



# Emergency Management Plan

Toll Business Units East Arm NT

2020



FIRE	EVACUATION	MEDICAL EMERGENCY	BOMB THREAT	EMERGENCY CONTACTS	DUTIES	CHEMICAL SPILL
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## FIRE

In the event you discover a **FIRE** or detect the presence of smoke.

### Raise the Alarm by

1. Activating alarm (manual call points) – Emergency Pump Room East Side Ipec
2. Dialling 000 and ask for the FIRE Service and provide the following information:
  - Type of Emergency
  - Location of the premises – *31 O'Sullivan Circuit East Arm NT*
  - Exact location of the fire and what is on fire.
  - Let the emergency service hang up **FIRST**.
3. Contact the Chief Fire Warden.
4. Alert persons nearby.
5. Deputy Fire Warden, designated area wardens to lead employees *via Emergency Exits* to the assembly area.
6. If the fire is small enough use a nearby fire extinguisher to control and extinguish the fire.
7. Do not fight a fire if it is unsafe to do so. This may occur if the following conditions exist:
  - You don't know what's burning.
  - The fire is spreading rapidly.
  - You have not been trained in the use of fire fighting equipment
  - You don't have the proper equipment
  - The fire might block your means of escape.
  - You might inhale toxic smoke.
  - Your instincts tell you not to do so.

## Evacuation

### ***Whenever the Evacuation alarm is sounded:***

1. Evacuate the building via the nearest exit. (Site Emergency Plans can be found on all walls near emergency exits, take one with you as you exit the building). Please make yourself familiar with the exits in the area in which you are working. All staff operating machinery/equipment should leave equipment where it is and evacuate immediately after hearing the evacuation siren.
2. All staff are to make their way as quickly as possible to an assembly area to allow a roll-call of all personnel to be performed. The evacuation points/assembly points are:

**Evacuation Point A:** Toll NQX Inbound Facility Front Lawn area outside car park.  
**Evacuation Point B:** Toll NQX Outbound Facility Front Lawn area outside car park.  
**Evacuation Point C:** CUB Front Lawn area outside car park  
**Evacuation Point D:** REAR FENCE NW area facing G&W Rail. Call 0418 307 286  
**Evacuation Point E:** Toll Ipec Facility Front Lawn area outside car park.

***Do Not*** Panic

***Do Not*** Run

***Do Not*** Collect personal belongings or Company documentation – lock away personnel effects if you have time – you may take your phone, money and medications if necessary

***Do Not*** Take drinks

***Exercise caution and proceed with vigilance.***

### ***Do***

- Turn mobile phones off, until advised it is safe to turn back on (evacuation could be due to bomb threat)
- Proceed in an orderly manner to the nearest safe exit.
- Proceed to the assembly area and wait at the assembly area until otherwise authorised by the Responsible Warden or representative
- Reception to take visitors book - head count will be conducted by Responsible Warden
- Responsible Warden to ensure all visitors are evacuated.
- Personnel who are disabled or unable to effectively evacuate the area in a safe manner to themselves and other parties must be managed by the Responsible Warden – Chief Warden to be advised.

**EVACUATION**

- Wait together in the delegated emergency evacuation / muster point until advised by the Chief Warden that it is safe to re-enter the building.

<b>Hard Hats</b>	
<b>Position</b>	<b>Colour</b>
Chief Warden	White
Deputy Chief Warden	Red
Shed Warden	Yellow
Office Warden	Yellow
PM Warden	Yellow
First Aid Officer	Green

**EVACUATION**

## Medical Emergency

In the event of a **Medical Emergency** e.g. suspected heart attack, unconsciousness, breathing difficulties.

