

Emergency Procedures Plan

Facilities Management and Services
(FM+S)

1. PRELIMINARIES

1.1 AMENDMENT APPROVAL SHEET

Amendment No.	Date	Page No.	Amended By	Approved
Version A	May 2005			
Version B	September 2006			
Version C	January 2007			
Version D	March 2010			
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This Emergency Procedures Plan (EPP) is a subordinate plan to the university's Crisis Management Plan (CMP) and provides key guidance for university in the event of an emergency or crisis category incident originating from, or impacting on Southern Cross University.

The Emergency Procedures Plan is based on current operating procedures and captures the expertise and experience previously implemented in response to emergencies impacting the university.

Knowledge and understanding of this plan is essential to ensuring that the university is responsive to emergencies in an effective and timely manner maximising the safety of the University's community and property.

Authorised by:
Vice Chancellor
Executive Director Corporate Services
Director Facilities Management and Services

1.3 INTRODUCTION

COMPLIANCE

This document has been developed in accordance with the university's Occupational Health & Safety Policy, WorkCover Regulations and Australian Standard AS 3745:2002.

■ DOCUMENT CONTROL & AMENDMENT

The Director Facilities Management Services is authorised to approve and implement changes to this document.

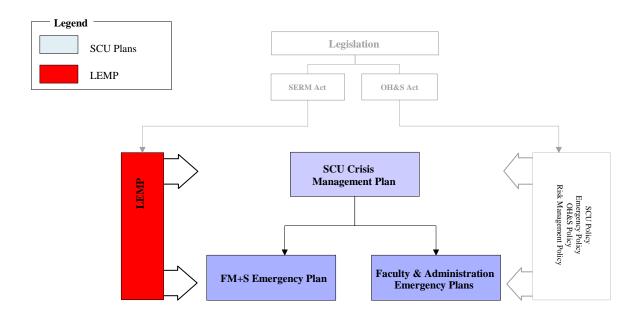
□ DISTRIBUTION LIST

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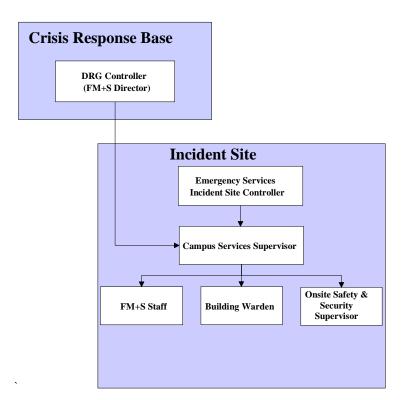
1.4 GLOSSARY & DEFINITIONS

Abbreviation/ Term	Description	Definition		
Controller	Director Facilities Management Services	The position responsible for the SCU management of Crisis level incidents.		
CSS	Campus Services Supervisor	Responsible for the management of Facilities Campus Services.		
DISPLAN	Crisis Plan	NSW Emergency Plans which exist at State, District and Local levels.		
CRC	Crisis Response Centre	The location where the DRG manages a crisis.		
CRG	Crisis Response Group	The executive group that manages Crisiss that impact SCU.		
FM+S	Facilities Management and Services			
RVP	Rendezvous point	Meeting point with emergency services when they first arrive on site.		
SCU	Southern Cross University			
SITREP	Situation Report			
LEMP	Lismore emergency Management Plan	Emergency plan enacted by Local Government		
SEMP	State Emergency Management Plan	Plan enacted by State Government		

☐ 1.5 SCU INCIDENT PLANS



■ INCIDENT MANAGEMENT CHAIN OF COMMAND



Note: Building Warden availability applies only during business hours.

□ ACTIVATION OF THE CRISIS MANAGEMENT PLAN

The Crisis Management Plan (CMP) shall be implemented for incidents that meet the criteria of either Major or Crisis level incidents.

Reference: Incident Classifications page 9

☐ 1.6 CONTROL OF INCIDENTS

FM+S is responsible for initial control of an emergency incident on campus until the arrival of emergency services at which time the applicable agency will assume overall site control.

Incident	Combat Agency
Fire / Bush Fire	Fire Brigade, Rural Fire Brigade
Bomb Threat (written & telephone)	Police
Chemical Spillage (laboratory, bulk chemical store)	Fire Brigade, HAZMAT
Critical Power Failure (water, airconditioning services failure)	Managed internally
Vehicle Accident	Police
Student Demonstrations	Police
Hostage Siege	Police
Environmental Accident (bulk fuel and chemicals)	Fire Brigade, HAZMAT
Flooding (nature or defect)	FM+S
Severe Storm	SES, Fire Brigade
Robbery / Assault	Police
Chemical / Biological Incident	Fire Brigade, HAZMAT

Table 1 - Combat agencies in charge of foreseeable emergency incidents

☐ 1.7 ROLES & REPONSIBILITIES

☐ Onsite Safety and Security Supervisor

- Ensure security staff understands roles and responsibilities under this plan.
- Provide 24 hour contact for incidents and initiate notification plan.
- Participate in all SCU emergency training and exercises as directed.
- Ensure notification callout list is current and readily accessible.
- Respond to incidents in accordance with the procedures detailed in this plan.
- Attend and participate in incident debriefs as directed by the Campus Services Supervisor
- Complete and submit incident reports to Director, Facilities Management in a timely manner.

☐ Building Wardens

This position shall be fulfilled by the staff member from the relevant Building impacted by an incident.

- Coordinate the appropriate response to an incident impacting their area of responsibility.
- Coordinate local training in accordance with SCU annual emergency training including exercise program and participation in wider SCU exercises.

- Ensure actions are prioritised to ensure the safety of people is placed above all other priorities.
- Coordinate evacuation of site (as required).
- Attend and participate in incident debriefs as directed by the Campus Services Supervisor.

☐ Campus Services Supervisor

Provide a 24 hour recovery support to incidents through attendance of the FM+S, designated contractors or consultants.

Ensure resources and contractors required to support recovery tasks are readily available in the event of an incident. Maintain current list of appropriate contractors.

Provide recovery support for the following services:

- mechanical
- electrical
- plumbing
- refrigeration
- (asbestos management if applicable)
- carpentry & lock smithing
- hydraulics
- gardens & grounds
- energy management
- utility management
- Assume onsite control of incidents which impact beyond an individual Building Warden's areas of responsibility.
- Provide coordination of SCU shared resources as well as provide liaison role between SCU and emergency services.
- Provide onsite support to building wardens as required.
- Participate as a member of the Crisis Response Group under the SCU Crisis Management Plan.
- Assist in setting up of the CRC in the event of a Crisis level incident.
- Emergency relocation and construction of workspaces.
- Source demountables and other temporary buildings.
- Arrange site asbestos removal and containment if located.
- Structural assessment of impacted building.
- Organise and oversee reconstruction works.
- Provide an onsite presence to support emergency services in the event of an incident.
- Ensure resources and contractors required to support recovery tasks such as chemical cleanups, etc, have been identified and can provide prompt response if notified to attend.

