

Black Diamond Drilling Services

Emergency Response Plan

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1 Introduction

1.1 Purpose

The purpose of this Emergency Response Plan is to provide a detailed plan for the protection of people, environment, and property during and after an emergency.

1.2 Scope

This Plan applies to all workers, contractors, and visitors.

2 Roles and Responsibilities

2.1 Emergency Control Organisation (ECO)

Within the premises there needs to be a network of people who can act in dedicated roles to manage the emergency until emergency services personnel arrive, and then assist the emergency services personnel in bringing the emergency under control.

The dedicated roles to manage the emergency in the workplace is called the Emergency Control Organisation (ECO). The role of the ECO is to ensure the safety of the building's occupants in any emergency. During emergencies, instructions from ECO personnel (i.e. Wardens and Fire and Rescue Services personnel) overrule the normal management structure.

2.2 ECO structure Appointment

ECO Role	Name/s
Chief Warden	TBA
Deputy Chief Warden	TBA
Warden/s	TBA
Communications Officer	TBA
First Aid Officers	TBA

2.3 ECO Responsibilities

Chief Warden

On becoming aware of an emergency, the Chief Warden is to take the following actions:

1. Ascertain the nature of the emergency and determine appropriate action
2. Ensure that the appropriate emergency service has been notified
3. Ensure that other emergency Wardens and Communications officer are advised of the situation
4. If necessary, initiate evacuation and control entry to affected areas
5. Ensure that appropriate evacuation procedures are followed for persons with physical disabilities who are unable to use the fire stairs or exits. People with physical disabilities preventing them from exiting the building should be evacuated to designated fire stair landings with an accompanying emergency warden or staff member, and notification made to the chief emergency warden.

6. Ensure that a suitable centralised meeting place has been identified and that all Wardens report to this location for directions and to report back
7. Ensure the progress of the evacuation and any action taken is recorded
8. Brief emergency services personnel upon arrival of the emergency and status of the evacuation. From that point, the chief warden acts on emergency services instruction.

Deputy Chief Warden

The deputy chief warden assumes the responsibilities normally carried out by the Chief Warden if the Chief Warden is unavailable, and otherwise assists as required.

Emergency Wardens

On hearing an alarm or on becoming aware of an emergency, Wardens are to take the following actions:

1. Implement the emergency procedures for their floor or area
2. Ensure that appropriate emergency services have been notified
3. Operate the intercommunications system (if in place)
4. Check the floor or area for any abnormal situation
5. Commence evacuation if the circumstances warrant this
6. Persons with physical disabilities who are unable to use the fire stairs or exits, should be evacuated to designated fire stair landings with an accompanying Warden or Staff member. Another Warden must advise the Chief Warden &/or Emergency Services of this situation so that further evacuation can be arranged if required.
7. Communicate with the Chief Warden by whatever means available and act on instructions

8. Attack the fire if safe to do so, using firefighting equipment
9. Advise the Chief Warden as soon as possible of the circumstances and action taken. This involves ensuring that a suitable centralised meeting place has been identified and that all Wardens report to this location for directions.
10. Check that fire doors and smoke doors are properly closed
 - a. Search the floor or area to ensure that all persons have evacuated
 - b. Ensure orderly flow of persons into protected areas, e.g. stairwells
 - c. Assist persons with disabilities
 - d. Act as leader of groups moving to nominated assembly areas
 - e. Co-opt persons as required to assist as wardens during an emergency
 - f. Report to the Chief Warden on completion of required warden activities

Communications Officer

On becoming aware of an emergency, the Communications Officer is to:

1. Ascertain the nature and location of the emergency
2. Confirm that the appropriate emergency service has been notified
3. Notify appropriate ECO personnel either by communication device or other means
4. Transmit and record instructions & information between the chief warden, wardens and building occupants
5. Maintain a log of events
6. Act as directed by the chief warden

First Aid Officer

On becoming aware of an emergency, the First Aid Officer is to:

1. Obtain a portable first aid kit and report to Warden

2. Confirm with the Warden or ECO member whether first aid is required
3. Enact first aid care as directed by Chief Warden
4. Record all first aid principles applied and hand over casualties to emergency personnel
5. Evacuate and report to assembly area with first aid kit and be prepared to offer further assistance

3 Emergency Evacuation Information

3.1 Emergency Control Point

The Emergency Control Point is the location in the building where the Chief Warden will control the emergency response. It is also the point where emergency services will go to when they arrive.

