

WHS PROCEDURES

SAFETY Everyone. Everywhere. Every day.

EMERGENCY RESPONSE AND PREPAREDNESS

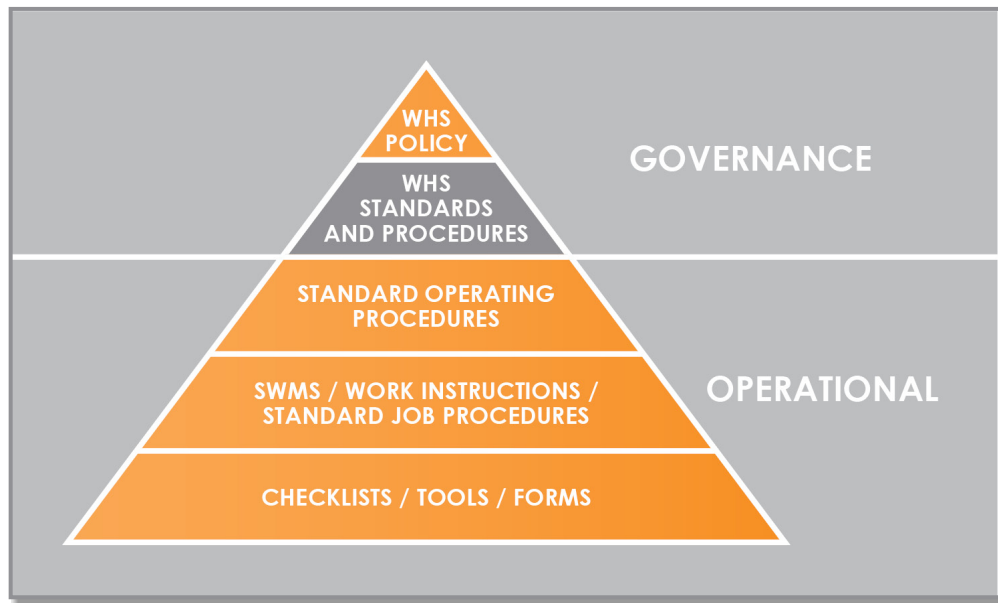
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1. WHSMS DOCUMENT HIERARCHY



2. PURPOSE

The purpose of this procedure is to document the planning, training and maintenance activities that are used by QUU to prepare for and respond to various emergency scenarios.

NOTE: Once an emergency situation is declared, QUU's **Emergency Management Plan (CER7)** will be activated and will supersede this procedure.

3. SCOPE

This procedure covers all emergency response and preparedness activities and applies to all staff, contractors or other persons present on QUU-controlled worksites.

4. DEFINITIONS AND ACRONYMS

EMERGENCY: a sudden, unexpected, or impending event that may cause injury, loss of life, property damage, or which interrupts the normal activities of a person or business.

EMERGENCY CONTROL ORGANISATION (ECO): QUU employees who have been trained to respond to workplace emergency incidents. The ECO will generally consist of a Chief Warden, Deputy Chief Warden, Area Wardens, Fire Wardens and First Aid Officers.

EMERGENCY PLANNING COMMITTEE (EPC): the group responsible for developing, implementing and maintaining QUU's emergency plan, response procedures, and associated training for our buildings or facilities.

EMERGENCY MANAGEMENT PLAN (CER7): QUU's emergency management plan, which documents our emergency management response and recovery process.

EVACUATION DIAGRAM: a plan indicating the location of emergency exits, evacuation routes, fire alarms, fire fighting equipment and assembly areas on a fixed QUU worksite.

EVACUATION SIGN: a sign which incorporates both the evacuation diagram and procedure for a fixed QUU worksite.

FIRST RESPONSE INSTRUCTIONS: training given to new employees within one month of joining QUU and then every two years thereafter. The course covers the operation of manually operated fire alarms and any other fire fighting equipment available on-site.

GENERAL EVACUATION INSTRUCTIONS: training given to new employees within two days of joining QUU and then annually thereafter. The course covers the sites emergency evacuation procedure as well as the location of emergency exits, evacuation routes, fire alarms, fire fighting equipment and assembly areas.

FIRST AID: refers to the initial medical treatment given to a sick or injured person until the emergency services arrive.