 Retain a master Dangerous Goods Manifest to be readily available to emergency services in the event of an incident. Note: OH&S Manager's responsibility to obtain and maintain list.

☐ Director FM+S

In the event of escalation from an emergency to a Crisis or major Crisis event, assume control of the incident as the Controller under the authority of the SCU Crisis Management Plan

Note: Specific tasks are detailed in SCU Crisis Management Plan.

In the event that the Director FM+S being unavailable, the Director Finance or Facilities Manager shall have delegated authority to fulfil the duties of this position.

☐ Emergency Services Site Controller

The Emergency Services Site Controller (ESSC) assumes overall control of an incident site as Legislated. The Campus Services Supervisor or Security Supervisor will accompany the ESSC at all times and will maintain university radio contact with the CRG

The controlling emergency service (Police, Fire Brigade SES) depends on the nature of the incident.

■ 1.8 INCIDENT CLASSIFICATION

Level	Incident Classification	Classification Guide	Examples
1	Crisis	A crisis is where there is a real or immediate danger of injury or loss of human life and/or where there is a large impact on, or consequences for, operations or the university. May involve significant coordinated response by Emergency Services organisations and high-level coordination with external agencies by the Crisis Management Team. Activates SCU Crisis Management Team.	Natural crisis causing widespread and protracted disruption to local community to which SCU provides support such as a building fire, Severe storm, extensive laboratory fire. Loss of life
2	Major	A major incident causes (or has the potential to cause) significant disruption to operations or the university (e.g. a relatively small incident may quickly escalate to a crisis incident classification if it occurs in a critical area).	Incident requiring evacuation of a building. Serious assaults on staff or students. Student demonstration. Injuries
3	Minor	Relatively small impact or consequence for operations or the university can be appropriately managed within normal management lines of control. No urgent emergency services required.	General vandalism. Minor assault or anti-social behaviour. Minor injury to a person.

Table 2 - Incident classification

1.9	TRAINING 8	& AWARENESS
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All training and emergency exercises shall be undertaken in accordance with Southern Cross University's annual emergency exercise and training programs and be coordinated by the Occupational Health and Safety Manager and the Crisis Response Group.

All key FM+S staff shall undertake local training and participate in University exercises involving other work units including exercises involving emergency services where possible.

☐ 1.10 SITE PREPARATION

☐ Emergency assembly areas

The location of emergency assembly areas should where possible meet the following criteria:

- A readily identifiable area (e.g. next to a well known landmark).
- Away from building or structures or vegetation that are likely to become a danger during an incident (e.g. fire).
- Able to accommodate the maximum number of people likely to be evacuated from the affected area.
- Area free of glazing, loose overhead items, which if shattered or collapsed could endanger the safety of evacuees.
- The route to emergency assembly areas should be safe and clear of hazards so as not to hinder or endanger the safety of evacuees.

☐ Emergency Services Rendezvous Point

The location of RVP should where possible meet the following criteria:

- Located at a clearly identifiable point on the campus.
- In the event of an incident, if the RVP is in proximity of a hazard, eg suspicious package, fire, etc, then the RVP shall be relocated to a safer position. Advise as necessary.

Reference: Annexure 3 - Campus Emergency Diagram.

Ш	Location	of staff	evacuation	control	points
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The location of the warden evacuation control points will be dependent on the incident and will be briefed at the time by the Building Warden.

☐ Evacuation routes

Safe evacuation routes from a building or incident site will vary from incident to incident and will be dictated by the nature and location of the incident.

☐ Evacuation diagram signage

Facilities Management Services shall ensure that appropriate evacuation diagrams and signage is posted in public and staff places within the university.

☐ COMMUNICATIONS PLAN AND EQUIPMENT

☐ Safety & communication equipment

The Campus Services Supervisor shall undertake regular safety audits and inspections to ensure that all safety and communications equipment is in place, ready and available for use when required in any emergency.

Primary internal communications are to be via radios and external by phone.

☐ Situation reporting & recording

In the event of an incident, the recording and reporting of information is essential so that accurate and up-to-date decisions can be made by responding personnel.

Situation reports (**SITREPS**) should comprise the following key information:

Background	Description of what has happened at the incident (not required after first update)	
Incident Status	Description of what action is currently being taken	
Current Resources	Both internal & external resources currently in use	
Injuries	Number and nature of injuries	
Proposed Actions	What action is being proposed to deal with the incident	
Future Resources	Resources required to fulfil the 'proposed actions' *Note: This may involve the scaling up and scaling down of resources	

☐ Contact List

The most current emergency contact list is located at SCU Security Office. Designated Staff will have appropriate information regarding contact numbers of staff and contractors who may needed in an emergency situation.

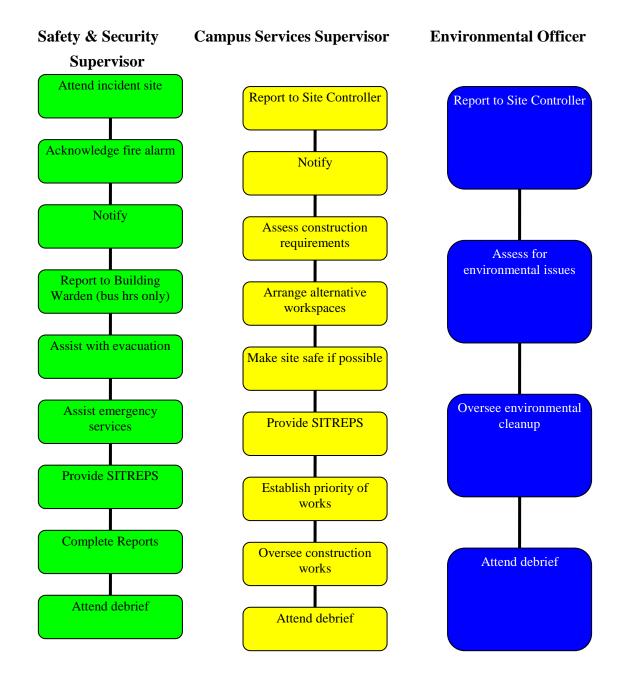
☐ Media

Any staff contacted by the media should refer them to the University Marketing Section.

2. RESPONSE & RECOVERY PROCEDURES

2.1 FIRE (BUILDING)

Note: The procedures below are set out in approximate sequence however the nature of emergencies may require actions to be implemented concurrently.

