








There are an endless number of emergencies that can occur. Preparing is one of the most important steps, but sometimes emergencies occur no matter how prepared you may be – that is why it is important to know the first things to do during any emergency. The following are general guidelines that could be used in each emergency situations.

Type of Emergency	Emergency Event	Alert Steps <i>Also see Emergency contacts list specific to site where applicable</i>	Initial Response Steps <i>Also see site specific emergency response plan where applicable</i>	Qualification or other defined training
Fire 	<input type="checkbox"/> Involving Motor Vehicle, Plant & Equipment <input type="checkbox"/> Chemical reaction <input type="checkbox"/> Explosion <input type="checkbox"/> Hot Work <input type="checkbox"/> Bush/Wildfire <input type="checkbox"/> Structure (e.g. Building) <input type="checkbox"/> Electrical (incl. Battery)	1) Remain calm and assess 2) Call 000 if an emergency 3) Contact internal contacts listing <ul style="list-style-type: none"> • Senior manager • Fire Wardens • External Response contacts 	-Remain calm and initiate Alert contacts and others in the nearby area. (Always contact 000, and call back later if successfully controlled). -Identify any hazardous exposures (gas or utilities nearby that are at risk of igniting). -Define the exclusion zone (prevent others from accessing the affected area). -If safe to do so attempt to extinguish small fires. -Evacuate in accordance with planned evaluation routes.	<ul style="list-style-type: none"> • Operate as Part of an Emergency Control Organisation - PUAWER005B • Fire / area warden training course as provided by the Building Management / Services • Training to initial response steps in this Guide
Medical 	<input type="checkbox"/> Personal fitness &/or health condition <input type="checkbox"/> Hypo/Hyperthermia, decompression sickness, suspension trauma <input type="checkbox"/> Amputation, puncture, laceration (incl. cut) & invasive protrusion <input type="checkbox"/> Electric shock, fainting, loss of consciousness, seizures & other <input type="checkbox"/> RF/EME/Laser exposure <input type="checkbox"/> Dog/Snake/Insects bites & other animal related injuries <input type="checkbox"/> Broken limbs, back/neck/head & fractures	1) Remain calm and assess 2) Call 000 if an emergency 3) Contact internal contacts listing <ul style="list-style-type: none"> ▪ Senior manager ▪ First Aid 4) External Response contacts 5) Refer also to the rescue plan (where one is available)	-Remain calm and initiate Alert contacts and others in the nearby area. -First Aid officer to apply first aid responses appropriate to the medical event. -Identify any nearby hazards and if possible remove surrounding dangers. -Remain with the injured person until Ambulance arrives, collect notes on the event and document. Debrief Ambulance upon arrival.	<ul style="list-style-type: none"> • Provide first aid - HLTAID003 • Perform rescue from a live LV panel - UETTDRRF06B • Undertake confined space rescue - PUASAR025A • Training to initial response steps in this Guide and/or Rescue Plan
Personal Threat 	<input type="checkbox"/> Physical violence / verbal violence <input type="checkbox"/> Knife or at gun point <input type="checkbox"/> Bomb or other	1) Remain calm and assess 2) Call 000 if able 3) Contact internal contacts listing <ul style="list-style-type: none"> ▪ Senior manager ▪ Security 4) External Response contacts	-Site specific duress instructions are to be prepared for the specific risks associated with the activity and consideration to be given to safety of the person and nearby staff & general public. -An offender identification checklist and suspicious package/threat checklist to be implemented if safe to do so.	<ul style="list-style-type: none"> • Training to initial response steps in this Guide

