Emergency Response Procedures
EMERGENCIES

For life threatening emergencies dial

From an internal phone dial

0-000

ANU Security can be reached by dialling

612 52249

Press 1 for emergencies
Press 2 for all other enquiries
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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?
12. What organisation do you represent?

EXACT WORDING OF THREAT:

Report this call immediately but from a different phone to
ANU SECURITY, EXT 52249

THE AUSTRALIAN NATIONAL UNIVERSITY

CALLER'S VOICE

- Accent (European, thick, poor etc)
- Any impediment (stutter, lisp etc)
- Tone of voice (loud, soft etc)
- Speech (fast, slow etc)
- Distinct (clear, muffled, nasal etc)
- Manner (calm, bellicose, irrational etc)
- Did you recognise the voice?
- If so, who do you think it was?
- Did the caller appear familiar with the area?

THREAT LANGUAGE

- Well spoken
- Incoherent
- Emotional
- Taped
- Message "read" by caller
- Abusive
- Other

BACKGROUND NOISES

- Street noises
- Music
- Aircraft
- Machinery
- Voices
- House noises
- Other

OTHER INFORMATION

Date of Call:
Time of Call:
Duration of Call:
Sex of caller:
Estimated age (child, adult):
Telephone extension call received at:
Name of person who answered call and provided this information:
Telephone extension of that person:

Signature
1. INTRODUCTION

The objectives of the emergency response procedures are to familiarise all members of the Australian National University Emergency Control Organisation (ECO) with the procedures in place to facilitate safe, orderly and timely evacuation when it is necessary. This manual has been written to reflect Australian Standard 3745-2010 and any legislative requirements within the Australian Capital Territory.

An emergency which may affect a facility can develop from a number of causes. The development and implementation of emergency response procedures are essential for the effective and efficient management of any emergency.

An evacuation may be implemented as a result of fire, gas leak, bomb threat, explosion, armed intruder or natural disaster. Therefore it is of vital importance that all members of the ECO are familiar with the procedures.

2. EMERGENCY CONTROL ORGANISATION (ECO)

An Emergency Control Organisation (ECO) is a structured organisation of persons to organise and supervise the safe movement of occupants of a facility or a group of facilities in an emergency.

At the Australian National University, the ECO consists of the Chief building warden assisted by a number of Floor Wardens and Wardens (Security after hours will act as Chief building wardens).

2.1 Responsibilities, authorities and duties

The Emergency Control Organisation (ECO) has been established to deal with all emergency incidents that may affect the safety and wellbeing of staff, students and members of the public. The specific roles for each position are detailed in this section.

Traumatic incidents can overwhelm a person’s ability to cope. Different people have different reactions, and the degree to which they are affected and for how long will depend on many factors. The greater the significance of the incident to a person, the more likely the person is to suffer some effects.

People react in different ways:

a) Ignore the alarm in the hope that it will go away
b) Complete what they are doing
c) Locate any family or friends before evacuating
d) React in a similar way to others around them
e) Most will not panic this only occurs if they think they have no way out of a dangerous situation
f) Stay calm and await for someone in authority to tell them what to do
It is the last feature that enables members of the ECO to control crowds and implement an appropriate response provided the ECO emergency response procedures are followed.

2.2 Responsibilities of the Emergency Control Organisation

The Emergency Control Organisation is comprised of wardens drawn from the occupants of the facility. The responsibilities of the ECO during an emergency are to:

- Conduct an orderly evacuation of the facility’s occupants, including members of the public who may be in the facility at the time, to a safe place of assembly
- Assist the Emergency Services
- Operate portable firefighting equipment if trained to do so as long as it is safe to do so.

IT SHOULD BE CLEARLY UNDERSTOOD THAT THE PRIMARY DUTY OF WARDENS IS NOT TO COMBAT EMERGENCIES BUT TO ENSURE, AS FAR AS PRACTICABLE, THE SAFETY OF STAFF, STUDENTS & MEMBERS OF THE PUBLIC AND THEIR ORDERLY EVACUATION FROM THE FACILITY

2.3 Chief building warden

The Chief building warden is responsible for:

1. The co-ordination of evacuation exercises
2. Accurately logging the performance of evacuations and problems encountered during the exercise
3. Conducting a debriefing after any evacuation
4. Continually striving to improve the effectiveness of these procedures
5. Housekeeping checklists
6. Co-ordinating & scheduling ECO meetings and organising site specific training if required

On hearing the fire alarm sounding or becoming aware of an emergency the Chief building warden and Deputy will immediately:

1. Proceed to the fire indicator panel
2. Take control of the situation
3. Coordinate the ECO team
4. Evacuate the facility if required
5. Reassure staff/students that the alarm is being investigated
6. Ensure ANU Security 52249 have been called

2.4 Deputy Chief building warden

The Deputy Chief building warden will assume the duties and responsibilities of the Chief building warden whenever that person is absent from the premises. If both are absent from the facility a Floor/Area Warden will act as Chief building warden.
Should both the Building/Deputy Wardens be on the premises when an alarm is activated the Deputy Chief building warden will assist the Chief building warden.

2.5 Communications Officer

The Communications Officer will assume the duties of using the emergency warning system EWS to relay messages from the Chief building warden to the occupants of the facility. This may include using the PA, activating the Alert and Evacuation tones in the EWS and recording which sections of the building have been evacuated.

2.6 Floor/Area Wardens

On hearing an alarm or on becoming aware of an emergency shall take the following actions:

1. Implement emergency response procedures for their floor or area
2. Ensure the appropriate emergency service has been notified
3. Direct Wardens to check the floor or area for any abnormal situations
4. Check to ensure fire/smoke doors are properly closed
5. Commence evacuation if the circumstances on their floor or area warrant this
6. Search the floor/area to ensure all occupants have evacuated
7. Ensure orderly flow of occupants into protected areas
8. Assist occupants with special needs
9. Act as leader of groups moving to nominated assembly areas
10. Communicate with the Chief building warden by whatever means available and act on instructions
11. Co-opt persons as required to assist Warden during emergency
12. Advise Chief building warden as soon as practicable of the circumstances and the actions taken.
13. Assist Chief building warden as required

2.7 First Aid Officers

The First Aid Officer/s will assume the duties and responsibilities of the managing the treatment of any injuries to occupants until emergency services arrive.

