

EMERGENCY RESPONSE PROTOCOLS

In an emergency dial 2 for Security

- Clearly state the emergency: fire, medical etc
- Know your exact location on campus (building, level, room)
- List the number and nature of injuries
- State what treatment is currently being performed

0-000 Emergency Services

Reviewed: July 2023

Table of Contents

| | |
|----------------------------------------------------------------------------|----|
| EMERGENCY COLOUR CODES | 4 |
| 1.0 INTRODUCTION | 5 |
| 1.1. Emergency Equipment | 5 |
| 1.2. Evacuation Assembly Areas | 5 |
| 1.3. Building Communication | 5 |
| 1.4. Emergency Telephone Numbers..... | 5 |
| 1.5. Emergency Services | 5 |
| 1.6. Other Key Contacts..... | 6 |
| 2.0 EMERGENCY EVACUATION PROCEDURE | 6 |
| 2.1 Emergency Control Organisation (ECO) | 6 |
| 2.2 Indemnity of Wardens / Emergency Officers | 6 |
| 2.3 Maintenance of the Emergency Control Organisation | 6 |
| 2.4 Information, Training, and Instruction in Fire Safety Procedures | 6 |
| 2.5 Do Not Use Lifts in an Emergency | 7 |
| 2.6 Vehicles in an Emergency..... | 7 |
| 2.7 Persons Requiring Assistance (Disabled Persons) | 7 |
| 2.8 General Emergency Procedures | 7 |
| 2.9 Emergency Plan – Race Technique | 7 |
| 3.0 ROLES AND RESPONSIBILITIES | 7 |
| 3.1 Emergency Control Organisation..... | 7 |
| 3.2 Chief Warden | 8 |
| 3.3 Deputy Chief Warden..... | 8 |
| 3.4 Emergency Officers Responsibilities: (Area Warden) | 8 |
| 4.0 EVACUATION | 9 |
| 4.1 Alert Tone | 9 |
| 4.2 Evacuation Tone | 9 |
| 4.3 Cascading Alert Tones Building One..... | 9 |
| 4.4 False Alarm..... | 10 |
| 4.5 Evacuation Diagram..... | 10 |
| 5.0 FIRE | 10 |
| 5.1 Master Control Point - Fire Indicator Panel | 10 |
| 5.2 Person Refusing to Comply with Wardens Directions | 10 |
| 5.3 Fire Investigation Procedures | 10 |
| 5.4 Fire Awareness Checklist | 10 |
| 5.5 All Staff..... | 11 |
| 5.6 Fire Prevention | 11 |
| 5.7 Fire Equipment | 11 |
| 5.8 Fire Hose Reels | 12 |
| 5.9 Fire Extinguishers | 12 |
| EMERGENCY PROCEDURES | 13 |
| 6.0 MEDICAL EMERGENCIES | 14 |
| 6.1 Sudden Death..... | 14 |
| 7.0 BOMB THREAT | 15 |
| 7.1 If a Suspicious Object Is Found | 15 |
| 7.2 Telephone Bomb Threat | 15 |
| 8.0 INTERNAL EMERGENCY | 15 |
| 8.1 Gas Leak..... | 15 |
| 8.2 Power Failure..... | 16 |
| 8.3 Lift Breakdown..... | 16 |
| 8.4 Hazardous Chemical Material..... | 16 |
| 9.0 PERSONAL THREAT | 16 |
| 9.1 Personal Threat | 16 |
| 9.2 Violent or disturbed Persons | 16 |
| 9.3 Harassment or Stalking..... | 16 |



EMERGENCY RESPONSE PROTOCOLS

9.4 Lockdown..... 17

9.5 Assault or Sexual Assault..... 16

9.6 Robbery 17

OFFENDER IDENTIFICATION.....17

10.0 MISSING PERSONS.....18

10.1 Missing Child..... 18

10.2 Missing Adult..... 18

11.0 EXTERNAL EMERGENCIES.....18

11.1 Severe Weather warnings..... 18

11.2 Building Collapse..... 18

12.0 CRITICAL INCIDENT RECOVERY PLAN – CRIP.....19

APPENDIX 1: FACILITIES MANAGEMENT STORM AND FLOOD EVENT PROCESSES.....20

APPENDIX 2: FIRE EQUIPMENT LEGEND.....21

EMERGENCY COLOUR CODES

| | |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Evacuation | <ul style="list-style-type: none"> • Emergency Evacuation |
| Fire | <ul style="list-style-type: none"> • Fire |
| Medical Emergency | <ul style="list-style-type: none"> • Serious Injury / Illness • Sudden Death • Food Poisoning • Infectious Disease • Traffic Accident |
| Bomb Threat | <ul style="list-style-type: none"> • Bomb Threat |
| Internal Emergency | <ul style="list-style-type: none"> • Gas Leak • Hazardous Material • Power Failure • Lift Breakdown • Loss of Water |
| Personal Threat | <ul style="list-style-type: none"> • Disturbed or Hostile Person • Assault / Sexual Assault • Robbery • Threat, Harrassment or Stalking • Civil Disturbance, Siege or Attack |
| External Emergency | <ul style="list-style-type: none"> • Severe Weather Warning (Severe Storms/Floods, Bushfires, Cyclone) • Earthquake / Building Callapse / Structure Failure |

1.0 INTRODUCTION

Being prepared for any emergency is critical, it saves lives and property. At Bond University, emergency procedures have been developed to ensure the safety of all staff, students, visitors and contractors.

