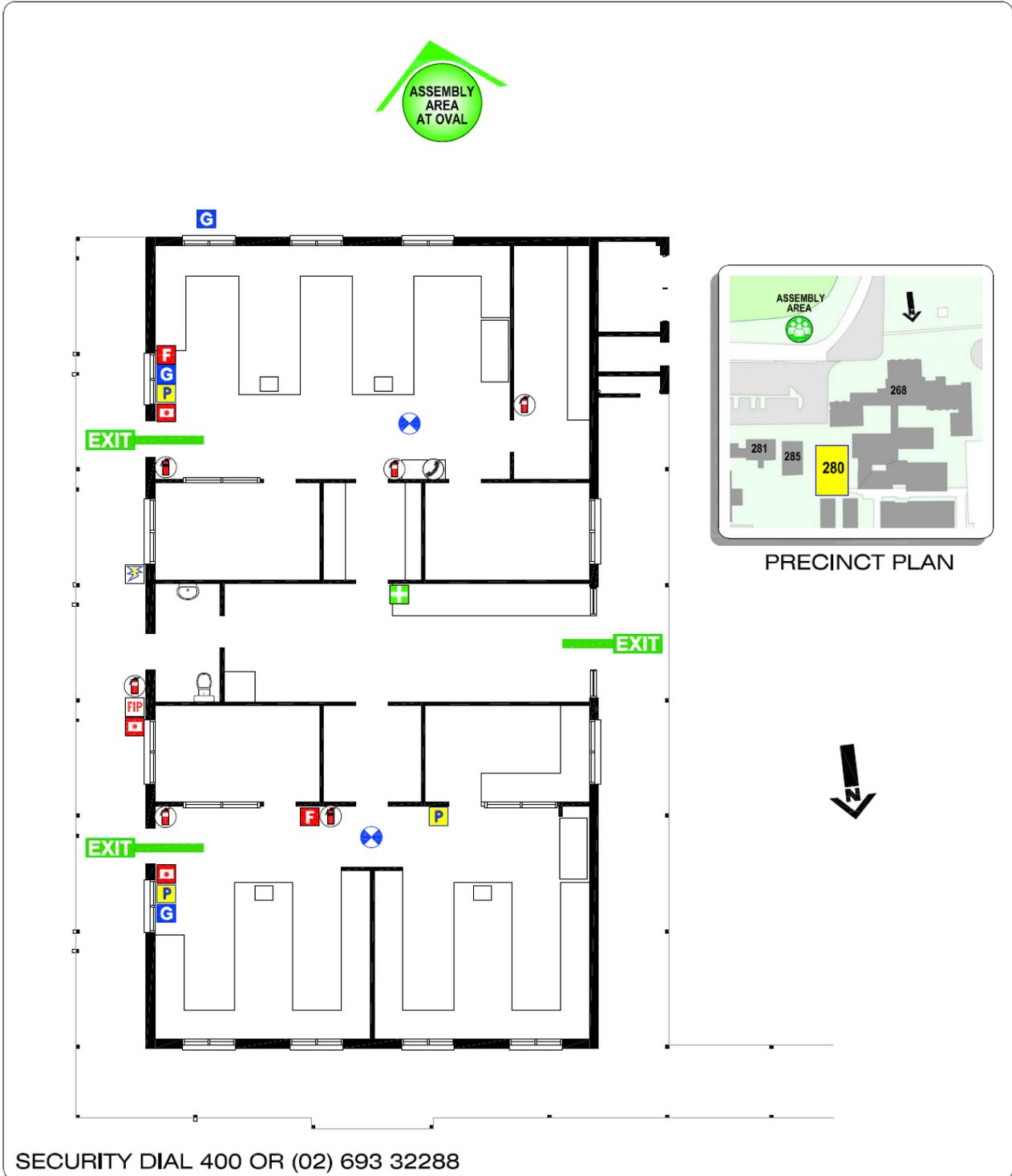
ww280

ww280 – evL1 0201
Issue Date: 12.02.2014

Fire Extinguisher Foam	Electrical Switchboard	Fire Blanket	Phone
Fire Extinguisher Dry Powder	Safety Shower	First Aid Kit	
Break Glass Alarm	Fire Indicator Panel	Gas Valve	

19. COMMUNICATION PROTOCOLS

The University has established a number of communication protocols to assist with the prompt alerting of adjacent organisations in the event of an emergency at either site.

