

# Emergency Procedures Guidebook for Tenants

Version 2.6

Melbourne Markets

Issued: 21 June 2022



**What You Need To Know When An Emergency Occurs.**



**Compliance to:**

**AS3745:2010**

**Workplace Health and Safety Legislation**

**P: 03 9258 6120 (Gate 1 Security Emergency Number)**  
**[www.melbournemarket.com.au](http://www.melbournemarket.com.au)**



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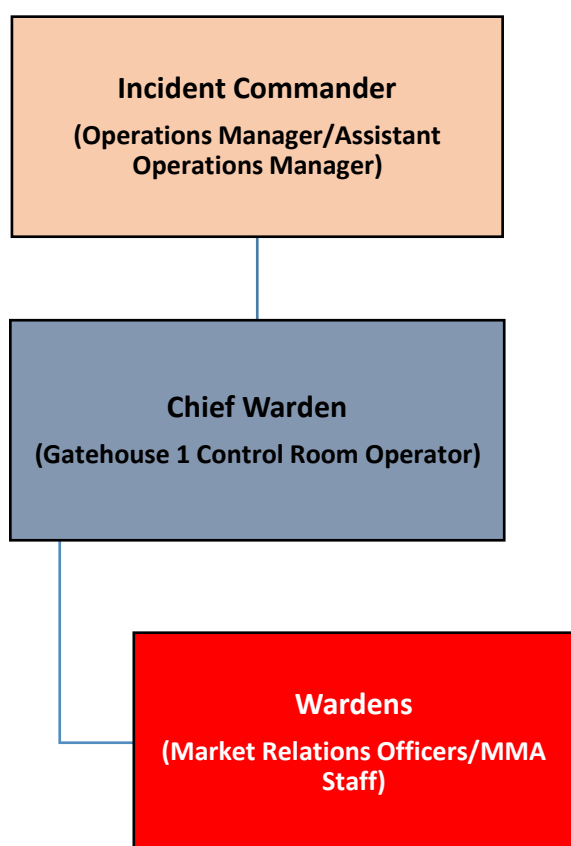
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## 1. Who Controls an Emergency Incident?

The purpose of the Emergency Control Organisation (ECO), also known as the Warden Team, is to remove occupants, staff and visitors away from a dangerous situation and ensure their safety during an emergency event. They will also assist Emergency Services when required and use firefighting equipment, if safe and when trained to do so. The priority of the ECO will always be the safety of occupants and themselves during an emergency event.

### 1.1 The Emergency Control Organisation

#### Melbourne Market Authority



It must be acknowledged that the ECO controls the initial response to any emergency in the building or on the grounds, until the arrival of Emergency Services.

#### **Incident Commander**

- Liaise with Chief Warden to determine appropriate actions.
- Ensure safety of occupants.
- Ensures that the ECO has the resources required to manage the incident.

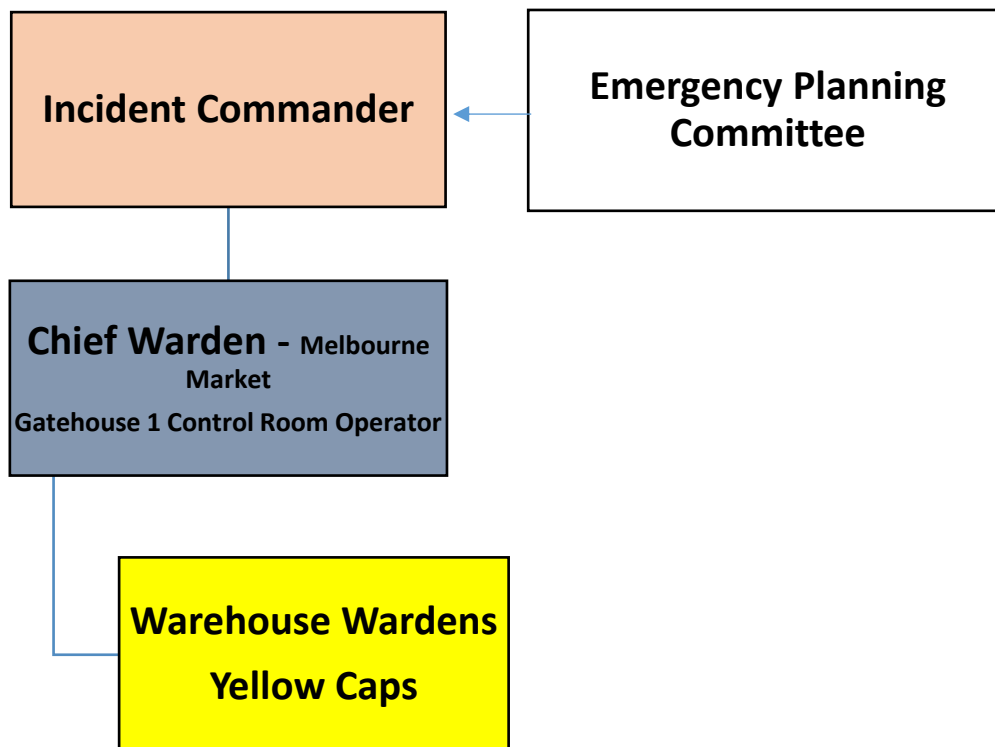
#### **Chief Warden – Security Operations**