The risk of panic, personal injury and the loss of property are significantly reduced by having efficient Emergency Control Organisation, and staff trained in emergency response procedures.

The Emergency Control Organisation and Guidelines has been developed in accordance with Australian Standard 3745-2002 "Emergency Control Organisation and Procedures for Buildings, Structures, and Workplaces". Worksafe QLD, AS/NZS 4801:2001 and AS/NZS 4804:2001

An emergency can include fire, explosion, gas leak, bomb threat, earthquake, flood, natural disaster, severe structural damage to a damage to a building, building contamination, armed hold-up, civil disorder.

1.1. Emergency Equipment

- The University fire alarm system is called an emergency warning intercommunication system (EWIS) that facilitates communication and control in an emergency.
- The EWIS is in each building, in the Fire Indicator Panel. It can be operated automatically which requires no intervention by staff or controlled manually by the Chief Warden or Emergency Services.

The system can sound two tones to initiate an evacuation:

- The **ALERT** signal (BEEP BEEP). This means that occupants should prepare to evacuate.
- The **EVACUATE** signal (WHOO WHOO). This means that occupants should evacuate the building by the nearest fire **EXIT**.

An announcement can be made over the PA system to all floors / areas to provide specific information to the occupants of the University building, along with the use of WIP phones (Warden Intercommunication Points) in a number of areas throughout the University

- Smoke detectors, heat detectors and sprinklers, are located throughout the University and are connected to the EWIS system. These alarms alert the Fire Brigade upon alarm activation.
- Each building has fire extinguishers, hose reels and MCP (Manual Call Points) in identifiable cupboards and are located throughout the campus.
- Each building has WIP phones for ease of contacting Campus Security / the Chief Fire Warden at the Fire Indicator Panel

1.2 Evacuation Assembly Areas

The University's evacuation assembly areas are located at an appropriate distance to each building There are a number of evacuation assembly points, which are all clearly indicated on the campus map

1.3 Building Communication

All communications during an emergency in each building can be made through the WIP phone, two-way radios, land lines and mobile phones.

DO NOT USE MOBILE PHONES IN A GAS LEAK, BOMB THREAT OR CHEMICAL SPILL

1.4 Emergency Telephone Numbers Campus Security: For all incidents initially contact Campus Security: **x 51234 or dial 2**

1.5 Emergency Services

Where Campus Security cannot be contacted, the person who has been alerted to the emergency should contact the emergency services directly.

Dial 0-000 or dial 112 on a mobile phone

- Ask for the emergency service required (e.g. Police, Ambulance, Fire, SES).
- State the type of Incident (medical, explosion, assault, etc.).
- The exact location of the Incident.
- Your name and contact telephone number.

1.6 Other Key Contacts

| Staff Name | Responsibility | Contact Details |
|------------------|-----------------------------------|--------------------------|
| Campus Security | Security and Emergency Management | Dial 2 or 5595 1234 |
| John Anderson | Campus Security Manager | 5595 5050 |
| Michelle McBride | WHS Manager | 5595 4103 0420 936 507 |

2.0 EMERGENCY EVACUATION PROCEDURE

2.1 Emergency Control Organisation (ECO)

The Emergency Control Structure for the campus consists of the following:

- Chief Warden (Security)
- Deputy Chief Warden (Security)
- Emergency Officer's (Area Wardens)
- Wardens (All Staff / Students)

2.2 Indemnity of Wardens / Emergency Officers

Australian Standard 3745-2002 states that all persons executing their role of Wardens shall be indemnified by their employer against civil liability resulting from workplace emergency response assessment, education, training sessions, periodic exercises or emergency evacuation of a building where personnel act in good faith and during their emergency control duties.

2.3 Maintenance of the Emergency Control Organisation

To maintain the effectiveness and efficiency of the ECO the following procedures and requirements are to be maintained.

- The nomination of suitable persons to carry out the duties of Emergency Officers in each building.
- An Emergency Officer / warden register is maintained containing the details of all the Emergency Officers within the University.
- The Fire Safety Advisor is responsible to maintain a copy of this register and keep it up to date.
- Regular meetings of the Emergency Control Organisation should be conducted to provide training for Wardens.
- Meetings/Training are held annually.
- Managers along with assigned Emergency Officers are to convey training and additional information to each employee within the building and clarify instructions on emergency control procedures.
- Evacuation training must be conducted annually for each building. The evacuations may be conducted as partial evacuation exercise or a total exercise covering all areas of the buildings. All employees and management are encouraged to participate in the evacuation exercise to ensure that they are familiar with emergency control procedures and to test the building complex emergency warning control system.

2.4 Information, Training, and Instruction in Fire Safety Procedures

The management team will ensure that all staff members are advised of the procedures to be adopted in the event of an emergency within each building and surrounding areas.