Please contact the Manager, Work Health & Safety (Facilities), Division of Facilities Management for a copy of these protocols. Details have not been included within this template due to the private nature of the information included within some of these protocols.

Existing Communication Protocols

Canberra campus

- ACCC and St Marks

Dubbo campus

- Dubbo College Senior campus

Wagga campus

- Department of Primary Industry (DPI)
- Wagga Veterinary Clinic, Urana St

20. BUILDING LOCKDOWN PROCEDURE

1. PURPOSE

The purpose of this document is to provide guidance to staff, students and visitors occupying premises at Charles Sturt University to enable a building, or a number of buildings, to be "locked down" in a considered and authorised response to a perceived or declared threat on campus.

This building lockdown Procedure focuses heavily on buildings fitted with electronic access control (EAC) the procedure applies equally to buildings fitted with a traditional key operated lock.

Historically, emergency response has focussed on the safe and orderly evacuation of occupants from buildings. More recently however, it has been suggested that in response to certain events it is safer for the occupants to remain secure within their building until the threat has passed.

A lockdown is designed to protect the occupants of a building from an external threat by providing a barrier between themselves and the threat.

2. SCOPE

2.1   This procedure applies to all staff, student or visitors in any occupied building on any CSU campus.

2.2   This guideline is designed to provide clarity to the occupants of individual buildings under the Universitys ECO structure in response to a threat as defined below.

2.3   This guideline is designed to be used in conjunction with the University's Site Emergency Procedure

3. DEFINITIONS

3.1   **Lockdown -** A process of securing a building or an area to protect its occupants in response to a threat that may have the potential to cause harm to persons within the building or area.

3.2   **Lockout -** A process of securing an external site to prevent access to that site.

3.3   **Threat -** A situation that has the intent or possible intent, that if enacted may cause harm or endanger the safety of persons or assets/property

3.4   **ECO -** Emergency Control Organisations are established on each Charles Sturt University site in accordance with Australian Standard AS 3745 – 2010: *Planning for emergencies in facilities.*

3.5   **Security -** CSU appointed Security Officers

3.6   **Electronic Access Control (EAC) -** Refers to CSU's central controlled electronic access control information system and associated field devices that control access to a building via time based program or cardholder recognition system. The University's preferred electronic access control system is Gallagher's (formerly Cardax) and is managed by DFM.

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4. RESPONSIBILITIES

4.1. Division of Facilities Management

a) To ensure that this guideline is supported by the Division.

b) To ensure that the campus ECO personnel are aware of and trained in its action.

c) All CSU staff and students have a duty of care to themselves and others and all individuals shall act in a manner that does place themselves or others at risk.

4.2. Building wardens

a) Ensure that wardens and staff of their building are familiar with the lockdown process.

b) That a trial lockdown is conducted within their building and any deficiencies reported to the Division of Facilities Management.

4.3. Emergency Planning Committee

a) Ensure the procedure is consistent with its emergency planning procedures.

5. EXAMPLES OF THREATS THAT MAY REQUIRE A "LOCKDOWN" RESPONSE

The following are examples of threats where the most appropriate response will include the lockdown of a building:

a) Civil disobedience or protest.

b) An aggrieved person that may have the intent to cause harm.

c) An armed person.

Advice from wardens, Security and the emergency services must be followed.

6. IMPLEMENTATION OF A BUILDING "LOCKDOWN"

The notification to undertake a building lockdown may come from a variety of sources depending on the nature of the threat itself. The threat may be identified by a staff member, a student or campus Security.

On declaration of the threat, wardens (ECO) should direct occupants as per the following instructions:

6.1   General Lockdown

To successfully lockdown a building the Building Warden shall direct staff to secure (lock) all external doors and windows in an expedient manner.

This may require authorised staff to lock the building down electronically or lock the buildings door with a key.

Depending on the nature of the particular threat, consideration should also be given to the locking of appropriate internal doors to place further protective barriers between staff and the threat. Care should be taken that this action is used to provide increased occupant safety and does not inadvertently create egress issues or zones that may trap the occupants.

6.2 Electronic Building Lockdown (EAC)

All building EAC operators have the ability to lockdown any access zone or facility under their control. The lockdown feature allows all doors to be opened from the inside to allow egress (out) but locks external doors preventing entry. When an area is in lockdown mode the electronic access that is normally available to an individual through the CSU access card is deactivated.

