



Australian
National
University

***ANU College of Business and
Economics (CBE) Emergency
Response Procedure Plans
for:***

Building Name/Number	Assembly Area
PAP Moran Building 21	University Avenue
Copland Building 24	University Avenue
HW Arndt Building 25A	Corner University Avenue and Kingsley Lane
LF Crisp Building 26	University Avenue
PAP Moran Building 26B	University Avenue
CBE Building 26C	Across Kingsley Street, in front of HW Arndt Building

August 2020

**These procedures are based upon AS 3745 – 2010
“Planning for emergencies in facilities.”**

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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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)

2.1 Composition, purpose and authority

The Emergency Control Organisation (ECO) for each CBE building comprises a Chief Warden, Deputy Chief Warden, Floor/Area Wardens and First Aid Officers. The primary role of the ECO is to protect life by facilitating safe and orderly evacuation from the building during an emergency, and to coordinate with emergency services.

NOTE: During emergencies, instructions given by the Emergency Control Organisation (ECO) personnel shall take precedence over the usual management structure. This authority will ensure that, during an emergency, safety of life takes precedence over other considerations such as asset protection, productivity and business continuity.

For a detailed description of the roles and responsibilities of ECO members, please refer to https://policies.anu.edu.au/ppi/document/ANUP_000699.

2.2 ECO members – Building 26C (CBE)

Chief Warden Linda Parker
Deputy Warden Donna Webster, Andy Martin

Wardens:

Richard Farren	Andrew Hughes	Steve Sault	Eunice Khoo
Yana Potrebica	Steven Roberts	Abhinav Mehta	Smriti Bajrachrya
Lily Zhang	Juliana Ng	Jenni Bettman	Ian McDermid
Patricia Dennis	Tejshree Kala	Yana Potrebica	

2.3 ECO members – Buildings 21, 24, 26, 26B (Crisp, Copland, PAP Moran)

Chief Warden Gail McNamara
Deputy Warden Julia Woodruff, Anita Soldic

Wardens:

Nigel Martin	Lin Cui	Ruth Southwell	Amy Wen
Alida Gyory	Amir Rahmani	Tue Gorgens	Steven Wu
Grant Pearson	Antoinette Bosman	Edward Russell	Jennifer Thistlewaite
Alison Evans	Sam Sherry	Louise Lu	Devyani Gupta
Colleen Hayes	Janet Lee		

2.4 ECO members – Building 25A (Arndt)

Chief Warden Naoko Kagawa
Deputy Warden Marisa Donoghue

Wardens:

Juergen Meinecke	Maria Racionero	Cagri Kumru	
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2.5 ECO members – Building 22, 24 (Hayden Allen, CASS area of Copland)

Chief Warden
Deputy Warden

Tracy Deasey
Annette Kimber

Wardens:

Kaya Kaihe	Yonatan Dinku	William Sanders	Annick Thomassin
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2.6 First Aid Officers

CBE Staff:

Erica Anand	Aaron Bruhn	Haynes Crossley	Anna Pickering
Lorna Monaghan	Gary Buttriss	Alison Evans	Sander Heinsalu
Patricia Dennis	Devyani Gupta	Keturah Whitford	Lucas Danes
Linda Parker			

CASS Staff:

Tracy Deasey	Annette Kimber	Mandy Yap	Annick Thomassin
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2.7 Identification of ECO members

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.

Role	Vest or helmet colour
Building Chief Warden or Deputy	White
Floor Warden/Area Warden	Yellow
Warden	Red
First Aid Officer	Green

2.8 Equipment issued to ECO members

1. Helmet or cap with wearer's identification.
2. Floor plans identifying locations of:
 - Exits
 - Firefighting equipment
 - Warden Intercommunication Phones (WIP)
 - Fire Panel (FIP)
 - Emergency Warning and Intercommunication Panel (EWIS)
 - Evacuation assembly areas
3. Key to open the OWS/EWS/EWIS panel if installed.

2.9 Training of ECO members

All ECO members will be trained in accordance with AS 3745:2010.

For further details, refer to https://policies.anu.edu.au/ppl/document/ANUP_000699.