- Takes charge of the incident and the site from the start until Emergency Services arrives.

#### **Wardens – Market Relations Officers/MMA Staff**

- Act on the Chief Warden's directions.
- Report to the Chief Warden on the nature and location of emergency, if it is in their location.
- Facilitate the safe evacuation from the facility if required.

## PropertyLink/CBRE



Tenants are required under Commonwealth and State law to ensure that their workspace is a safe and healthy environment. Melbourne Markets ensures that they have fire equipment throughout the buildings and site, Evacuation Diagrams and provides training to educate staff, tenants and visitors on the latest correct Procedures.

The Occupational Health and Safety Act 2004(Vic)- Section 21, covers the requirements of an employer to his or her staff in relation to their Duty of Care. This Act is supported by the Occupational Health and Safety Regulations 2017 (Vic) and Australian Standard 3745-2010: Planning for Emergencies in facilities.

Melbourne Markets provides regular training for staff and tenants to attend relating to Evacuation Procedures and Emergency Response Protocols. It is strongly recommended that tenants make sure their staff attend to guarantee they are fulfilling their legal obligations in relation to the above legislation.

All tenants are also required to ensure that their staff follow the directions of the Emergency Control Organisation during an emergency. These directions are given to ensure the safety of all Market Users.

## 1.2 Identifying the ECO

You can identify the ECO during an emergency by looking for the following people:

### Melbourne Market Authority

|                                                            |                                                            |
|------------------------------------------------------------|------------------------------------------------------------|
| <b>Chief Warden</b><br>(Gatehouse 1 Control Room Operator) | <b>Wardens</b><br>(Market Relations Officers/MMA Staff)    |
| <b>Black uniform with white cap and yellow vest</b>        | <b>Blue uniform with orange or yellow vest and red cap</b> |