2.8 Authority

During emergencies, instructions given by the emergency control organisation (ECO) personnel shall take precedence over the usual management structure.

NOTE: This authority will ensure that, during an emergency situation, life safety takes precedence over asset protection, environmental considerations production operations and business continuity.

2.9 Indemnity

All ECO personnel shall be indemnified by their employer against civil liability resulting from all activities pertaining to the development and implementation of the emergency.
management plan, where the personnel act in good faith and in the course of their emergency management duties.

3. HIERARCHY AND IDENTIFICATION

The control of emergencies will be greatly assisted if key personnel can be quickly identified by staff, students, visitors and officers of all emergency services.

<table>
<thead>
<tr>
<th>Wearers Title</th>
<th>Helmet/cap colour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Controller</td>
<td>White</td>
</tr>
<tr>
<td>Chief building warden or Deputy</td>
<td>White</td>
</tr>
<tr>
<td>Floor Warden/Area Warden</td>
<td>Yellow</td>
</tr>
<tr>
<td>Warden</td>
<td>Red</td>
</tr>
</tbody>
</table>

3.1 Equipment Issued For Members of the ECO Team

1. Helmet or cap with wearers identification

2. Floor plan of facility identifying the following features:
   - Location of exits
   - Location of firefighting equipment
   - Location of Warden Intercommunication Phones (WIP)
   - Location of Fire Panel (FIP)
   - Location of Emergency Warning and Intercommunication Panel (EWIS)
   - Evacuation assembly areas

3. 3.003 Key to open the OWS/EWS/EWIS panel if installed

4. EMERGENCY AND EVACUATION PROCEDURES

4.1 Evacuation drills

Evacuation drills will be arranged by the Chief building warden in conjunction with Heads of School. At a frequency of at least one complete evacuation every 12 months, to practise the facilities emergency response procedures. A de-briefing of the Emergency Control Organisation to identify any deficiencies in the procedures should follow each exercise. Participation in these exercises will assist managers in meeting some of their obligations under the OH&S Act.

4.2 Evacuation Procedures

As a general rule, when an evacuation is initiated as a result of a genuine emergency situation or as a drill, the ECO should clear the facility by directing staff, students and visitors to their designated assembly area as quickly and calmly as possible. ECO members should then report to the Chief building warden advising that their area is cleared, then move to
their designated locations and await further instructions from the Chief building warden/Security or Emergency Services.

All other staff and students should report to and remain at the designated assembly area until the situation is cleared by the emergency services.

4.3 In an evacuation the following points should be kept in mind:

1. Arrange assistance for mobility impaired persons
2. Secure cash and valuable documents (if safe to do so)
3. In a fire situation evacuate with minimum of personal material. In a bomb threat situation, take all your personal material.
4. Where it is possible in a fire situation shut all doors and windows on leaving. In a bomb threat situation, open all doors and windows
5. Prevention of panic is paramount
6. Obey directions given by Wardens/Security and Emergency Services Personnel
7. Keep all exits/entrances clear at all times
8. Do not allow anyone except Emergency Services personnel to re-enter the facility while the alarm is sounding
9. Proceed directly to the designated assembly areas

4.4 Types of evacuations

The facility uses a full evacuation to evacuate all occupants from the building, below are other types of evacuation methods which could be used depending on the situation.

a) Partial: This measure is an alternative to a total evacuation in some cases. Partial evacuation may:
   • include evacuation into or through smoke and fire compartments
   • be used to evacuate individuals closest to a situation and prevent congestions in the stairway
   • Be utilised when evacuation of several floors is sufficient to protect occupants while the hazard is being eliminated. Move people away from localised situations like localised fire, flood, a chemical spill or a bomb threat specified for a certain area.

b) Shelter in place: This measure is an emergency response option that allows occupants and visitors to remain inside a facility on the basis that an evacuation to an external-to-building location might reasonably expose evacuated people to a greater level of damage.

4.5 Staff members and Visitors

At all times during an emergency follow the instructions of the Emergency Wardens

1. On hearing the alert alarm “beep beep”, immediately prepare to leave the facility – secure confidential materials and valuables, collect immediate personal belongings, shut down experiments, switch off computers, electrical appliances, equipment and machinery.
2. If the evacuation alarm “whoop whoop” sounds continuously, or if instructed to do so by a Warden, leave the facility by the nearest and safest exit route. Close all doors behind you (but not lock) as the ACT Fire Brigade may require access.

3. If possible take hand held personal belongings (such as handbags and briefcases) with you when you leave. Do not return to collect belongings.

4. Assist any person with a disability to leave the facility, or to the nearest fire isolated stairwell or fire safe haven for multi-storey facilities. Do not attempt to carry people down stairs.

5. Walk quickly and calmly to the designated assembly area for your facility or as advised by a Warden or Security Officer.

*Do not use the lifts*

6. Remain at the assembly area (in groups) until instructed to leave by a Warden or Fire Brigade Officer.

7. Do not re-enter the facility until informed that it is safe to do so by a Warden or Fire Brigade Officer.

**Lecture Theatres/Laboratories**

It is the responsibility of the lecturer/tutor to ensure that their class is evacuated and to maintain control of the students during an emergency until released by the ECO.

**Cafes/Public Theatres/Public Venues**

Persons responsible for the area are to take responsibility and provide information to patrons during emergency situations and evacuations.

### 4.6 Assembly Areas

*CBE assembly points are subject to change with regard to undergoing construction in the College precinct and the nature of the event generating the event. Current assembly points for staff and students in the following buildings are:*

- **Hanna Neumann**
  - Copland Courtyard

- **Copland Building**
  - Copland Courtyard

- **Crisp Building**
  - Copland Courtyard

- **PAP Moran Building**
  - Copland Courtyard

- **Arndt Building**
  - Copland Courtyard

- **CBE Building 26C**
  - Across Kingsley Street in front of Arndt Building

Assembly points should be a suitable distance from the facility, so that everyone is protected from falling glass and other objects, so far as is reasonably practicable.

