# Emergency procedures

**Phone Security (all hours)**

- **53333**
- **or 3365 3333**

<table>
<thead>
<tr>
<th>Code</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RED</td>
<td>BLUE</td>
<td>Fire &amp; Emergency</td>
</tr>
<tr>
<td>BLUE</td>
<td>GREEN</td>
<td>Medical Emergency</td>
</tr>
<tr>
<td>GREEN</td>
<td>GREY</td>
<td>Obscene &amp; Nuisance calls</td>
</tr>
<tr>
<td>GREY</td>
<td>ORANGE</td>
<td>Bomb/Arson threats/Life threatening calls</td>
</tr>
<tr>
<td>ORANGE</td>
<td></td>
<td>Environmental Incidents</td>
</tr>
</tbody>
</table>

*List departmental information here:*

- Building Warden: ____________________  (Phone ____________________ )
- Floor Warden: ____________________  (Phone ____________________ )
- First Aid Officer: ____________________  (Phone ____________________ )
- Safety Co-ordinator: ____________________  (Phone ____________________ )
- Location of nearest Break Glass Alarm: ____________________

Revised Feb 2004
In the event of —

a Fire

**Basic rules:**
- Alert Fire Brigade through Ph 53333 or 3365 3333 (Security)
- Follow instructions of Building Warden
- Warn personnel/evacuate as necessary
- Confine fire if possible

1) Operate nearest **break glass alarm** if location is known

AND YOU MUST

2) Dial 53333 or 3365 3333 to report fire to Security and state –
   a) exact location (Building, Floor, Room No.) and
   b) nature and extent of fire

3) **Notify Building Warden, Floor Warden in your area**

4) Follow instructions of wardens

**If no wardens available —**
- Warn personnel in the vicinity
- Evacuate the building, if necessary
- If possible, extinguish or confine the fire

During evacuation
- Close doors and windows if time permits
- Do NOT use lifts
- Go to nearest prearranged assembly point
- Ensure safety of disabled persons.

**Fire & Emergency Evacuation**
In the case of —

a Medical emergency

Basic rules:
- Remove person/s from danger if safe to do so
- Apply first aid if appropriate
- Get help – Phone 53333 or 3365 3333 (Security)*

1) Dial 53333 to report emergency (or 3365 3333)
   State —
   a) Your NAME and CONTACT PHONE NUMBER
   b) The exact LOCATION of the emergency —
      Building name, Floor and Room number, or
      Place in the grounds
   c) Number of persons injured
   d) Nature of accident/injury
   e) What action has been taken

2) Arrange
   a) Easily located point to meet emergency team and guide
      them to spot
   b) Delegate people to
      • stay by phone
      • meet emergency team

3) Confirm site and meeting place with Security

* Note: Security will be responsible for calling an ambulance if required.

Medical Emergency
In the event of —

**Obscene and Nuisance Calls**

**Basic rules:**
- Do not engage in conversation with caller
- Transfer caller directly to Security 53333 or 3365 3333

**Procedure:**

1) Transfer call immediately to Security 53333, when Security answers provide your name and extension number, then hang up to transfer call through.

2) Please remain at your extension as Security will call you back for further details after they have processed the call.

**Notes:**

1) Afterhours obscene/nuisance calls are treated in the same manner as the Security service is a 24 hour operation.

2) In the case of persistent calls, arrangements can be made to change the victim’s extension number to a new non-listed and/or non-indial number.
In the event of –

an Environmental Incident
Fire, Explosion and Spills

Basic rules:  Don’t Panic. Keep calm in all situations.
Ring Security on Ph 53333 or 3365 3333.
Do not use a mobile phone. Obey all directions.
Alert people in the area.

Emergency Procedures

<table>
<thead>
<tr>
<th>HAZARD</th>
<th>WHAT TO DO</th>
<th>CONTACT</th>
</tr>
</thead>
</table>
| Explosion | ■ Contact security – do not use a mobile phone.  
 ■ Alert all people in surrounding area.  
 ■ Alert relevant department.  
 ■ Contain and control any spills, fires, etc with preventative measures if safe to do so.  
 ■ Obey all directions from security or emergency services in relation to the emergency (either over phone or on site). | Security 336 53333 |
| Spill | ■ Contact security – do not use a mobile phone.  
 ■ Alert people in surrounding area/buildings/downwind from the affected area.  
 ■ If safe to do so, contain the spill if possible.  
 ■ Obey all directions from security or emergency services in relation to the emergency (either over phone or on site). | Security 336 53333 |

For other environmental matters, contact the Environmental Engineer, Property and Facilities Division, on Ph. 336 51587.

Environmental Incidents – Fire, Explosion and Spills
In the event of —

a Bomb/Arson threats/Life threats

Basic rules:   • treat as genuine
               • record exact information

1) If by telephone:   • keep caller talking (do not hang up)
                      • identify background if possible
                      • record information for police

2) Dial 53333 or 3365 3333 and state location of threat —
    Building, Floor & Room (if known)

3) Follow instructions of person in charge

4) Prepare to evacuate if requested

5) Assist in search if requested

6) If suspicious object found:   • do not touch
                              • report find
                              • keep area clear

7) See reverse of this form for check-list questionnaire
# BOMB THREAT CHECK LIST

## QUESTIONS TO ASK

1. **When is the Bomb going to explode?**
2. **Where did you put the Bomb?**
3. **When did you put it there?**
4. **What does the Bomb look like?**
5. **What kind of Bomb is it?**
6. **What will make the Bomb explode?**
7. **Did you place the Bomb?**
8. **Why did you place the Bomb?**
9. **What is your name?**
10. **Where are you?**
11. **What is your address?**

## THREAT LANGUAGE

- Well spoken:
- Incoherent:
- Irrational:
- Taped:
- Message read by caller:
- Abusive:
- Other:

## BACKGROUND NOISES

- Street noises:
- House noises:
- Aircraft:
- Voices:
- Local call:
- Music:
- Long distance:
- Machinery:
- STD:
- Other:

## EXACT WORDING OF THREAT:

_________________________________________________
_________________________________________________
_________________________________________________
_________________________________________________
_________________________________________________

## OTHER

- Sex of caller:
- Estimated age:

## CALL TAKEN

- Date: .........
- Time:
- Duration of call:
- Number called:

## CALLER'S VOICE

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

## RECIPIENT

- Name (print):
- Telephone number:
- Signature:

**REMEMBER KEEP CALM — DON'T HANG UP**

# BOMB THREAT