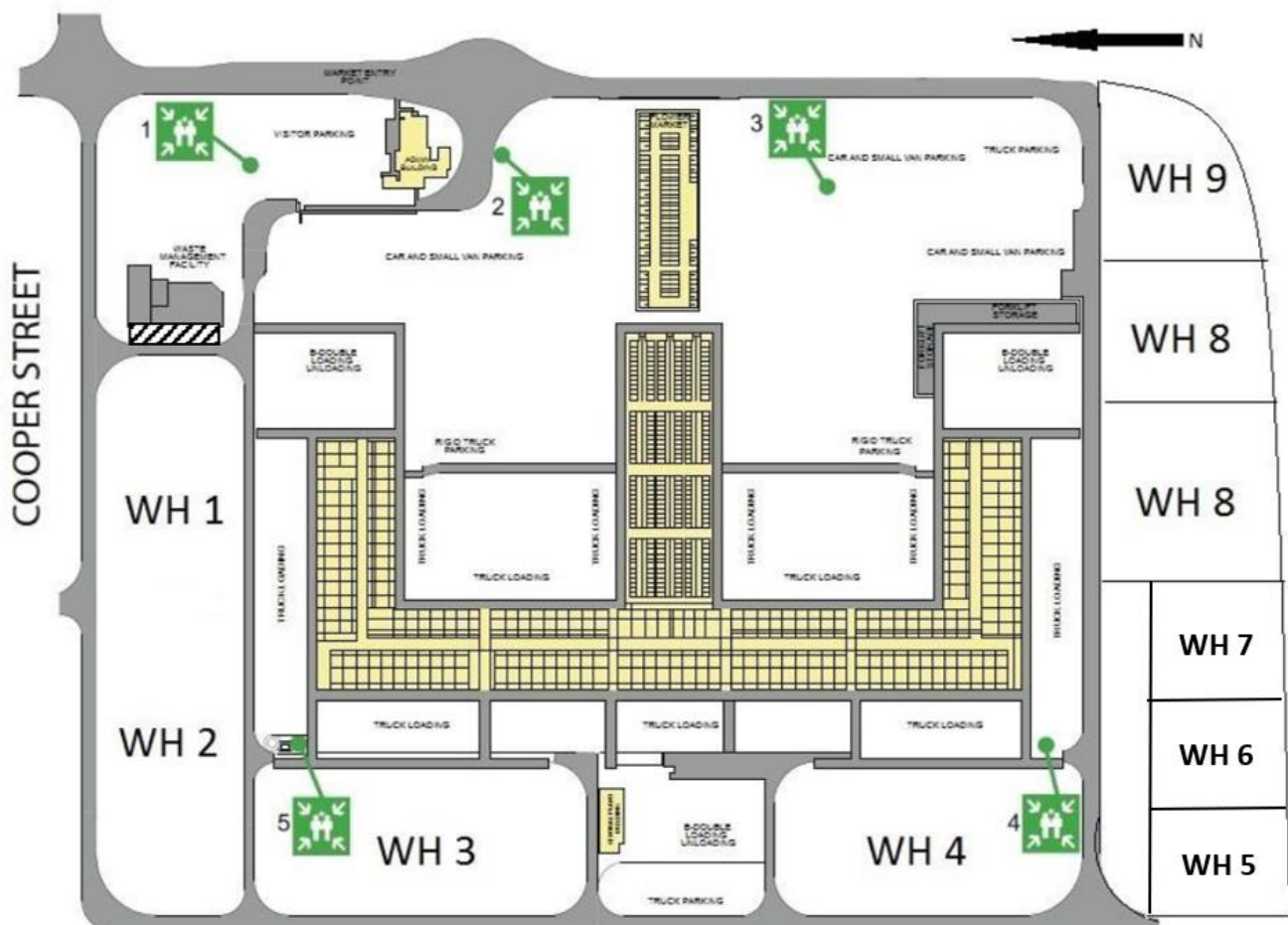
### PropertyLink/CBRE

|                                                                                  |                                 |                       |
|----------------------------------------------------------------------------------|---------------------------------|-----------------------|
| <b><u>Chief Warden – Melb. Market</u></b><br>(Gatehouse 1 Control Room Operator) | <b><u>Warehouse Wardens</u></b> | <b><u>Wardens</u></b> |
| <b>Black uniform with white cap and yellow vest</b>                              | <b>Yellow Cap</b>               | <b>Red Cap</b>        |

## 2. Evacuation Assembly Areas

If the Chief Warden determines that the emergency requires an evacuation of all or part of the facility, you must exit using the nearest safe exit and proceed to one of the following Assembly Areas, or another Assembly Area as communicated by the ECO. You will be made aware of an evacuation by the emergency alarms within the building (see section 2.).

Note: These are the primary Assembly Areas and depending on the type and location of the emergency, the Chief Warden may direct occupants to another location further away from the incident.



### Secondary Assembly Area

The Secondary Assembly Area (off site) will be advised by the Chief Warden if and when necessary.

### 3. Alarms

The Melbourne Markets have both an Emergency Warning Intercommunication System (EWIS) in place as well as Emergency Warning Systems for the external Warehouses. That means you will hear two different alarms or tones. It is important that you understand what each of the alarms/tones mean as a Warden or someone working on site.