All staff will be given information training & instructions in relation to the following:

- The procedure to be followed in the event of a fire
- Evacuation routes and safe places
- The location and method of operating firefighting equipment, fire alarms or equipment warning of fire

- The location of assembly areas and post evacuation actions
- The number of persons and means of assisting persons with disabilities within the University.
- Safe shutdown of emergency equipment

2.5 Do Not Use Lifts in an Emergency

Only the Emergency Services officer can make the decision to use the lifts in an emergency.

2.6 Vehicles in an Emergency

The Chief Fire Warden will prevent the removal of vehicles during an emergency. On arrival, the Emergency Services Officer will determine if it is safe to allow people to remove vehicles from the buildings / campus.

2.7 Persons Requiring Assistance (Disabled Persons)

Staff, students, visitors and others with disabilities (such as hearing, sight, and mobility) may need special assistance. Mobility impaired persons above the ground floor must be assisted to the emergency exits. The Emergency Officer will attend to the disabled, then inform the Chief Warden and they will await the arrival of Fire Service Officers. Once able-bodied people have been evacuated, they will be assisted down the stairs.

Information and assistance (if safe to do so) must be given to mobility impaired person(s) in the event of an alarm activation

2.8 General Emergency Procedures

In the event of an emergency within the University the following actions are to be taken:

- REMAIN CALM
- Raise the alarm by activating the MCP (Manual Call Point)
- Move persons from danger IF SAFE TO DO SO.
- Dial “2” on an internal phone and advise campus security of the situation.
- If no response dial “0 - 000”.
- If competent in the use of fire extinguishers and IF SAFE TO DO SO, attack the fire. Never put your back to a fire
- If necessary, inform others in the vicinity and evacuate the building calmly, close doors to contain the fire.

Do not attempt any action which puts your life in danger. Follow instructions of the person in charge. Prepare to evacuate if necessary

2.9 Emergency Plan – Race Technique

R: Rescue / Raise the Alarm: if it is safe to do so: 1. your immediate area, 2. then adjoining areas.

A: Alert: Raise the alarm by contacting Campus security, state where the fire is or what the emergency is and if anyone is trapped. Tell others to move safely.

C: Contain: Close doors (but do not lock them) & windows to contain the spread of smoke and fire. Fight the fire with a portable extinguisher if it is safe to do so and you are trained. Never put your back to a fire and plan your escape first.

E: Extinguisher /Evacuate: Extinguish the fire, if it is safe to do and if you feel confident using a Fire Extinguisher. Evacuate via your nearest fire exit. Do not return to the building once evacuated from the building.




3.0 ROLES AND RESPONSIBILITIES

3.1 Emergency Control Organisation

The structure of the Emergency Control Organisation is as follows:

Emergency Officers are designated staff who have been trained to co-ordinate the evacuation of building occupants in an emergency. Staff should follow directions from Emergency Officers in an emergency

The following colours denote positions within the ECO applicable to Bond University:

| Positions | Hat |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Emergency Control (EC) Officer - Chief / Deputy Chief Warden Manages the evacuation process at the Fire Indicator Panel until the emergency services arrives. |  |
| Emergency Officers – Building Fire Warden Directs occupants to a safe passage in the event of a required evacuation |  |
| First Aid Officer - (Nurse & Doctor Only) |  |

3.2 Chief Warden

The Chief Warden is required to immediately respond to any alarm and determine which emergency control procedures should be implemented.

The Chief Warden's duty is to assume control of the building from the time the alarm is activated at the Fire Indicator Panel (FIP) until the arrival of the Fire Brigade or other emergency services.

The Chief Warden should be a person whose duties do not require frequent absences from the building, and who's normal workstation is close to the *Master Emergency Control Point* (Fire Indicator Panel).

On becoming aware of an emergency or alarm activation the Chief Warden will take the following actions:

- Ensure that the appropriate emergency services have been notified and inform of the situation
- Attend to the fire indicator panel (Control Point) and ascertain the location of the alarm
- Ensure an announcement is made stating that the alarm is being investigated.
- Request that All-Area Emergency Officers (Wardens) follow his / her instructions
- All-Area Emergency Officers, upon checking their area, and if all clear, are to inform the Chief Warden via WIP phone
- If evacuation is required, commence evacuation and make an announcement via the Fire Indicator Panel (FIP) PA system to evacuate the area via the nearest fire exit
- Brief the emergency services upon arrival on type, scope and location of the emergency and the status of the evacuation and thereafter follow the Senior Fire Officers instructions.
- Chief Warden is to remain at the Fire Indicator Panel until informed to leave by the Fire Brigade or Emergency Services or until they believe their safety is at risk.
- The "ALL CLEAR" is not to be given until advised of such by Emergency Services

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

3.4 Emergency Officers Responsibilities: (Area Warden)

Emergency Officers are in charge of their own areas and will usually become aware of a potential emergency in their building by hearing the alert tone or being informed verbally of an emergency.

Upon hearing the alert tone (**BEEP BEEP**) Emergency Officers should check their immediate area and either contact the Chief Warden via WIP phone or mobile phone and await further instructions.