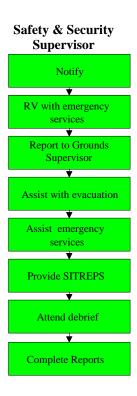


	SAFETY AND SECURITY SUPERVISOR
In	the event of a fire:
	Acknowledge fire alarm
	Acknowledge the alarm on the fire panel at the Safety & Security Office
	• Notify the fire brigade immediately – (internal; dial "0" then "000").
	• Contact Campus Services Supervisor immediately and provide details of the incident.
	Attend incident site
	 Dispatch security officer to emergency services RVP.
	Proceed to location of the fire.
	Report to Building Warden
	• Liaise with Building Warden and obtain situation report as well as confirm emergency assembly area.
	*Note: Building Wardens generally will not be onsite after hours.
	Assist with evacuation
	• Direct persons away from the area of the fire or building in which the fire is located. Utilise other security officers to cordon off area.
	 Direct persons exiting the building to emergency assembly area.
	Assist emergency services
	 If after hours provide emergency services with access to the building.
	 Assist emergency services and follow their directions.
	Provide SITREPS
	• Continue to update the Campus Services Supervisor and follow directions.
	Attend debrief
	Attend incident debrief as directed by Campus Services Supervisor.
	Complete reports
	• Upon the emergency being resolved and security presence no longer required, complete an incident report.
	CAMPUS SERVICES SUPERVISOR
Upon	arrival at the incident site:
	Report to site controller
	• Liaise with Emergency Services Site Controller and Building Warden to establish the extent of the fire.
	Notify Director Facilities Management and Services
	Assess damage and service requirements
	• Once safe to do so, assess the incident site for damage to the following as applicable:

	Structural damage to building.
	 Electrical services (power, lighting, airconditioning, etc). Refrigeration services.
	- Plumbing.
Ц	Make site safe
	 Once the fire has been extinguished, liaise with fire services to establish extent of building structural damage.
	 Cordon off areas that are unsafe and post signage.
	Manage contamination
	 Where contamination may exist, isolate the area to prevent access.
	• Engage specialist contractor for clean up tasks.
	Establish priority of works
	 Liaise and establish a priority of works.
	Oversee contractor works.
	Oversee infrastructure works
	 Areas with critical service requirements (e.g. backup power, airconditioning, etc) make alternative service arrangements as a priority (engage pre-designated contractors as required).
	Attend debrief
	Attend incident debrief.
	ENVIRONMENTAL OFFICER
Upon	arrival at the site:
	Report to site controller
	• Liaise with Site Controller to establish the extent of environmental impact.
	Assess for environmental issues
	• Liaise with fire brigade for initial cleanup response to environmental accident (chemical spills, fuel spills, etc) resulting from fire.
	Oversee environmental cleanup
	 Engage pre-designated contractors as required to cleanup environmental accidents.
	Oversee cleanup works.
	Attend debrief
	Attend incident debrief as directed by Controller.
	Arrange debrief
_	• At the completion of the incident arrange a debriefing to be attended by key
	personnel involved in the incident.

2.2 BUSH FIRE

Note: The procedures below are set out in approximate sequence however the nature of emergencies may require actions to be implemented concurrently.



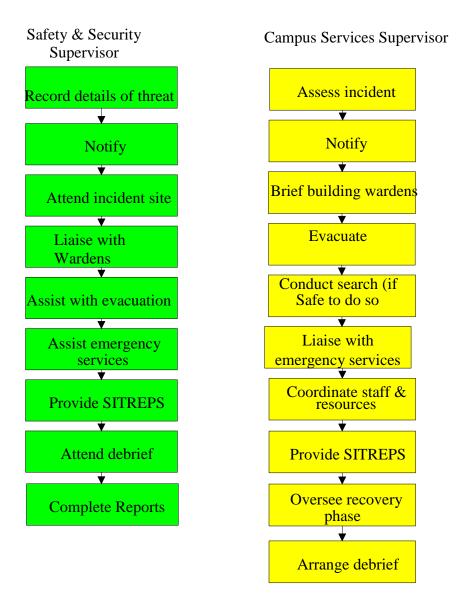
campus property. ■ SAFETY AND SECURITY SUPERVISOR □ Notify • Notify the fire brigade immediately – (internal; dial "0" then "000"). Contact Campus Services Supervisor immediately and provide details of the incident. ☐ RV with emergency services Dispatch security officer to emergency services RV to direct them to the location of the fire. ☐ Assist with evacuation Assist and direct persons away from the area of the fire. ☐ Assist emergency services Assist emergency services and follow their directions. ☐ Provide SITREPS Continue to update the Campus Services Supervisor and follow directions. ☐ Attend debrief • Attend incident debrief as directed by Campus Services Supervisor. ☐ Complete Reports Upon the emergency being resolved and security presence no longer required, complete incident report. □ CAMPUS SERVICES SUPERVISOR Note: Only applicable where buildings or infrastructure have been damaged by bush fire. Where this is the case refer to "Fire (Building)" procedures. **Upon being notified of the bush fire:** ☐ Attend the site (only if safe) Only attend the property under threat of fire if safe to do so (clear routes in and out), otherwise await directions from emergency services. ☐ Evacuate area Assist with the evacuation of any people under threat of the fire. **□** Assist emergency services • Assist emergency services and follow their directions. ☐ Provide SITREPS Provide regular situation reports. ☐ Attend debrief

Attend incident debrief.

This procedure is provided where bush fires come within close proximity of

2.3 Bomb / Chemical / Biological Threat (telephone & written)

Note: The procedures below are set out in approximate sequence however the nature of emergencies may require actions to be implemented concurrently.



	SAFETY AND SECURITY SUPERVISOR
_	receiving details that a bomb / chemical / biological threat has been made st the university:
	NOTE: IF IN DOUBT, EVACUATE IMMEDIATELY & NOTIFY POLICE
	Record details of threat
	Nature of the threat and Location
	Notify
	 Contact Campus Services Supervisor immediately and provide initial details of the threat.
	Attend incident site
	• Interview the person who received the threat.
	• Where a written threat is made, ensure that it has been isolated and not handled (paper based threat only).
	 Record details of the written threat (do not touch or handle the document or photocopy it).
	• Where a telephone threat has been made have the recipient of the call complete the bomb threat checklist and make a copy.
	Assist with evacuation
	 Where the Campus Services Supervisor has assessed that an evacuation is required: Notify the Building Warden immediately.
	 Attend the site and direct persons away from the area that is being evacuated. Utilise other security officers to cordon off area. Direct persons to emergency assembly area.
	Assist emergency services
Ш	 Assist emergency services Assist emergency services and follow their directions.
П	Provide SITREPS
Ц	 Continue to update the Campus Services Supervisor of any developments and follow their directions.
	Attend debrief
	Attend incident debrief as directed by Campus Services Supervisor.
	Complete reports
	• Upon the emergency being resolved and security presence no longer required, complete an incident report.

