

# **EMERGENCY PROCEDURES MANUAL**

**Communify Qld Ltd**



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# 1 REVISION RECORD

All revisions must be inserted carefully. The revision number, date of issue, date of insertion, printed name and signature of the person revising the Manual shall be entered in the record below.

REV NO	DATE OF ISSUE/REVIEW	INSERTED BY NAME	SIGNATURE
1	May 2015		
2	May 2017		
3	March 2021	Pam Boavida	
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## Acknowledgments:

- (i) Australian Standard AS3745-2010 Emergency Control Organisation & Procedures for Buildings.
- (ii) Handling Building Emergencies - Building Owners & Managers Association of Australia Limited
- (iii) Australian Bomb Data Centre

## STANDARD EMERGENCY RESPONSE PROCEDURES FOR ALL OCCUPANTS

- Move persons from danger
- If applicable activate the “**break glass**” alarm
- Ring Emergency Services **000 (Triple Zero)**
- After hours contact Emergency Services Immediately on **000 (Triple Zero)**
- If **competent** in use of fire extinguishers and safe to do so, attack fire
- If fire cannot be controlled, inform others in vicinity and **evacuate** premises

1. Assemble as directed by emergency diagrams
2. Leave by fire exits/fire stairs
3. Proceed to assembly area until emergency is over

### Emergency Phone Numbers

Fire Brigade /Police /Ambulance	000
Electricity	136262
Gas	1800 427 532
Translating & Interpreting Service	131450
Poisons Information Centre	131126
Water and Sewerage	132364

Fire Safety Management is overseen by Bardon office. Phone \_\_\_\_\_ 3510 2700

**This page to be issued to all occupants**

## **2 DEFINITIONS**

### ***ASSEMBLY AREA***

This is a predetermined external area, which is used when a building is evacuated. This area is established to check that persons are accounted for, to brief persons evacuated on future action, and to prevent re-entry.

### ***ASSEMBLY POINT***

This is a pre-determined point located in each Area where staff assembles, prior to being ordered to evacuate under the control of the Area Wardens.

### ***EMERGENCY***

This is any event that arises which may adversely affect the safety of persons in a building or the community generally, and requires immediate response by the occupants.

### ***EMERGENCY CONTROL ORGANISATION (ECO)***

This is a structured organisation drawn from occupants in the building to organise and supervise the safe movement of all occupants of a building in an emergency.

### ***EMERGENCY CONTROL POINT (ECP)***

This is a dedicated point located in the building from where all emergency situations are controlled by the Chief Warden.

### ***MOBILITY IMPAIRED PERSON***

This is a person with physical, intellectual, visual or auditory disabilities, either temporary or permanent.

### ***SAFE PLACE***

- a. A place of safety within a building, structure or workplace –
  1. Which is not under threat from an emergency; and
  2. From which people are able to disperse after escaping the effect of an emergency to a road or open space
- b. A roadside or open space

## 3 GENERAL INFORMATION

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### **FOREWORD**

These procedures have been prepared to assist all occupants in dealing with an emergency. When following these procedures, the first priority is the safety of the occupants. If safe to do so, ensure protection of records, property and other assets.

### **INTRODUCTION**

This Emergency Response Procedures Manual has been designed to provide a step-by-step summary of actions for the occupants of:

<b><i>Communify Queensland Sites</i></b>
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#### 3.1.1 Direction to Occupants

Occupants must be aware of the location of fire appliances, method of notification of an emergency, and exits within or near their area. They must also familiarise themselves with the route to and location of the Assembly Area outside the building.

The effectiveness of these procedures depends on the willingness of occupants at all levels to make themselves aware of the immediate actions they must take in an emergency so that they are capable of action promptly, calmly and efficiently.