3. PLANNING FOR EMERGENCIES

3.1 Role of the Emergency Planning Committee (EPC)

The role of the EPC is to develop emergency plans and maintain an Emergency Control Organisation (ECO). For more information on roles and responsibilities, please refer to https://policies.anu.edu.au/ppl/document/ANUP_000699.

3.2 EPC members

The CBE EPC core membership comprises:

- CBE Building Custodian (Chair) – Toby McFadden
- WHS and Facilities Support Officer (Secretariat): Andy Martin Chief Warden (Building 26C) – Linda Parker
- CBE Chief Warden (Copland 24, LF Crisp 26, PAP Moran Buildings 21 and 26B) – Gail McNamara
- CBE Chief Warden (HW Arndt Building 25A) – Naoko Kagawa
- CASS Chief Warden (Copland 24, Hayden Allen Building 22) - Tracy Deasey

The following additional members will be invited (but not required) to attend and will be informed of any EPC outcomes:

- CASS Building Custodian – Matthew Rigney
- ANU Fire Safety Officer – Adam Agius
- Respectful Relationships Unit – Sue Webeck
- Rapunzel Room (ANU Women’s Department) - sa.womens@anu.edu.au
- TLCSS – Geraldine Schmid

3.3 Testing of plans

The building Chief Warden will arrange evacuation drills for their building at least once annually to practise the emergency response procedures. A de-briefing of the ECO will follow each exercise to identify any lessons learnt for submission to the EPC.

For further details, refer to https://policies.anu.edu.au/ppl/document/ANUP_000699.

3.4 Review of plans

Emergency plans will be reviewed and revalidated at least every 12 months by the EPC, noting any lessons learnt from evacuation drills and any changes to risk, policy, building occupancy/structure and surrounding environment that may affect emergency plans.

4. RESPONSIBILITIES OF ALL STAFF, STUDENTS AND VISITORS

4.1 Staff members, students and visitors

At all times during an emergency follow the instructions of Wardens

1. 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. If safe to do so, secure confidential materials and valuables, collect immediate personal belongings, switch off computers, electrical appliances and equipment. Close all doors behind you (but not lock) as the ACT Fire Brigade may require access.
2. If safe to do so, take hand held personal belongings (such as handbags and briefcases) with you when you leave. Do not return to collect belongings.
3. 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.
4. Walk quickly and calmly to the designated assembly area for your facility or as advised by a Warden or Security Officer.
5. **Do not use the lifts in the event of an evacuation.**
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.

4.2 Teaching spaces, conferences and meetings

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 a Warden.

It is the responsibility of the chair/facilitator of a conference, meeting or other group activity to immediately disband the activity and ensure evacuation of participants.

4.3 CBE evacuation assembly areas

CBE assembly points are subject to change with and without notice, due to external factors such as the nature of the incident generating the event and any construction works occurring from time to time. Current assembly points for staff and students in the College of Business and Economics buildings are:

Copland Building 24	University Avenue
LF Crisp Building 26	University Avenue
PAP Moran Buildings 21 and 26B	University Avenue
HW Arndt Building 25A	Corner University Avenue and Kingsley Lane
CBE Building 26C	Across Kingsley Street in front of Arndt Building

Note: an alternative assembly area may be nominated by Wardens if the planned assembly area is not safe. If there is any hazard to the assembly area, please notify wardens immediately.

4.4 After hours emergencies

On the sounding of an alarm after hours, building occupants will evacuate immediately via the nearest, safe designated exit – do not use lifts if the alarm is sounding or if directed to evacuate by a Warden or Emergency Services.

ANU Security will act as ECO and First Aid outside business hours when no wardens are present. If there is an emergency and no warden is present, building occupants should:

- Evacuate the building if safe to do so.
- Call emergency services on 000.
- Call ANU Security on (02) 6125 2249.

ANU Security will notify the relevant building custodian and liaise with the emergency services upon arrival. Occupants of the building afterhours must follow directions of the ANU Security Officers and emergency services personnel.

4.5 Persons with a disability

Occupants and visitors with a disability must discuss a Personal Emergency Evacuation Plan (PEEP) with their building Chief Warden. This document outlines the method of contacting them during an emergency and an agreed

procedure for evacuating them from the building. During an evacuation the Chief Warden must be notified of their whereabouts so that priority evacuation and medical treatment can be arranged with emergency services if required.