In the event of discovering a fire (or other emergency) the following steps are to be taken:

- Dial "2" or 5595 1234 to advise security of the situation. If no response, dial "0 - 000" or 112 (from mobile).
State your: **NAME, LOCATION** and **WHY** you are calling. **Remain Calm.**
- Fight the fire **only if you feel comfortable and only if safe to do so**
- If the fire cannot be contained, close the doors, and leave the area immediately
- Evacuate all persons from your area via the nearest fire exit.
- Advise the Chief Warden of the status of your area before going to the evacuation assembly point
- The Chief Warden will be situated at the fire panel (Master Control Point)
- Do not re-enter the building unless authorised to do so by the Emergency Services Officer.

DO NOT USE LIFTS

Emergency Officers may be required to carry out many activities, including the following:

- Check to ensure that all fire doors and smoke doors are properly closed
- Search the floor or area to ensure that all persons have evacuated
- Ensure orderly flow of persons into protected areas e.g., stairwells
- Assist individuals during an evacuation, able bodied first, then assist anyone with disabilities
- Act as leader of groups moving to nominated assembly area
- **DO NOT GO INTO AREAS WITH SMOKE**

4.0 EVACUATION – CODE ORANGE

In the event of hearing an audible alarm the following steps are to be taken:

4.1 ALERT TONE: Beep Beep Beep

The Alert tone is to alert the people in those specific buildings of the University of a pending situation and to investigate the immediate area. This is not the general evacuation for the University.

PREPARE but do not evacuate.

- Check your area for danger.
- Look to your ceiling to determine if your smoke alarms are alarming
- Stand by and await further instructions or the following evacuation tone.
- If no emergency is detected in your area, or the Alert tone is activated in the area, the Warden should prepare to evacuate the area, but only when told to do so.

4.2 EVACUATION TONE: Woop Woop Woop

If you hear this alarm in your area:

- On hearing an evacuation alarm, or on instruction of your Emergency Officer, immediately cease all activity and leave the building
- Reassure any persons that you are near and direct them to the nearest **Exit**. If safe to do so
- Assist anyone not familiar with the closest emergency exit.
- Immediately evacuate via the nearest Exit to the evacuation assembly point.
- Do not re-enter the building unless authorised to do so by the Emergency Services Officer / Chief Warden.
- **DO NOT GO INTO AREAS WITH**
- **Follow the EXIT Sign To safety**



SMOKE

4.3 BUILDING 1 – Cascading alert/evacuation protocol

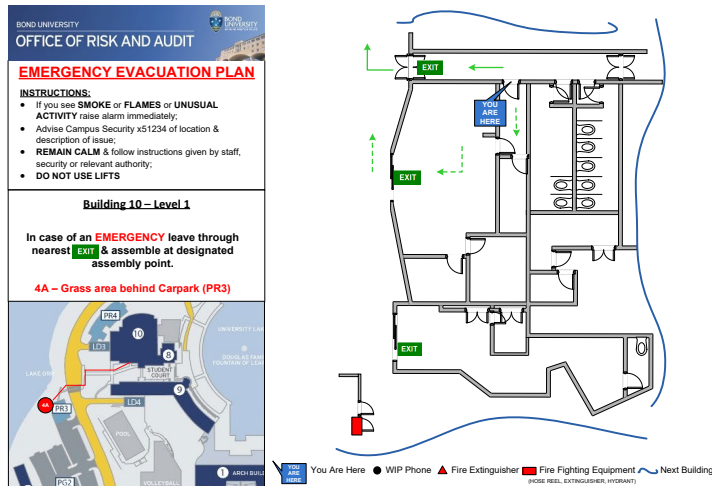
- Building 1 runs a cascading alert and evacuation protocol where on the activation of a detector or Manual Call Point the immediate floor will go into alert for 90 seconds.
- After 90 seconds two floors above and one floor below will also go into alert.
- This process will continue until the entire building is in alert.
- The alert tones will continue for 9 minutes at which time the evacuation tone is initiated.
- If the cause of the alarm is deemed to be a false alarm the Chief Fire Warden (Security) will manually mute the alert tones at the building 1 Fire Indicator Panel and wait for the QFES to arrive
- If smoke or fire is present at the detection site, then the Chief Fire Warden will manually place the building into evacuation at the building 1 Fire Indicator Panel.

4.4 False Alarm

Upon being informed of a false alarm the following actions are to be taken:

- The Chief Warden will assist the Fire brigade in the investigation of the false alarm.
- The Emergency Services will reset the fire control panel once deemed that the area is safe.
- The 'All Clear' will be announced by the Chief Warden to all areas of the affected building
- **No one is to return to their building until the ALL CLEAR has been announced**

4.5 EVACUATION DIAGRAMS



5.0 FIRE – CODE RED

5.1 Master Control Point - Fire Indicator Panel

Master Control Point is the Fire Indicator Panel in each building. This is the location where the Chief Warden will attend in the event of an emergency and control the emergency situation / evacuation. The Fire Brigade will also be brought to this area

5.2 Person Refusing to Comply with Wardens Directions

Should a person refuse to comply with the direction given by an Emergency Officer, the Emergency Officer shall:

- Ensure that the person has been clearly advised (**twice**) that he/she is required to evacuate the building, because of an emergency
- Notify the Chief Warden, who shall advise the Senior Emergency Services Officer who at their discretion may take the appropriate action under law to remove the person from the building.