1. Notify a **first aid officer** of emergency to enable assessment of the situation.
2. Ring **000** ask for the Ambulance service and provide the following information:
  - Location of the premises – **eg 31 O'Sullivan Circuit East Arm NT**
  - Nature of the emergency. Try to be located near the injured person when calling.
  - Let the Ambulance Service hang up **FIRST**.
3. Dispatch a responsible person to the indicated vehicular entrance to direct the emergency vehicle.
4. Stay with patient until first aid officer or ambulance officer arrives.
5. First Aider to contact next of kin if required
6. First Aider to log all incidents

**MEDICAL  
EMERGENCY**

## Bomb Threats

### ***Bomb Threat Checklist Is To Be Placed By Your Telephone***

The emergency evacuation will follow the same procedure as outlined in the previous, (i.e. Fire being detected).

Should you be notified of the emergency by phone, you should **NOT HANG UP, AND REMAIN CALM**. Attempt to inform your Manager or any person around you that there is a bomb threat currently being phoned into the business. This will allow the other person / Manager to contact **000** whilst you gather as much information about the threat as possible.

Talk to the informer as per the bomb threat procedure in order to gather information, which may assist the emergency services and Chief Fire Warden to determine the validity of the threat and proposed evacuation activity.

This procedure is as follows:

<b>WHEN</b>	ask <b>WHEN</b> it will go off and <b>WHEN</b> did you put it there
<b>WHERE</b>	ask <b>WHERE</b> the bomb is and <b>WHERE</b> do we look
<b>WHAT</b>	<b>WHAT</b> does it look like
<b>WHY</b>	<b>WHY</b> are you doing this
<b>WHO</b>	<b>WHO</b> are you
<b>WHERE</b>	<b>WHERE</b> are you
<b>TYPE</b>	what <b>TYPE</b> of bomb is it

### ***Listen for these hints to the caller's identity and location.***

<b>LANGUAGE USED</b>	are they well spoken, rational / irrational, abusive, have an accent etc.
<b>VOICE</b>	are their distinguishing <b>VOICE</b> tones – Do you recognise the voice?
<b>NOISES</b>	listen for background <b>NOISES</b> if any.
<b>FAMILIARITY</b>	determine the extent of the callers <b>FAMILIARITY</b> with the alleged location of the bomb.
<b>MANNER</b>	are they calm or emotional.
<b>SPEECH</b>	are they talking fast or slowly.
<b>LENGTH OF THE CALL</b>	
<b>CALLER ID</b>	did the number they call from come up on your phone – YES – Note it down.

Even if the location of the bomb is known, **NO ATTEMPT** is to be made by any Toll personnel to remove the bomb.

The Fire Warden for each level will use the daily head count sheet for the floor and ensure, if outstanding personnel are unaccounted for, the Fire Warden will take the necessary course of action to have the remaining people evacuated.

## **ARMED HOLD UPS**

In the event of an armed hold up, the following procedures shall apply:-

Don't resist the robber, and hand over the money they request.

Endeavour to recognise any particular feature of the robber

- i.e.
- Scars
  - Tattoos
  - Clothing colour
  - Description
  - Make of vehicle and or registration number etc.

As soon as practicable, notify other staff to notify Police stating clearly the location of the hold up.

At all times endeavour to be co-operative with the robber and try to remain calm.

**BOMB  
THREAT**

## IMPORTANT INFORMATION

### EMERGENCY NUMBERS \*Dial 0 for outside line then dial the number listed

<b>Police /Fire/ Ambulance</b>	<b>000 (24 Hours)</b>
<b>Power &amp; Water</b>	<b>1800 245 090 (24 Hours)</b>
<b>Darwin City Council</b>	<b>B/H (08) 89300300 A/H 1800099557</b>
<b>Palmerston City Council</b>	<b>(08) 8935 9922 (24 Hours)</b>
<b>NT Work Safe Authority</b>	<b>1800 019 115 (24 Hours)</b>
<b>CHEMWATCH Dangerous Goods Emergencies</b>	<b>1800 039 008 (24 Hours)</b>
<b>Toll Accident Emergency Service</b>	<b>1800100679 (24 Hours)</b>
<b>NT Fire and Rescue</b>	<b>(08) 8946 4110</b>
<b>Poison Information Centre</b>	<b>13 11 26</b>
<b>ERA Gate House</b>	<b>(08) 8938 1222</b>