**Notes:**

1. Ideally the areas selected should be sheltered from the affected facility and should allow further movement away from the hazard

2. Alternative assembly area(s) may be necessary if the nominated assembly area is unsuitable
3. Assembly areas should be accessible by a route suitable for people who walk with difficulty or use mobility aids, including wheelchairs, walking frames or any other means of getting around.

4. The movement of large numbers of people has its inherent risks, particularly in heavy traffic. Careful thought should be given to determine the safest route from the structure to the designated assembly area(s), including alternatives, and to ensure access for emergency vehicles is not hindered.

4.7 After hours procedures

There may be times when emergencies in facilities happen after hours. During these times ANU Security will act as the Chief Warden and decide on the appropriate action to take place unless otherwise instructed. ANU Security will contact relevant facility management and liaise with the emergency services upon arrival.

Occupants of the building after hours must follow directions of the ANU Security Officers and emergency services personnel.

4.8 Communication during an emergency

Where installed the primary means of communication during an emergency will be the use of the facilities emergency/occupant warning system (known as EWS, EWIS or OWS). Where this system is not installed in facilities other suitable devices as loud hailers/speaker may be used.

During an emergency, occupants of the facility must listen closely to the announcements and follow directions from the warden team.

For an emergency involving the Campus, Chief Wardens should be contacted and advise of the situation. In turn they should then advise the facility of the emergency and what actions they should take.

The University has a SMS system set up to alert occupants via SMS of emergencies or incidents at the Acton Campus.

Other ways to communicate of emergencies are via voice message on office phones and an all staff email. (These two methods require occupants to be in the facility and near a phone or a computer)

4.9 Neighbouring facilities

If an emergency is likely to affect a neighbouring facility then the Chief Warden must contact the neighbouring facility and advise of the situation.

4.10 Occupants and visitors with a disability

People who have a disability or have a chronic medical condition that may impact on their safe and speedy evacuation have an obligation to communicate the nature of their condition to their Warden prior to any event that may require the person’s evacuation.
The procedure for helping a person with a disability or chronic medical condition should be discussed by the Warden with the individual concerned, before any event requiring the person’s evacuation.

Occupants with a disability shall have a personal emergency evacuation plan. This document outlines the methods of contacting them during an emergency and procedure for evacuating them from the facility.

All people who have a disability or chronic medical condition should be guided to a pre-arranged evacuation point and the Chief building warden notified. The Chief building warden will arrange priority evacuation with the Emergency Services.

Once all occupants have been evacuated, then anyone with a disability or medical condition may be placed on the landing in the fire stairs with a Warden, or a competent person, to provide comfort and reassurance, or they may be evacuated by lift under the guidance of the Emergency Service.

4.11 Persons in Charge of a Workplace

Any person in charge of a workplace (e.g. class or meeting) is responsible for the safe evacuation of that workplace.

4.12 Person Refusing to Comply With Wardens Directions

Should a person refuse to comply with the directions given by a Warden, from the Facility’s Emergency Control Organisation the Warden should:

1. Ensure the person has been clearly advised (twice) they are required to evacuate the facility because of an emergency situation.
2. Notify the Chief building warden, who shall advise the Senior Emergency Services Officer who, at their discretion, may take the appropriate action under law to remove the person.

NB: It is advisable to have a witness to confirm any refusals. Document any such incidents. Do not start an argument; just report it to the Chief building warden.

4.13 Personal effects

When being evacuated people may take their immediately available personal effects such as handbags, wallets and car keys if it safe to do so.

4.14 All Clear

Under no circumstances should staff members or students be permitted to go back into the facility or work area for any reason, until they have been advised that it is safe to do so by the Senior Emergency Services Officer present, who will declare the all clear.
5. PRIMARY ROLES AND DUTIES

5.1 Pre Emergency

a) Chief building warden
   - Maintain a current register of ECO members
   - Replace ECO members when a position becomes vacant
   - Conduct regular exercises
   - Ensure the emergency response procedures are kept up to date
   - Attend meetings of the EPC, as appropriate
   - Ensure personal ECO identification is available

b) Communications Officer
   - Ensure personal proficiency in operation of the facility communications equipment
   - Maintain records and logbooks and make them available for emergency response
   - Ensure that ECO members are proficient in use of the facility communications equipment
   - Ensure the emergency communication contacts are up to date
   - Attend training and emergency exercises, as required by the EPC

c) Floor/area warden
   - Confirm sufficient wardens for area of responsibility
   - Coordinate the completion of PEEP documentation
   - Report on deficiencies of emergency equipment
   - Ensure that wardens have communicated the emergency response procedures to all occupants within their nominated areas
   - Ensure that occupants are aware of the identity of their wardens
   - (vi) Coordinate safety practices (e.g., clear egress paths, access to first-attack equipment and disposal of rubbish) by wardens throughout their area of responsibility
   - Attend training and emergency exercises, as required by the EPC
   - Ensure personal ECO identification is available

d) Wardens
   - Ensure that all occupants are aware of the emergency response procedures.
   - Carry out safety practices (e.g., clear egress paths, access to first-attack equipment and disposal of rubbish).
   - Ensure personal ECO identification is available.
   - Attend training and emergency exercises, as required by the EPC.

 e) Emergency response team
    - Attend regular training.
    - Practise use of specialized equipment.
    - Maintain specialised equipment as per manufacturers’ specifications.
    - Ensure that personal protective equipment is maintained and available.
    - Ensure personal ERT identification is available.
- Pre-emergency planning. Attend training and emergency exercises, as required by the EPC.