	CAMPUS SERVICES SUPERVISOR (CSS)
	NOTE: IF IN DOUBT, EVACUATE IMMEDIATELY & NOTIFY POLICE
Upon	being advised of a threat:
	Assess the incident
	Assess the following:
	• Nature and target of the threat.
	• Credibility of the threat. Consider:
	 specific details of the threat; and
	 historical information regarding bomb threats
	 Potential danger to persons and property in the vicinity.
	 Search and evacuation options. Evacuate immediately; or
	 Search and then evacuate if "suspicious" package discovered.
	 Actions that have already been taken.
	• Requirement for any additional resources to assist (personnel, equipment, etc).
	Notify
	 If the threat is assessed as credible or if in doubt, ring "000" and report the following to police – (internal; dial "0" then "000"): Your name; Nature of the threat; Request appropriate emergency services (police, fire brigade, ambulance). Your contact phone number.
	 Activate SCU notification plan.
П	Brief Building Warden(s)
	 Brief Building Wardens of the threat and whether a search will be conducted or the area under threat will be evacuated immediately.
	• Regardless of the credibility of the threat, a brief search of the building should be the minimum response.
	Conduct a search (if applicable)
	• If a decision is made to search, brief Building Wardens to search their areas of responsibility.
	• If an unattended package has been found then attend and assist with the assessing it.
	Reference: 3.4 Assessment of Unattended Property
	Evacuate
	• If the threat is determined to be credible or if a "suspicious" package is discovered, evacuate immediately.
	• Direct Building Wardens to commence evacuation in accordance with their

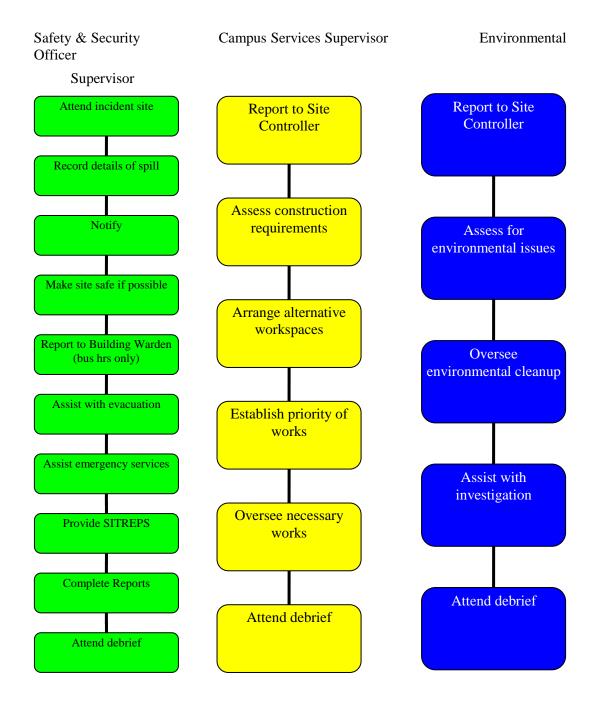
local plans. Evacuation routes and locations may need to be amended depending

on the location of any "suspicious" packages found.

•	Continue to oversee and coordinate the incident.	
Coor	rdinate staff & resources	
•	Provide advice and direction to security personnel and FM+S staff on site.	
•	Arrange and coordinate additional resources as required.	
☐ Liaise with emergency services		
•	Provide liaison role between SCU and emergency services.	
☐ Provide SITREPS		
•	Provide regular situation reports to the Controller.	
☐ Oversee Recovery phase		
•	Ensure FM+S recovery tasks are completed and assist where required.	
☐ Arrange debrief		
•	At the completion of the incident arrange a debriefing to be attended by key personnel involved in the incident.	

2.4 CHEMICAL SPILL

Note: The procedures below are set out in approximate sequence however the nature of emergencies may require actions to be implemented concurrently.



	SAFETY AND SECURITY SUPERVISOR
Upon	receiving details of a serious chemical spill:
	Record details of the spill
	Nature of the spill.
	• Location.
	 Details of any injured persons and numbers.
	Notify
	• Ring "000" and request emergency services as required – (internal; dial "0" then "000").
	 Contact Campus Services Supervisor immediately and provide details of the incident.
	Attend incident site
	 Dispatch security officer to emergency services RVP.
	 Proceed to location of the spill.
	Report to building warden
	• Liaise with Building Warden and obtain situation report as well as confirm emergency assembly area. Note : Building Wardens will not be onsite after hours.
	Assist with evacuation
	• Direct persons away from the area of the spill or building in which the spill is located. Utilise other security officers to cordon off area.
	• Direct persons exiting the building to emergency assembly area.
	Assist emergency services
	• If after hours, provide emergency services with access to the building/area.
	 Assist emergency services and follow their directions.
	Provide SITREPS
	• Continue to update the Campus Services Supervisor and follow directions.
	Attend debrief
	 Attend incident debrief as directed by Campus Services Supervisor.
	Complete reports
	• Upon the emergency being resolved and security presence no longer required, complete an incident report.

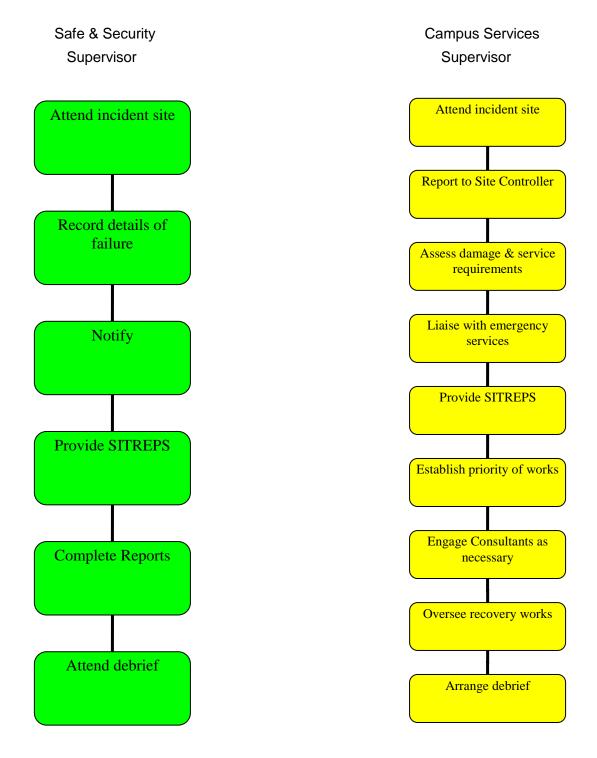
	CAMPUS SERVICES SUPERVISOR
Upon	arrival at the incident site:
	Report to site controller and building warden
	• Liaise with Emergency Services Site Controller and Building Warden to establish the extent of the spill.
	Assess damage and service requirements
	 Once safe to do so, assess the incident site for damage to the following as applicable: Electrical services (power, lighting, heating, airconditioning, etc). Refrigeration services. Plumbing. Grounds.
	Establish priority of works
	• Liaise with the Campus Services Supervisor to priority list infrastructure works.
	Oversee infrastructure works
	 Areas with critical service requirements (e.g. backup power, airconditioning, etc) make alternative service arrangements as a priority (engage predesignated contractors as required).
	Attend debrief
	 Attend incident debrief as directed by Controller.
	• Details of the incident.
	 Immediate danger to persons and property in the vicinity.
	 Nature and number of any injured / traumatised.
	Actions already taken.
	 Requirement for additional resources to assist (personnel, equipment, emergency services, etc).
	Notify
	• Implement notification plan of all FM+S staff (as required) including the Controller (Director FM+S).
	 Confirm that the appropriate emergency services have been notified.
	Coordinate staff & resources
	• Provide advice and direction to security personnel and FM+S staff on site.
	 Arrange and coordinate additional resources as required.
	Liaise with emergency services
	• Where required, provide liaison role between SCU and emergency services.
	Provide SITREPS

Provide regular situation reports to the Controller.