6.3 Cardax Lockdown Procedure

- ·　Open Access zones in Cardax software.

- ·　Select Access zone/s you wish to lock down

- ·　Click LOCKDOWN button

- ·　Leave system in lockdown mode until all clear is given by Chief Warden or Emergency Services.

6.4 Establish safety within building

To establish safety within the building relocate occupants out of direct site from outside by keeping below window lines, the closing of blinds and curtains.

6.5 Emergency services notification

As soon as possible initiate the campus emergency process by notifying the appropriate emergency service (police) and campus security.

Provide as many details as available, including: identify yourself, provide a clear and calm description of the threat; clearly identify your city, your campus, the building name; building number and the road/street address and the closest campus street intersection.

6.6 Consider Extent of Threat

During the initiation of the building lockdown it is important to consider how the threat may impact on the occupants of neighbouring buildings and the broader campus.

The Building Warden originating the first lockdown shall arrange for neighbours in close proximity to their building to be advised of the lockdown and the nature of threat. Subsequently, the occupants within a building that have been made aware of the threat shall consider and implement an appropriate response to secure their buildings.

For a threat that impacts on the broader campus it is more appropriate for the ECO to coordinate this process. However, the ECO may require your assistance to communicate with others and if instructed to do each individual shall do whatever is necessary to ensure the safety of themselves and others.

6.7 CSU Security Service Response

If Security is not required at the scene they will immediately attend a Cardax enabled workstation and log into the Cardax system. If security is required at the scene the Chief Warden or Deputy Chief Warden will log into system and access the lockdown zone.

6.8 During a building lockdown

Implement the ECO warden structure and the Building Warden shall assume control of the immediate site and establish internal communications with occupants and Security. Ensure the lockdown procedure is adhered to and occupants stay within the building until the "All Clear "is given by Campus Security, the Chief Warden or the Emergency Service. Provide feedback and reassurance to the buildings occupants to maintain calm.

6.9 Access to building during lockdown

As the identity of the offender/s maybe unclear allowing access to the building during lockdown could be dangerous.

Providing access to the locked-downed building shall only be facilitated by the Building Warden after full consideration is given to the safety of the building occupants. Any doubt about providing access to an individual shall require the Building Warden to ere on the side of caution.

If the building is fitted with EAC then access can be authorised by the Chief Warden or Deputy Chief Warden who can open doors remotely to allow individual cardholder access during a lockdown period, however this will only occur after consultation with the Building Warden.

6.10 Re-establishing normal access

Once a building has been locked-down it shall remain that way until the "All Clear" is given by the Chief Warden or the Emergency Services. Only at that time can the external doors be unlocked and access through the CSU card can be granted by returning the building Cardax status to normal.

7. CRITICAL INCIDENTS
A decision to implement a building lockdown, other than for training purposes, will necessitate the implementation of the University's Critical Incident Management protocol. This process will be initiated by the Chief Warden or campus Security when made aware of the lockdown by the Building Warden.

8. POST INCIDENT DEBRIEF

A post incident debrief should be conducted by the Chief Warden and Building Warden as soon as practical after the end of the incident. This is vital to address any deficiencies that may lead to improved response.

Wardens and Managers should remind staff of the services available such as the Employee Assistance Program

9. TRAINING
Lockdown training shall form part of the established Building Warden training and trial evacuation processes.

Those buildings fitted with a CSU approved electronic access system shall have the system operators trained in the implementation of the lockdown procedure through the established ECO processes managed by the Division of Facilities Management. Refresher training in Cardax and the lockdown procedure will take place yearly.

21. EMERGENCY RESPONSE FOR A MAJOR RADIATION ACCIDENT OR INCIDENT

The Radiation Safety Committee (RSC) was established to ensure the University incessantly complies with the NSW Radiation Control Act, the Radiation Control Regulation and relevant radiation Codes of Practice.. The object of the NSW Radiation Control Act is to "secure the protection of persons and the environment from exposure to harmful ionising and non-ionising radiation to the maximum extent that is reasonable practicable, taking into account social and economic factors and recognising the need for the use of radiation for beneficial purposes". In line with the objectives of this Act, the Radiation Control Regulation was then established to ensure the safe use of radiation devices and radioactive substances.