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 emergency services.

4.6 Refusal to comply with warden's direction

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 Building Chief Warden, who shall advise the Senior Emergency Services Officer who, at their discretion, may take the appropriate action under law to remove the person.

Note: 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 Building Chief Warden.

4.7 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. ECO members **do not** have the authority to declare all clear – this must be given by Emergency Services.

5. ECO ROLES AND DUTIES

5.1 Pre-Emergency

Building Chief Warden:

- Coordinate the completion of PEEP documentation;
- Replace ECO members when a position becomes vacant;
- Conduct evacuation drills a minimum of once every 12 months;
- Ensure the emergency response procedures are current;
- Confirm sufficient wardens for area of responsibility
- Ensure that wardens have communicated the emergency response procedures to all occupants within their nominated areas;
- Report on deficiencies of emergency equipment;
- Attend meetings of the EPC, as appropriate; and
- Ensure personal ECO identification is available.

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; and
- Attend training and emergency exercises, as required by the EPC.

Infrastructure and WHS Team:

- Maintain a current register of ECO members;
- Assisting Building Chief Wardens in replacing ECO members when a position becomes vacant;
- Update the emergency response procedures as required;
- Ensure that all occupants are aware of the emergency response procedures via Induction training;
- Ensure that occupants are aware of the identity of their wardens;
- Chair the EPC (Manager);
- Maintain a current register of ECO members;
- Attend training and emergency exercises, as required by the EPC;
- Remediate any reported deficiencies of emergency equipment;
- Coordinate safety practices (e.g., clear egress paths, access to first-attack equipment and disposal of rubbish) by wardens throughout their area of responsibility;
- Support Chief Wardens to ensure personal ECO identification is available.

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) Building Chief warden - on becoming aware of an emergency, the chief warden will:
 - Decide if an emergency should be declared and take control;
 - Determine the appropriate emergency procedure;
 - Lead the ECO response in accordance with the procedure;
 - 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; and
 - Any other actions as considered necessary to protect life, or as directed by Emergency Services.
- b) Deputy Building Chief Warden - The Deputy Chief Warden shall assume the responsibilities of the Chief Warden if they are unavailable, and otherwise assist the Chief Warden as required.
- c) Wardens - Persons selected as Wardens shall carry out activities as set out in the emergency response procedures and as directed by the Chief/Deputy Chief Warden. Wardens' activities may include the following:
 - Give directions to building occupants;
 - Check that any fire doors and smoke doors are properly closed;
 - Search the floor or area to ensure all people have evacuated;
 - Ensure orderly flow of people into protected areas, e.g. fire stairs;
 - Assist occupants with disabilities;

- Act as leader of groups moving to nominated assembly areas; and
- Notify Chief Warden of hazards, evacuation status, injuries, refusals to evacuate, etc.

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) Building Chief 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, management, ANU fire safety and WHS; and
 - Lodge a University incident report via Figtree.
- b) Communications Officer collate records of events during the emergency for the debrief and ensure they are secured for future reference.
- c) Wardens compile a report of the actions taken during the emergency for the debrief.

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

5.4 Media response

All media requests directed to the University are handled through the Strategic Communications and Public Affairs (SCAPA) Office.

Email: director.communications@anu.edu.au

Telephone: 02 612 57979; 612 56125 or 612 55575

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

6. EMERGENCY RESPONSE PROCEDURES

6.1. 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 practises 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** Provide 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 assembly area.

If a fire has been discovered the Building Chief 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 Building Chief 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.

6.2. Armed Robbery

BASIC PRECAUTIONS

- Keep cash, drugs, vital records, information and valuables secured and to a minimum.
- Do not discuss activities, vital records, amounts 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.
- Don't 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 ANU Security on **52249**
- Complete Offender Details Checklist. DO NOT discuss your version with others
- Remain in same location

EMERGENCY CONTROL ORGANISATION MEMBER OR SENIOR PERSON PRESENT

When notified of emergency:

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

OFFENDER DETAILS

(Circle choice)

NUMBER OF INTRUDERS:

DESCRIPTION	ALCOHOL	LANGUAGE	VOICE	POSSIBLE NATIONALITY	GRAMMAR
Male	Drunk	Obscene	Loud	Australian	Fast
Female	Slurred	Courteous	Soft	Asian	Slang
Adult	Elated		Deep	European	Normal
Elderly			Husky	American	Cultured
Child			Nasal	Other	
Youth			Drawl		
			Disguised		
			Flat		
			Cough		
			Stutter		
		Lisp			
		Catch Phrases			

PERSONAL PARTICULARS (DESCRIBE)

Hair Colour		Length		Shape	
Eyes		Height		Weight	
Build		Posture		Walk	
Scars		Tattoos		Hands/Gloves	
Footwear		Clothing		Carry Bags	
Disguised					

VEHICLES

Vehicle Type		Make	
Model		Colour	
Registration No.			

WHICH WAY DID THEY GO?

OFFENDER DETAILS**(Circle choice)**

Type of weapon/s	Gun	Knife	Other	Not Sure
Handheld	Revolver	Automatic Pistol		Not Sure
Shoulder weapon	Rifle	Shotgun	Small	Not Sure
Size/ Weight (Estimate)	Heavy/Big	Light/Small	Sawn Off	
Size of muzzle	Shotgun	.22	Other (Draw)	
Colour of weapon	Metal	Woodwork	Sling (if any)	

HAND OFFENDER DETAILS TO POLICE**ADMINISTRATIVE DATA** (completed by victim of offence)

Name (Printed)	Position
Section	Signature
Date	Time

ACTIONED BY

Name (Printed)	Position
Department	Signature

6.3. Active Shooter

Because of the dynamic and unpredictable nature of hostile intruder incidents there is no best practice or recommended response action that owners and operators can build into their plans, arrangements and training activities. The primary objective of any initial response planning should be to minimise the offender's access to vulnerable targets. Therefore, strategies should be developed that are aimed at evacuating or isolating people or the offender.

Chief Warden/Deputy Chief Warden Procedures

During an active shooter incident, the primary response objectives may include:

1. Saving and Protecting Life:
 - Immediately contact Emergency Services by dialling 000;
 - Notify ANU Security 52249;
 - Use the built environment to restrict or deny access;
 - Commence CCTV surveillance and monitor offender/s;
 - Communicate appropriate cover and concealment options to those present;
 - Identify and establish a safe medical triage/first aid location;
 - Restrict vehicle access to the site; and
 - Restrict physical access to the site or vicinity.
2. Evacuation:
 - Notify ECO of the incident by use of pre-arranged messages;
 - Provide guidance on safe routes of evacuation;
 - Assess the suitability and potential safety of normal evacuation routes;
 - Evaluate the safety of nominated Assembly Areas and change if necessary; and
 - Identify potential safe places or strong holds for those unable to evacuate.
3. Contain the Incident:
 - If installed, consider using electronic or mechanical isolation systems to contain the movement of the offender or restrict access to victims;
 - Establish a perimeter;
 - Use the built environment to best advantage for safety and containment action; and
 - Consider restricting escape options for the offender if these may endanger others.
4. Supporting Emergency Response Activities:
 - Identify and communicate safe access routes and meeting points for emergency services;
 - Consider using CCTV (if installed) and other remote methods where possible;
 - Commence incident and decision-making logs;
 - Ensure emergency services have access to site plans and CCTV footage (where available);
 - Identify when incident management has transitioned to emergency services; and
 - Provide ongoing support to the emergency services as requested.

General Occupants

ESCAPE

Under Immediate Threat – Take cover initially, but attempt to leave the area as soon as possible if safe to do so:

- Try to confirm that your escape route is safe.

Nearby Threat – Leave the area immediately. Move away from the hostile intruder or threat if safe to do so:

- Leave your belongings;
- Do not go to normal evacuation assembly areas.
- Maintain cover from gunfire if necessary - brickwork or concrete walls, engine blocks of motor vehicles, base of large live trees, earth banks/hills; and
- Maintain cover from view – internal partitions, car doors, wooden fences, curtains.

SEE

If safe to do so, think about collecting the following information:

- Details of any firearms/weapons being used or possessed;
- Exact location of the incident;
- Direction of movement of the offender/s;
- Number of casualties;
- Number of other people in the area;
- Number and description of offender/s;
- Their motives or intent (if known or apparent); and
- What else they are carrying.

