

SITE EMERGENCY MANAGEMENT PLAN

For

**HAYMARKET CAMPUS
815 - 825 GEORGE STREET
SYDNEY, NSW 2000**

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Preface

A site emergency can develop from a number of causes including fire, bomb threat, security threat, earthquake, cyclones, floods and severe storms, medical emergency, structural fault, leakage of gas or chemical and others.

To respond to emergency situations, Study Group has established an Emergency Response Team (ERT). The ERT is a structured group of people nominated within a campus who take command, on the declaration of an emergency on site, facilitate safe and orderly implementation of emergency procedures within the site, including evacuation of occupants, pending the arrival of the fire brigade or other emergency services.

The Site Emergency Plan has been produced as a guide for use on the Sydney Haymarket Campus and establishes the administrative structure and procedures for the handling of emergencies at the premises. The procedures can only be a guide as any emergency will have peculiarities that require some changes to suit the circumstances of that emergency. However the basic instructions for advising of an emergency and the conduct of authorised officers during an emergency will not vary.

Authority and Indemnity

During emergency situations or exercises, ERT personnel shall have absolute authority to issue instructions to evacuate all persons from buildings and / or areas. Such instructions are to be adhered to at all times by all workers, students and visitors of the College. ERT personnel shall be indemnified against civil liability resulting from practice or emergency evacuation of a building where they have acted in good faith and in the course of their training and duties.

Contact Information and Occupancy Details

Building Information	
Address:	815 - 825 George Street, Sydney NSW 2000
Building Management:	Dan Properties Pty Ltd Grant Smith – 0403224 881 –grant@danproperties.com PO Box 573, St Leonards, NSW 1590
Contact:	Contact via Haymarket Campus Manager Jennifer Osborne – Campus Manager – Study Group (02) 8204 7724 or 0448 114 538 jennifer.osborne@studygroup.com

College Occupancy	
Level	Occupancy
2	Endeavour College of Natural Health Main Office, Library, Classrooms
3	Wellnation Clinics, Dispensary, Classrooms, FIAFitnation
8	Martin HE, Classrooms
11	Offices, Classrooms

Emergency Contact details	
Evacuation Assembly Area:	Corner Bijou Lane and Quay Street, or Outside Marcus Clark Building, George Street
Master Fire Panel	Fire Indicator Panel, ground floor lobby
Police Station:	City Central Police Station 192 Day Street, Sydney 2000 Phone: (02) 9265 6499
Emergency:	Police, Fire, and Ambulance: - Fixed land line dial 000 - Digital mobile phone dial 112
Security:	Building Security Contact Person – Kumaran kumaran@pksecuritysolutions.com.au Campus Patrol Contact Person – Paul Charlton Paul.charlton@constant.com.au
Poison Info:	131 126
Hospital:	Sydney Hospital 8 Macquarie Street Sydney NSW 2000 (02) 9382 7408
Haymarket Campus Contact Info:	Jennifer Osborne – Campus Manager – Study Group (02) 8204 7724 or 0448 114 538 Emergency Ring Group – 02 8204 7779 (Business Hours only)

Duties of Emergency Response Team and Evacuation Procedure

Objectives of the ERT

The primary objective of the ERT is to ensure the safety of everyone in their area of responsibility (including themselves) while ensuring their smooth and safe evacuation from the building.

The ERT may also be called on to protect property at risk by an incident where it doesn't pose a threat to their health and safety or that of others. In addition the ERT may assist the Emergency Services Department where required and direct people back into the building when it's safe to do so.

The ERT directions overrides the campus management structure in emergency situations.

Duties of the ERT

The **Chief Building Warden** is required to go directly to the Master Fire Panel to:

- identify where the alarm is going off;
- communicate with Area wardens;
- take control of the situation;
- make contact with emergency services; and
- where required, initiate early evacuation

The Chief Building Warden is not responsible for manually overriding the emergency tone to extend the alert tone while investigations occur into the reasons for the initial alert tone. The Chief Building Warden is to let the fire panel automatically change to the evacuation tone after the pre-set timeframe, however the Chief Building Warden will communicate with all wardens at all times during an emergency. Generally evacuations occur in the following order:

1. The affected floor
2. Two floors above and one floor below the affected floor
3. All levels above the affected floor
4. All levels below the affected floor

The Chief Building Warden is to wait at the Master Fire Panel and await feedback from the Deputy Building Warden and all Area Wardens to report full accountability of each person in their area of responsibility. If the incident is a false alarm, the Chief Building Warden is to advise the Deputy Building Warden and Area Wardens to return to their respective areas.