5.3 Fire Investigation Procedures

If you are asked to inspect the source of an alarm and determine if there is a fire:

- First check the type of emergency: **Do not enter an area that has smoke**
- Test the door for heat with the back of your hand. **If in doubt DO NOT enter.**
- **Do not open the door if smoke is coming out from under or around the door. If in doubt DO NOT enter**
- Before opening the door, stand in a position where the built-up heat and smoke will **not** rush into your face. Move into a kneeling position.
- Work in pairs – it is safer.
- **If it is not safe to enter, keep the door closed.**
- Always ensure that you have an escape route and never have your back to a fire.

5.4 Fire Awareness Checklist

Information all staff should know to ensure their own safety and the safety of other staff

- Know the difference between the two audible alarms: ALERT and EVACUATE

- Know the location of the nearest FIRE EXIT in your area.
- Know the location of all firefighting equipment in your area and understand its type and operation
- Know who your Emergency Officer is
- Always keep firefighting equipment, emergency exits and landings clear of obstructions.
- Fire doors must be closed when the alert alarm activates
- If you discover a fire, don't panic.
- Do not allow students to return to their room while an evacuation is taking place and under no circumstances is luggage to be taken into emergency exits.

DO NOT USE LIFTS

5.5 All Staff

- If you see a fire or emergency, Activate the nearest Manual Call Point and notify Campus Security on **X 51234 or dial 2**
- **Alert sound is (BEEP BEEP)**
- Be aware of the location of portable fire extinguishers, emergency exits and the location of the assembly area. Only fight a small fire **if it is safe to do so** and you have received the appropriate training.
- If a fire cannot be controlled, inform others in the area and evacuate the building immediately.
- **On hearing the evacuation alarm (WHOO WHOO)**
- Evacuate persons in your areas
- Leave by your nearest and safest fire exit
- Proceed to the assembly point until the emergency is over, do not leave the assembly point or re-enter the building until the "all clear" has been given

DO NOT USE LIFTS

5.6 Fire Prevention

Precautions that can be carried out to minimise the risk of fire:

All Staff:

- Prevent the accumulation of rubbish within and around work areas
- Report to your supervisor any defective or hazardous equipment immediately.

Facilities Management:

- Maintain constant supervision of gas and electrical appliances in use
- **DO NOT** store combustible materials near a naked flame.
- Keep combustible and flammable materials to a minimum in your work areas.
- Hot Work Permits must be used where naked flame or excessive heat is to be used.

Food and Beverage:

- **DO NOT** refill deep fryers etc near a naked flame.
- Ensure there is not a build-up of fats, oils or grease etc. in cooking areas.
- Maintain constant supervision of gas and electrical appliances in use

There are 3 ways that a fire can be detected:

- Smoke / Heat Detectors
- Sprinklers
- Discovery by person who activates the Manual Call Point (Break Glass Alarms)

5.7 Fire Equipment

There is fire equipment on each level of the University buildings and around campus: They would include but are not limited to:

Fire Extinguishers
Fire Blankets (Kitchens)
Manual Call Points - Break Glass Alarms
Smoke Detectors
Fire Doors
Heat Detectors
Fire Hose Reels
Fire Exits
Emergency Lights
Sprinklers
WIP Phones (Warden Intercommunication Points)
Early Warning Intercommunication System (EWIS) at the Fire Indicator panel

5.8 Fire Hose Reels

Located in all areas of the University: **Do not operate Fire Hose Reels unless you feel confident doing so**

- To operate you must turn the valve on to release the hose.
- Pressure will be felt building in the hose once turned on.
- Run the hose to the fire before turning the nozzle on.
- Once at the fire turn the nozzle on and direct water at the base of the fire.

BE SURE THAT THERE ARE NO EXPOSED POWER SOURCES PRIOR TO DISCHARGING WATER

5.9 Fire Extinguishers

Can be found in most fire cupboards, and wall mounted. Find out where your closest extinguisher is and, how to use it effectively. To operate:



PULL THE PIN OR RELEASE ANY LOCKING DEVICE,

AIM THE EXTINGUISHER AT THE BASE OF THE FIRE.

SQUEEZE THE HANDLE.

SWEEP BACK AND FORTH, EXTINGUISHING AS YOU GO

EMERGENCY PROCEDURES

IN AN EMERGENCY PHONE

FIRE BRIGADE 000 or 112 on mobile

POLICE 000 or 112 on mobile

AMBULANCE 000 or 112 on mobile



FOR YOUR SAFETY

Make sure you know the of your nearest EXIT
Do not run from premises



FIRE PROCEDURES - *If safe to do so...*

Select correct extinguisher

1. Remove from bracket
2. Carry to scene of fire
3. Pull pin & Squeeze handle
4. Direct agent at base of fire



FIRE HOSE REEL- NOT FOR ELECTRICAL

1. Open valve
2. Run out hose
3. Open nozzle
4. Direct steam at base of fire



If you hear the following alarm...