TELL

- Contact Police immediately on 000 and advise the information collected above;
- **Notify ANU Security 52249;**
- Stay on the line and provide any other information or updates the operator requests (if safe to do so); and
- Use all channels of communication available to you to warn staff, visitors, neighbouring facilities etc. of the danger.

ACT (IF YOU CAN'T ESCAPE)

- Secure your immediate environment and other vulnerable areas;
- Keep people out of public areas, such as corridors and foyers;
- Consider locking/barricading yourself and others in a room or secure area. (Try to choose a room where further escape can be obtained if necessary);
- Ensure mobile phones and other devices that may identify your presence are silenced; and
- Consider (as a last resort) options for arming yourself if you are located.

WHEN POLICE ARRIVE

In a hostile intruder situation, a police officer's priority is to protect lives. Remember:

- At first police officers may not be able to distinguish you from the offender;
- Police officers may be armed and may point guns at you;
- They may move past you in search of the offender;
- Avoid quick movements or shouting and keep your hands in view; and
- Follow any instructions given by emergency services personnel.

Source: "Active Shooter Guidelines for Places of Mass Gathering" - Australia-New Zealand Counter-Terrorism Committee.

6.4 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 Building Chief 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 Building Chief Warden, ANU Security **Ext. 52249**, your Management and notify the Police **0-000**.
8. Complete the threat check list and hand it to Building Chief Warden or Security.

Written Threats

- Minimise further contact with the document – use tweezers if available and place the threat document (including any envelope/packaging) in a paper envelope or folder to preserve the condition and prevent contamination.
- Do not photocopy – this process could destroy valuable information.
- Contact the nearest Warden or the Chief Warden immediately and tell them where you are.
- Do not announce the receipt of the threat, with other occupants.
- If there is signs of powder or residue:
 - Isolate the letter and envelope.
 - Remove people from the immediate area.
 - Segregate all persons who have come into contact with the item.
 - Contact Police by dialling 000.

Digital Threats

These consist of threats sent by facsimile, e-mail, SMS text messaging, computer file, etc.:

- If received via computer, print the document – do not delete the file.
- If received via SMS, ensure the threat message is not deleted.
- Contact the nearest Warden or the Chief Warden immediately and tell them where you are.
- Do not announce the receipt of the threat to other occupants.

Evaluating the Threat

Following the receipt of a threat the Building Chief 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; and
- 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; and
- 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; and
- 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 Building Chief Warden;
- Initiate evacuation;
- Leave a trail to the object; and
- Inform Police of location.

The evacuation assembly areas should be searched by Wardens nominated by the Building Chief 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 Building Chief Warden must be absolutely sure it is a prank call. If there is the slightest doubt, the Building Chief 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 Building Chief Warden may then consider that the building can be declared safe. The Building Chief 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 Building Chief Warden might consider partial evacuation, retaining essential staff and search teams.

Evacuate immediately without search

In the event of the call that the Building Chief 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 Building Chief 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 Building Chief 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 Building Chief 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 Ext. 52249 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; and
- Postage in excess of what should be required to have the article forwarded.