The **Deputy Chief Warden** is required to go directly to the Master Fire Panel and wait until the Chief Building Warden arrives. Once they have arrived, the Deputy Chief Warden is to either assist the Chief Building Warden with communication or attending floors where assistance is required or in the event of an evacuation, remain with the Chief Building Warden to help collect information from each Area warden as to the status of their level/area and evacuation feedback as they make their way to the evacuation assembly area. In the event that the Chief Building Warden is off site or unavailable during the evacuation, the Deputy Chief Warden is to assume the role of Chief Building Warden.

Area Wardens are responsible for designated areas of a workplace. An Area Warden, on becoming aware of the emergency, should enact the emergency procedures for their floor/area, which should include the following actions:

- When the prepare to evacuate tone sound they are to move to the location of the WIP phone
- Ascertain the nature and extent of the emergency. If the nature of the emergency is not obvious, the warden should conduct a sweep of the area to identify the cause of the alarm;
- Assisting people in immediate danger;
- Raising the alarm (contact 000 and the Chief Building Warden);
- In event of fire, attempting to extinguish/control fire if safe to do so;

- Enacting the evacuation procedure for the workplace if directed to do so by the Chief Building Warden (via verbal communication or hearing the evacuation tone), ensuring the lifts are not used;
- Situating a warden or a staff member at the exit/entry points to ensure that nobody can enter the floor/building during an evacuation until permission has been given by the Chief Building Warden or a member of the emergency services department who has declared it safe to do so;
- Performing a methodical search of their area and each room to ensure that all persons have been notified of the emergency and have, or are leaving, the workplace to assemble at the emergency assembly area;
- Assisting people with special needs;
- Once you reach the ground level, direct the wardens to continue walking with the people you have evacuated while you communicate with the Chief Warden / Deputy Chief Building Warden to advise them that your area of responsibility:
 - is clear of people or;
 - has someone with special needs who requires assistance and/or;
 - has people refusing to evacuate the area and;
 - any additional information they require

Then make your way to your evacuation assembly area and remain with the people from your area of responsibility

Area Wardens / Wardens must be familiar with:

- The operation of the fire alarm system, the emergency warning system and any other equipment used to assist in the operation of emergency procedures for the building;
- The area (floor or zone) they represent, including;
 - all means of egress and alternative escape routes;
 - the existence and position of rooms leading off blind passages; doors leading to dead-ends and any other confined areas in which persons could be located;
 - potentially hazardous materials or operations undertaken in their zone;
 - the location and operation of fire doors, smoke doors, fire blankets, portable fire extinguishers and fire hoses in their area;
 - the number and location of people with special needs in their area;
 - the likelihood of visitors or clients in their area.

Area Wardens / Wardens when implementing the emergency procedures should:

- Ensure they do not expose themselves or others to unnecessary danger
- Ensure they are clearly visible to other people which includes wearing the appropriate coloured cap (see below).
- Direct people to evacuate the building in a calm, rational and firm voice

In an instance where a person refuses to evacuate the building, the area warden shall ensure that they have clearly advised the person of the need to evacuate and the reasons for the evacuation. Where the person continues to refuse to evacuate, the area warden is to continue the evacuation procedure and once they have everyone in their area safely evacuated, they are to inform the Deputy Chief Warden of the person's status, in which the Deputy Chief Warden will then advise the Chief Building Warden and/or emergency services department of the situation

To be able to identify the types of wardens around the building, each warden will wear the hat of the following colours:

Chief & Deputy Chief Warden – White
Floor or Area Warden – Yellow
Exit Warden - Red
First Aider - Green

Alarms - DO NOT USE LIFTS

Building Evacuation Order – Only the Chief Building Warden can issue manual building evacuation order.