## 4 EMERGENCY EQUIPMENT IN YOUR BUILDING

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The following fire and emergency equipment has been provided in your building to ensure the safety of the occupants and the protection of property:

### ***FIRE EXITS***

- ***Fire Rated Doors***
- ***Exit Direction Signs***
- ***Emergency Lighting***
- ***In some venues ramp access or lift for people with mobility issues***

### ***FIRE FIGHTING EQUIPMENT***

- ***Fire Extinguishers - Type Dry Powder***
- ***Hose Reels***
- ***Fire blankets***

### ***RAISING AN ALARM***

If a fire or other emergency situation occurs in your building, the alarm can be raised by:

- ***A report to the Emergency Services by a building occupant dialling 000***
- ***A report by a member of the public or adjoining building occupants***
- ***A report to the Venue Manager by an occupant***
- ***Breaking the glass on a red/white break glass alarm (BGA)***
- ***A thermal or smoke detector activating***
- ***A sprinkler head activating***



## 5 FIRE SAFETY

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### ***FIRE PREVENTION***

FIRE PREVENTION IS THE RESPONSIBILITY OF ALL OCCUPANTS

Report any matter, which you consider a potential hazard to Communify Queensland Ltd

**Typical Hazards are:**

- ***Accumulation of litter, dust or paper***
- ***Faulty electrical wiring or appliances***
- ***Items blocking access to exits and fire extinguishers***
- ***Items which block a clear view of emergency signs***
- ***Leakages of flammable gases or liquids***
- ***Missing or discharged fire extinguishers or fire extinguishers not mounted on wall***
- ***Repetitious or excessive spill of liquids***
- ***Fire rated doors propped open***
- ***Misuse of equipment eg., radiators***
- ***Overloaded power points***
- ***Items stored in fire stairs***
- ***Defective emergency communication equipment***

### ***PRECAUTIONS AGAINST FIRE***

- ***Observe “No Smoking” instructions /policies***
- ***Be aware of and obey the rules for handling, storage and use of flammable liquids***
- ***When using flammable liquids, make certain they are stored in approved containers***
- ***Don’t hoard unnecessary waste paper or cardboard boxes in your area***
- ***Put away paper, drawings, files and other documents when leaving your Area on completion of work***
- ***Remove rubbish regularly***

### ***ACTIONS OF AN OCCUPANT UPON DISCOVERING FIRE OR SMOKE***

Upon discovering fire/smoke take action as follows:

- ***Rescue or remove any persons from immediate danger to safety (if safe to do so)***
- ***Alert others in your area***

- ***Notify Emergency Services direct - obtain an outside line and dial 000***
- ***If competent in use of fire extinguishers or hose reels attack and attempt to extinguish small fire (if safe to do so)***
- ***Close doors (if safe to do so) - this restricts the spread of fire and smoke***
- ***Remain in designated assembly area until emergency is over. Ensure all visitors are accounted for***

### **CHECKING FIRE EQUIPMENT & ALARMS**

All fire equipment available for the use of occupants such as fire extinguishers, fire blankets fire hose reels and emergency communications equipment should be operational at all times and serviced in accordance with the relevant Australian Standard. Members of the Emergency Control Organisation (Communify Queensland Limited) should check all these items and means of escape from the building regularly.

### **VITAL INFORMATION**

Communify is not responsible for any vital equipment and should not be stored on the premises.

### **FIRE FIGHTING EQUIPMENT**

Different fire extinguishers are available for various types of fires. Occupants of the building should be familiar with the types of fire extinguishers available and their limitations.