### 5.2 Emergency

The actions to be undertaken by the ECO in the event of an emergency shall include, but not be limited to, the following:

a) **Chief building warden** - On becoming aware of an emergency, the chief warden shall take the following actions:
   - Respond and take control, as appropriate
   - Ascertain the nature of the emergency and implement appropriate action
   - Ensure that the appropriate Emergency Service has been notified
   - Ensure that floor or area wardens are advised of the situation, as appropriate
   - If necessary, after evaluation of the situation and using all of the information and resources available, initiate an action plan in accordance with the emergency response procedures and control entry to the affected areas
   - Monitor the progress of the evacuation and record any action taken in an incident log
   - Brief the Emergency Services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the senior officer’s instructions.
   - Any other actions as considered to be necessary or as directed by Emergency Services.

b) **Deputy Chief building warden** - The deputy chief building warden shall assume the responsibilities normally carried out by the chief building warden if the chief building warden is unavailable, and otherwise assist as required.

c) **Communications officer** - The communications officer, on becoming aware of the emergency, shall take the following actions:
   - Ascertain the nature and location of the emergency
   - Confirm that the appropriate Emergency Service has been notified
   - Notify appropriate ECO members
   - Transmit instructions and information
   - Record a log of the events that occurred during the emergency
   - Act as directed by the chief warden

d) **Floor/area wardens** - On hearing an alarm or on becoming aware of an emergency, the floor or area wardens shall take the following actions:
   - Implement the emergency response procedures for their floor or area
   - Ensure that the appropriate Emergency Service has been notified
   - Direct wardens to check the floor or area for any abnormal situation
   - Commence evacuation if the circumstances on their floor or area warrant this
   - Communicate with the chief warden by whatever means available and act on instructions
   - Advise the chief warden as soon as possible of the circumstances and action taken
   - Co-opt persons as required to assist a warden during an emergency
• Confirm that the activities of wardens have been completed and report this to the chief warden or a senior officer of the attending Emergency Services if the Chief Warden is not contactable.

e) **Wardens** - Persons selected as wardens shall carry out activities as set out in the emergency response procedures and as directed by the floor or area warden. Wardens’ activities may include the following:

- Act as floor or area wardens.
- Operate the communication system(s) in place.
- Check that any fire doors and smoke doors are properly closed.
- Close or open other doors in accordance with the emergency response procedures
- Search the floor or area to ensure all people have evacuated. This function is of greater importance than a later physical count of those evacuated
- Ensure orderly flow of people into protected areas, for example, stairways
- Assist occupants with disabilities
- Act as leader of groups moving to nominated assembly areas
- Report status of required activities to the floor or area warden on their completion

f) **Emergency response team** - members of the emergency response team shall carry out activities as set out in the emergency response procedures and the following:

- Respond to the emergency as directed by the chief warden
- Communicate the status of the situation with the chief warden
- Hand over and brief Emergency Services on arrival

5.3 **Post-emergency**

The actions to be undertaken by the ECO after an emergency should include, but not be limited to, the following:

a) **Chief building warden**

- When the emergency incident is rendered safe or the Emergency Service returns control, notify the ECO members to have occupants return to their facility, as appropriate.
- Organize a debrief with ECO members and, where appropriate, with any attending Emergency Service.
- Compile a report for the EPC and management

b) **Communications officer**

- Collate records of events during the emergency for the debrief and ensure they are secured for future reference.

c) **Floor/area wardens and wardens**

- Compile a report of the actions taken during the emergency for the debrief.

d) **Emergency response team**

- Clean and service used specialised equipment
- Replace specialized equipment as necessary

NOTE: The re-entry and post emergency actions should be done in collaboration with the facility owners, managers, occupiers and employers.
6. MEDIA RESPONSE

All media requests directed to the University are handled through the Strategic Communications and Public Affairs Office:

The contact details:
Email: director.communications@anu.edu.au
Media Office: 612 7979 or 6125 5575

In some cases the emergency services will provide a media liaison officer to coordinate and speak to the media.
1.1. Fire

Prevention of fire is as important as the development of efficient means of fighting it. To this end the wardens, and all occupants, should be acutely aware of the need to avoid dangerous practices and the danger to life and property in the event of an out of control fire.

All staff should follow these directions when confronted by a fire

1. **If safe to do so** ensure the immediate safety of, and alert anyone within the vicinity of the fire.

2. Raise the alarm if not already sounding, using a break glass alarm panel or by shouting ‘Fire, Fire, Fire’ if a panel is not available. The alarm system automatically notifies the Fire Brigade and Security.

3. Telephone:
   - ACT Fire Brigade 000 Give your name, address, building, level, room number, type and extent of the fire/smoke.
   - Second call is to Phone ANU Security 52249.

4. Obey all instructions from Wardens.

5. Evacuate the immediate area and go to emergency congregation area.

*If a fire has been discovered the Chief building warden must:*

1. Evacuate the area in alarm immediately (if this is not already underway)

2. Commence evacuation of entire building

3. Meet the Emergency Service on their arrival and inform them of the situation, type of incident (if known), status of the building and the location of any impaired or other persons requiring assistance.

*If no fire is found, the Chief building warden must:*

1. After liaising with the emergency service notify all occupants of the building that it is a false alarm

2. Meet the Emergency Service on their arrival and inform them of the situation, type of incident (if known), status of the building and the location of any impaired or other persons requiring assistance.
1.2 Armed Intruder – Hold up

BASIC PRECAUTIONS

• Keep cash, drugs, vital records, information and valuables secured and to a minimum.

• Do not discuss activities, vital records, amount of cash or security procedures in public.

• If you are suspicious of the behaviour of any person/s notify the Police on 0-000

IF CONFRONTED

• Try to remain calm or appear to be calm.

• Do not make any sudden movement or take any action to excite intruder/s.

• Be courteous, converse with and answer questions asked by the intruder/s.

• Obey all instructions given by the intruders.

• Hand over valuables - cash - drugs - on request.