\Box (Oversee Recovery phase
	• Ensure FM+S recovery tasks are completed and assist where required.
	Arrange debrief
	• At the completion of the incident arrange a debrief to be attended by key personnel involved in the incident.
	ENVIRONMENTAL OFFICER
\Box A	Attend site
	• Upon being notified of incident attend the site.
	Assess for environmental issues
	• Liaise with fire brigade for initial cleanup response to environmental accident (chemical spills, fuel spills, etc).
	Oversee environmental cleanup
	• Engage pre-designated contractors as required to cleanup environmental accidents.
	Oversee cleanup works.
	Assist with investigation
	• Assist with any investigation initiated by FM+S into the cause of the incident.
\Box A	Attend debrief
	Attend incident debrief as directed by Controller.

2.5 CRITICAL SERVICES FAILURE (POWER, WATER, DATA)

Note: The procedures below are set out in approximate sequence however the nature of emergencies may require actions to be implemented concurrently.



SAFETY AND SECURITY SUPERVISOR Upon receiving details of a critical services failure: ☐ Record details of the failure Nature of the services failure. Location. Details of any injured persons and numbers. Where notification is through the fire alarm panel, acknowledge the alarm. □ Notify Alarms from computer server rooms, notify ITD. After hours notify on call ITD staff. All other critical services failure contact on call FM+S staff. If they cannot be contacted notify the on call service contractor (refer contact list). If they cannot be contacted, notify Infrastructure Manager. Contact Campus Services Supervisor immediately and provide details of the incident. ☐ Attend incident site Dispatch security officer to incident to assist contractors gaining access to site. Report to Building Warden and offer any assistance (business hours only). ☐ Provide SITREPS Continue to update the Campus Services Supervisor and follow their directions. ☐ Attend debrief Attend incident debrief as directed by Campus Services Supervisor. ☐ Complete reports Upon the emergency being resolved and security presence no longer required, complete an incident report. CAMPUS SERVICES SUPERVISOR **Upon arrival at the incident site:** ☐ Assess the incident Assess the following: Details of the incident. Immediate danger to persons and property in the vicinity. Nature and number of any injured / traumatised. Actions already taken. Requirement for additional resources to assist (personnel, equipment,

Assess the incident site for damage to the following as applicable:

- Electrical services (power, lighting, heating, airconditioning, etc).

- Refrigeration services.

emergency services, etc).

	- Plumbing.
Estal	blish priority of works
•	Assist Campus Services Supervisor to priority list infrastructure works.
Arra	nge backup resources
•	Areas with critical service requirements (e.g. backup power, airconditioning, etc) make alternative service arrangements as a priority (engage predesignated contractors as required).
•	Oversee contractors and works.
Inves	stigate cause
•	Contribute to any investigation initiated by FM+S to establish cause of incident.
Over	see infrastructure works
•	Areas with critical service requirements (e.g. backup power, airconditioning, etc) make alternative service arrangements as a priority (engage predesignated contractors as required).
Cond	luct debrief

• Arrange an incident debrief and request attendance by key FM+S staff.

2.6 VEHICLE ACCIDENT

Note: The procedures below are set out in approximate sequence however the nature of emergencies may require actions to be implemented concurrently.

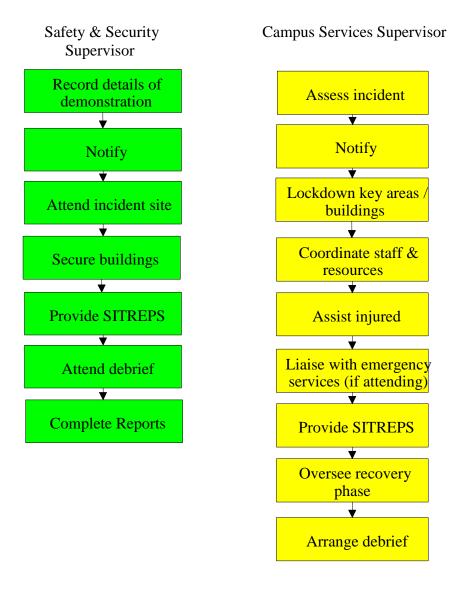


	SA	FETY AND SECURITY SUPERVISOR	
	☐ Record details of accident		
	•	Nature of the accident.	
	•	Location.	
	•	Number & nature of injuries (if known).	
	Notif	$\dot{\mathbf{y}}$	
	•	Ring "000" and request emergency services (as required) – (internal; dial "0" then "000").	
	•	Contact Campus Services Supervisor and provide details of the incident.	
	Atter	nd incident site	
	•	Proceed to location of the accident.	
	Asses	ss the incident	
	•	Confirm details of incident.	
	•	Number and nature of any injuries.	
	•	Extent of damage to vehicles.	
	•	Traffic control measures.	
	•	Resource requirements e.g. ambulance, police, etc.	
	Impl	ement traffic control	
	•	Utilise security staff to commence initial traffic control around the accident scene until police arrive.	
☐ Assist injured			
	•	If safe to do so, remove persons from any life threatening hazards.	
	•	If able, immediately provide assistance and comfort until ambulance arrives.	
	Prov	ide SITREPS	
	•	Continue to update the Campus Services Supervisor and follow directions.	
	Assis	et emergency services	
	•	Assist emergency services and follow their directions.	
☐ Clear incident site			
	•	Keep incident site clear of non-essential people.	
	•	Redirect traffic utilising available security staff.	
	Reco	rd witness details	
	•	Record witness details (Name, address, contact phone no.).	
	Com	plete reports	
	•	Upon the emergency being resolved and security presence no longer required, complete an incident report.	

EN۱	/IRONMENTAL OFFICER	
☐ Attend site (if required)		
•	Upon being notified of incident attend the site.	
Asse	ss for environmental issues	
•	Liaise with fire brigade for initial cleanup response to environmental accident (chemical spills, fuel spills, etc).	
Over	rsee environmental cleanup	
•	Engage pre-designated contractors as required to cleanup environmental accidents.	
•	Oversee cleanup works.	
Assi	st with investigation	
•	Assist with any investigation initiated by FM+S into the cause of the incident.	
Atte	nd debrief	
•	Attend incident debrief as directed by Campus Services Supervisor.	
CA	MPUS SERVICES SUPERVISOR	
Asse	ss the following	
•	Assess incident including immediate danger to persons and property	
•	Nature and number of any injured / traumatised.	
•	Actions already taken.	
•	Requirement for additional resources to assist (personnel, equipment, emergency services, etc).	
Notif	Î y	
•	Implement notification plan of all FM+S staff (as required) including the Controller (Director FM+S).	
•	Confirm that the appropriate emergency services have been notified.	
Coor	rdinate staff & resources	
•	Provide advice and direction to security personnel and FM+S staff on site.	
•	Arrange and coordinate additional resources as required.	
Liais	e with emergency services	
•	Where required, provide liaison role between SCU and emergency services.	
Prov	ide SITREPS	
•	Provide regular situation reports to the Controller.	
Over	rsee Recovery phase	
•	Ensure FM+S recovery tasks are completed and assist where required.	
Arra	nge debrief	
•	At the completion of the incident arrange a debriefing to be attended by key	

personnel involved in the incident.