Type of Emergency	Emergency Event	Alert Steps <i>Also see Emergency contacts list specific to site where applicable</i>	Initial Response Steps <i>Also see site specific emergency response plan where applicable</i>	Qualification or other defined training
Natural Disaster 	<input type="checkbox"/> Extreme Weather Events (Lightening, Wind, Heavy Rain, Snow/Ice, Cyclone)	1) Remain calm and assess 2) Call 000 if an emergency 3) Contact internal contacts listing 4) Senior manager 5) Security 6) External Response contacts 7) Refer also to the rescue plan (where one is available)	-Remain calm and initiate Alert contacts and others in the nearby area. -Identify any hazardous exposures (gas or utilities nearby that are at risk of igniting) and isolate if safe to do so. -Retreat to a safe area, define the safe area to emergency services (high ground for floods/under secure structures etc.). -Evacuate in accordance with planned evaluation routes.	<ul style="list-style-type: none"> As per the relevant HSEMP Training to initial response steps in this Guide and/or Rescue Plan
	<input type="checkbox"/> Flood / Tsunami			
	<input type="checkbox"/> Earthquakes and other terrain collapse.			
Health and Safety General 	<input type="checkbox"/> Remote Duress	1) Remain calm and assess 2) Call 000 if an emergency 3) Contact internal contacts listing 4) Senior manager 5) Wardens / First aid if required 6) External Response contacts (poisons info etc. Hazmat response CFA) 7) Refer also to the rescue plan (where one is available)	-Contact assistance and wait in a safe and warm location if possible. -Implement site specific duress instructions.	<ul style="list-style-type: none"> As per the relevant HSEMP Provide first aid - HLTAID003 Perform rescue from a live LV panel - UETTDRRF06B Undertake confined space rescue - PUASAR025A Participate in a rescue operation -PUASAR022A Training to initial response steps in this Guide and/or Rescue Plan
	<input type="checkbox"/> Hazardous chemicals release / spill		-Remain calm and initiate Alert contacts and others in the nearby area. (Always contact 000, and call back later if successfully controlled) -Identify any hazardous exposures (gas or utilities nearby that are at risk of igniting) -Define the exclusion zone (prevent others from accessing the affected area) -Implement hazardous spills clean up procedure if safe to do so or -Prevent inhalation / injection / contact with substance and evacuation the immediate and surrounding areas that are at risk.	
	<input type="checkbox"/> Atmospheric poison		-Contact assistance and wait in a safe and warm location if possible. Implement site specific duress instructions.	
	<input type="checkbox"/> Biological exposure		-Respond as per "Natural Disaster" incident.	
	<input type="checkbox"/> Motor Vehicle Accident / Mobile Plant / Equipment Incident		-Refer also to the rescue plan (where one is available)	
	<input type="checkbox"/> Fatigue		-Refer also to the rescue plan (where one is available)	
	<input type="checkbox"/> Energy (e.g. electrical, hydraulic, pneumatic, gravitational, power drive & noise)			
	<input type="checkbox"/> Collapse of a structure (roof, ceiling, wall, pit, pole, mast, tower, excavation) etc.			
	<input type="checkbox"/> Work at height incident			
	<input type="checkbox"/> Confined space incident			

Emergency response to striking underground or aboveground utilities

In the event of an aboveground or underground utility being unintentionally uncovered, displaced or struck in the course of work activities, all work in direct proximity of the incident is to cease immediately. The matter should be reported immediately to the utility service provider with a request to isolate the service, if there is any risk of energy transfer from the incident. Managers and supervisors are to take immediate emergency response action to ensure the protection of persons at the site.

Network Operators of underground services include:

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| <ul style="list-style-type: none"> Electricity Generation, Transmission and Distribution Tram and Rail Local Authorities Telecommunications Private | <ul style="list-style-type: none"> Gas Transmission and Distribution Petrochemical Oil Water & Sewerage Drainage |
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Common hazards associated with underground services

Electricity and Telecommunication	Escaping gas or oil	Water and Waste
<ul style="list-style-type: none"> An electric shock and/or flash burns could occur if contact is made with underground cable. Interrupted supply to a hospital or other critical service. Earthing systems are installed for the safe operation of the electrical network. Damage to this system may present electrical hazard/s to individuals at the worksite. This damage may also provide a hazard to individual's off-site. Old electrical cables can discharge voltage or explode if disturbed or damaged. Telecommunication cables. Cables containing optical fibres carry light signals generated by Class 3B lasers. This infra-red beam is invisible to the naked eye and exposure to it should be avoided. In most situations, there is no direct risk of injury from damaged telecommunication cables. However, the damage could create a hazardous situation. For example, if emergency services cannot be contacted or if whole communities become isolated. 	<p>The escape of highly flammable gas or liquid poses a risk to the individual, the worksite and the community through:</p> <ul style="list-style-type: none"> Jet fires Explosion Burns Asphyxiation 	<p>Services: Damage to water and waste services is less likely to cause injury. However, a high pressure jet of water from a main can injure individuals, undermine roadways or damage adjacent services. Low-lying areas may also run the risk of flooding from both water and waste effluent. The main danger from sewerage is water supply contamination and the risk of disease.</p>
Contact or arcing with an underground electrical cable	Contact or damage to gas assets	Contact or damage to sewerage assets
<p>Should contact be made with an underground cable or arcing occur between the cable and an item of plant and/or employee, the following actions shall be taken:</p> <ul style="list-style-type: none"> All work should cease immediately. Operator should remain inside cabin. If it is essential to leave the cab or operators station due to fire 	<p>Should an incident occur involving Gas assets, the following actions should be taken:</p> <ul style="list-style-type: none"> All work should cease immediately. Operator is to shut down the plant or equipment UNLESS this process may provide an ignition source for any scaping gas. It is essential to leave the cab or operator station, 	<p>Should an incident occur involving sewerage assets, the following actions should be taken:</p> <ul style="list-style-type: none"> All work should cease immediately. Operator should remove contaminated clothing immediately. Shower or wash down with copious amounts of water.