FIRST AID QUALIFICATION: for the purposes of this procedure, this term refers to:

- the Apply First Aid or Occupational First Aid qualifications, or
- any qualifications with equivalent competencies.

HEALTH AND SAFETY REPRESENTATIVE (HSR): a volunteer who is elected by their QUU workgroup to represent them in all health and safety matters.

MANAGER: the person/s directly responsible for the workplace activity being performed or the work site where the activity is occurring.

OFFICER: a term used to refer to directors, partners, or anyone else who makes decisions which affect the whole or a substantial part of a business or undertaking.

Under the WHS Act 2011, Officers are required to exercise due diligence when ensuring that their business or undertaking fulfils its health and safety obligations. This means that Officers are expected to:

- have up-to-date knowledge of all work health and safety matters,
- understand the operations of the business and the hazards and risks involved,
- ensure appropriate resources and processes are in place to enable hazards to be identified and risks to be eliminated or minimised,
- ensure information regarding incidents, hazards and risks is reviewed and responded to in a timely manner,
- ensure that the business has, and implements, processes for complying with any legal duty or obligation,
- ensure that these processes are verified, monitored and reviewed.

PERSON CONDUCTING A BUSINESS OR UNDERTAKING (PCBU): a term which is primarily used to refer to employers, but which is equally applicable to sole traders, contractors, the self-employed, or anyone else who is responsible for workers.

Under the WHS Act 2011, PCBUs are, as far as is possible, responsible for ensuring the health and safety of:

- workers they directly engage or whose activities they influence,
- anyone else who could be put at risk by the activities the PCBU is undertaking, for example visitors, customers, or members of the public.

QUU EXECUTIVE: QUU's leadership group consisting of the CEO, Executive Leadership Team and General Managers (Officer and non-Officer appointed).

SUPERVISOR: a term used to refer to any QUU employee who acts or is appointed as a Supervisor, Coordinator or Team Leader within QUU.

VISITOR: any person present on a QUU worksite who is not a worker, supervisor, manager, officer or PCBU.

VOLUNTEER: a person who acts on a voluntary basis regardless of whether or not they receive out of pocket expenses.

WHS: Work Health and Safety.

WHS MANAGEMENT SYSTEM (WHSMS): the comprehensive and integrated system of WHS Standards, Procedures, SOPs, Quick Guides and Work Instructions that allows QUU to effectively manage and control our workplace hazards and risks.

WORKER: a person who carries out work in any capacity for a person conducting a business or undertaking. This includes employees, contractors, sub-contractors, apprentices, trainees, volunteers and work experience students.

Under the WHS Act 2011, Workers are responsible for:

- their own health and safety,
- ensuring their actions do not adversely affect the safety of others,
- complying with all reasonable instructions given by the PCBU,
- co-operating with any policy or procedure which has been communicated to them.

5. ROLES AND RESPONSIBILITIES

Officers, Managers and Workers have clear responsibilities and accountabilities for WHS outlined in QUU's **WHS Resources, Responsibility and Accountability Standard (STD132)** and **Procedure (PRO359)**. These responsibilities and accountabilities are non-transferrable and critical to achieving QUU's WHSMS goals, objectives and targets.

Outlined below are the role specific responsibilities relating to emergency preparedness and response activities at QUU:

5.1 PERSON CONDUCTING A BUSINESS OR UNDERTAKING

As a PCBU, QUU is, as far as is reasonably practicable, responsible for ensuring the health and safety of all persons present on our worksites. We do this by ensuring that:

- emergency evacuation procedures, plans and other associated documents are developed and maintained for all QUU worksites,
- appropriate fire protection systems and suppression equipment is available and maintained at all QUU worksites,
- ECOs at each of our worksites are adequately resourced with suitably trained and/or qualified personnel,
- workers receive first response and emergency evacuation instructions within legislated timeframes,
- annual emergency evacuation drills are conducted at all QUU worksites,
- there is a safe means of exit from all QUU-controlled worksites.
- corrective or preventative actions identified during incident investigations or emergency evacuation drills are fully implemented.