The role of the RSC, in accordance with the above Act and Regulation(s), is to ensure radiation safety measures are maintained and complied with, across the University

Each Designated Radiation Area (DRA) at the University is under the direction of the Radiation Safety Committee and control of a Facility Manager (and Deputy). Emergency contact details are maintained on the facility's standard signage.

Emergency Contacts
· Designated Facility Manager (and Deputy) – details as per facility placard
· Radiation Safety Committee - http://www.csu.edu.au/acad_sec/committees/radiation/index.html
· NSW EPA - Environment Line telephone 131 555

Procedure for Major Spillage, Personnel Contamination or Other Emergency

In the event of a major spillage, contamination to personnel or other emergency situation (e.g. fire), the following procedure shall be followed:

1. The laboratory or area shall be evacuated at once but contaminated persons should not proceed far into an inactive area until they have been monitored.

2. The immediate emergency actions are as follows:
   - if skin is contaminated wash under running water.
   - if clothing is contaminated remove garments and leave in affected area.
   - if safe to do so, turn off all laboratory services including fume cupboards and close all doors and windows.
   - inform the Radiation Safety Committee
   - inform the Building and Chief Warden of the situation.

3. Isolate the affected area by erecting a temporary barricade and placing radioactive warning signs.

4. Do not attempt to decontaminate the area leave this to members of the Radiation Safety Committee, who have been specially trained to deal with the situation.

5. The treatment of serious injury must take precedence over decontamination and containment.

6. In the case of fire every effort must be made to prevent undue spreading of contamination. However, fire fighting must take precedence over the control of contamination.

7. Normal work must not be resumed until the Radiation Safety Committee is satisfied that it is safe.

Note: If there is any doubt concerning the above procedures, advice and rulings must be sought from the Radiation Safety Committee.

22. EMERGENCY RESPONSE FOR A MAJOR CHEMICAL INCIDENT

In the event of a major spillage, contamination to personnel or other emergency situation (e.g. fire), the following procedure shall be followed:

1. The laboratory or area shall be evacuated at once.

2. The immediate emergency actions are as follows:

    -   Treat any persons that may be contaminated by washing with copious amounts of water and removing contaminated clothing.

    -   Inform the Laboratory Manager on one of the numbers listed below.

    -   Inform Building or Chief Warden of situation.

    -   Determine the identity of the substance(s) and obtain their Safety Data Sheets.

3. Isolate the affected area by erecting a temporary barricade and prevent other persons entering the area.

4. Do not attempt to decontaminate the area leave this to the laboratory staff who have been trained to deal with the situation.

5. In the case of fire every effort must be made to prevent undue spreading of contamination. However, fire fighting must take precedence over the control of contamination.

6. Normal work must not be resumed until the Laboratory Manager is satisfied that it is safe.

Emergency Contact Numbers   **Campus**

See the placard on each laboratory for the Laboratory Managers contact details

Note: if there is any doubt concerning the above procedures, advice and rulings must be sought from the Laboratory Manager.

23. EMERGENCY RESPONSE INVOLVING THE RELEASE OF A BIOLOGICAL AGENT

In the event of a major spillage, contamination to personnel or other emergency situation (e.g. fire), the following procedure shall be followed:

1. The laboratory or area shall be evacuated at once but contaminated persons should not proceed far into an inactive area until they have been monitored.

2. The immediate emergency actions are as follows:

    - If skin is contaminated wash under running water ensuring all washings are contained for disinfection.

    - If clothing is contaminated remove garments and place in an autoclave bag for autoclaving 121° C /15psi for 35 minutes.

    - If safe to do so, turn off all laboratory services including fume cupboards and close all doors and windows.

    - Inform the Laboratory Manager on one of the numbers listed below.

    - Inform Building and Chief Warden of situation.

3. Isolate the affected area by erecting a temporary barricade and placing Biohazard warning signs.

4. Do not attempt to decontaminate the area leave this to the laboratory staff who have been trained to deal with the situation.

5. The treatment of serious injury must take precedence over decontamination and containment.

6. In the case of fire every effort must be made to prevent undue spreading of contamination. However, fire fighting must take precedence over the control of contamination.