<p>or other life-threatening reasons, jump clear of the equipment. Do not touch the equipment and ground at the same time. When moving away from the equipment, the operator should hop slowly, shuffle or jump away from the plant (with feet together) until at least 10 m from the nearest part of the plant item.</p> <ul style="list-style-type: none"> • Warn all other personnel / public to keep at least 10 m clear from equipment. Do not touch any part of the equipment or load and do not attempt to approach or re-enter the vehicle until the relevant authorities have determined the site is safe. • Facilitate First Aid treatment and seek medical aid as required. • Advise your organisations emergency contact and request they immediately notify the relevant authorities, including the appropriate Utility Company. • Initiate the emergency management plan and incident investigation process. 	<p>trench or enclosure and maintain an exclusion perimeter due to the risk of explosion or fire. Do not attempt to use any instrument which may provide an ignition source near the gas escape. This may include mobile phones, two way radios, etc.</p> <ul style="list-style-type: none"> • Warn all other personnel / public to keep clear from the worksite and equipment. <p>DO NOT attempt to approach or re-enter or start the vehicle until the relevant authorities have determined the site is safe.</p> <ul style="list-style-type: none"> • Facilitate First Aid treatment and seek medical aid as required. • Advise your organisations emergency contact and request they immediately notify the relevant authorities, including the relevant Gas Distribution Company. • Initiate the emergency management plan and incident investigation process. 	<ul style="list-style-type: none"> • Use eye wash if eyes are contaminated. • If wastewater is ingested, advice from a doctor should be sought immediately regarding a dose of immunoglobulin which can prevent Hepatitis A. • If a person develops symptoms of nausea, vomiting, diarrhoea or fever then a doctor should be consulted immediately. • Initiate your emergency plan and incident investigation process.
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Emergency response to striking inside (home) gas and power utilities

Power	Gas
<p>Make safe and communicate with all occupants:</p> <ul style="list-style-type: none"> • Do not touch and device directly in contact with the damaged cable. • Do not touch the damaged cable. • Locate the disconnecting switch/breaker and turn it off (usually in your electrical meter box). • Do not attempt to repair the damaged cable yourself. • Immediately contact either electrical Distribution Company or a licence electrician to repair the internal cable. 	<p>Make safe and communicate with all occupants:</p> <ul style="list-style-type: none"> • Eliminate ignition sources (i.e. do not smoke, do not light a match/lighter, extinguish any naked flames). • Do not use any devices which may be an ignition source (i.e. mobile phones, power tools or appliances, electrical and light switches and torches). • Turn off all gas appliances including pilot lights. • Open windows to vent any accumulated gas. • Exit the building immediately and do not re-enter. • Keep people clear of the area around the building • Turn off the gas valve at meter position (usually in your gas meter box). • Do not attempt to repair the damaged pipe yourself. • Immediately contact either Gas Distribution Company or a licensed gas fitter to repair the leak for internal pipework.

Event Follow-up steps *Also see incident reporting and investigation procedures*

<ul style="list-style-type: none"> • Investigate cause of event. • Investigate contributing factors. • Complete the Incident Report. • Review risks and controls. 	<ul style="list-style-type: none"> ▪ Evaluate response and Improve planned processes where possible. ▪ Ensure that injury management procedures are implemented. ▪ Consider post incident counselling and supports.
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