3.2 Emergency events include (but are not restricted to):

- Fire/Smoke
- Evacuation
- Medical emergency
- Bomb threat
- Internal emergency
- External emergency
- Personal threat

The colour codes below are aligned with AS 3745-2002. The colour coding system may be used by staff to quickly and discreetly communicate a particular crisis response or type of emergency to colleagues.

The following colour codes are used to refer to specific types of emergencies:

CODE RED	Fire/Smoke
CODE ORANGE	Evacuation
CODE BLUE	Medical emergency
CODE PURPLE	Bomb Threat
CODE YELLOW	Internal Emergency
CODE BROWN	External Emergency
CODE BLACK	Personal Threat

3.3 Fire Safety Equipment and Systems

The office premises are fitted with the following equipment and systems to ensure the safety of occupants. All are checked and maintained on a regular basis.

Active Systems

- Emergency Warning and Intercommunication System (EWIS)
- Emergency lighting
- Exit signs
- Sprinkler systems
- Fire hydrants
- Fire hose reels
- Fire blankets
- Smoke and heat detectors

3.4 What to do on Hearing Alarms

On hearing the ALERT signal (beep, beep, beep)		
Chief Warden and/or Deputy Chief Warden	Warden	All other persons
Report to the Fire Indicator Panel Determine what is the issue Decide which protocol to follow Decide whether to evacuate or not Receive calls from Wardens	Head to evacuation point as per the evacuation map On way, look for problems Ensure people remain where they are Report via phone to Chief to let him/her know zone is manned and if there are any issues Remain calm and await further instructions	Remain calm Pacify students and visitors Gather valuables in case required to evacuate DO NOT LEAVE ROOM (unless source of incident)
On hearing the EVACUATE signal (whoop, whoop, whoop)		
Chief Warden and/or Deputy Chief Warden	Warden	All other persons
Determine safe evacuation paths Determine Assembly Point Make announcement to affected zone(s) or all Receive MFB and advise status Receive calls from wardens to advise when zones are evacuated Assist emergency services Emergency services alone gives the all clear	One Warden remains at communication point Another Warden commence zone check When zone clear, report via phone to Chief Warden, advising of difficult people and/or disabled people Report to the Fire Indicator Panel in person for further instructions	Remain calm Evacuate using nearest SAFE exit, leave bulky items behind Close doors as you leave room Single file downstairs holding the railing Mobility impaired people remain in fire stair DO NOT USE LIFTS

3.5 People with Disability

For the purposes of evacuation procedures, people should be considered disabled if they are unable to evacuate the building without assistance, or if their time to exit the building would be much greater than the average building occupant. Wardens should be aware of disabled persons in the area.

Once all occupants have been evacuated, disabled person should be guided to a pre-arranged evacuation point and the Warden or a responsible person should stay in the safe area with the disabled person. The Chief Warden must be notified of the location so they can arrange priority evacuation with the emergency services. An up-to-date list of the names and locations of people with special needs what are occupants needs to be made available immediately upon demand.

Evacuation of Visitors

When an evacuation alarm is sounded, any person in charge of a facility/site or other meeting should instruct visitors to proceed quietly and quickly to the nearest exit - which should be nominated. When all visitors have left the room, the person in charge should leave and close the door to prevent spread of fire and smoke.

Accounting for People

A priority process for Wardens is to conduct a check of the areas/floors to ensure all people have been removed from areas of danger. Once this has been conducted it is crucial that the Wardens communicate with the Chief Warden the results of the search.

A full physical count of all occupants is required to confirm that an 'all persons are accounted for' statement can be provided to emergency services. Any person not accounted for must be passed onto emergency services immediately.

Emergency services will search the building in any areas where people have not been accounted for.

3.6 Refusal to Evacuate or Comply with Warden's Direction

Should an occupant refuse to comply with the directions of a Warden or a member of the ECO then the ECO member needs to determine how they can remove the person without causing injury to themselves.

- a) Ensure the person knows you are a Warden and they have been clearly advised they are required to evacuate the building, because of an emergency.
- b) Notify the Chief Warden, who can then advise the Officer in Charge of the emergency services. This officer, at their discretion, may take the appropriate action under law to forcibly remove the person.
- c) It is advisable that Wardens have a witness to confirm any refusals. Documents such incidents. Do not start an argument – just report it to the Chief Warden.