• Take a mental note of:
  – Gender
  – Age
  – Height
  – Build
  – Weight
  – Colour of hair
  – Colour of eyes
  – Unusual mannerisms
  – Every movement intruder makes
  – Scars or other markings
  – Complexion
  – Speech
  – Weapons carried
  – Dress - Shoes - Gloves
  – Language
  – Impediments
  – Items touched by intruder
  – Carry bags

WHEN INTRUDERS HAVE DEPARTED

• Ring Police on 0-000

• Alert Security on 52249

• Complete Offender Details Checklist. DO NOT discuss your version with others

• Remain in same location
When notified of emergency:

1. Ensure Police are notified
2. Notify Security
3. Ensure Police are notified
4. Ensure anyone injured is attended to
5. Stop unauthorised entry to incident location
6. Ensure no item in vicinity is touched or moved
7. Request witnesses to remain at the scene.
8. Stay with casualties or distressed persons if required
9. Ensure Offender Details Checklist is individually and independently completed by those involved in the incident
10. Await arrival of police
OFFENDER DETAILS

(Circle choice)

NUMBER OF INTRUDERS:

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>ALCOHOL</th>
<th>LANGUAGE</th>
<th>VOICE</th>
<th>POSSIBLE NATIONALITY</th>
<th>GRAMMAR</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Loud</td>
<td>Australian</td>
<td>Fast</td>
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<td>Courteous</td>
<td>Soft</td>
<td>Asian</td>
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<td>Elated</td>
<td></td>
<td>Deep</td>
<td>European</td>
<td>Normal</td>
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<td></td>
<td></td>
<td>American</td>
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<td></td>
<td>Nasal</td>
<td>Other</td>
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<td></td>
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<td>Drawl</td>
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PERSONAL PARTICULARS (DESCRIBE)

<p>| | | | |</p>
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</tr>
<tr>
<td>Disguised</td>
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**VEHICLES**

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<tr>
<th>Vehicle Type</th>
<th>Make</th>
<th>Model</th>
<th>Colour</th>
<th>Registration No.</th>
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**WHICH WAY DID THEY GO?**

---

**OFFENDER DETAILS**

(Circle choice)

<table>
<thead>
<tr>
<th>Type of weapon/s</th>
<th>Gun</th>
<th>Knife</th>
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<td>Size/Weight</td>
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<td>Light/Small</td>
<td>Sawn Off</td>
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<td>(Estimate)</td>
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<td></td>
<td></td>
</tr>
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<td>Size of muzzle</td>
<td>Shotgun</td>
<td>.22</td>
<td>Other (Draw)</td>
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<tr>
<td>Colour of weapon</td>
<td>Metal</td>
<td>Woodwork</td>
<td>Sling (if any)</td>
<td></td>
</tr>
</tbody>
</table>

**HAND OFFENDER DETAILS TO POLICE**

**ADMINISTRATIVE DATA** (completed by victim of offence)

<table>
<thead>
<tr>
<th>Name (Printed)</th>
<th>Position</th>
<th>Section</th>
<th>Signature</th>
<th>Date</th>
<th>Time</th>
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</thead>
</table>

**ACTIONED BY**

<table>
<thead>
<tr>
<th>Name (Printed)</th>
<th>Position</th>
<th>Department</th>
<th>Signature</th>
</tr>
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1.2. Bomb Threats

Bomb or substance threats are usually a form of communication, written or verbal, delivered by electronic (email, fax, etc.), oral (telephone, tape recording), or other medium (letter) which are frequently used to disrupt business or cause alarm. These procedures are designed to help people respond to and deal with a threat in accordance with current directions provided by Australian Federal Police and AS 3745-2002.

Because each threat is different, it is almost impossible to have a detailed procedure for each contingency. These procedures are designed to help you assess the level of the threat and, on the information available, decide on a course of action.

Telephone Bomb Threat

Until proven otherwise, all threats are to be treated as real. During working hours, the Chief building warden should along with management evaluate the threat and consider evacuation. This may be done in conjunction with the Police if they are available.

The following points provide an overview of the initial actions to take when a threat is received:

1. Keep calm. If possible attract the attention of a fellow worker.
2. Keep the caller on the line as long as possible to gather information.
3. Use the threat checklist provided (see schedule 1) *this check list can be used as evidence against the perpetrator of the threat in any subsequent legal proceedings.*
4. Obtain as much detail as possible about the bomb and its location.
5. Listen carefully for any background noises, speech mannerisms, accents or any other details that might give a clue to the age, sex, identity and location of the caller.
6. **DO NOT** discuss the call with other occupants.
7. Immediately after the threat contact the Chief building warden, ANU Security x52249, your Management and notify the Police 0-000.
8. Complete the threat check list and hand it to Chief building warden or Security.
Evaluating the Threat

Following the receipt of a threat the Chief building warden must consider the level of threat and decide on the appropriate action, using the threat report, results of searches by the Emergency control Organisation and information obtained from building occupants and the Police.

The threat may be assessed as:

**NON SPECIFIC THREAT OR LOW RISK**

For example a call made by a child and/or with childish laughter in background or where little detail is received

**SPECIFIC THREAT OF MUCH GREATER RISK**

For example a call made in a calm deliberate manner where greater detail regarding timing, location or type of device is given.

To help determine the level of threat from a suspect item found during a search, consideration must be given to:

- Whether the item was hidden
- Is it obviously a device
- Is it similar to the original threat description
- Is it typical of all other items in the area
- Has there been a report of unauthorised persons being on site
- Is there evidence of forced entry

Other factors that may provide assistance are:

- A threat is only that until something obvious is found
- A perpetrator will infrequently give warning of an attack
- The consequence for issuing a threat is not as severe as the placement or initiation of a device.
Search Procedure

The Police will often request the building occupants to conduct a search. All Wardens should be instructed in bomb and substance threat strategy during their routine training. Police will not usually search a building following receipt of a threat because:

Police are unlikely to know the layout of the premises and the various places in which a device can be concealed

Police will not know what should be in a particular place and what should not. Staff should know and be able to search more thoroughly.

Note: Places of public assembly such as lecture rooms, assembly halls, and auditoriums cannot be searched while students are present.

Detailed searches take a considerable amount of time. Occupants may not be permitted to return for some hours. Consideration should be given to their welfare, for example in summer or wet weather, relocation to a more comfortable location with shade or shelter.