ALERT ALARM (Beep – Beep – Beep)

Action: All wardens to respond check immediate area for signs of danger and stand by warden phone to communicate with Chief Building Warden at the Master Fire Panel when required. Outside normal working hours evacuate on sounding of the alert tone

EVACUATION ALARM (Whoop – Whoop – Whoop)

Action: Wardens to direct all staff, students, visitors etc. to evacuate via the nearest exit and proceed to the designated assembly area.

Persons with special needs

As per the “Building Fire Safety Regulation 2008”, a person with special needs is a person for whom it is reasonable to make different arrangements from other persons because of:

- a characteristic of the person (i.e. the person has a disability or impairment which is either temporary or permanent, the person is a child); or
- a matter relating to the person’s presence in the building (i.e. the person is a client or student having a clinic session, the person works in an area of a building in which access or egress is restricted, including, for example, a basement, the person works in a hazardous area of a building (laboratory or storage of hazardous substances).

All area wardens need to be aware of anyone with special needs in their area of responsibility. They need to ensure there are 2 people designated to assist, whether this is pre planned or the area warden directs others during the event. Persons with special needs are to be the last people to evacuate and are to wait at the evacuation exit on their level until directed to leave.

Any person who cannot traverse the emergency exits is to be held in the safe area with a responsible person/s and the details of this instance are to be communicated to the Deputy Chief Warden and/or Chief Building Warden who will advise the emergency services department upon arrival. The responsible person/s will provide comfort and reassurance until the arrival of the emergency services.

Persons within the building, if told to evacuate an area by the area warden, should:

1. Follow the directions of your Area Warden
2. Assist others as directed
3. Remain at the assembly area until given instructions by the Area Warden

Under no circumstances is anyone to re-enter the building until the position is declared safe by the relevant external authority or Deputy or Chief Warden.

If on campus **outside of ordinary working hours**, the following procedure is to be used in the event of identifying an emergency:

- Contact 000 to advise them of the emergency
- Conduct a quick sweep of the floor you are on to advise others of the need to evacuate
- Evacuate the building using the fire exit stairs and designed route
- Call the after-hours contact
- Meet emergency services department when they arrive to provide additional information

Emergency Evacuation

IF TOLD TO EVACUATE BY THE CHIEF WARDEN (BUILDING OR AREA) OR AREA WARDEN (AREA ONLY):

1. Follow the directions of your Warden
2. Assist others as directed
3. When evacuation is to proceed, the Chief or Deputy Chief Warden or Area Warden will:
 - Give clear directions to go to specific assembly area
5. Do not move from the assembly area until authorised by the Chief or Deputy Chief or Area Warden
6. Under no circumstances is anyone to re-enter the building until the position is declared safe by the relevant external authority or the Chief Warden

In the Event of Fire

1. Telephone 000 (state the exact location and details of the fire)
2. Ring Student Services to advise location of fire and that emergency services have been notified.
3. Student Services will pass details on to the Campus Manager and Chief Warden
4. Advise others nearby and the nearest Area Warden of the fire. Stay calm and **DO NOT** shout FIRE
5. Direct employees and students to exits until Area Warden takes over
6. If safe to do so, try to extinguish the fire with the correct equipment, do not take unnecessary risks. If the fire is small enough, use a nearby fire extinguisher to control and extinguish the fire. Do not fight the fire if the following conditions exist:
 - *You have not been trained or instructed in using a fire extinguisher*
 - *You don't know what's burning*
 - *The fire is spreading rapidly and might block your means of escape*
 - *You don't have the proper equipment*
 - *You might inhale toxic smoke*
 - *Your instincts tell you not to do so*

If the first attempts to put out the fire do not succeed, evacuate the building immediately
7. Make your way to the exit points and assist others where required, until Area Warden takes over

In case of fire	
R	EMOVE PEOPLE from the immediate danger to a place of safety
A	ALERT THE FIRE BRIGADE and nearby workers, students and any other member of the public
C	CONFINE FIRE AND SMOKE close windows and doors (if safe to do so)
E	EXTINGUISH and control the fire (if safe to do so)

5. Hose reels should only be used as a last resort for fighting fires. If a fire has become big enough that a fire extinguisher will not do the job adequately, it's best to leave the fire alone and evacuate the building.