4 Emergency Procedures

4.1 Fire (**CODE RED**) or Evacuation (**CODE ORANGE**)

ALERT ALARM	The ALERT alarm is a beep beep sound When you hear this sound, remain calm and prepare to evacuate. Wardens move to the communication point
Prepare to evacuate	When the ALERT alarm has been sounded, prepare to evacuate: <ul style="list-style-type: none"> • Switch off appliances • Gather your personal possessions • Wait in your area for further instructions
EVACUATE ALARM	The EVACUATE alarm is a whoop, whoop sound When you hear this sound (or a direction over the PA system), remain calm and commence the evacuation
Evacuate	<ul style="list-style-type: none"> • Move towards exit signs • Use the nearest safe exit • Follow instructions of wardens • DO NOT USE THE LIFTS • Guide students and visitors along with you • Help people who have any mobility impairment to a safe area (to landing within fire stairs). Do not attempt to carry people downstairs. • Inform warden that there is a person who requires assistance in the fire stair
Assemble	<ul style="list-style-type: none"> • Move directly and quickly to the assembly area. Map at rear of this • booklet • Do not block exit areas
Stay	<ul style="list-style-type: none"> • Stay at the assembly area • Do not re-enter the building until instructed to do so by the Chief • Warden or a member of the Emergency Services

4.2 Medical Emergency (**CODE BLUE**)

<p>Staff and Visitors</p>	<p>If you come across a medical emergency or are asked to deal with a medical emergency:</p> <ul style="list-style-type: none"> • Contact one of the trained First Aid Officers and the Manager • If you are unable to obtain adequate help, call Emergency Services 000 and ask for an ambulance • The premises has an automated electronic defibrillator for use if required • It is located and identified at reception area • Complete an Incident Report and submit it to Manager
<p>ECO Member, Management</p>	<p>If you come across a medical emergency or one is reported to you:</p> <ul style="list-style-type: none"> • Contact one of the trained First Aid Officers • If you are unable to obtain adequate help, call Emergency Services 000 and ask for an ambulance • Complete an Incident Report and submit it to Manager

4.3 Bomb Threat (CODE PURPLE)

<p>Staff and Visitors</p>	<p>If you receive a call where the caller states there is a bomb or substance in the building:</p> <ul style="list-style-type: none"> • Do not hang up during or after the call • Keep the caller on the line as long as possible (may assist to trace call) • Stay calm, converse in a non-confrontational tone • Signal to a nearby staff member the nature of the call, and for them to contact the Chief Warden and General Manager or Emergency Services (000) <p>Fill in Bomb Threat Checklist with the following information:</p> <ul style="list-style-type: none"> • Attempt to obtain as much information as possible • Location of bomb • Type of bomb • Time of detonation • What may cause detonation • So that you may offer a description to the Police, take note of: <ul style="list-style-type: none"> • The caller's voice (male/female, deep/high, accent) • Whether the caller sounds calm, agitated, angry, etc. • Terminology the caller uses • Any background noise you can hear • Anything else which may assist Police <p>After a call during which the caller has informed you of a bomb:</p> <ul style="list-style-type: none"> • When the caller has hung up, do not hang up the phone. Use another phone to communicate with, and ensure the matter is being dealt with by, the Chief Warden or General Manager and leave further action to them • If unable to determine this, using another phone, contact your Warden. Stay calm and do not incite panic <p>If you see a suspicious package/item in the building and have reason to believe it may be a bomb:</p> <ul style="list-style-type: none"> • Immediately contact the Chief Warden, General Manager or Emergency Services (000) • Do not attempt to touch, investigate or move the item • Ask people working in the vicinity to vacate the area. Stay calm and do not incite panic
<p>ECO Member, Management</p>	<p>If advised of a bomb or substance threat (through phone call or identification of suspicious package/item):</p> <ul style="list-style-type: none"> • Call 000 and provide as much information as possible • If the caller is still on the line, advise Emergency Services • Initiate a full or partial building evacuation if the circumstances warrant it • Please do not hang up phone once caller has gone. The call may still be able to be traced back to the caller.