If a search is decided upon, Wardens should be directed to search their floor or area and report the location and appearance of any suspicious item.

Wardens should look for anything:

- That should not be there
- That cannot be accounted for
- That is out of place

If a suspicious object is found:

- No one is to touch or move it
- Clear people away from the immediate vicinity
- Secure the area
- Inform Chief building warden
- Initiate evacuation
- Leave a trail to the object
- Inform Police of location

The evacuation assembly areas should be searched by Wardens nominated by the Chief building warden.
Detailed Room Search

Divide the room into sections, for example halves or quarter’s search teams should:

1. Listen for any unusual sounds
2. Conduct a passive search only (that is, look without touching)
3. Checking the area as follows:
   - Floor to waist level
   - Waist level to head level
   - Head level to ceiling
4. Mark the area as clear, using chalk marks, post it labels etc.

Warning: Hand held radio transceivers and mobile phones MUST NOT be used during a bomb emergency because, under certain conditions, transmissions can trigger an electronically- detonated or radio activated bomb

Courses of Action – The decision to evacuate

The Police will normally leave the decision to evacuate to the Emergency Control Organisation or building management. The Police may provide advice or make recommendations

Option to do nothing (Disregard Threat)

It may be tempting, when receiving a threat from an intoxicated person or child, to adopt this course of action. The Chief building warden must be absolutely sure it is a prank call. If there is the slightest doubt, the Chief building warden must adopt one of the other options.

Option to search and evacuate only if a suspicious object is found

This choice means people will be in the building for a longer period if there is a device present. Evacuation will proceed if a suspicious object is found. If nothing is found, and there are no other significant factors, the Chief building warden may then consider that the building can be declared safe. The Chief building warden may consider this option appropriate if the threat level is assessed as low

Option to search with partial evacuation

When the threat level is considered to be moderate and there is no reason to believe an initiation to be imminent, the Chief building warden might consider partial evacuation, retaining essential staff and search teams.

Evacuate immediately without search
In the event of the call that the Chief building warden considers to be a high risk there may be a case for evacuation as quickly as possible, without conducting a search, especially where there is a possibility of imminent initiation.

When the time of initiation has been disclosed in a threat, the Chief building warden must ensure search procedures are terminated well before the deadline, even if the device has not been found. All searching must cease no later than 20 minutes before the time given. At the very least, 20 minutes must elapse after the threatened time of initiation before search teams re-enter the building. The building should be searched prior to re-occupation.

**Evacuation**

If the evacuation of a floor or complete evacuation of the building is ordered, the procedures are similar to an evacuation for a fire. Wardens are to:

1. Direct staff and students to the nearest exit and instruct them to take all personal items with them. Guide them to the nominated assembly area using a path of egress away from the suspect item if the location is known.

   Note: In some buildings it may be necessary to direct occupants to use a specific exit or escape route.

2. Conduct a final check of all areas including toilets and all other occupiable spaces to ensure they are clear of occupants

3. Advise the Chief building warden when the floor/area has been evacuated. Ensure internal doors, except fire doors, are left open if possible, and that occupants do not re-enter the building.

4. Proceed to the nominated assembly area and remain there, until directed to return to the building, by the Chief building warden, Security or Police

**Threat after hours**

Should a threat be received outside normal working hours, the recipient should report the matter to **ANU Security x52249 and Police 0-000** alert other occupants occupying the floor/area, and evacuate the building using emergency exits. Do not re-enter the building until advised by Security or Police it is safe to do so.

**Mail Bomb**

All mail should be checked for suspicious articles. The details of all suspicious letters and parcels, and records of verbal threats should be retained for future reference.

Mail bombs are normally about envelope size. The maximum size of a device is restricted by Australia Post limitations on the weight and dimensions of an article that can be sent through the Australia Post system. Mail bombs could of course be distributed by means other than
Australia Post such as couriers. Irrespective of size, mail bombs have the potential to cause death or potential injury.

Mail bombs normally fall into three categories, **HIGH EXPLOSIVE, INCENDIARY and NOXIOUS** devices all designed to cause damage, injury or death.

**What to look for:**

- An envelope that is lopsided or uneven
- A package that is excessive in weight for its size
- Excessive tape or other securing material
- An article from an unknown source
- Wires or metallic material protruding from the article
- Postage in excess of what should be required to have the article forwarded

**Courier Delivered Bomb**

A courier delivered bomb differs from a mail bomb in that the perpetrator has the ability to set a timer or trip/motion device when it is delivered. This means that a courier delivered device has the potential to detonate without any further intervention by the perpetrator. Once suspicion has been aroused this type of article **MUST NOT** be touched or moved.

**Placed Bomb**

Placed bombs come to the attention either as an accidental discovery or after a warning and subsequent search. Placed bombs can take on many shapes from the obvious such as a stick of commercial explosive with a burning fuse to the indistinguishable such as a sealed package.

**Vehicle Bomb**

A vehicle bomb is any means used to deliver an amount of explosive usually to the external boundary of a building, structure or workplace.
Threat Received

Notify Chief building warden

Contact ANU Security 52249

Options

Immediate evacuation
Partial evacuation and search
Search and if required, evacuate
Disregard threat

Wardens search emergency exits

Remember, you are looking for something that does not belong – it is a visual search only

If you find something suspicious
If you do not find anything suspicious

DO NOT TOUCH IT
DO NOT MOVE IT

Evacuate the area
Notify the Chief building warden
Chief building warden to despatch wardens to search the assembly area
Wardens report to assembly area when their area is clear
Do not leave the assembly area until the all clear has been given by the building warden or emergency services

Resume normal duties

Building warden makes the decision
Evacuate
No action required

Wardens to search:
Exits - Common Areas – Reception Areas
Toilets – Utility Areas – Building exterior
1.3. EARTHQUAKES

Earthquakes strike without warning. Generally the SAFEST PLACE to be is in the OPEN away from buildings. However, if you are in a building when the earthquake strikes, you should NOT attempt to run from the building. Outside the building you may be met with falling debris and power lines. It is safer for you to remain in the building.