### MEDICAL AND EMERGENCY CONTACTS

COMPANY DOCTOR		HOSPITAL	
<b>MediFit</b> 22 Smith St Darwin 0800 Phone: (08) 8981 4233		<b>Royal Darwin Hospital</b> Rocklands Drive; TIWI Phone: (08) 8922 8888	
FIRST AID OFFICERS		EVACUATION WARDENS	
Kristina Godden	Jason Youngman	Kristina Godden	Chief Fire Warden
Craig Rapana	Ian Redding - (Day)	Nathan Hartley	Deputy Chief Warden
Jy Dean	Geoff Abbott - Driver	Bruce Bailey	CUB Shed Warden
Daniel White		Richard Bosman	Administration Manager
		David Louden	Yard Warden
		Jy Dean	Yard Warden
NEIGHBOUR ALERT			
Toll Inpex Jeffrey King	0438149704		
Toll Ipec Morgan Lloyd	0409698020		
Asco	(08) 89859555		

**EMERGENCY CONTACTS**

**REMOVE THIS AREA AND LEAVE SINGLE TAB**

Reviewed 06/03/2017  
Peter Bindley

<b>One Rail</b>	<b>(08) 89842016</b>		

**Direct Emergency Services To: 31 O'Sullivan Circuit Berrimah. NT 0828**

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<b>EMERGENCY CONTACTS</b>	<b>REMOVE THIS AREA AND LEAVE SINGLE TAB</b>
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## Duties

### Duties of Chief Fire Warden

The Chief Fire Warden will establish his CONTROL CENTRE at the assembly point on O'Sullivan Circuit.

When satisfied an Emergency EXISTS, initiate the following:-

#### DUTIES;

1. Satisfy his / her self that a confirmation phone call has been made to the FIRE BRIGADE and / or Police
2. Ensure that ROLL CALLS have been conducted. Ensure Contractor and Visitor sign in books, car park register for employees / visitors who are still in the car parks are collected.
3. Notify if an Ambulance or First Aider is necessary.
4. BE PREPARED TO BRIEF THE FIRE BRIGADE ON:
  - evacuation status
  - location of Fire
  - fire fighting action taken by employees
  - location of disabled of high risk personnel and their location
5. Have a FLOOR PLAN of the Complex available for Fire Brigade.
6. Advise the Fire Brigade of the situation in relation to the following:
  - GAS SUPPLY & GAS CYLINDER STORAGE & LOCATION
  - ELECTRICAL
  - Dangerous Goods
7. Ensure a mobile telephone is available for outside telephone calls. (Make sure it is safe to use)
8. Maintain a LOG of events.
9. Take whatever action he deems necessary to :-
  - Prevent injury or loss of life
  - Contain or fight the fire (if considered necessary)
10. Ensure a FIRST AID STATION is set up complete with portable first aid kit and adequately staffed.
11. Ensure that the DEPUTY FIRE WARDEN has an up-to-date list of ALL the people employed in both the Administration and all other areas to enable an EFFECTIVE ROLL CALL to be conducted.
12. Once site is evacuated ensure selected persons are directed to complete tasks assigned as above listing.
13. When emergency condition is over ensure you receive clearance from the following persons before you allow occupants to re-enter the site: Emergency Response Services, Local Police, (If only a drill, use your own judgement).