5.2 EXECUTIVE LEADERSHIP TEAM

- Demonstrate commitment to and support for all emergency preparedness and response procedures and activities.
- Exercise due diligence, when establishing that:
 - appropriate fire protection systems and suppression equipment is available and maintained at all worksites within their area of responsibility,
 - ECO's within their area of responsibility are adequately resourced with suitably trained and/or qualified personnel,
 - workers within their area of responsibility are receiving first response and emergency evacuation instructions within legislated timeframes,

- worksites within their area of responsibility are conducting annual emergency evacuation drills,
 - corrective or preventative actions identified during incident investigations or emergency evacuation drills are being implemented.
- Follow all reasonable instructions issued by member of the ECO during drills and emergency evacuations.

5.3 GENERAL MANAGERS

- Review and approve the Emergency Evacuation Procedures for all worksites under their direct control.
- Ensure that appropriate fire protection systems and suppression equipment is available and maintained on all worksites under their direct control.
- Verify that workers within their area of responsibility are receiving first response and general evacuation training within legislated timeframes.
- Ensure that an annual emergency evacuation drill is conducted on all worksites within their area of responsibility.
- Oversee the implementation of corrective or preventative actions identified during incident investigations or emergency evacuation drills.
- Follow all reasonable instructions issued by member of the ECO during drills and emergency evacuations.

5.4 MANAGERS AND SUPERVISORS

- Ensure that the ECOs for each worksite under their direct control are adequately resourced with suitably trained and/or qualified personnel.
- Work with the ECO to develop Personal Emergency Evacuation Plans (PEEP) for any people who may require assistance when evacuating worksites under their direct control.
- Coordinate first response and general evacuation training for all workers within their area of responsibility within legislated timeframes.
- Coordinate annual emergency evacuation drills on all worksites under their direct control.
- Implement any corrective or preventative actions identified during incident investigations or emergency evacuation drills.
- Maintain records of any first aid treatment they have provided.
- Follow all reasonable instructions issued by member of the ECO during an emergency evacuation.

5.5 WORKERS

- Report all emergency evacuation related incidents or hazards in accordance with the relevant QUU procedure.
- Follow all reasonable instructions given by members of the ECO during an emergency evacuation.
- Complete first response and emergency evacuation training within legislated timeframes.
- Fully participate in all emergency evacuation drills.
- Where required, contribute to emergency planning activities or risk assessments.

5.6 FIRE SAFETY ADVISOR

- Perform the duties and functions of a Fire Safety Advisor, as specified by the Queensland Building Fire Safety Regulations 2008, for their assigned worksites.

5.7 CHIEF WARDEN

- Responsible for ensuring the safety of QUU worksite occupants from the time an emergency alarm is sounded, until the relevant emergency services arrive.
- If an alarm is activated, the Chief Warden determines whether or not an emergency needs to be declared.
- If an emergency is declared, the Chief Warden activates the ECO and instructs their Area Wardens to implement the relevant Emergency Evacuation Procedure.
- During an emergency, acts as the principal liaison officer between QUU and the emergency services.
- Work with other members of the ECO to identify and then implement improvements to the Emergency Evacuation Procedure.
- Coordinate mock emergency drills for their assigned site.
- Following a drill or emergency incident, provide the ECO and all other relevant stakeholders with a performance report which identifies any improvement actions.

5.8 AREA WARDEN

- Assume the duties of the Chief Warden if they are unavailable or absent.
- Work with other members of the ECO to identify and then implement improvements to the Emergency Evacuation Procedure.
- Communicate any material changes to the Emergency Evacuation Procedure to the Fire Wardens within their assigned zones.
- Implement and control the Emergency Evacuation Procedure within their assigned zone if:
 - instructed to do so by the Chief Warden,
 - they become aware of an immediate threat or dangerous situation.

5.9 FIRE WARDEN

- Work with other members of the ECO to identify and then implement improvements to the Emergency Evacuation Procedure.
- Communicate any material changes to the Emergency Evacuation Procedure to workers within their assigned zones.
- Implement and control the Emergency Evacuation Procedure within their assigned zone if:
 - instructed to do so by the Area Warden,
 - they become aware of an immediate threat or dangerous situation.