### PORTABLE FIRE EXTINGUISHER SELECTION CHART

Class of Fire →		A	B	C	(E)	F
Type of Fire →		Ordinary combustibles (wood, paper, plastics, etc.)	Flammable and combustible liquids	Flammable gases	Fire involving energized electrical equipment	Fire involving cooking oils and fats
Identifying Colours	Type of Extinguisher	Extinguisher Suitability				
↓	↓					
RED	WATER	YES Most Suitable	NO	NO	NO	NO
OATMEAL Or RED WITH OATMEAL BAND	WET CHEMICAL	YES	NO	NO	NO	YES Most Suitable
BLUE Or RED WITH BLUE BAND	ALCOHOL RESISTANT FOAM	YES	YES Most Suitable for alcohol fires	NO	NO	NO
	AFFF TYPE FOAM	YES	YES Most Suitable except for alcohol fires	NO	NO	NO
RED WITH WHITE BAND	AB(E) DRY CHEMICAL POWDER	YES	YES	YES	YES	NO
	B(E) DRY CHEMICAL POWDER	NO	YES	YES	YES	YES
RED WITH BLACK BAND	CARBON DIOXIDE (CO <sub>2</sub> )	YES*	YES	NO	YES	YES
RED WITH YELLOW BAND	VAPOURIZING' LIQUID (fumes may be dangerous in confined spaces)	YES*	YES 5KG ONLY	YES	YES	NO
Class 'D' fires (involving combustible metals) - use special purpose extinguishers only.						

\*Carbon dioxide and vapourizing liquid extinguishers are not suitable for deep-seated smouldering 'A' class fires.

## **OPERATION OF FIRE EXTINGUISHERS**

A simple method of remembering how to operate a fire extinguisher is using the acronym “**PASS**”

### **P PULL THE PIN**

There is an Anti-Tamper tag fitted that prevents the pin being withdrawn accidentally. It is broken by a sharp TUG

Pulling the pin arms the extinguisher

### **A AIM THE EXTINGUISHER**

If the extinguisher has a hose, then the hose is aimed at the fire. On smaller extinguishers that do not have a hose, aim the extinguisher

### **S SQUEEZE THE HANDLE**

To operate the extinguisher, the handle is squeezed. When the handle is squeezed then the extinguisher operates. When the handle is released, the extinguisher ceases to operate

### **S SWEEP**

Sweep the extinguishing agent across the fire. Attack the fire from front to back, and from bottom to top

#### **5.1.1 GUIDELINES FOR ATTACKING THE SMALL FIRE**

Select the right type of extinguisher and follow these important instructions:

1. Prior to attacking the fire, you should give the extinguisher a short test to ensure that it operates correctly.
2. Ensure that you have a safe exit should the fire become uncontrollable. You must not allow the fire to block off your escape route
3. Start attacking the fire from a distance, moving in closer as the fire dies down. A crouching attitude should be adopted to protect yourself against smoke and heat.
4. When in the open, attack the fire from the windward side. This allows the wind to blow the extinguishment onto the fire.
5. Always try to have another person with an extinguisher backing you up as a safety precaution.
6. Keep low to avoid smoke
7. Do not turn your back on the fire
8. Make sure that the fire has been completely extinguished.

## **OPERATION OF HOSE REELS**

Hose reels have been located in strategic positions for the use of the occupants of the building to combat small Class A (ordinary combustibles) fires involving items such as paper, wood and plastics. Do not use a hose reel on fat fires or fires involving electrical appliances.

### **5.1.2 Guidelines for the operation of hose reels**

1. Determine if water is a suitable extinguishing agent for the class of fire involved
2. Turn water on at the reel before unrolling the hose
3. Unroll the hose
4. A second person can ensure the hose runs freely around corners
5. Turn water on at nozzle

See the guidelines for attacking a fire with an extinguisher on the previous page

## **USING FIRE BLANKETS**

Fire blankets should be located adjacent to the applicable risk, such as near stoves in kitchens. They may be used on flammable liquid containers such as deep fat fryers, frying pans and small electrical appliances.

### **5.1.3 Guidelines for the use of Fire Blankets**

1. Take the blanket out of package
2. Cover the object with the blanket
3. Turn off the source of heat
4. Leave until cool
5. Call the Fire Brigade

## **6 BOMB THREATS AND OTHER INTERNAL / EXTERNAL EMERGENCIES**

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### ***BOMB THREATS***

#### **Introduction**

There are many reasons why people make a threat of the placement of a bomb in or around businesses. Threats usually originate from people who have a personal grudge against your company/department or tenants.