### Duties of Deputy Chief Fire Warden

In the absence of the Chief Fire Warden the Deputy Chief Fire Warden is to carry out the duties of the Chief Fire Warden

**OR**

As directed by the Chief Fire Warden

DUTIES	
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## DUTIES

### Duties of Shed, Office & PM Warden

1. Conduct an orderly Evacuation of the Designated Area for which they are responsible
2. Conduct a search of all Areas of their responsibility including:
  - STOREROOMS
  - TOILETS
  - WORK AREAS
  - WAREHOUSE
  - DRIVERS ROOMS
3. Assist any person to safety, who is in immediate danger, if it can be accomplished without risk to yourself
4. Wardens must wedge the access doors (for those who do not have access to security key to enable normal opening of door)
5. Direct people to exit the building through free and safe exit doors to the Evacuation Assembly / Muster Point.
6. Report to the CHIEF FIRE WARDEN that his / her Area of Responsibility has been evacuated and advise the situation in relation to the location of employees not accounted for on their list. Advise the CHIEF FIRE WARDEN that the you as the Designated Warden is evacuating also.
7. Advise of any Visitors (as per the Visitor's book) they had in their area at the time of the evacuation and the present location of such visitors. Also advise Chief Warden of any disabled or high risk personnel unable to evacuate to the Emergency Evacuation Assembly / Muster point.

### Duties of Deputy Chief Warden Area / Floor Fire Warden

1. Deputy Chief Warden to ensure that Area Wardens have called rolls.
2. Conduct a ROLL CALL OF ALL PERSONNEL FOR HIS / HER DESIGNATED area at the ASSEMBLY POINT NOMINATED. This will happen whilst the Fire Warden is conducting a search of his / her designated area.
3. The ROLL CALL will be conducted from the visitor's book and payroll list.
4. Report the result of the ROLL CALL to the Chief Fire Warden and the Fire Warden for that area.
5. Act as directed by the Chief Fire Warden and the Area Warden or emergency services

### Duties of First Aid Officer

1. The FIRST AID OFFICERS, will collect the Portable First Aid Kits and establish a FIRST AID STATION at the evacuation point. Follow all directions and work hand in hand with the Paramedics and Emergency Response Personnel. Log and report all incidents in regard to First aid. Issue updates of injured persons to the Chief Fire Warden as required

### Duties of Office Warden

1. In the event of an evacuation fire, the Office Warden will take the visitors book to enable head counts to be confirmed.

## Duties

### Building Occupants Responsibilities

1. Upon hearing the alarm, evacuate the building in a calm and orderly fashion.
2. You are to follow the Warden to the assembly area immediately.
3. Once in Evacuation area report to your Floor Fire Warden to be checked off against the personnel contact list.
4. You are not to leave the Evacuation Area until directed by the Chief Fire Warden.

### Contractors / Visitors Responsibilities

1. Upon hearing the alarm, evacuate the area and follow the directions of the site staff and report to the Assembly Point immediately.
2. Once in assembly area report to the Fire Warden to be checked off against the Contractor / Visitors Sign on book.
3. You are not to leave the Assembly Area until directed by the Chief Fire Warden.

# Chemical Spill

## In the event of hazardous material spill:

- ❑ Refer to appropriate Safety Data Sheet.
- ❑ Distribute appropriate PPE pertinent to SDS to those trained in Dangerous Goods Handling.
- ❑ Isolate the area and contain the spill if possible.
- ❑ In the event of a spill that can be contained and it is safe to do so commence clean up.
- ❑ If the spill is classified as anything that is listed below evacuate the area.

Emergency Control Personnel should –  
If the spill may give off toxic or noxious fumes:

- ❑ Call the fire brigade on “000” & notify the Chief Warden;
- ❑ Provide as much information about the hazardous material as possible;
- ❑ Turn off air conditioning and recirculation fans – ventilate to the open air if possible;
- ❑ Notify all persons in the building to evacuate, under instruction from the Chief Warden, (ensure Evacuation Assembly Area is upwind);

~ and ~

If the spill is a suspected flammable material:

- ❑ Remove any ignition sources;
- ❑ Evacuate all persons in immediate danger under instruction from the Chief Warden, (ensure Evacuation Assembly Area is 200 metres clear of building);
- ❑ Do not attempt to re-enter the affected area;
- ❑ Control the movement of occupants to the Evacuation Assembly Area (if required);
- ❑ Remain at the Evacuation Assembly Area until advised by emergency services.