5.10 FIRST AID OFFICER

- Work with other members of the ECO to identify and then implement improvements to the Emergency Evacuation Procedure.
- Provide ill or injured colleagues with primary medical care, up to their level of training or competency, until the appropriate emergency services arrive.
- Act as the liaison between QUU and the emergency services during a medical emergency.
- If necessary, will seek support or assistance from other ECO members or workers during a medical emergency.
- Maintain records of any first aid treatment they have provided.

5.11 HEALTH AND SAFETY REPRESENTATIVE

- Inspect fire protection systems and suppression equipment as part of routine WHS site audits.

6. RELATED DOCUMENTS

- Emergency Response and Preparedness Forms:
 - Fire and Evacuation Practice Record (FOR248)
 - Bomb Threat Form (FOR79)
- Fire Management Standard Operating Procedure (PRO376)
- First Aid Standard Operating Procedure (PRO384)
- QUU Emergency Management Plan (CER7)
- Practice Fire Evacuation Procedure (PRO118)
- WHS Audit and Inspection Procedure (PRO366)
- WHS Audit and Inspection Standard (STD139)
- WHS Documentation Data Control and Record Management Procedure (PRO362)
- WHS Documentation, Data Control and Records Management Standard (STD135)
- WHS Hazard and Risk Management Procedure (PRO363)
- WHS Hazard and Risk Management Standard (STD136)
- WHS Incident Reporting, Investigation and Escalation Procedure (PRO364)
- WHS Incident Reporting, Investigation and Escalation Standard (STD137)
- WHS Emergency Response and Preparedness Standard (STD138)
- WHS Policy (POL33)
- WHS Resources, Responsibility and Accountability Procedure (PRO359)
- WHS Resources, Responsibility and Accountability Standard (STD132)

7. EMERGENCY MANAGEMENT FRAMEWORK

7.1 OVERVIEW

A sudden, unexpected emergency incident on a QUU worksite can all too easily result in an injury, loss of life, property damage, or service interruption for our customers.

That is why it is so important that we consider in advance how we should respond to any potential emergency scenario. To help us do this more effectively, QUU has introduced the following six-step emergency planning framework:

- **STEP 1:** we first consider all of the different types of emergency scenario that might occur on each of our fixed worksites.
- **STEP 2:** we then determine what types of suppression systems and fire fighting equipment we may need to respond to these emergency scenarios,
- **STEP 3:** we then develop site specific evacuation plans which reflect the various emergency scenarios we've identified at each worksite.
- **STEP 4:** we then ensure that any employees based at these sites understand what they need to do in an emergency by providing them with evacuation and first response training.
- **STEP 5:** we then test the suitability and effectiveness of these emergency evacuation plans by conducting regular practice drills.
- **STEP 6:** Finally, we implement any improvement actions identified during practice drills or the annual review of these plans and communicate these changes to effected employees.

7.2 EMERGENCY SCENARIOS

QUU will develop and maintain site specific Emergency Evacuation Plans and diagrams for each of our fixed worksites.

Before developing these documents, a risk assessment must first be undertaken which considers all of the potential emergency scenarios that might occur at each site.

The results of this assessment will then be incorporated into QUU's **Emergency Management Plan (CER7)** and will form the basis of the site specific Emergency Evacuation Plan.

The following emergency scenarios must be considered when undertaking these risk assessments:

- Fire,
- Bomb threat,
- Armed robbery and personal threat,
- Chemical leaks,
- Gas leaks,
- Floods/Cyclones/Severe Storms,
- Communicable diseases/threats to public health
- Medical emergencies,
- Handling of cash,
- Security and / or terrorist threats, and
- Any other identified emergency specific to Queensland Urban Utilities.

The following should also be considered when completing these risk assessments:

- The nature and potential scale of the emergency,
- The frequency and duration that workers are exposed to the hazard,
- What work is actually being conducted, what chemicals (if any) and materials are being used,
- The size and layout of the workplace,
- The nature of the work being performed at different work areas i.e. within QUU boundaries,
- The nature of work at neighbouring properties and the potential impact work conducted at QUU sites will have on neighbouring properties,
- The distance to emergency exits and the distance an injured person may have to be transported before reaching first aid facilities or a hospital,
- The level of emergency equipment and personnel available throughout the workplace,
- The number and distribution of workers at various workplaces or floors of the building, and
- When working in remote locations the availability, response times and capability of emergency services (including ease of identification in QPS mapping systems).