7. Normal work must not be resumed until the Laboratory Manager is satisfied that it is safe.

Emergency Contact Numbers   **Campus**

See the placard on each laboratory for Laboratory Manager contact details

Note: if there is any doubt concerning the above procedures, advice and rulings must be sought from the Laboratory Manager.

24. RESPONSE TO A SUSPICIOUS PACKAGE OR MAIL ARTICLE

WHAT TO DO IF YOU RECEIVE A SUSPICIOUS PACKAGE OR MAIL ITEM

If you suspect that you have received a package that may contain hazardous material and HAVE NOT OPENED IT:

- Place item in a plastic bag and seal it.

- Place all items in a second plastic bag and seal that also.

- Stay in your immediate environment. In the case of workers and co-workers remain in the same room. Prevent others from entering the area and becoming contaminated. Remember you are not in immediate danger.

- Call for help. This may be your work supervisor or the emergency telephone contact of 000 to ask for the Police or Fire Brigades, then call Security on 400.

   Advise of:

   - Exact location of the incident – street address, building floor number

   - Number of people potentially exposed

   - Description of the package/device

   - Action taken e.g. package covered with black coat, area isolated.

   - Keep your hands away from your face to avoid contaminating your eyes, nose and mouth.

   - If possible (without leaving your immediate environment or work area) wash your hands.

   - If possible have the building ventilation system shut down and turn off any fans or equipment that is circulating air.

   - Wait for help to arrive.

If you suspect that you have received a package that may contain hazardous material and HAVE OPENED IT:

- Do not disturb the item any further. Do not pass it around. If any material has split from the item, do not try to clean it up or brush it from your clothing.

- If possible place an object over the package without disturbing it such as a large waste bin.

- Stay in your immediate environment. In the case of workers and co-workers remain in the same room. Prevent others from entering the area and becoming contaminated. Remember you are not in immediate danger.

- 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.

- Call for help. This may be your work supervisor or the emergency telephone contact of 000 to ask for the Police or Fire Brigades, then call Security on 400.

Advise:

- − Exact location of the incident – street address, building floor number
- − Number of people potentially exposed
- − Description of the package/device
- − Action taken e.g. package covered with black coat, area isolated.

- Keep your hands away from your face to avoid contaminating your eyes, nose and mouth.
- If possible (without leaving your immediate environment or work area) wash your hands.
- If possible have the building ventilation system shut down and turn off any fans or equipment that is circulating air.
- Wait for help to arrive.

If you suspect that the mail item may contain an explosive device:

- Initiate the Emergency Evacuation Plan.
- Ring 000 and report the package to Police.
- Ring Security '400' and provide details.
- Evacuate the area.

25. IN THE EVENT OF A PHONE/ BOMB THREAT

The University treats all threats seriously.

1. ABOVE ALL:

KEEP CALM AND DO NOT ALARM STAFF AND STUDENTS.

2. IF THREAT IS BY TELEPHONE:

- Prolong call - keep person talking and ask:
  * Location of Bomb
  * Time Set to Explode
- Record information for Police as well as any other relevant information as shown on the Phone Threat Checklist

3. REPORT CALL TO SECURITY OR THE SWITCHBOARD

ADVISE A WARDEN

4. IF OBJECT FOUND:

- Do not touch
- Report find
- Keep areas clear

5. BASIC RULES:

- Treat as genuine
- Record exact information (using checklist if possible)

6. EVACUATION:

- Any bags / articles brought into building on entry should be taken out upon evacuation

26. PHONE THREAT CHECKLIST - KEEP CALM

Name: **Signature:**   **Phone No.:**

General questions to ask
1. What is it

2. When is the bomb going to explode OR When will the substance be released

3. Where did you put it?

4. What does it look like?

5. When did you put it there?

6. How will the bomb explode? OR How will the substance be released?

7. Did you put it there?

8. Why did you put it there?

Callers Voice
Accent (specify)
Any impediment (specify)
Voice (loud, soft etc)
Speech (fast, slow etc)
Diction (clear, muffled etc)
Manner (calm, emotional etc)
Did you recognise the caller?
If so, who do you think it is?
Was the caller familiar with the area?

Threat language
Well spoken
Incoherent
Irrational
Taped
Message read by caller
Abusive
Other

Chemical/ Biological Threat questions
1. What kind of substance is in it?