In the Event of a Bomb Phone Threat

1. Above all, KEEP CALM and do not alarm workers, students and visitors
2. If threat is by telephone:
 - Prolong call - keep person talking and ask questions from the Bomb Threat Checklist
 - Record information for Police as well as any other relevant information as shown on the Phone Threat Checklist
 - Report threat to Chief Building Warden or Campus Manager and advise the police
3. If threat is by letter or email:
 - Treat as genuine
 - If threat is via letter, place in plastic bag or folder
 - Report find to Chief Building Warden or Campus Manager and advise the police
4. If suspicious package / substance found
 - Do not touch
 - Clear people away from the immediate area
 - Keep areas clear and secured
 - Report find to Chief Building Warden or Campus Manager and advise the police
5. In the event an evacuation is deemed necessary, all individuals should take out any bags/articles they brought into the building.

Phone Threat Checklist

KEEP CALM

Name (Print) Phone No
Signature Date.....

General Questions to Ask

1. What is it?
.....
2. When is the bomb going to explode? OR
When will the substance be released?
.....
3. Where did you put it?
.....
4. What does it look like?
.....
.....
5. When did you put it there?
.....
6. How will the bomb explode? OR
How will the substance be released?
.....
.....
7. Did you put it there?
.....
8. Why did you put it there?
.....
.....
.....

.....
.....

Chemical/Biological Threat Questions

1. What kind of substance is in it?
.....
2. How much of the substance is there?
.....
3. How will the substance be released?
.....
4. Is the substance a liquid, powder or gas?
.....

Bomb Threat Questions

1. What type of bomb is it?
.....
2. What is in the bomb?
.....
3. What will make the bomb explode?
.....

Exact Wording of Threat

.....
.....
.....
.....

Caller's Voice

Accent (specify)
Any impediment (specify)
Voice (loud, soft etc)
Speech (fast, slow etc)
Diction (clear, muffled etc)
Manner (calm, emotional etc)
Did you recognise the caller?
If so, who do you think it is?
Was caller familiar with the area?

Threat Language

Well spoken
Incoherent
Irrational
Taped
Message read by caller
Abusive
Other

Background Noises

Street
House
Aircraft
Voices
Music

Machinery
Other
Local call
STD call

Notes

.....
.....
.....
.....
.....
.....
.....
.....

Other

Gender of caller Male / Female Estimated age

Call Taken

Date Time
Duration of call
Number called

Action (Obtain details from Supervisor)

Report call immediately to
Phone Number

In the Event of a Hold Up / Security Threat

1. Note and report suspicious persons
2. If confronted, obey intruders instructions, do not argue with them or shout for help
3. If safe to do so, activate distress button if they are available and near you
4. Observe carefully the following
 - Any articles touched by intruder/s
 - Physical details and attire i.e. height, weight, body piercings, facial hair, hair type etc.
 - Point which may aid description including mannerism, weapons etc.
 - Direction that intruders leave the area and if they are aided in any way
5. Once intruder has left the area
 - Record information for the police
 - Contact the Chief Building Warden or Campus Manager and 000 and provide details of incident
 - Secure the area and ensure any witness's remain and only talk to the police

In the Event of a Building Structural Failure

If you are the first to identify a building structural failure:

- Ascertain the extent of the emergency;
- Assist people in immediate danger;
- Raise alarm – contact the Chief Building Warden and Campus Manager and where necessary, contact 000;
- If an evacuation is required, Area Wardens are then to implement evacuation of their workplace, ensuring the lifts are not used and danger areas are avoided;
- If evacuation is not required, barrier off the area of danger until emergency services are able to attend the site and assess the situation.