The Police have overall authority and control when dealing with bomb threats or an actual bomb placement. They must be notified in the first instance.

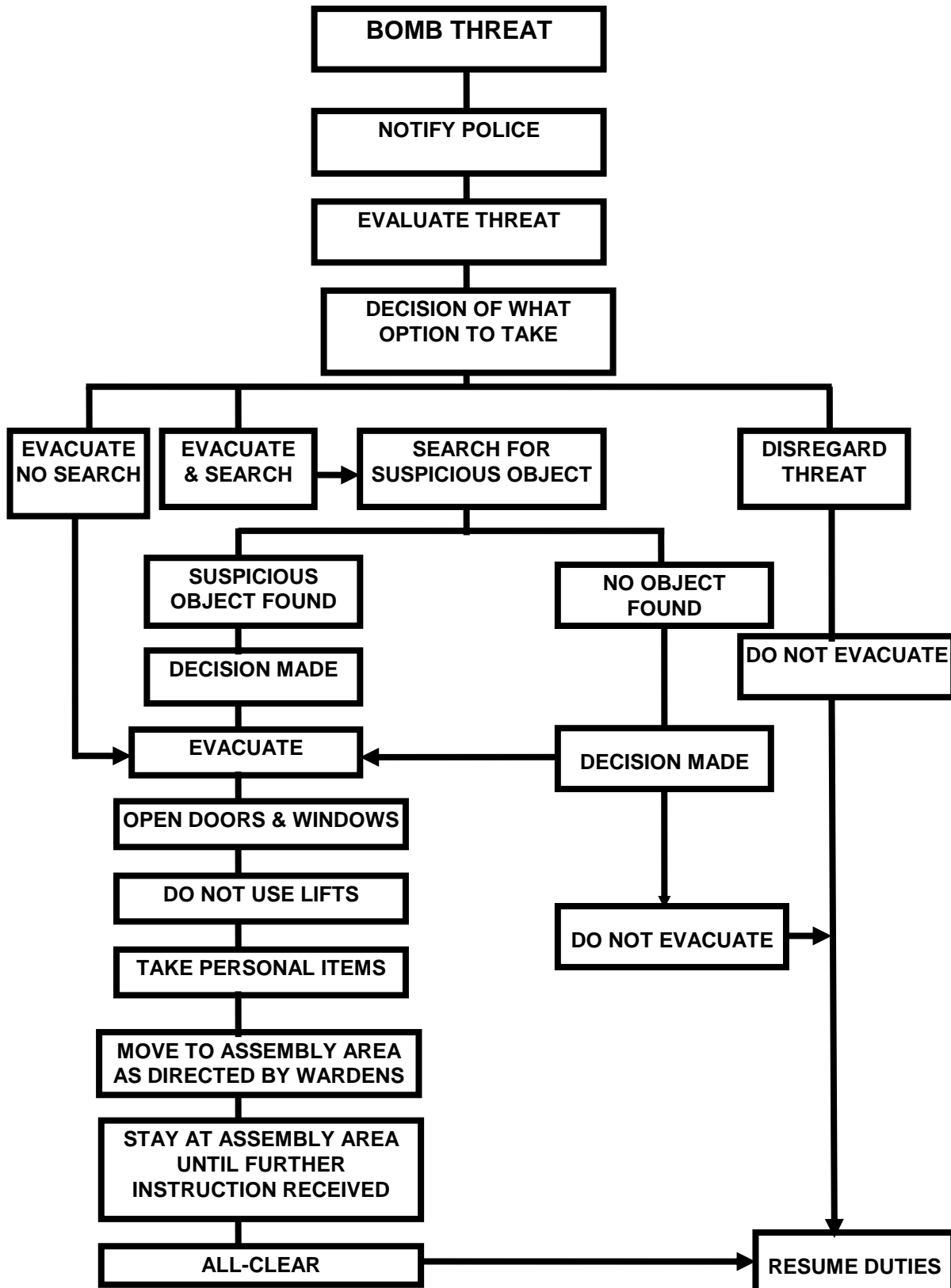
In addition to general building security, good security planning, good housekeeping and a well-trained Emergency Control Organisation can reduce disruptive effects of a bomb threat.