#### 2.1 The ALERT Tone

**...BEEP...BEEP...BEEP...**

This is the warning alarm that a potential emergency event has occurred and that you are to prepare your occupants, staff and visitors in readiness to evacuate or respond. Please follow the steps below.

- ✔ Check area in alarm (as indicated on FIP, or as directed by the Chief Warden) for visible signs of incident or emergency.
- ✔ If emergency is in your area or near you, ensure that the Chief Warden has been notified.
- ✔ Check that any fire doors and smoke doors are properly closed.
- ✔ Direct occupants to commence shutdown procedures and secure valuables.
- ✔ Ensure mobility impaired or disabled are prepared in accordance with pre-prepared PEEP forms.

#### 3.2 The EVACUATION Tone

**WHOOOP...WHOOOP...WHOOOP...**

This is the evacuation alarm and indicates that all occupants, staff, and visitors, are required to leave the building and make their way to the nearest Assembly area. Please follow the steps below.

- ✔ Proceed via the nearest safe exit to the nominated Assembly area as instructed by the ECO.
- ✔ Ensure a thorough search is done of your area to ensure all have evacuated.
- ✔ Advise the ECO of any relevant information and any actions taken.

## 4. Mobility Impaired



In the event of an emergency, occupants with a disability shall evacuate as per their individual Personal Emergency and Evacuation Plan (PEEP). Designated Wardens assisting shall notify the Chief Warden. The Chief Warden will advise Emergency Services of the individual PEEP's. After the bulk of occupants are evacuated, disabled occupants are to be initially taken to a safe area within the building. There, a Warden or delegated 'buddy' shall stay with them until Emergency Services can attend to them.

Each Occupant with a mobility issue will have a Personal Emergency Evacuation Plan (**PEEP**) developed. A Register of such persons will be maintained by Building Management and Tenant Management. A copy of the PEEP shall be kept at Gatehouse 1 for the Chief Warden's reference.

## 5. Procedures if you discover an Emergency

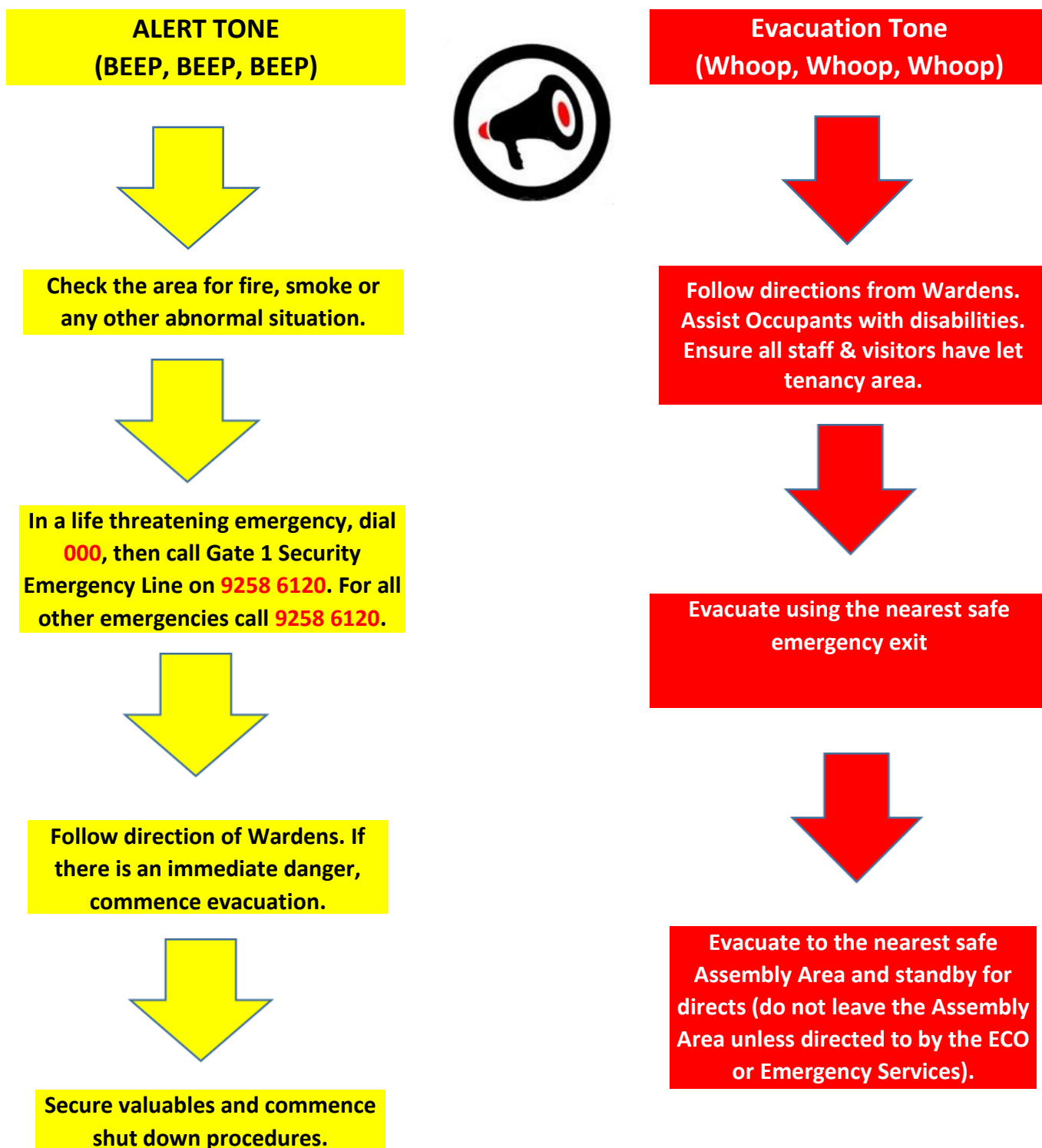
*These Procedures should be used as a guide and may not be suitable for all circumstances. Before taking any action, assess the risk and consider the consequences.*