ALERT TONE - Beep Beep

Action: All Emergency Officers to respond immediately. No action required, be prepared.

After hours: Evacuate immediately.

EVACUATION TONE - Whoop Whoop

Action: All occupants to evacuate via nearest exit.

After hours: Evacuate immediately.



BOMB THREAT

1. Remain Calm
2. Record exact wording of threat made
3. Keep caller talking – try to obtain as much information as possible
4. DO NOT HANG UP THE PHONE
5. Report call to the Chief Warden
6. Record details of caller's voice & background noise
7. Await instructions from authorized persons.

6.0 MEDICAL EMERGENCIES – CODE BLUE

Upon arrival to a medical emergency, identify any threats to your safety and to other prior to containing or controlling the situation. Only render assistance to the degree of your knowledge and competency. Further assistance can be sought from nominated First Aid Officers and Campus Security.

| | |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Basic Life Support | In an emergency call 000 and ask an ambulance |
| D Danger | Dangers? Ensure area is safe for everyone |
| R Response | Responsive? Ask name/squeeze shoulders Response – make comfortable, monitor If No response move to next step |
| S Send | Send for help- call 000 ask for an ambulance; Also contact campus security to inform them about the emergency |
| A Airway | Open mouth – if foreign material present. Place in recovery position. Clear mouth with fingers. |
| B Breathing | Check for breathing Normal – place in recovery position Abnormal – start CPR |
| C Compressions | Start CPR 30 compressions: 2 breaths If unwilling or unable to perform rescue breaths continue chest compressions. |
| D Defibrillator | Use defibrillator and follow the prompts |

6.1 Sudden Death

Upon the discovery of a suspected deceased person, promptly contact Campus Security. It is important to preserve the scene and provide dignity to the deceased person.

- Call Security and inform them where you are and what has occurred / or what you have found
- Without disturbing the scene attempt to provide some dignity for the deceased person by covering them or securing the area if possible

7.0 BOMB THREAT – CODE PURPLE

7.1 If a Suspicious Object Is Found

DO NOT TOUCH, TILT OR TAMPER WITH THE DEVICE

- Report the object to Campus Security to determine if the object belongs to anyone
- Notify Security of the location of the device
- Security will Inform the Police of the situation
- Follow the directions of Queensland Police Service
- Evacuate the immediate area
- Do not close doors in the immediate vicinity of the device

A suspected bomb may be identified by one of the following:

- E** excessive securing material
- X** excessive weight
- P** protruding wires or foil
- L** lopsided weight
- O** oily stains
- S** stiff envelope
- I** is the package expected?
- V** visual distractions
- E** excessive postage

7.2 Telephone Bomb Threat

Any person receiving a telephone bomb threat should observe the following:

- Keep calm and get the attention of a fellow worker
- Keep the caller on the line as long as possible. **DO NOT HANG UP THE PHONE**
- Use the bomb threat check list provided via intranet
- Obtain as much detail as possible about the bomb and its location
- Listen carefully for any background noises, speech mannerisms, accents or other details that might give an indication to the age, sex identify and location of the caller
- Immediately after the bomb threat, contact Security who will notify the police

Complete the bomb threat checklist and give a copy to Campus Security

POLICE SHOULD BE ALERTED IMMEDIATELY IF THERE IS ANY TYPE OF BOMB THREAT ON CAMPUS

If you are close to where the alleged device is located, TURN OFF all mobile phones in the area

8.0 INTERNAL EMERGENCIES – CODE YELLOW

8.1 Gas Leak

- Assess the situation
- If immediate threat to safety – leave area & evacuate others in the area
- Notify security
- If safe, turn off ignition sources
- Evacuate as wide a perimeter as you can

8.2 Power Failure

- Notify Security / Facilities Maintenance
- Remain where you are until someone in authority provides advice or directions.
- Should an emergency evacuation be required, you should evacuate as for any other emergency.

8.3 Lift Breakdown

- Use the lift emergency phone to contact for assistance.
- Comfort and reassure person(s) trapped.
- Advise Campus Security of the lift breakdown including location, numbers trapped and welfare status

8.4 Hazardous Chemical / Material

- Do not touch chemical / material
- Identify type and amount if safe to do so
- Notify others in the area and evacuate if appropriate
- Contact Campus Security / Facilities Maintenance
- Arrange a safe place to meet responders
- Containment – Close doors / Use spill kit if close by
- Remove ignition source
- Secure the area

9.0 PERSONAL THREAT – CODE BLACK

9.1 Personal Threat

- Assess the situation
- Remain calm and do not challenge the person
- Attempt to have something between you and the aggressor
- Do not have your back to the door
- Seek assistance if you can
- Contact Campus Security
- Follow instructions given to you by security / emergency services
- **Do not activate the fire alarm**