Good security arrangements, including the vetting of visitors, assists in ensuring that unauthorised access is denied

Good housekeeping includes keeping all areas clear of waste such as packing materials, scrap paper etc. Waste and garbage bins should be regularly emptied and not left standing in Areas that are available to the public. The locking of doors to areas, cabinets and closets, which are infrequently used, ensures that there is less places available for the placement of devices.

It is also important to ensure that emergency exits are kept completely clear. These measures will minimise the number of potential places to conceal a bomb, and thus reduce the search time in the event of a bomb threat. It will also contribute to good standard of security and staff safety.

## BOMB THREAT PROCEDURES



## **BOMB THREAT CHECKLIST**

### **KEEP CALM - DO NOT HANG UP**

<p><b>BOMB THREAT CHECKLIST QUESTIONS TO ASK</b></p> <p>1. When is the bomb going to explode? _____</p> <p>2. Where did you put the bomb? _____</p> <p>3. When did you put it there? _____</p> <p>4. What does the bomb look like? _____</p> <p>5. What kind of bomb is it? _____</p> <p>6. What will make the bomb explode? _____</p> <p>7. Did you place the bomb? _____</p> <p>8. Why did you place the bomb? _____</p> <p>9. What is your name? _____</p> <p>10. Where are you? _____</p> <p>11. What is your address? _____</p>	<p><b>THREAT LANGUAGE</b></p> <p>Well spoken: _____</p> <p>Incoherent: _____</p> <p>Irrational: _____</p> <p>Taped: _____</p> <p>Message read by caller: _____</p> <hr/> <p>Abusive: _____</p> <p>Other: _____</p>
<p><b>EXACT WORDING OF THREAT</b></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p><b>BACKGROUND NOISES</b></p> <p>Street noises: _____</p> <p>House noises: _____</p> <p>Aircraft: _____</p> <p>Voices: _____</p> <p>Local call: _____</p> <p>Music: _____</p> <p>Mobile Phone: _____</p> <p>Machinery: _____</p> <p>STD: _____</p> <p>Other: _____</p>
<p><b>ACTION</b></p> <p>Report call immediately to: _____</p> <p>Phone: _____</p>	<p><b>OTHER</b></p> <p>Sex of caller: _____</p> <p>Estimated age: _____</p>
<p><b>CALLER'S VOICE</b></p> <p>Accent (specify): _____</p> <p>Any impediment (specify): _____</p> <p>Voice (loud, soft, etc): _____</p> <p>Speech (fast, slow, etc): _____</p> <p>Diction (clear, muffled): _____</p> <p>Manner (calm, emotional, etc): _____</p> <p>Did you recognise the voice? _____</p> <p>If so, who do you think it was? _____</p> <p>Was the caller familiar with the area? _____</p>	<p><b>CALL TAKEN</b></p> <p>Date:..../..../.... Time: _____</p> <p>Duration of call: _____</p> <p>Number called: _____</p> <p><b>RECIPIENT</b></p> <p>Name (print): _____</p> <p>Telephone Number: _____</p> <p>Signature: _____</p>



## **OTHER INTERNAL/EXTERNAL EMERGENCIES**

The following are some life threatening situations and disturbances, which could involve your building and occupants:

- ***Civil disorder/Demonstrations***
- ***Building structural damage***
- ***Spills of flammable or toxic substance***
- ***Gas leaks***
- ***Earthquake***
- ***Flood***
- ***Bushfire***
- ***Medical Emergencies***
- ***Armed hold-up or intrusion***

In each of these situations/disturbances dial 000.