Courier Delivered Bomb

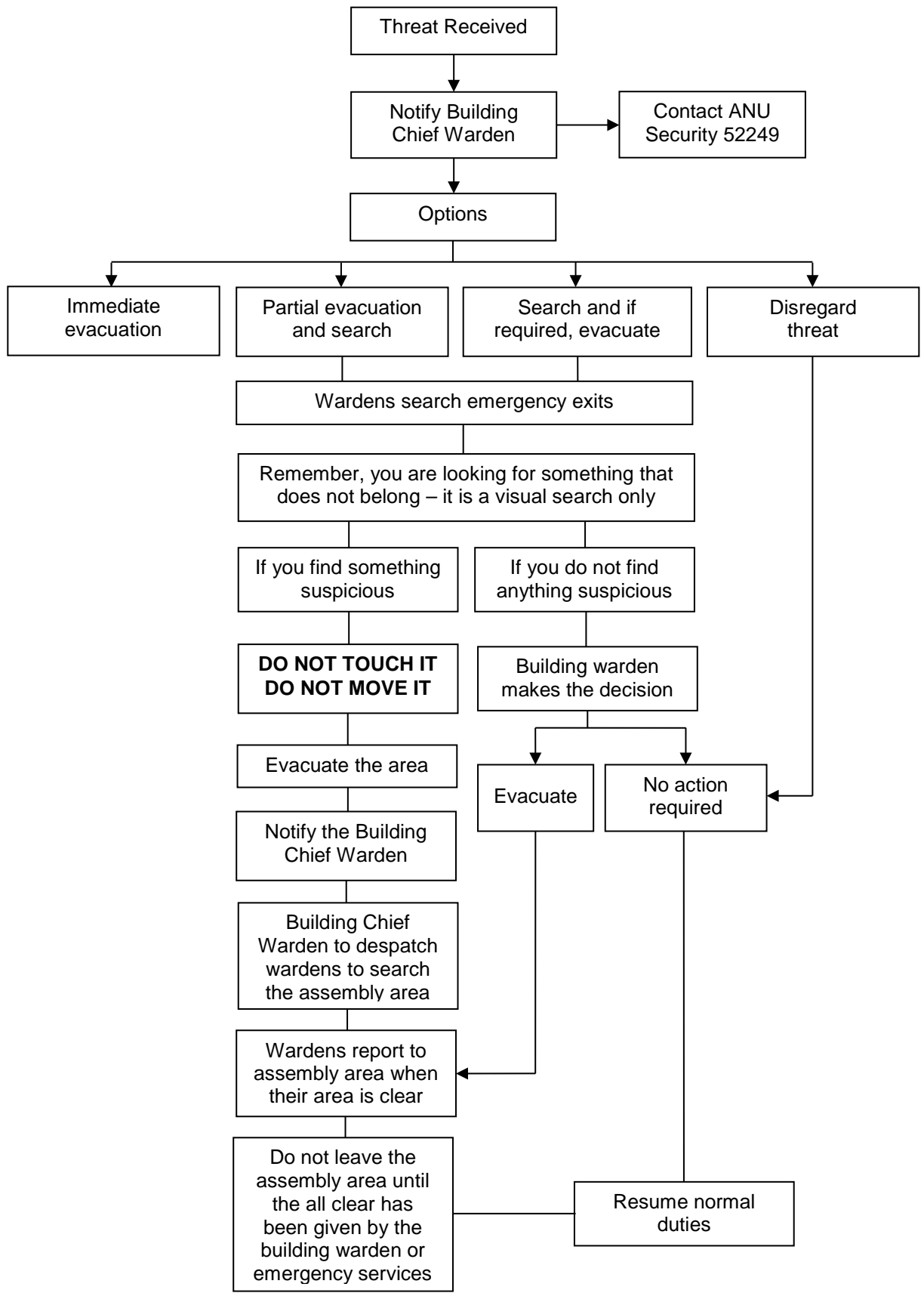
A courier delivered bomb differs from a mail bomb in that the perpetrator has the ability to set a timer or trip/motion device when it is delivered. This means that a courier delivered device has the potential to detonate without any further intervention by the perpetrator. Once suspicion has been aroused 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.



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

6.5 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; and
- 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 Building Chief 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; and
7. Prevent re-entry to build.

6.6 Civil Disorder

Public demonstrations and protests can become violent and may threaten the security of the building. Any public demonstrations in vicinity of CBE buildings should be reported to the Chief Warden, General Manager or the WHS and Infrastructure Team (ext. 54585). If the situation is not an emergency, then it will be monitored by ANU Security.

Should an emergency develop, the Chief Warden will co-ordinate a response with ANU Security until the arrival of the Police.

6.7 Lockdown

In some situations, e.g. armed or unarmed intruder, suspicious person in the vicinity, civil disobedience, severe weather it may not be appropriate to evacuate occupants from the building. In these circumstances a lockdown procedure will be implemented.

Chief Warden Procedure

- Contact ANU Security to place all external doors in secure access.
- Notify the Police and request assistance.
- Notify ANU Security on ext. 52249.
- Ensure that contact between occupants and the threat is restricted. Occupants should keep a low profile, out of sight and away from windows.
- Ensure cash, records, equipment and valuables are secure.
- Follow directions of responding Police Officers.
- When the situation has subsided and in consultation with Police, advise occupants of the “All Clear”.