9.2 If a violent or disturbed person is in the vicinity

- If practical or if ordered to do so – activate campus lockdown procedures.
- Contact Campus Security.
 - If no answer call emergency services on (0) 000.
- Follow the instructions of emergency services and, Campus Security
 - Evacuate if instructed to do so

9.3 Harassment or Stalking

- If in fear of immediate harm – contact Campus Security or dial 000 |112 and ask for Police

9.4 Lockdown Procedures

- If you are in an open space, take shelter within the nearest safe building.
- Close and lock the windows and doors of the room you are in.
- If necessary, barricade the door with furniture.
- Close window blinds and turn off room lights.
- Turn off computers ensure passwords access is in place.
- Remain calm and quiet.
- Turn off or switch to silent mode on all telephones
- Move away from doors and windows and take shelter behind/under desks, tables, etc.
- **DO NOT sound any fire alarms or activate break glass alarms**
- Only evacuate if instructed to by Campus security or emergency services

9.5 Assault or Sexual Assault

- If Assault is recent – call campus security and / or Police 000 or 112
- If in fear of immediate safety – seek immediate assistance and call campus security
- If not recent and no immediate fear for safety, if staff - notify Supervisor & Human Resources
- If not recent and no immediate fear for safety, if student - notify Registrar & Academic Support

9.6 Robbery

- Do not do anything that might put yourself and your safety at risk
- Activate Duress alarm if installed
- Cooperate with suspect
- Observe suspect – type of weapon, physical features, mannerisms, escape route
- When able call campus security / Police
- When suspect departs – secure the area to prevent their return

OFFENDER IDENTIFICATION DESCRIPTION GUIDELINE

WHEN OBSERVING AN OFFENDER, DO IT TO A SYSTEM

1. HEIGHT

HEIGHT: Compare to your own height or use colour height markers

BUILD: Stocky, small, slim, solid, fat, etc

2. HEAD

FACE: Long Face, round, or square

EYES: Colour, shape

HAIR: Style, colour, length

OTHER: Any outstanding features, i.e., mouth, teeth

3. BODY

CLOTHING: Type, colour, brand i.e., visible logos

CONDITION of clothing: i.e., stained, oily, neatly pressed, rips, tears etc.

4. LEGS

CLOTHING: Type, colour, brand i.e., visible logos

CONDITION of clothing: i.e., stained, oily, neatly pressed, rips, tears etc.

5. FEET

FOOTWEAR: Shoes, boots or other footwear.
i.e., logo, colour, condition rips, tears etc.



LOOK OUT FOR

- Gapped, protruding or missing teeth
- Birthmarks, scars, tattoos
- Accent: Australian, Asian, American etc
- Speech: slurred, stutter
- Did they walk with a limp? Etc.
- Did they appear to be under the influence of drugs or alcohol?

Remember to put all the information down on a Crime Report Form.

Click on the link to access the Incident / Hazard Report Form: [Incident Report Form.](#)

10.0 MISSING PERSONS

10.1 Missing Child (person under the age of 14yrs)

Members of the University who are notified of a missing child on campus must notify Campus security.

- The child's relative / parent / carer should be identified.
- The relative, parent, carer should be asked to remain in location until security arrive.
- Establish a description of the child.
- Establish the last known location of the child.
- Establish the time elapsed since last seen.
- Reassure parents, relatives / carers.

10.2 Missing Adult

- If the missing person is a Bond Student, Security will notify the Director of Campus life, who will inform the Registrar, Provost, VPO & VC
- If the missing person is a staff member, Security will notify their area of work, Director of HR, WHS Manager,

Where investigations reveal concerns held for the welfare and safety of the missing person, campus security will liaise with the Queensland Police Service (QPS)

11.0 EXTERNAL EMERGENCY – CODE BROWN

11.1 Severe Weather Warning (Flooding/Severe Storms/Cyclone & Bushfires)

- Remain in the building (if it is safe and secure) and keep clear of windows and building access points.
- Listen to the local media and university management for warnings and advice.
- Keep in touch with work colleagues in case they require assistance.
- **Follow the instructions of relevant emergency services personnel**, (QPS, SES,) Campus Security and emergency services.
- Stay on campus until advised that it is safe to return home.
- Do not attempt to drive unless it is safe to do so.
- See appendix 1 – Facilities Management Procedures for Storm & flood event processes

11.2 Building Collapse / Earthquake / Structure Failure

- There may be no warning of a building collapse or structural failure or of an earthquake.
- It may last a few seconds or longer.
- If you are located inside buildings should seek a safe place away from glass windows.
- If practical all persons should leave the building, taking precaution not to be struck by falling objects.
- If you are in the open, keep away from the buildings that are likely to collapse,
- Be aware of falling debris such as glass or tiles.
- Fallen power lines are to be avoided as these may still be electrically live.

Actions After a Structure Failure:

- If there are obvious building structural problems, evacuate the building – ensure to avoid exposed electrical wiring and badly damaged structure that pose a danger.
- All able-bodied persons should render assistance, to those less able or disorientated, from the buildings.
- Remain calm and assemble at the nearest emergency assembly point.