**ACTION WILL DEPEND ON THE TYPE & SEVERITY OF THE EMERGENCY**

The following are brief summaries only, of the involvement of Communify Queensland in the situations shown. If there is a frequent occurrence of a particular emergency a more detailed plan of the response to that emergency should be established by the Emergency Planning Committee.

### **CIVIL DISORDER/DEMONSTRATIONS**

On becoming aware of civil disorder occurring in the vicinity of the premises call 000 and notify the Communify Venue Coordinator when possible.

#### **6.1.1 The venue hirer will:**

1. Notify Emergency Services (if applicable)
2. Ensure that occupants:
  - ***Lock doors and windows***
  - ***Restrict entrance to the building***
  - ***Avoid contact with demonstrators***
  - ***Follow instructions of Emergency Personnel.***

**DO NOT ATTEMPT ANY ACTION THAT PLACES YOU IN DANGER**

### **BUILDING STRUCTURAL DAMAGE**

If your building is damaged by unexpected events such as a structural collapse, building works or work being undertaken on an adjacent site, the

6.1.2 The venue hirer will:

1. Notify Emergency Services
2. Evaluate need to evacuate
3. Ensure gas and electricity are shut-down
4. If safe to do so evacuate occupants - ensure fire exits are safe and the route to the assembly area is safe

**SPILLS OF FLAMMABLE LIQUID OR TOXIC SUBSTANCES**

In the event of a flammable liquid spill or the spill or accidental release of a toxic substance **within** the building, the

6.1.3 The venue hirer will:

1. Notify the Emergency Services
2. Evacuate people in the immediate area
3. If necessary evacuate persons in danger to a position well upwind of the building

If the spill or accident is **outside** or adjacent to the building, the

6.1.4 The venue hirer will:

1. Request all persons to remain in building
2. Close all windows and doors
3. Shut down the air conditioning
4. Prevent people leaving the building until the all clear is given by the Emergency Services.

**GAS LEAK**

A gas leak in a building is dangerous for the occupants. Recirculating of the internal air in the air conditioning system means the gas could be circulated to other areas. The gas can be ignited by heat, sparks or flames and is explosive when mixed with air. In the event of a gas leak the

6.1.5 The venue hirer will:

1. Contact Emergency Services
2. If safe, try to contain the leak
3. Shut-down air conditioning system
4. Eliminate ignition sources
5. If necessary evacuate the building occupants to an area well upwind from the incident
6. Keep unauthorised personnel away from the building.

## **EARTHQUAKE**

Tremors varying in intensity have been felt in many areas of Australia, but modern buildings in Australia are designed to withstand earthquakes, and it is usually more dangerous outside the building. Major movement can cause structural damage to buildings and additional dangers are aftershocks, which can occur hours or days later.

If safe to do so, move personal to the centre core of the building. After the earthquake the has subsided

### **6.1.6 The venue hirer will:**

1. Evaluate the need to evacuate the occupants
2. Ensure that electricity, gas and water shut-down where possible
3. Arrange medical treatment where necessary
4. Report any structural damage, fires, gas leaks or other hazards to the Communify Venue Coordinator when possible.
5. If necessary evacuate personnel from dangerous areas
6. Instruct all persons
  - **Not to light matches or cigarette lighters**
  - **Not to leave building before permission is given**
  - **Stay in their area if it is safe. Wandering through the building could hamper rescue operations and may be dangerous.**

## **POWER FAILURE**

In the event of a power failure in the building the: –

### **6.1.7 The venue hirer will:**

1. Direct persons to switch off all equipment.

If the power failure is prolonged it may be necessary to evacuate the occupants. The Venue Hirer will give instructions to evacuate the occupants as for a fire situation to the assembly area.