2.7 STUDENT DEMONSTRATION

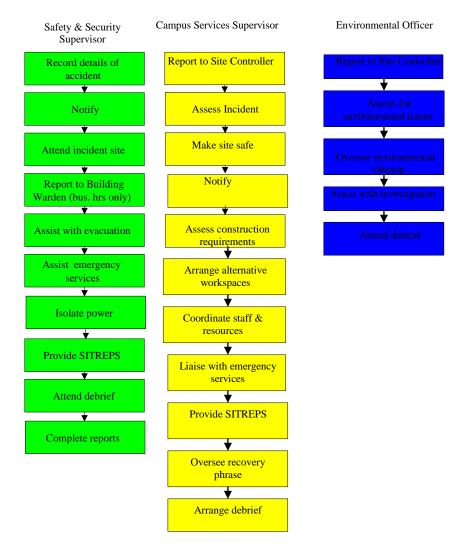


	SAFETY AND SECURITY SUPERVISOR
_	receiving a report of any demonstration regardless of the potential to te into violence:
	Record details of the demonstration
	Nature of the demonstration.
	• Location.
	 Details of participants and numbers.
	Notify
	• Immediately notify the Campus Services Supervisor of the incident.
	• Call "000" immediately if the protest has become violent or if directed to do so by CSS – (internal; dial "0" then "000").
	Attend incident site
	 Proceed to location of the demonstration.
	Secure buildings
	 Assist Campus Services Supervisor to lockdown buildings under threat or as directed.
	 Follow directions from CSS.
	Provide SITREPS
	 Continue to update the Campus Services Supervisor.
	Complete reports
	 Upon the incident being resolved and security presence no longer required, complete an incident report.
	CAMPUS SERVICES SUPERVISOR
	Assess the incident
	Assess the following:
	 Details of the incident. The mood of the demonstration and likelihood of escalation. The demonstration organisers. Areas to be locked down (if required) –doors including electronic access controlled doors.
	 Immediate danger to persons and property in the vicinity.
	 Nature and number of any injured / traumatised.
	Actions already taken.
	 Requirement for additional resources to assist (personnel, equipment, emergency services, etc).
	Notify
	• Implement notification plan of all FM+S staff (as required) including the

Controller (Director FM+S).

•	Confirm that the appropriate emergency services have been notified (if required).			
Lock	down key areas / buildings			
•	Prepare at risk buildings for lockdown. The decision to lock down should be made if there is likelihood that demonstrators will attempt to access and damage property and/or threaten staff.			
•	As a minimum, the following buildings / areas shall be prepared for lockdown (and if necessary evacuated of occupants). — Administration Building — Library			
•	Security shall be placed in vicinity of areas that students are likely to attempt to breach or damage property.			
Coor	edinate staff & resources			
•	Provide advice and direction to security personnel and FM+S staff on site.			
•	Arrange and coordinate additional resources as required.			
Assis	t injured			
•	Provide assistance to any injured and traumatised persons.			
•	Seek out persons with medical training who can provide assistance.			
Liais	e with emergency services			
•	Where required, provide liaison role between SCU and emergency services.			
Prov	ide SITREPS			
•	Provide regular situation reports to the Controller and Executive as required.			
Oversee recovery phase				
•	Ensure FM+S recovery tasks are completed and assist where required.			
Arra	nge debrief			
•	At the completion of the incident arrange a debriefing to be attended by key personnel involved in the incident.			

2.8 ENVIRONMENTAL ACCIDENT (BULK FUEL & CHEMICALS)



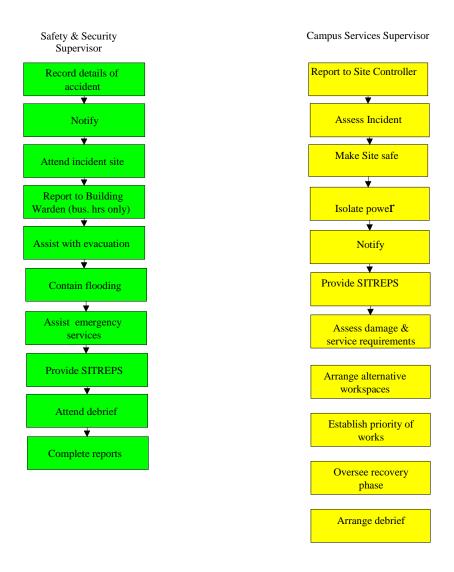
	SAF	ETY AND SECURITY SUPERVISOR				
Upon	Upon receiving details of a serious environmental accident:					
	☐ Record details of the accident					
	•	Nature of the accident.				
	•	Location.				
	•	Details of any injured persons and numbers.				
	Notify	y .				
	•	Ring "000" and request emergency services as required – (internal; dial "0" then "000").				
		Contact Campus Services Supervisor immediately and provide details of the incident.				
	Atten	d incident site				
	•	Dispatch security officer to emergency services RVP.				
	•	Proceed to location of the accident.				
	•	Maintain a safe distance from the accident.				
	Liaise	with Building Warden				
		Liaise with Building Warden obtain a situation report and confirm emergency assembly area.				
	Assist	with evacuation				
		Direct persons away from the area of the spill or building in which the spill is located. Cordon off effected area.				
	•	Direct persons exiting the building to emergency assembly area.				
	Isolat	e power				
		Where flammable liquids are involved e.g. petroleum, shutdown power to the area, but only if safe to do so.				
	Assist	emergency services				
	•	If after hours, provide emergency services with access to the building/area.				
	•	Assist emergency services and follow their directions.				
	Provi	de SITREPS				
	•	Continue to update the Campus Services Supervisor and follow their directions.				
	Atten	d debrief				
	•	Attend incident debrief as directed by Campus Services Supervisor.				
	Comp	olete reports				
		Upon the emergency being resolved and security presence no longer required, complete an incident report.				