2. How much of the substance is there?

3. How will the substance be released?

4. Is the substance a liquid, powder or gas?

Background Noises
Street
House
Aircraft
Voices
Music
Machinery
Other
Local call
STD call

Bomb Threat Questions
1. What type of bomb is it?

2. What is in the bomb?

3. What will make the bomb explode?

Other
Gender of caller   Male/ Female   Estimated age

Call Taken
Date: Time: Duration:

Number Called

Exact Wording of Threat

Notes

Action
Report call immediately to Police (000), Security (400) and the Building Warden

.

Use additional paper as required

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27. EMERGENCY RESPONSE TO BUSHFIRES AND GRASSFIRES

Bush and grass fires can pose a risk to our campuses, particularly during fire danger period of November to March. The University undertakes bush and grass fire fuel reduction and other mitigation procedures throughout the year as part of our normal operating procedures, but campus users must also be informed on how they should respond to the threats of external fires to ensure panic and inappropriate actions are avoided.

The response to these types of fires at a campus level requires careful consideration of the threat. The initial desire to flee an approaching fire front may not be the safest approach, as persons trying to flee the campus may be caught in the fire. The majority of buildings across our campuses can provide protection from a fire front. It is therefore important to understand the risks and to train staff on the appropriate actions to respond appropriately to this type of emergency.

From a response perspective its important to understand the terms of 'bushfire' and 'grass fire' and also the amount of time or warning you have of one approaching. Of prime importance is not to 'panic' and want to 'flee'.

The most likely external fire threats to our campuses are grass fires. While grass fires have a lower intensity the risk with grass fires is that they can sweep across paddocks more quickly than people imagine. It is therefore essential that grass fires form part of the emergency evacuation language and that staff are made aware of the risks and are trained in the most appropriate actions.

The University's built environments are protected by fire breaks, internal roads and low cut grasses. Buildings generally have good fire resistant ratings, fire hydrants and fire hoses and therefore the buildings offer protection against sweeping grass fires.

In the event of extreme fire day, staff should assess their individual needs and discuss options of 'staying at home' with their supervisor if required. If a particular campus is under threat, a decision may be made to close the campus. If this is the case an official communication will be distributed.

The following points are to guide wardens and staff on how to manage the risks of and act when under the threat of bushfires and grassfires.

ASSESSMENT
Wardens along with DFM managers are to assess the risk to each building and surrounds through the year. Risk minimisation activities include: Removing leaf litter from building surrounds; Cleaning building gutters; Replacing wire screens; Slashing and spraying to create fire breaks and; Thinning of adjacent bushland.

For high risk buildings, those that are near tree canopies, additional measures may be needed, including: Removal of bark mulch and replace with non-combustible alternatives and the Reduced quantity of planting.

28. IN THE EVENT OF BUSHFIRE OR GRASSFIRE

During periods of extreme bush fire alert, staff and students should not access their University offices or University buildings *outside of normal office hours* for non essential activities.

FORMAL, ADVANCED WARNING OF POTENTIAL BUSH OR GRASS FIRE DANGER WHILE AT WORK

1. The threat will be assessed by the Chief Warden in conjunction with the Head of Campus, Senior Executive and relevant external agencies.
2. If a decision to close the campus is given, the Chief Warden and Building wardens will arrange for buildings to be evacuated and secured.
3. The Chief Warden will advise of 'outdoor areas' that are closed, such as outdoor amphitheatres, wet lands, bush tracks and similar.
4. All staff to secure individual work areas – close windows and pull blinds, turn off all electrical appliances and close doors.
5. All staff to proceed to assembly point or leave the University in an orderly manner.
6. Building Wardens to ensure all buildings are vacated and secured.
7. Building Warden to notify Chief Warden of their buildings status.
8. Chief Warden to ensure full 'lock down/ close' of Campus.

NOTICE OF BUSH FIRE OR GRASS FIRE WHILE AT WORK

1. Don't panic. The safest place is within your building.
2. Building Wardens and Building Managers to take control.
3. Await notification from Chief Warden whether to evacuated building, evacuate site or stay and secure building.
4. Occupants to close all doors and windows, turn off electrical equipment and air conditioning system(s) if able
5. Your personal welfare is paramount; do not attempt to save or to protect your personal or University property.
6. Occupant to assembly within building 'safe areas'.
7. Building Warden and Chief Warden (deputy) to coordinate response.