## **FLOOD**

The flooding of a building can affect the safety of the occupants in addition to the loss of valuable equipment and damage to property. If prior warning is received of a pending flood, the: –

### **6.1.8 The venue hirer will:**

1. Evaluate the need to evacuate occupants and decide on a possible assembly area
2. Switch off electrical appliances in areas likely to be flooded

3. Shut-down electricity, water and gas where possible.
4. Move valuable equipment to above anticipated flood level

## **BUSHFIRE**

In the event of a bushfire threatening the building the

### **6.1.9 The venue hirer will:**

1. Contact the Emergency Services
2. Request persons to remain in the building
3. Occupants to close all doors, windows and block crevices, holes etc
4. Follow instructions under the direction of the Emergency Services

## **MEDICAL EMERGENCY**

It is possible that a medical emergency may occur in your building at any time and it may involve one person or it may involve many people suffering smoke inhalation etc.

### **6.1.10 The venue hirer will:**

1. Contact Emergency Services 000 and ensure they are aware of the type of medical problem involved
2. Ensure that no one in the area is in danger
3. Arrange for first-aid to be administered by a qualified First-Aid person if possible.
4. If no first-aid assistance is available, ensure the patient is made as comfortable as possible
5. If evacuation of the building is necessary
  - Evacuate walking occupants to the assembly area
  - Move non-walking occupants to a safe area in the building. (if an occupant has fallen do not move unless in immediate danger)
6. Arrange for a person to meet the Ambulance and escort them to the location of the injured/sick person
7. Request a qualified First Aid person to remain with the person if possible.

## **ARMED HOLD-UP OR INTRUSION**

**NO AMOUNT OF CASH OR EQUIPMENT IS WORTH A HUMAN LIFE**

Summaries of the actions if an armed intruder confronts you are:

1. Obey their instructions
2. Try to remain calm or appear to be calm
3. Do not make any sudden movement
4. Be courteous, answer questions
5. Hand over valuables/cash on request

Try to make a mental note of speech, mannerisms, clothing, scars, age, height, build, tattoos or other distinguishing features of the intruders.

If possible take note of the direction taken, the vehicle colour, make and registration number.

**DO NOT GIVE CHASE**

When the intruders have departed the

**6.1.11 The venue hirer will:**

1. Contact Emergency Services
2. Request persons involved to write all observations of the intruder/s as soon as possible
3. Arrange for a person to meet Emergency Services and direct them to the location of the incident
4. Organise first-aid assistance if necessary and possible.
5. Ensure no item in the vicinity is touched or removed
6. Request witnesses to remain until Emergency Services arrive.

Any person involved in an armed hold-up should receive trauma counselling as soon as possible following the incident.

## **CROWD MANAGEMENT IN AN EMERGENCY**

In any evacuation of a building it may be necessary for the members of the venue hire group to control the movement of a large number of persons. The following is a brief guide to the management of crowds in an emergency:

### **6.1.12 Positioning**

The responsible person should coordinate the movement of people out of a danger area and should, in the first instance, position themselves so that they are:

1. Clearly visible and identifiable by wearing helmets or uniforms
2. Not exposing themselves, or any other person, to danger
3. Able to exercise control over persons leaving the confines of the building

### **6.1.13 Movement Control**

The Venue Hirer should direct persons towards the exits using:

1. A calm but firm voice
2. Smooth and commanding hand signals.

Prevent panic from infiltrating the crowd. Words such as "HURRY", "FASTER", "BOMB" and "TRAPPED" should be avoided at all costs.

People will be bewildered and curious as to the cause of the evacuation. The objective is to quickly, calmly and safely move people out of the building.

Persons stopping to ask questions or attempting to manhandle bulky items through an exit door must not obstruct exits.

In directing the crowd, please use such terms as:

- ***"This way please"***
- ***"Move directly outside"***
- ***"Quickly move that way"***

Positive and commanding hand signals should be used to augment verbal directives. Once people have left the building they must not be permitted to re-enter until it is safe to do so.

## **POST TRAUMA COUNSELLING**

It is strongly recommended that any persons subjected to an emergency which may be life threatening should seek immediate professional counselling.