Wardens

- On being advised to initiate lockdown procedures - check toilets, storerooms etc. and direct occupants to a central area.
- Advise occupants to remain where they are, keep a low profile and not move around the site whilst “lockdown” is in effect. Ensure occupants do not go near the windows to observe what is happening outside the building. Encourage occupants to remain calm and quiet.
- Take a list of the names of those present. If staff are away from the building (e.g. lunch break, appointments) contact those persons via mobile phone if possible and advise them that lockdown is in effect and advise them to stay away from the building, or take shelter in another building if necessary.
- Contact the Chief Warden when lockdown is complete in the area.
- Ensure occupants do not leave the lockdown area until the “All Clear” is given by the Chief Warden or responding Emergency Services.
- When the “All Clear” is given, contact staff members who were absent from the building and advise them that the lockdown is over and it is now safe to return to the building.

6.8 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.

6.9 Medical Emergency

In the event of a medical emergency Wardens will:

1. Quickly check the situation for danger and assess the person's condition (DRS-ABCD) If you assess a situation as life threatening or there is any doubt, phone 0-000 and request an Ambulance
2. Notify ANU Security **52249**
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
6. Ensure a clear path of access to responding emergency services personnel

6.10 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 Building Chief 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.

6.11 Chemical Spill

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 **52249**
- 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 Building Chief 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.

6.12 Vehicle Collision Affecting Crisp-26C Bridge

If a collision with the columns supporting the L.F. Crisp – 26C bridge is suspected, the Chief Warden or senior ECO member present will:

- Conduct a precautionary evacuation of the bridge.
- Install barricades/rope cordons to prevent access (stored next to bridge entry points).
- Position wardens to usher pedestrians away.
- Notify the Chief Warden.
- Contact schedulers on ext. 57943 or ext. 59125 to request an emergency engineering assessment.
- Raise a MAXIMO Service request - Priority 5, Technical Advice Request (TAR) to verify the building is safe to occupy and contact schedulers.
- Liaise with ANU Security to lock down area after hours and ensure no person enters the bridge until it is assessed and declared safe by F&S.

Schedule 1

Bomb Threat Checklist

EXACT WORDING OF THE THREAT

QUESTIONS TO ASK THE CALLER

What is it? _____
When is the bomb going to explode or when is the substance going to be released? _____
Where did you put it? _____
What does it look like? _____
When did you put it there? _____
How will the bomb explode or how will the substance be released? _____
Did you put it there? _____
Why did you put it there? _____

CHEMICAL BIOLOGICAL THREAT

What kind of substance is it? _____
How much of the substance is there? _____
How will the substance be released? _____
Is the substance a liquid, powder or gas? _____

BOMB THREAT QUESTIONS

What type of bomb is it? _____
What is in the bomb? _____
What will make the bomb explode? _____

 **REMEMBER: KEEP CALM – DON'T HANG UP THE PHONE.**

CALLERS VOICE

Accent (Specify) _____
Speech impediment (specify) _____
Voice (loud, soft etc.) _____
Speech (fast, slow etc.) _____
Diction (clear, muffled) _____
Manner (Calm, emotional, laughing etc.) _____
Did you recognize the voice? _____
If so, who do you think it was? _____
Was the caller Male/Female? _____
Approx. Age _____

THREAT LANGUAGE

Well Spoken _____
Incoherent _____
Irrational _____
Taped _____
Message read by caller _____
Abusive _____ Other _____

BACKGROUND NOISES

Street Noises _____
House/Building noises _____
Aircraft/Cars _____
Music _____
Machinery/Other _____
Local Call STD Call

CALL TAKEN

Date: _____ Time: _____ Duration of Call: _____
Number Called: _____
Recipient Name: _____ Telephone No. _____
Signature: _____

REPORT CALL IMMEDIATELY TO THE CHIEF WARDEN/MANAGER

Schedule 2

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.*

NOTE: All buildings in CBE currently have alerts set to immediate evacuation.

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.

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

DEPUTY BUILDING CHIEF WARDEN - Is the person nominated to assist the Building Chief 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 Building Chief 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.