Important Note: during an approaching grass fire, due to the smoke generated in the air, the buildings fire alarm system may activate. Building wardens are to assess the situation and on this situation only, determine that there is no internal fire and stay within the building. In this situation only, exiting the building may place occupants directly in the approaching fire threat.

NO WARNING – CAUGHT AT WORK IN A FIRE STORM

1. Don't panic. The safest place is within your building until the fire front has past.
2. Close all doors and windows in your immediate vicinity.
3. If able, turn off Air conditioning systems.
4. Proceed to a safe area within your building, preferably at ground floor level and away from windows and glassed areas.
5. If available, have fire extinguishers and fire hoses ready.
6. Remain inside until fire storm has passed.

Important Note: during an approaching grass fire, due to the smoke generated in the air, the buildings fire alarm system may activate. Building wardens are to assess the situation and on this situation only, determine that there is no internal fire and stay within the building. In this situation only, exiting the building may place occupants directly in the approaching fire threat.

29. EMERGENCY EVACUATION CHECKLIST

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SITE EMERGENCY PROCEDURES

EMERGENCY EVACUATION CHECKLIST

Insert <Bld no.>, <Bld name>,
<Address>, <Campus>

</div>

This checklist is included in buildings site emergency plans and aids with the tracking of the events during an emergency

Item	Comments and Time
Alarm activated	
Security called	
Emergency Services called (if required)	
Wardens report – <area>	
Wardens report – <area>	
Wardens report – <area>	
Wardens report – <area>	
Wardens report – <area>	
Note: include communication with staff manning entrances around building	
Persons with disabilities accounted for	
Evacuation completed	
Security arrived	
Emergency services arrived	

Comments (include any injuries, reports, names etc)**:**

_____

_____

_____

_____

_____

30. TRAINING

Wardens

1. Each building under the guidance of the Building Warden will develop their emergency evacuation procedures consistent with these guidelines and the template documents.

2. The Building Wardens will (arrange refresher training for their wardens.

3. The Facilities OHS Manager, will coordinate the training, upon request.

4. The Building Warden will provide regular briefings to building occupants on emergency evacuation procedures including any specific changes.

5. The Building Warden will coordinate with the Chief Warden and Facilities OHS Manager on the conduct of their yearly trial evacuation and review the buildings Site Emergency Plan.

Training in the use Fire extinguishers

1. The respective Organisational unit has the responsibility for the training of their staff in the use of fire extinguishers. The Emergency Planning Committee has prepared a suggested risk matrix below to assist managers in determining their training needs.

2. The Division of Facilities Management can provide a list of accredited trainers to assist managers in the provision of fire extinguisher training.

Note: *It is recommended that the Organisational Unit review and document the fire extinguisher risk assessment matrix to determine the need for staff to be trained in fire extinguishers or other first attack fire equipment. Formal training should be noted in the workers local training register and a copy also forwarded to hr@csu.edu.au for inclusion on Human Resources records."*

31. FIRE FIGHTING TRAINING (FIRST ATTACK APPLIANCES) - RISK MATRIX (V3)

Risk Level	Risk Type	Type of Staff	Training Required	Frequency
High	Fat fires	Kitchen staff	Hands-on	On induction, every year
High	Chemical fires	Laboratory staff	Hands-on	On induction, every 2 years
High	Hot work	Maintenance staff Silversmithing staff Workshop (engineering) staff	Hands-on Hands-on Hands-on	On induction, every 2 years On induction, every 3 years On induction, every 3 years
High	Residential fires, including night-times	Student RAs Security staff	Hands-on Hands-on	On induction, yearly On induction, every 2 years
Medium / High	Grass, fuels and machinery fires	Farm Staff	Hands-on	
Medium	Residential fires (daytime)	Child care workers	Hands-on	On induction, every 2 years
Medium	Conference centres	Conference centre staff	Hands on	On induction, every 2 years
Medium	Fuels & machinery	Grounds staff	Hands on	On induction, every 2 years
Medium	Fuels and vehicles	Transport mechanics	Hands on	On induction, every 2 years
Low / Medium	Emergency evacuations	ECO wardens	Awareness/ Hands on	On induction, yearly (2 years?) online / every 3 years
Low	Lecturing / Office work	Academic/ general staff	Awareness training	On induction, every 5 years online