In the Event of a Major Chemical Incident

In the event of a major spillage, contamination to personnel or other related emergency situation the following procedure shall be followed:

1. The laboratory or area shall be evacuated at once.
2. The immediate emergency actions are as follows :
 - Treat any persons that may be contaminated by washing with copious amounts of water and removing contaminated clothing
 - Inform Chief Building Warden and Campus Manager of situation
 - Determine the identity of the substance(s) and obtain their Material Data Safety Sheets
3. Isolate the affected area by erecting a temporary barricade and prevent other persons entering the area.
4. Do not attempt to decontaminate the area
5. In the case of fire every effort must be made to prevent undue spreading of contamination. However, firefighting must take precedence over the control of contamination.
6. Normal work must not be resumed until the Deputy Chief or Chief Warden is satisfied that the area is safe

In the Event of a Medical Emergency

In cases of Medical emergencies, you need to raise the alarm immediately by calling 000.

If you come across someone who is in need of first aid/medical assistance and are not trained in Senior First Aid, ask someone to contact a Workplace Designated First Aid Officer while you remain with the individual.

If the individual needs basic life support: **DON'T PANIC**, proceed to give assistance if you are trained too.

D	Check for DANGER
	<ul style="list-style-type: none"> - To you - To others - To casualty
R	Check for RESPONSE
	<ul style="list-style-type: none"> - Is casualty conscious? - Is casualty unconscious?
A	Check AIRWAY
	<ul style="list-style-type: none"> - Is airway clear of objects? - Is airway open?
B	Check for BREATHING
	<ul style="list-style-type: none"> - Is chest rising and falling? - Can you hear or feel air from mouth or nose? - If no breathing, give 2 initial breaths
C	Give CPR
	<ul style="list-style-type: none"> - If no signs of life – unconscious, not breathing and not moving, start CPR - CPR involves giving 30 compressions at a rate of approximately 100 compressions per minute followed by 2 breaths
D	Apply a DEFIBRILLATOR (if available)
	<ul style="list-style-type: none"> - Follow voice prompts

When calling 000, the ambulance may ask for further information including:

- Your location (street, suburb, level in building, cross street or landmarks near you, access to the building)
- Your details (name, telephone number or mobile number, if you are qualified to perform first aid)
- Details of the medical emergency
- Particulars of the individuals; age, sex (female / male), if there have any ID bracelets on etc
- Is the individual conscious and breathing

Summary Emergency Plan and Emergency Responsibilities for Hirer / Lecturer

**EMERGENCY EVACUATION OF THIS AREA/CLASSROOM IS THE RESPONSIBILITY OF THE
HIRER/LECTURER**

KEEP THIS NEAR YOU IN A PROMINENT PLACE

Evacuation Plan for Haymarket, 815 - 285 George Street, Sydney NSW 2000

The procedures are to be provided to the lecturer / hirer at the commencement of a teaching period / event.

Procedures for safe evacuation should be publically addressed during the first class of the teaching period or upon the commencement of an event.

1. (Ladies and Gentlemen) Please make yourself aware of the emergency exit nearest to you.
2. In the event of an emergency, please follow directions of wardens and evacuate via the nearest exit where it is safe to do so.
3. Once you have left the building, please move to the assembly area, which is located on Little Latrobe Street outside Snap Printing and remain there until advised it is safe to return by the area warden or emergency personnel.
4. Please do not congregate on roadways or in other places which may obstruct the arrival of emergency vehicles.

Information for the lecturer / hirer:

1. Study Group has an Emergency Response Team (ERT) which is a structured group of people employed within a building who take command, on the declaration of an emergency in the building to facilitate the safe and orderly implementation of emergency procedures aimed at the safe evacuation of occupants, pending the arrival of the emergency services.
2. As the hirer of this Venue or lecturer, it is your responsibility to ensure that you are adequately prepared for emergency evacuation of this building should the need arise.
3. This may require you (or those in charge of the room) to assume the role of the ERT as mentioned above and effect the safe and orderly evacuation of all people from this room to the designated assembly area.
4. Please make sure that you familiarise yourselves with the location of emergency exits from this building, the location of the assembly area and location of fire extinguishers within the building, prior to the commencement of your class/event.
5. If you discover a fire please ensure that you notify the Deputy or Chief Building Warden, Campus Manager and emergency services on 000 using the nearest available phone.
6. Please familiarise yourself with the full procedures within the Site Emergency Management Plan.