### Discovering an Emergency

On discovering an emergency, occupants shall take the following actions:

- ✓ Call for assistance.
- ✓ If safe, rescue any persons in immediate danger and remove them to safety.
- ✓ Alert other occupants and Emergency Services by:
  - Activating a Manual Call Point (Break Glass Alarm).
  - Dialling triple zero '000'.
- ✓ Notify Gatehouse 1 on 03 9258 6120 (Emergency Only Number, 24/7).
- ✓ If safe and within ability, attempt to contain the emergency using first attack equipment.
- ✓ If unsafe, withdraw and close, but do not lock doors, windows and shutters.
- ✓ Evacuate to the Assembly Area by the nearest safe exit.
- ✓ Report any missing persons.

## 6. Tenant Emergency Procedures Flow-Chart



## 7. Bomb Threats

**PLEASE NOTE:** Two-way radios should not be used in this situation, as they may be the source of detonation. WIP phones located at various positions around the site, land line phones or runners are a safer form of communication for this type of emergency situation.

Bomb threats are a serious public nuisance, which can cause confusion, panic and considerable lost time to the facility. Most threats are just that – threats, however, all bomb threats shall be taken seriously until proven otherwise. Never discount or write off a threat.

### 5.1 Receiving a bomb threat via telephone

Follow the steps below if you receive a bomb threat via the telephone:

- ✓ Remain calm and endeavour to complete the Bomb Threat Checklist. Record what is said (see Bomb Threat Checklist in this Guidebook).
- ✓ If possible, notify a co-worker whilst still on the phone.
- ✓ **Don't** hang up (this may allow faster call tracing).
- ✓ Notify Supervisor.
- ✓ Notify Chief Warden.
- ✓ Notify Police.

### 6.2 Receiving a bomb threat via mail

Please follow the steps below:

- ✓ Notify Supervisor.
- ✓ Notify Chief Warden.
- ✓ Notify Police.
- ✓ Place the threat document in a plastic envelope or transparent folder to preserve condition and prevent contamination.
- ✓ **Do not** photocopy and minimise handling.
- ✓ Surrender threat document to the Chief Warden.