7.3 EMERGENCY CONTROL ORGANISATION

QUU's Emergency Control Organisations (ECOs) are made up of groups of employees who have been trained to respond in the event of a workplace emergency incident.

Each ECO group will generally consist of a Chief Warden, Area Wardens, Fire Wardens and First Aid Officers. A summary of the emergency management responsibilities for each of these roles can be found in Section 5 of this procedure.

Line managers should introduce new QUU employees to their local ECO members as part of their site safety induction. In addition, a poster containing the names and contact information of local ECO members can also be found on the Safety Noticeboards at each worksite.

7.4 GENERAL EVACUATION AND FIRST RESPONSE TRAINING

All workers, contractors and other persons present on QUU-controlled worksites must be informed about the:

- evacuation procedure to be followed in the event of an emergency;
- means of escape from the workplace in the event of an emergency and the location of the designated assembly point;
- location and method of operation of fire fighting equipment and alarm systems.
- first aid arrangements for the work area/work site.

In accordance with the Queensland Building Fire Safety Regulation 2008, all staff must also receive:

- **GENERAL EVACUATION INSTRUCTIONS:** new employees must receive this training within two days of joining QUU and then annually thereafter. The course covers the sites emergency evacuation procedure as well as the location of emergency exits, evacuation routes, fire alarms, fire fighting equipment and assembly areas.
- **FIRST RESPONSE INSTRUCTIONS:** new employees must receive this training within one month of joining QUU and then every two years thereafter. The course covers the operation of manually operated fire alarms and any other fire fighting equipment available on-site.

In addition to the above, members of the ECO must receive Evacuation Coordination Instruction at least annually. This course includes instruction on the roles and responsibilities of ECO members, the evacuation procedures for various emergency scenarios, as well as the operation of the fire alarms and fire fighting equipment found on-site.

Records of attendance at the above training sessions must be captured within My Learning Space.

7.5 EMERGENCY EVACUATION PLANS

All fixed QUU worksites must have a documented Emergency Evacuation Plan.

These documents are designed to ensure the safety of everyone on these sites by providing them with detailed instructions to follow in the event of an emergency evacuation.

The latest versions of these procedures can be found within Q-Pulse and are also displayed on the Safety Noticeboards at each site. Each procedure contains the following key information:

- The name of each building and the address of the workplace,
- The name, address, contact numbers and electronic contact details of the Emergency Plan Coordinator, Fire Safety Advisor, Chief Warden and Fire Wardens and the dates that these individuals took up these roles,
- The name and contact details of the person responsible for giving the fire and evacuation instructions and developing, changing and reviewing the plan,
- The evacuation coordination procedures for the workplace including a communication plan,
- Instructions for evacuating the building safely in the event of an emergency,
- Method of operation of fire fighting equipment and manually operated fire alarms in the building, and
- Procedures for giving fire and evacuation instructions to persons in the workplace.

7.6 PERSONAL EMERGENCY EVACUATION PLANS (PEEPs)

Personal Emergency Evacuation Plans (PEEPs) are evacuation plans which are specifically designed to meet the needs of people who may require assistance during an evacuation.

As such, PEEP's may be required by anyone who:

- has a guide or companion animal;
- uses non-verbal forms of communication;

- has an ambulatory disability;
- uses a wheeled mobility appliance (e.g. wheelchair);
- is easily fatigued;
- easily experiences acute anxiety in an emergency; or
- easily experiences extreme confusion in an emergency.

The individual evacuation strategy documented in the PEEP should be developed by the local Area Warden in consultation with the person requiring assistance.

Once approved, local ECO members, the person requiring assistance, plus a designated co-worker if further assistance is required, should be trained on the content of the PEEP. If required, this training should include instructing all parties in the safe operation of a stairway evacuation device.

Copies of the approved PEEP should then be held by the Area Warden and by the person requiring assistance. A copy should also be filed securely in TRIM.

A list of the names, work locations and other necessary information about worksite occupants with a PEEP should also be held by the Chief Warden and filed in TRIM.