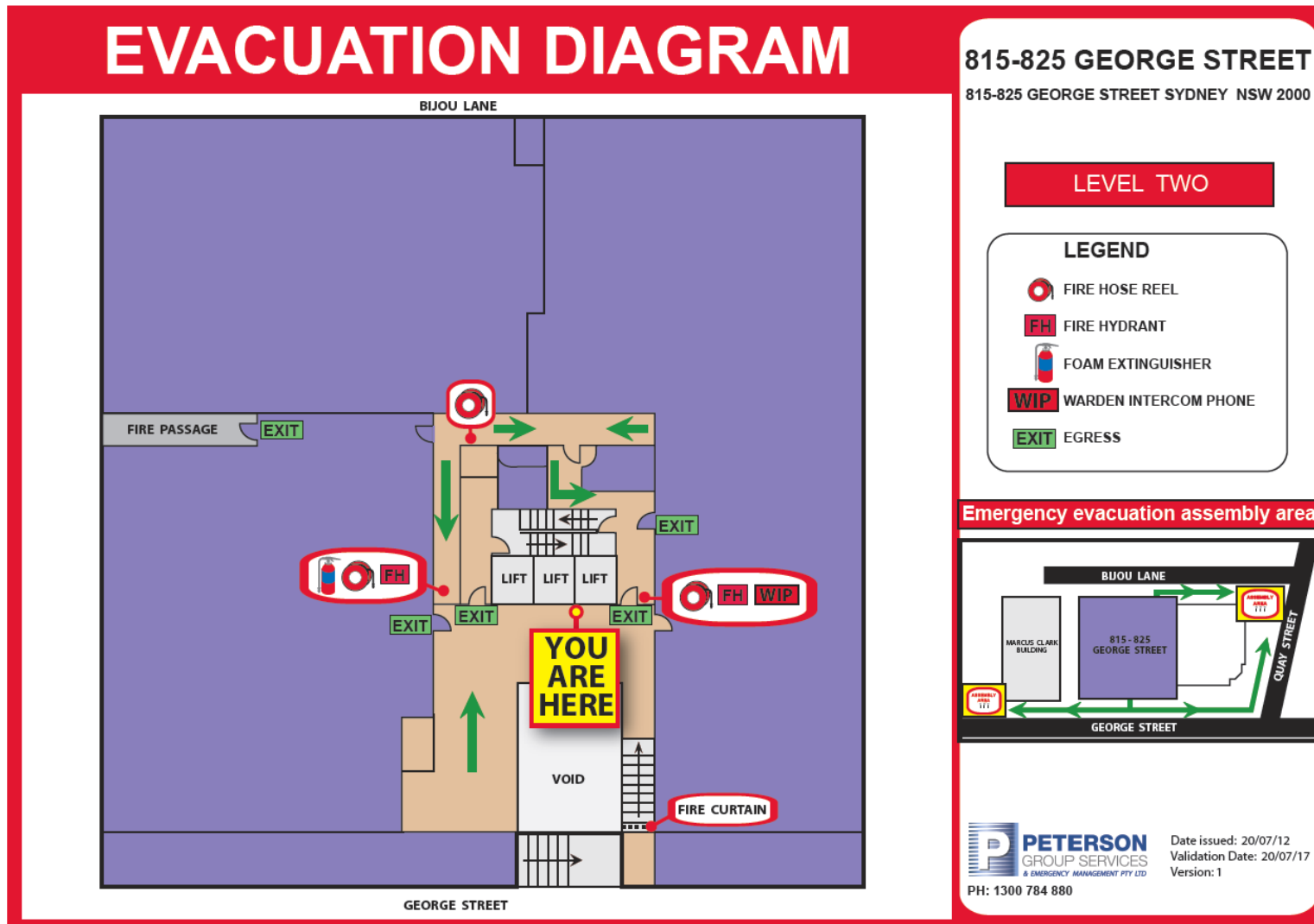
Police / Ambulance / Fire Brigade – Dial ‘000’