Basic guidelines for personal safety are as follows:

- Try to remain calm
- Move away from windows and outside walls
- Keep away from mirrors, light fittings, bookcases or other furniture that may fall or slide
- If possible, take cover from falling debris under a desk or stand within a door frame
- Don’t go sightseeing
- Don’t use telephone immediately, unless for serious injury
- Be aware of live electrical cables.

**REMEMBER DO NOT ATTEMPT TO RUN FROM BUILDING**

Once the tremor has stopped, look around for injured personnel and reassure others in your area.

The Chief building warden or a Deputy should call the buildings Emergency Control Organisation into action as soon as possible after the earthquake.

Duties of the Emergency Control Organisation include:

1. Assessing damage in area
2. Ensuring First Aid is given to those injured
3. Notifying the relevant authorities
4. Switching of power to appliances if safe to do so
5. Initiating controlled evacuation or:
6. Conducting a search of the area if it is safe to do so
7. Prevent re-entry to building
1.4. CIVIL DISORDER

Usually caused by Industrial unrest, emotional international situations or unpopular political decisions may lead to public demonstrations that could threaten the security of the building.

Security, Managers and the buildings Emergency control Organisation should co-ordinate the response to an incident until the arrival of the Police, to whom they should provide as much assistance as required.
1.5. AIRBORNE CONTAMINANTS

Airborne contaminants that may be encountered may include:

- CHEMICAL
- BIOLOGICAL
- RADIOLOGICAL

These agents often have a legitimate purpose in buildings, structures and work places. They can range from fumes from paints to gas leaks to the most potent of chemical, biological and radiological properties. In all cases, there must be sound and conforming practices and training to facilitate the housing of such goods and these issues are outside the scope of this document.

Accidental Dissemination

This type of dissemination will usually be caused by some form of industrial accident, poor housing method or an unplanned process. All have the potential to spread an airborne contaminant into the building, structure or workplace. Air conditioning units and other ventilation systems have the capacity to spread the contaminant quickly. One of the more common airborne contaminants that is accidentally introduced is Legionella.

Chemical Agents

Chemical agents may be a solid, liquid or gas and in some cases the agent may be odourless, colourless and tasteless. Chemical agents may be inhaled, ingested or absorbed through the skin and can have immediate or delayed effect.

A chemical agent can be disseminated by a spraying device, leaking package or a container either bursting or exploding. A chemical agent may cause incapacitation, serious injury or death.

Biological Agents

Biological agents are typically non-volatile and are invisible to the naked eye. Biological agents will usually be imbedded in a delivery medium such as powder or liquid. They can be disseminated by a dispersion device such as an aerosol sprayer. Biological agents are normally ingested or inhaled and while they are not absorbed through the skin these agents can penetrate through an open wound.

Radiological Agents

Radiological agents are likely to be material such as medical or industrial isotopes. However it is important to note that these agents can be combined with an improvised explosive device to form a “dirty bomb.”
Authorised radiological materials should carry appropriate markings and great care must be taken when handling packages which carry the radioactive markings. In all cases there must be sound and conforming practices and training to facilitate the housing of such goods but these issues are outside the scope of this document.
1.6. MEDICAL EMERGENCY

In the event of a medical emergency Wardens will:

1. Quickly check the situation for danger and assess the person’s condition. (DRABCD) If you assess a situation as life threatening or there is any doubt, phone 0-000 and request an Ambulance

2. Notify ANU Security x52249

3. Consider the persons wishes if they are conscious and coherent

4. Alert people nearby and enlist their aid

5. Administer first aid up to the level of your training
1.7. GAS LEAK

It is important to know what you are handling in the first place. Only those people trained in the storage and handling of dangerous goods should have access to them.

- Assist persons in immediate danger immediately (only if safe to do so)
- If flammable – shut off all ignition sources (only if safe to do so)
- Raise the alarm – Notify Fire Brigade on 0-000 and give details of problem
- Alert ANU Security on 52249
- Evacuate to the designated assembly area DO NOT return to building until advised to do so by Chief building warden or Emergency Services
- Remove any personnel from down wind

An alternative assembly area may need to be used if the weather conditions are transporting vapours toward the primary assembly area. Listen for instructions and take note of unusual smells and conditions.
1.8. CHEMICAL SPILLS

MAJOR SPILL or ACUTELY TOXIC CHEMICALS

(It is important to know what you are handling in the first place. Only those people trained in the storage and handling of dangerous goods should have access to them)

- Spill or leak
- Assist person in immediate danger (only if safe to do so)
- Restrict entrance to the danger area by shutting door/s where the spill has occurred (only if safe to do so)
- If flammable shut of all ignition sources (only if safe to do so)
- Raise the alarm – notify Fire Brigade 0-000 ask for hazmat unit and give as many details as possible
- Alert Security x52249
- Attend to the emergency (only if trained and it is safe to do so)
- Evacuate to the designated assembly area. Stay there until advised by Chief building warden/Security or Emergency Service it safe to return to the building
- Remove any personnel from down wind

An alternative assembly area may need to be used if the weather conditions are transporting vapours toward the primary assembly area. Listen for instructions and take note of unusual smells and conditions.
BOMB THREAT CHECK LIST
QUESTIONS TO ASK:

REMEMBER TO KEEP CALM – DON’T HANG UP, EVEN IF THE CALLER HANGS UP

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?
12. What organisation do you represent?