7.7 EVACUATION SIGNS AND DIAGRAMS

The evacuation signs displayed at fixed QUU worksites must:

- include the procedure for safely evacuating the worksite in the event of a fire or hazardous materials emergency,
- be located along the evacuation route/s for the worksite, be displayed in a conspicuous location and be securely attached to a wall,
- include an evacuation diagram that indicates:
 - the signs location within the worksite (i.e. a 'You are here' indicator),
 - the route from the signs location to the nearest emergency exit,
 - all of the other emergency exits on the site,
 - the location of any internal communication devices (e.g. WIP phones),
 - the location of any manually operated fire alarms,
 - the location of fire fighting equipment,
 - the location of the designated assembly area, and
 - the route from each emergency exit to the designated assembly area.

7.8 ASSEMBLY AREAS

For the protection of evacuees, assembly areas must, wherever possible, be located a sufficient distance away from a worksites infrastructure.

Ideally, the area selected should be sheltered and be sited in a location that would allow evacuees to be moved further away from the emergency if required. Assembly areas should also be signed.

An alternate path and assembly area should be identified, but not communicated to anyone other than the sites ECO members. This is to prevent knowledge of the site becoming publically available, so that evacuees are protected in the event of a civil or terrorist incident.

The evacuation route used to access the assembly point must be suitable for people who walk with difficulty or use mobility aids (e.g. walking frames and wheelchairs).

7.9 EVACUATION DRILLS

Emergency evacuation drills must be conducted at least annually, with the type of emergency scenario being tested varying on each occasion. All staff must participate in these drills.

When planning an evacuation drill, the following must be considered for each worksite:

- The name of each ECO member and the role that they perform,
- The type and location of the fire alarm control panel,
- The methods used to report emergency incidents on that site (e.g. manual call points),
- The action that should be taken in response to an alarm signal,
- Where applicable, the location of the marshalling area for each floor or work area,
- The evacuation routes that should be taken,
- The location of the assembly areas or any designated alternatives, and
- The action that should be taken at the completion of the drill.

Following a drill, the Chief Fire Warden must hold a debriefing meeting with members of the ECO and other relevant stakeholders. During this session, any opportunities for improvement should be discussed and, if required, a corrective action plan developed.

A Fire and Evacuation Practice Record Form (FOR248) must also be completed and, along with the minutes from the debrief meeting, must be filed in TRIM.

During a drill or real emergency incident, it is essential that all people present on QUU-controlled worksites comply with the following evacuation instructions:

- Everyone is to stop work, turn off any equipment (if safe to do so) and leave the work area immediately,
- Evacuees must then proceed directly to the emergency assembly point,
- Once at the assembly point, evacuees must follow all reasonable instructions given by members of the ECO or the emergency services (e.g. Queensland Fire and Rescue Service),
- A member of the ECO (usually the Chief Warden) should brief the emergency services on arrival and direct them as required, and
- No one, other than members of the ECO or the emergency services, should re-enter the workplace until the all clear has been given,

7.10 MAINTENANCE OF FIRE FIGHTING EQUIPMENT

Fire fighting and suppression equipment must be maintained in accordance with AS1851-2005 Maintenance of Fire Protection Systems and Equipment.

A maintenance schedule must be developed for every fixed QUU worksite which identifies both the location of and service history of all such equipment.

7.11 INSPECTION OF FIRE FIGHTING EQUIPMENT

QUU's Health and Safety Representatives (HSRs) will inspect fire fighting and suppression equipment as part of their routine WHS site audits and inspections.

Refer to the **WHS Audit and Inspections Procedure (PRO366)** for more information on QUU's WHS site audit and inspection methodology.

8. REFERENCES

- QLD Work Health and Safety Act 2011
- QLD Work Health and Safety Regulation 2011
- AS/NZS 4801:2001 Occupational Health and Safety Management Systems – Specification with guidance for use

9. REVIEW

This procedure is to be reviewed every 2 years or earlier if:

- There is an identified risk to the business;

- A significant WHS or unplanned event occurs;
- Incident investigation or audit results demonstrate that the procedure is failing to deliver the required outcomes;
- There are changes in associated legislation; or
- There is evidence that the procedure is not having a positive impact on WHS-related KPIs.

10. FURTHER INFORMATION

For further information, contact your Health and Safety Representative (HSR) or a member of the QUU WHS Team.