Call:

Campus Manager Jennifer Osborne on 02 8204 7724 or 0448 058 331

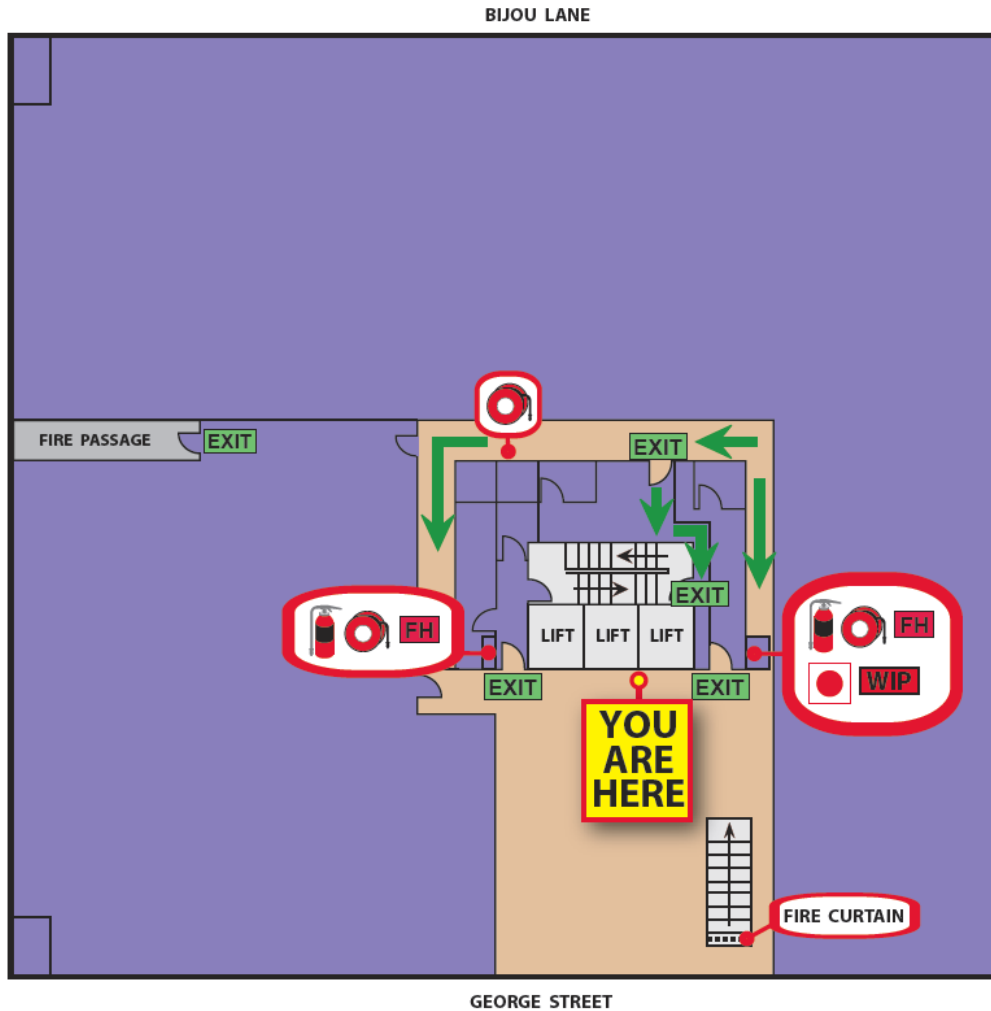
The evacuation assembly area for this site is: **Corner Quay Street and Bijou Lane**

Building Fire and Emergency Evacuation Diagram



Australian College of Natural Medicine Pty Ltd (ACNM) trading as Endeavour College of Natural Health National CRICOS Provider #00231G
Study Group Australia Pty Ltd trading as Martin College, Martin Higher Education CRICOS Provider # 01682E
ACPE Limited trading as The Australian College of Physical Education (ACPE) NSW CRICOS Provider #01822J