☐ CAMPUS SE	RVICES SUPERVISOR
Upon arrival at the i	ncident site:
☐ Report to site co	ontroller
	ith Emergency Services Site Controller and Building Warden to the extent of the accident.
☐ Assess damage	and service requirements
applicable – Electric – Refrige – Plumbi	cal services (power, lighting, heating, airconditioning, etc). eration services.
☐ Make site safe	
	spill has been cleaned up, liaise with emergency services to establish building damage.
• Cordon of	f areas that are unsafe and post signage.
☐ Establish priori	ty of works
 Liaise wit 	th the Campus Services Supervisor to list infrastructure repairs.
☐ Arrange alterna	ative workspaces
	th Director FM+S to establish available space within campus buildings ted workspaces (as required).
• Establish	priority list for workspace relocation.
 Arrange t 	emporary buildings through predesignated suppliers (as required).
0 0	ontractors (as required) and commence relocation of workspaces to pus buildings and/or temporary buildings.
☐ Assist in infrast	ructure works
etc) make	th critical service requirements (e.g. backup power, airconditioning, e alternative service arrangements as a priority (engage predesignated rs as required).
☐ Attend debrief	
Attend in	cident debrief as directed by Controller.
☐ ENVIRONME	NTAL OFFICER
☐ Attend site	
Upon being	ng notified of incident attend the site.
☐ Assess for envir	ronmental issues
	th fire brigade for initial cleanup response to environmental accident spills, etc).
☐ Oversee environ	nmental cleanup
• Engage paccidents.	pre-designated contractors as required to cleanup environmental

•	Oversee cleanup works.
Assi	st with investigation
•	Assist with any investigation initiated by FM+S into the cause of the incident.
Atte	nd debrief
•	Attend incident debrief as directed by Controller.

2.9 FLOODING - NATURAL OR OTHERWISE

Note: The procedures below are set out in approximate sequence however the nature of emergencies may require actions to be implemented concurrently.

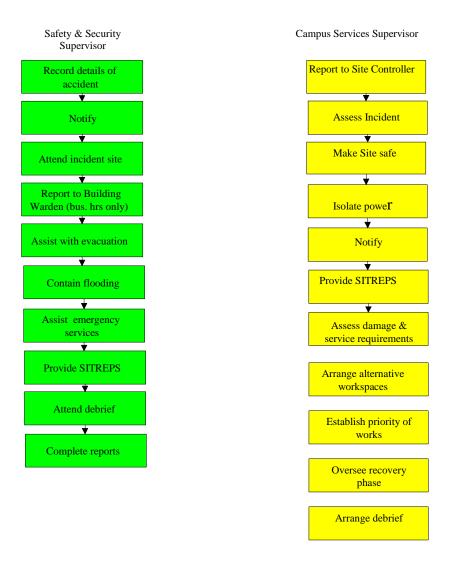


SAF	ETY AND SECURITY SUPERVISOR				
If an incide	nt of flooding is reported:				
☐ Recor	☐ Record details				
•	Nature of the flooding.				
•	Location.				
•	Details of any injured persons and numbers.				
☐ Notify	7				
	Contact Campus Services Supervisor immediately and provide details of the incident.				
•	Notify plumbing contractor.				
☐ Atten	d incident site				
•	Dispatch security officer to attend the site.				
☐ Repor	t to Building Warden (business hours only)				
	Liaise with Building Warden and obtain situation report as well as confirm emergency assembly area (if required).				
☐ Assist	with evacuation				
	Direct persons away from the area of the flooding or building in which the flooding has occurred. Utilise other security officers to cordon off area.				
•	Direct persons exiting the building to emergency assembly area.				
☐ Conta	in flooding				
	If the source of the flooding is known and are confident to stop it (i.e. turn off water, etc), do so cautiously.				
☐ Assist	emergency services				
•	If after hours provide emergency services with access to the building.				
•	Assist emergency services and follow their directions.				
☐ Provi	de SITREPS				
•	Continue to update the Campus Services Supervisor and follow directions.				
☐ Atten	d debrief				
•	Attend incident debrief as directed by Campus Services Supervisor.				
□ Comp	lete reports				
•	Upon the emergency being resolved and security presence no longer required,				

complete an incident report.

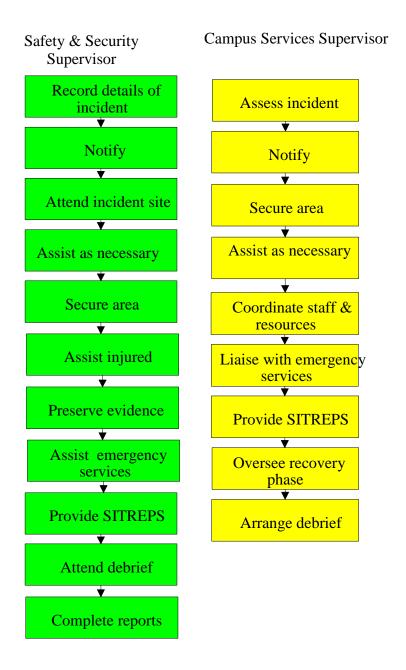
	CAMPUS SERVICES SUPERVISOR			
Upon	arrival at the incident site:			
	Report to site controller			
	• Liaise with Emergency Services Site Controller and Building Warden to establish the extent of the flooding.			
	Isolate Power			
	• Isolate all power to the flooded area. Ensure that this is only done by qualified staff or contractors.			
	Assess damage and service requirements			
	 Once safe to do so, assess the incident site for damage to the following as applicable: Electrical services (power, lighting, airconditioning, etc). Refrigeration services. Plumbing. Gardens & grounds. 			
	Arrange alternative workspaces			
	If relocation is required:			
	• Liaise with Space Management Committee to establish available space within campus buildings for relocated workspaces.			
	 Establish priority list for workspace relocation. 			
	 Arrange temporary buildings through suppliers (as required). 			
	 Engage contractors (as required) and commence relocation of workspaces to other campus buildings and/or temporary buildings. 			
	Establish priority of works			
	 Liaise with the Campus Services Supervisor to priority list infrastructure works Oversee infrastructure works 			
	 Areas with critical service requirements (e.g. backup power, airconditioning, etc) make alternative service arrangements as a priority (engage predesignated contractors as required). 			
	Attend debrief			
	Attend incident debrief as directed by Controller.			

2.10 SEVERE STORM



	SA	FETY AND SECURITY SUPERVISOR			
Upon	being	g notified of storm damage:			
	☐ Record details				
	Nature of the damage.				
	•	Location.			
	•	Details of any injured persons and numbers.			
	Notif	y			
	•	Ring "000" and request emergency services (as required) – (internal; dial "0" then "000").			
	•	Contact Campus Services Supervisor immediately and provide details of the incident.			
	Atter	nd incident site			
	•	Dispatch security officer to emergency services RVP.			
	•	Proceed to location of the incident.			
	Repo	ort to Building Warden			
	•	Liaise with Building Warden and obtain situation report as well as confirm emergency assembly area.			
	Assis	t with evacuation			
	•	Direct persons away from the area of the damage. Utilise other security officers to cordon off area.			
	•	Note: in the event of a serious storm it may not be safe to evacuate to outdoor assembly areas. In this case another undamaged building or shelter may be appropriate.			
	Assis	t emergency services			
	•	If after hours, provide emergency services with access to the building/area.			
	•	Assist emergency services and follow their directions.			
	☐ Provide SITREPS				
	•	Continue to update the Campus Services Supervisor and follow their directions.			
	☐ Attend debrief				
	•	Attend incident debrief as directed by Campus Services Supervisor.			
	Com	plete reports			
	•	Upon the emergency being resolved and security presence no longer required, complete an incident report.			