4.4 Internal Emergency (**CODE YELLOW**) – Airborne Contaminants or Gas Leak

<p>Staff and Visitors</p>	<p>If you detect a gas leak or can smell gas or other airborne contaminant:</p> <ul style="list-style-type: none"> • Immediately extinguish any naked flames in the vicinity or check for hot works being undertaken • Turn off gas supply if possible • Contact the Chief Warden and advise them of the situation • Move anyone in immediate danger if it is safe for you to do so • Isolate the area and ask all people to remove themselves from the immediate area • Do not operate light or power switches – the sparking of a switch may ignite the gas <p>If the leak is serious (broken gas line, very strong smell of gas):</p> <ul style="list-style-type: none"> • Activate the fire alarm at the nearest “break glass” alarm point • Report what you have seen and done to ECO Member of Manager • Move by a safe route to the main entrance and report to the Fire Brigade upon their arrival
<p>ECO Member, Management</p>	<p>If you detect a gas leak or a gas leak has been reported to you:</p> <ul style="list-style-type: none"> • Assess whether the situation is serious • Refer to SDS if substance known • Is the smell very strong and extensive? • Is the source or location of the leak known? • If it is serious, call 000 for Fire Brigade • Contact the Chief Warden or Manager and advise them of the situation • Remain at the communication centre if it is safe to do so

4.5 External Emergency (**CODE BROWN**) – Storms, Flood or Storm Surge

<p>Staff and Visitors</p>	<ul style="list-style-type: none"> • Always consider your safety as your number one priority • If possible, contact the Chief Warden or Manager and advise them of the situation • Remain in the building (if it is safe and secure) and keep clear of windows. • Follow the instructions of relevant emergency services personnel and ECO personnel. • Evacuate the building only if instructed to do so by emergency services personnel or Chief Warden, and assist with the evacuation of disabled occupants. • If evacuation is ordered, move to the nominated evacuation assembly area, and do not leave the evacuation assembly area until advised to do so. • When declared safe by an authorised person, return to the building.
<p>ECO Member, Management</p>	<ul style="list-style-type: none"> • Assess and direct the situation to determine safe evacuation route • Assess the extent of any damage and commence the salvage of documents, fittings and other assets. Keep a photographic record of any damage. • Complete and submit an incident report. • Notify the Insurance Office of the extent of any damage. • If an insurance claim is to be made, do not undertake removal, rectification, repair or replacement of damage until authorised by the Insurance Office.

4.6 Personal Threat (CODE BLACK)

Staff and Visitors	<p>If you are confronted by a person or a group of people behaving aggressively:</p> <ul style="list-style-type: none"> • Do not attempt to control the situation by aggressive or authoritarian behaviour • Always consider your safety as your number one priority • If possible, contact the Chief Warden or Manager and advise them of the situation • If they cannot be contacted, dial 000 and request Police assistance • If you have called the Police, proceed to the main entrance and brief the Police on arrival
Receptionist	<p>If you are confronted by someone demanding cash:</p> <ul style="list-style-type: none"> • Always consider your safety as your number one priority • Activate duress alarm (where provided) if safe to do so. Do not make obvious lurch to the alarm • Observe the offender, (height, weight, age, clothing, speech, disabilities, accent etc.) • Hand over cash • Once it is safe to do so, contact the Chief Warden or Manager and advise them of the situation • If they cannot be contacted, dial 000 and request Police assistance • Secure your area by locking doors and do not allow anyone else into the area until the Police have advised to do so. • Complete the Bomb Threat Form to capture observations before you forget • Ensure someone remains to brief Police on arrival
ECO Member, Management	<p>If you become aware of a person or group behaving in an aggressive manner, or you are advised that an armed hold up is occurring:</p> <ul style="list-style-type: none"> • Determine the nature and location of the incident • Do not attempt to control the situation by aggressive or authoritarian behaviour • Advise a staff member to notify all staff by email to secure their offices, lock doors, and stay in their offices unless it is unsafe to do so. It would not be appropriate to use the PA system to warn staff as this would only aggravate the situation • Dial 000 and request Police assistance • Ensure someone remains at the main entrance to brief Police on arrival • Determine whether it is necessary and/or safe to move staff or students to a safer location • Assist Police on their arrival • Secure the area until Police advise they have completed their initial investigations

5 Training

Emergency response drills and exercises are scheduled and conducted regularly, including liaison with and involvement of external response organisations and other stakeholders, as appropriate. Lessons learned from emergency response drills, exercises and incidents are documented, incorporated into revisions of plans and resources, and shared with stakeholders and others as appropriate.