EVACUATION DIAGRAM



815-825 GEORGE STREET

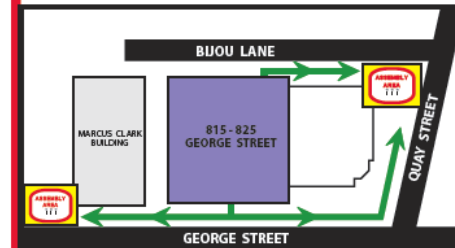
815-825 GEORGE STREET SYDNEY NSW 2000

LEVEL THREE

LEGEND

-  FIRE HOSE REEL
-  FIRE HYDRANT
-  CO2 EXTINGUISHER
-  WARDEN INTERCOM PHONE
-  MANUAL CALL POINT
-  EGRESS

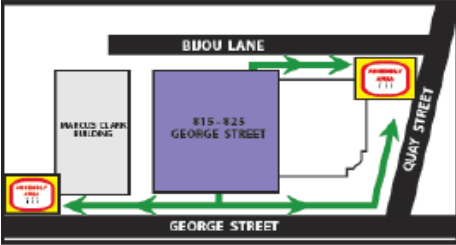
Emergency evacuation assembly area






PETERSON
GROUP SERVICES
& EMERGENCY MANAGEMENT PTY LTD
PH: 1300 784 880

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Summary Contacts (ERT) Sheet

Emergency details	
Campus Street Address:	815 - 825 George Street, Sydney NSW 2000
Evacuation Assembly Area	Corner Bijou Lane and Quay Street 
Police Station:	City Central Police Station, 192 Day Street, Sydney 2000 Phone: (02) 9265 6499
Emergency:	Dial 000 (Police, Fire, and Ambulance).
Security:	Patrol: Constant Security Building: PKSS
Poison Info:	131 126
Hospital:	Sydney Hospital, 8 Macquarie Street Sydney NSW 2000 (02) 9382 7408
Haymarket Campus Contact Info:	Jennifer Osborne, (Acting) Campus Manager 02 8204 7724 Emergency Ring Group 02 8204 7779 (Business Hours only)
Designated Workplace First Aid Officers	
Name	Contact (Extension)
Ewan Birnie	02 8204 7807
Lecturers with First Aid Qualifications	See Classrooms/Clinic On Campus
Defibrillator Location	Level 3 – Room 3.12

Fire Wardens		
Name	Contact	Responsible Area
Shane White	02 8204 7732	Building's Chief Warden
Matthew Hammond	02 8204 7724	Exit Warden – Level 2
Brad McEwen	02 8204 7735	Area Warden – Level 2
Gabriella Kennedy	02 8204 7734	Exit Warden – Level 3
Ewan Birnie	02 8204 7807	Area Warden – Level 3
Jennifer Osborne	02 8204 7724	Area Warden – Level 8
Lecturers	See Classrooms/Clinic On Campus	Level 8
Susi Woolf	02 8047 4127	Area Warden Level 11
Lecturers	See Classrooms/Clinic On Campus	Area Warden – After Hours
National Health and Safety Contact		
Jennifer Osborne - National Health and Safety Coordinator (Acting) Phone: 02 8204 7724 WH&S Hub reporting https://help.endeavour.edu.au/service-central		
 Chief / Deputy Chief Warden	 Area Warden	 Warden

Document Author:	Senior HR Advisor
Document Owner:	Chair Sydney Haymarket WH&S Committee
Contact:	Shane White SWhite@studygroup.com
Approval Committee:	Sydney Haymarket WH&S Committee Meeting date: October 2016
Document Status:	Replaces all previous emergency plans
Responsibilities for Implementation:	Emergency Response Team Members, All Employees, Contract Academics and Venue Hirers.
Key Stakeholders:	Haymarket WH&S Committee.
Date for Next Review:	August 2018

Version Summary			
Version	Date	Author	Details
0.1	Oct 2012	Becky Macpherson	Draft plan
1.0	Oct 2012	Natalie Daniel	Approved document
1.1	July 2013	Becky Macpherson	Update ERT members
2.0	2 Aug 2013	C Smalbil	College changed to new version control system within Sharepoint (refer to The Source for further version history).