12.0 CRITICAL INCIDENT RECOVERY PLAN - CRIP

Critical incident recovery plan (CIRP) covers:

- a) Responsibilities, including coordination and initiation.
- b) Defusing, where those involved in the trauma can discuss the event immediately afterwards in a confidential atmosphere.
- c) Debriefing designed to assist employees and others use their own abilities to overcome emotional effects of serious incidents.
- d) Counselling, where further therapy may be required on an ongoing basis. Assistance may also have to be provided to the families of affected personnel.
- e) Legal and insurance requirements, e.g. interference without loss adjuster approval can invalidate the insurance policy.
 - o Immediately following any incident / fatality / physical threat or armed hold up all staff will be offered and supported during debriefing sessions & trauma counselling
 - o If any counselling was required by staff / students following any incident, this would be arranged immediately by:
 - Ms Louise Batchelor – Registrar
 - Dr Chris Andrews – Director Human Resources
 - o If medical assistance is required by staff, this will be arranged through the Bond University Medical Centre or Security contacting QLD Ambulance Service
 - o If Worksafe QLD (The Regulator) or QPS (Queensland Police Service) need to be notified of any event, this will occur as soon as possible following the event by the WHS Manager
 - o Insurance, Risk and Legalities would be managed by Bond University

APPENDIX 1:

FACILITIES MANAGEMENT STORM AND FLOOD EVENT PROCESSES

IF FLOOD IMMINENT:

- Check BOM warnings <http://www.bom.gov.au/qld/warnings/>
- **If flood event imminent** contact Phillip Casala from the GCCC pcasala@goldcoast.qld.gov.au on 07 5582 8211 to open weir gate.
- After hours 07 5581 6225.
- Notify all staff and students of impending flood and instruct them to move vehicles from potentially flood affected areas
- Notify all FM staff of impending flood event
- Check Ring Road drains for potential blockages
- Bollard off flood affected car parks
- Listen to advice given by QPS and SES

IF SEVERE STORM PREDICTED










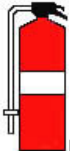
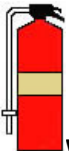

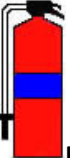
- Check BOM warnings <http://www.bom.gov.au/qld/warnings/>
- All staff and students will be notified of an impending storm and will be requested to move vehicles from potentially flood affected areas via the Vice Chancellor or the Vice President of Operations
- Student accommodation will be requested to close all windows and external doors and remove balcony furniture.
- Fold down and secure all umbrellas
- Remove all external loose furniture from campus and accommodation balconies
- Check roof gutters for blockages
- Check Ring Road drains for potential blockages
- Bollard off flood affected car parks
- Fire panel spares kept below main fire panel in Security in the event of a lightning strike.
- Lighting strike procedure kept in battery box below main fire panel.
- Notify Fire Comms if fire system compromised on 07 5558 9172
- Organise additional diesel tanker for Emergency Generator
- Listen to advice given by QPS and SES

NOTE

- We have 32,000L of underground diesel storage capacity for emergency generator in the event of power loss. Currently 10,000L in storage.
- We have 2000amp Generator – at max load 400L/hr = 3.2 days with a full tank. Typical load is 200L/hr.
- Bond has three High Voltage feeds from Energex. BMS load sheds each building based on campus load requirements.
- After hours and emergency contact lists held with FM and Security
- Notify Milisa Price mprice@bond.edu.au, and complete impairment notification for insurer.

APPENDIX 2: FIRE EQUIPMENT LEGEND

IN THE EVENT OF AN EMERGENCY CALL 000 or 112

| | | | | | | | | | |
|-------------------------------------------------------------------------------------|-----------------------------------|---------------------------------------------------------------------------------------|-------------------------|-------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------|--------------|---------------------------------------------------------------------------------------|-------------|
|  | <p>Fire Exit</p> |  | <p>Sprinkler System</p> | | | | | | |
|  | <p>Break Glass</p> |  | <p>Hose Reel</p> | | | | | | |
|  | <p>Fire Indicator Panel (FIP)</p> |  | <p>Smoke Detectors</p> | | | | | | |
|  | <p>Fire Door Release</p> |  | <p>Fire Blanket</p> | | | | | | |
|  | <p>CO2</p> |  | <p>Dry Chemical</p> |  | <p>Wet Chemical</p> |  | <p>Water</p> |  | <p>Foam</p> |

- ALERT TONE**
- STAND BY AND PREPARE FOR A POSSIBLE EVACUATION
 - WARDENS TO SEARCH THE AREA IF SAFE TO DO SO
 - EMERGENCY DISCOVERED COMMENCE EVACUATION
- EVACUATION TONE**
- WARDENS TO COMMENCE EVACUATION OF AREA
 - EVACUATE THE BUILDING VIA THE NEAREST EXIT
 - PROCEED TO THE ASSEMBLY AREA IN A SAFE MANNER

- HOW TO USE AN EXTINGUISHER**
- P**ULL THE PIN
 - A**IM AT THE BASE OF THE FIRE
 - S**QUEEZE THE TRIGGER
 - S**WEEP BACK AND FORTH
- ONLY IF SAFE TO DO SO