CAMPUS SERVICES SUPERVISOR				
Report to site controller				
• Liaise with Emergency Services Site Controller and Building Warden to establish the extent and source of flooding.				
Make site safe				
 Cordon of areas that are unsafe and post signage. 				
Isolate power				
• If safe to do so isolate all power to the flooded area (including control valve if source is local supply).				
Assess damage and service requirements				
 Once safe to do so, assess the incident site for damage to the following as applicable: Electrical services (power, lighting, airconditioning, etc). Refrigeration services. Gardens & grounds. 				
Assess construction requirements				
Once safe to do so, assess the following:				
• Structural damage to buildings. Building which should be treated as a priority are:				
Administration BuildingLibrary				
SCU Archives.				
 Computer Main frames 				
 Relocation and construction of workspaces. 				
 Requirement for demountables and other temporary buildings. 				
Reconstruction works.				
Establish priority of works				
• Liaise with the Campus Services Supervisor to priority list infrastructure works.				
 Areas with critical service requirements (e.g. backup power, airconditioning, etc) make alternative service arrangements as a priority (engage predesignated contractors as required). 				
Attend debrief				
 Attend incident debrief as directed by Controller. 				
• Arrange temporary buildings through predesignated suppliers (as required).				
• Engage contractors (as required) and commence relocation of workspaces to other campus buildings and/or temporary buildings.				



☐ SAFETY AND SECURITY SUPERVISOR					
If a robbei	ry is reported:				
□ Reco	ord details of the accident				
•	Nature of the robbery.				
•	Location.				
•	Details of any injured persons and numbers.				
☐ Noti	$\mathbf{f}\mathbf{y}$				
•	Police – internal; dial "0" then "000".				
•	Contact Campus Services Supervisor and provide details of the incident.				
☐ Atte	nd incident site				
•	Attend incident site, however, if the offender is still present stay well clear and keep other people away.				
☐ Assis	st with evacuation as necessary				
•	Direct people not involved in the robbery away from the incident site and continue keep other people clear.				
After the of	fender has left scene:				
☐ Secu	re area				
•	Ensure staff have closed and secured all doors into the work area and await police to attend.				
•	Do not allow unauthorised persons to enter the scene of the robbery				
☐ Assis	st injured as necessary				
•	Provide initial assistance and comfort to injured / traumatised persons.				
•	Seek assistance from any bystanders who have medical training (e.g. doctor, nurse, etc).				
☐ Pres	erve evidence				
•	Do not touch or move anything until authorised by police.				
☐ Assis	st emergency services				
•	Assist emergency services and follow their directions.				
☐ Prov	ride SITREPS				
•	Continue to update the Campus Services Supervisor and follow their directions.				
☐ Atte	nd debrief				
•	Attend incident debrief as directed by Campus Services Supervisor.				
□ Com	☐ Complete reports				
•	Upon the incident being resolved and security presence no longer required,				

complete an incident report.

CAI	MPUS SERVICES SUPERVISOR			
Assess the incident				
Asses	ss the following:			
•	Details of the incident.			
•	Whether or not the offender has left the scene (do not approach if still present).			
•	Immediate danger to persons and property in the vicinity.			
•	Nature and number of any injured / traumatised.			
•	Actions already taken.			
•	Requirement for additional resources to assist (personnel, equipment, emergency services, etc).			
Notif	Y			
•	Implement notification plan of all FM+S staff (as required) including the Controller (Director FM+S).			
•	Confirm that the appropriate emergency services have been notified.			
Secu	re Area			
•	Ensure all access to the robbery scene is secured			
•	Remove all persons not involved in the robbery.			
•	Preserve evidence – do not disturb or touch anything that the offender touched.			
Assis	et injured			
•	Provide assistance to any injured and traumatised persons			
•	Seek out persons with medical training who can provide assistance.			
Coor	edinate staff & resources			
•	Provide advice and direction to security personnel and FM+S staff on site.			
•	Arrange and coordinate any additional resources as required.			
Liais	e with emergency services			
•	Where required, provide liaison role between SCU and emergency services.			
Prov	ide SITREPS			
•	Provide regular situation reports to the Controller.			
Over	rsee recovery phase			
•	Ensure FM+S recovery tasks are completed and assist where required.			
Arra	nge debrief			
•	At the completion of the incident arrange a debriefing to be attended by key personnel involved in the incident.			

3. ANNEXURE

3.1 CAMPUS PLAN

3.2 INCIDENT DEBRIEF FORM

☐ INCIDENT DEBRIEFING Ref:			
1. Conducting the debrief			
Conducted by:	Location:	Date:	
2. List Of attendees			
3. Incident details			
Incident Type:	Time:	Date:	
			•
4. Brief incident summary :			
_			
-			

5. Incident in chronological order

Details	Key issues
Name/position/time:	
None besition kines	
Name/position/time:	
Name/position/time:	
Name/position/time:	
Name/position/time:	

6. SWOT analysis

Strengths	Weaknesses
	TT CHIMICIDES
On months = 24	Th4-
Opportunities	Threats
7. Lessons learnt	
8. Key recommendations for improvement of in	cident response

3.3 INCIDENT LOG SHEET

Date	Time	Action Taken (Includes Requests / Decisions)	Action By Whom	Completed (Y,N)

3.4 ASSESSMENT OF UNATTENDED PROPERTY

☐ FIRST RESPONDER

The aim of assessing unattended property is to determine whether it is "suspicious" or not. The following process will assist in determining this.

☐ Establish ownership

- Check to see if anyone in the vicinity owns the unattended property.
- If no one claims it then carry out the procedure below:

☐ Externally inspect

Without touching the item, conduct an external inspection:

- Is it concealed in some way to prevent it from being noticed or in a location not easily accessible?
- Does it have unusual physical characteristics?
 - Unusual bulges.
 - Leakage (e.g. fuel oil).
 - Unusual packaging (e.g. excessive taping or wrapping).
 - Batteries, LED lights or protruding wires.
 - Unusual smells (e.g. chemicals, fuel oil).
- Is it typical of what would ordinarily be found there?
 - An object may be suspicious because it is not normally found in this location;
 e.g. a suitcase left on top of a bin or wedged behind a seat.
- Also consider the following:
 - Any specific threats which may have been made against the university which may indicate the item is an explosive, chemical, biological device.
 - Current security warnings which may have been received from police or the university.

If after externally inspecting the item and determining it is not suspicious then:

☐ Internally inspect

- Without picking up the item, carefully open and inspect inside following the same process of the external inspection.
- If the item is still 'NOT HOT' (not suspicious) after internal inspection deal with it as lost property or rubbish.

☐ If suspicious

If at <u>any time</u> during the external or internal inspection you determine that the item is suspicious then:

- Do not touch, tilt or tamper with the item.
- Turn off and do not use current emitting devices (e.g. radios or mobile phones) within 50 meters of the item.
- Evacuate all persons a minimum of 150m from the item.
- Immediately notify the Building Warden.