EXACT WORDING OF THREAT:

Report this call immediately but from a different phone to
ANU SECURITY, EXTN 52249

THE AUSTRALIAN NATIONAL UNIVERSITY
BOMB THREAT CHECK LIST

CALLER’S VOICE
- Accent (European, thick, posh etc)
- Any impediment (stutter, lisp etc)
- Tone of voice (loud, soft etc)
- Speech (fast, slow etc)
- Distress (clear, muffled, nasal etc)
- Manner (calm, aggressive, emotional etc)
- Did you recognise the voice?
- If so, who do you think it was?
- Did the caller appear familiar with the area?

comments:

THREAT LANGUAGE
- Well spoken
- Incoherent
- Irrational
- Toned
- Message read by caller
- Abusive
- Other

comments:

BACKGROUND NOISES
- Street noises
- Music
- Aircraft
- Machinery
- Voices
- House noises
- Other

comments:

- Local Call
- STD Call (pips)
- Mobile Call (echo, static)

comments:

OTHER INFORMATION
- Date of call
- Time of call
- Duration of call
- Sex of caller
- Estimated age (child, adult)
- Telephone extension call received at
- Name of person who answered call and provided this information
- Telephone extension of that person

Signature:

EMERGENCY RESPONSE PROCEDURES 38 of 41
Date: April 2018 Version: CBE
DEFINITIONS

**ALERT SIGNAL** - Is the tone used to indicate to the facility occupants that they must prepare to evacuate the facility. The tone is identified by a single level tone that is repeated at intervals, thus – beep.....beep.....beep.....beep.....beep.....etc.

**ALL CLEAR** - Are the words used to indicate that the emergency services have given authority to occupiers to return to their normal duties and that the emergency is over.

**APPROPRIATE EXTINGUISHER** - Is the type of portable fire extinguisher that should be used on the type of fire to be extinguished.

**AREA WARDEN/FLOOR WARDEN** - Person nominated to perform specific duties in a designated area/floor of a facility.

**ASSEMBLY AREA** - Predetermined external area that is used when one or more facilities are evacuated. This is a designated area for the facility to account for and brief personnel on future actions.

**BOMB** - Is a device of any size or shape, which can look obvious or be camouflaged, may vary in its sophistication, and may not necessarily explode (i.e. incendiaries, toxic/noxious substances, sharps, animals/reptiles). May be referred to as an improvised explosive device (IED).

**BOMB THREAT** - Is a threat, written or verbal, delivered by electronic, oral, or other medium, threatening to place or use an explosive, chemical, biological, or radiological device at a time, date, place or against a specific person or organization. It is not necessary for any other action to be taken by the offender.

**CHIEF BUILDING WARDEN** - Is the person nominated to head the Emergency Control Organisation for their facility.

**DEPUTY CHIEF BUILDING WARDEN** - Is the person nominated to assist the Chief building warden.

**EGRESS** - Is the way out of facilities to the assembly areas.

**EMERGENCY** – Is an event that arises internally, or from external sources, which may adversely affect the occupants or visitors in a facility, and which requires an immediate response.

**EMERGENCY CONTROL ORGANISATION (ECO)** - Is a structured organisation which will organise an appropriate response to emergency situations.

**EMERGENCY PLAN** – Is a written documentation of the emergency arrangements for a facility, generally made during the planning process. It consists of the preparedness,
prevention and response activities and includes the agreed emergency roles, responsibilities, strategies, systems and arrangements.

**EMERGENCY EVACUATION DIAGRAMS** - Are plans that have been erected around the University showing you where you are and where the fire exits are. These plans are supplemented by Fire & Evacuation orders mounted in the same frame. These plans are usually found near fire exits and lift foyers.

**EMERGENCY SERVICES** - Police, Fire Brigade, Ambulance and State Emergency Service.

**EMERGENCY WARNING & INTERCOMMUNICATION SYSTEM (EWIS)** - This is the system that when activated, automatically warns the occupants of a facility (in sequence) of an impending evacuation. This panel enables the Chief building warden to talk to occupants via the PA system or the WIP’s. Evacuation tones can also be operated manually from this panel.

**EVACUATION** - is the movement of people in immediate danger to safety in an efficient and safe manner.

**EVACUATION SIGNAL** - Is the tone used to indicate to the facility occupants that they must evacuate the facility under the directions of their Wardens. The tone is identified by a rise and fall tone that is repeated at intervals, thus –

whoop…..whoop.....whoop.....whoop.....etc.

**FACILITY** – Is building, structure or workplace that is, or may be, occupied by people (occupants)

**FIRE ALARM** - Is the alarm activated by various devices throughout the facility. This alarm is sent electronically to the Fire Brigade and also sounds an external bell or sounder outside the facility in alarm. If a EWIS is installed then the Fire alarm sounds it will automatically sound the alert alarm throughout the facility.

**MANUAL CALL POINT (MCP)** -is a device which when activated, electronically notifies the Fire Brigade and sets of the Fire alarm.

**OCCUPANT** - Is a person attending a facility on a permanent or temporary basis, such as an employee, contractor, student or resident, but not a visitor.

**PERSONAL EMERGENCY EVACUATION PLAN** - Is an individualized emergency plan designed for an occupant with a disability who may need assistance during an emergency.

**REFUGE** – Is an area on a floor or area that is specifically designed to protect people from heat, smoke and toxic gases and which provides direct access to an exit.

**VISITOR** - Is a person who is within a facility who is temporarily visiting the facility and is not—
(a) employed at or for the facility, either on a permanent casual, temporary, contracting basis;
(b) a resident/inmate; or
(c) studying at the facility.
NOTE: Visitors include customers and clients.

**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?
12. What organisation do you represent?

**EXACT WORDING OF THREAT:**

Report this call immediately but from a different phone to ANU SECURITY, EXTN 52249

---

**THE AUSTRALIAN NATIONAL UNIVERSITY**

**BOMB THREAT CHECK LIST**

**CALLER'S VOICE**

- Accent (European, thick, posh etc):
- Any impediment (stutter, lisp etc):
- Tone of voice (loud, soft etc):
- Speech (fast, slow etc):
- Diction (clear, muffled, nasal etc):
- Manner (calm, bellicose, emotional etc):
- Did you recognise the voice?:
- If so, who do you think it was?
- Did the caller appear familiar with the area?

**THREAT LANGUAGE**

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

**BACKGROUND NOISES**

- Street noises:
- Music:
- Aircraft:
- Machinery:
- Voices:
- House noises:
- Other:

**OTHER INFORMATION**

- Date of Call:
- Time of Call:
- Duration of Call:
- Sex of caller:
- Estimated age (child, adult):
- Telephone extension call received at:
- Name of person who answered call and provided this information:

**Signature**