### 6.3 Discovering a Suspicious Object

Follow the steps below:

- ✓ **Do not** touch, tilt, tamper with or handle the object in any way.
- ✓ **Do not** cover the object or immerse it in water.
- ✓ Notify Supervisor.
- ✓ Notify Chief Warden.
- ✓ Notify Police.
- ✓ Shut down any machinery in the vicinity and cease mobile phone and two-way radio use.
- ✓ Eliminate movement of all motor vehicles and loading equipment (forklifts)
- ✓ Note any obvious details.
- ✓ Evacuate area.
- ✓ Prevent further entry.
- ✓ Follow ECO instructions.

## 8. Fire Equipment

### 4.1 Fire Blankets

Fire Blankets are a sheet of fire resistant material that may be used to smother a fire or wrap around a burning person. Please ensure that the Fire Blanket is never thrown on to a fire as it may cause the fire to flare up.

Pull the tags down to release the Blanket and pull the tags apart to unfold it. Hold the Blanket up so that your body is protected, but you can still see over the top. Fold the corners so your hands are protected and lay the bottom of the Blanket over the nearside of the fire. Place over fire or burning person.

If subject is a person, remove Blanket once flames have been extinguished. If an open fire (e.g. stove top), leave the Blanket and ensure fuel source is turned off.



### 4.2 Fire Hose Reels

Fire Hose Reels are for emergency use only. Fire Hose Reels may be used to extinguish Class 'A' fires only. Turn the valve at the Hose Reel on to supply water to the hose and release the nozzle from its holder unit. Drag the hose to the fire. The nozzle may be operated by one person, however, assistance may be required to drag the hose around corners. Advance to a safe distance, operate the nozzle and aim at the base of the fire.



### 4.3 Fire Extinguishers

A Fire Extinguisher is a cylinder containing a fire fighting agent that is stored under pressure. Various fire-fighting agents are available for different classes of fire. Fire Extinguishers are painted red and a coloured band around the Extinguisher identifies the content. The different contents can be used on different types of fire. Ensuring that the correct Extinguisher is used is essential.

The table on the following page indicated the suitability of the different Fire Extinguishers for different classes of fire.



**Table 1: Fire Extinguisher Suitability**

 = Not Suitable   
  = Suitable   
   = Most Suitable

| Class of Fire                                                                                      |                                   | A                                                                                                                                                                   | B                                                                                                                                                                                                | C                                                                                   | (E)                                                                                                                                                                         | F                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type of Fire                                                                                       |                                   | Ordinary combustibles (wood, paper, plastics etc.)                                                                                                                  | Flammable and combustible liquids                                                                                                                                                                | Flammable gasses                                                                    | Fire involving energised electrical equipment                                                                                                                               | Cooking oils and fats                                                                                                                                                   |
| Colour                                                                                             | Agent                             | Extinguisher suitability                                                                                                                                            |                                                                                                                                                                                                  |                                                                                     |                                                                                                                                                                             |                                                                                                                                                                         |
| <br>Red           | Water                             |   |                                                                                                                 |    |                                                                                          |                                                                                      |
| <br>Oatmeal band | Wet chemical                      |                                                                                    |                                                                                                                 |    |                                                                                          |   |
| <br>Blue band   | Foam                              |                                                                                  |  <br>Not for alcohol fires |  |                                                                                        |                                                                                    |
| <br>White band  | B(E) Powder                       |                                                                                  |                                                                                                               |  |                                                                                        |                                                                                    |
|                                                                                                    | AB(E) Powder                      |                                                                                  |                                                                                                               |  |                                                                                        |                                                                                    |
| <br>Black band  | Carbon Dioxide (CO <sub>2</sub> ) |                                                                                  |                                                                                                               |  |   |                                                                                    |

# APPENDIX

## Emergency Contacts

| Emergency Services             |                                                                                                                                                                                   |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Telephone:                     | 000 (triple zero)                                                                                                                                                                 |
| Chief Fire Warden              |                                                                                                                                                                                   |
| Representative Name:           | Gatehouse 1 Control Room Operator                                                                                                                                                 |
| Phone:                         | 03 9258 6120 (Emergency Only Number)                                                                                                                                              |
| Emergency Services             |                                                                                                                                                                                   |
| Telephone:                     | 000 (triple zero) Police, Ambulance and Fire Service.<br>Emergency use only.                                                                                                      |
| National Security Hotline:     | 1800 123 400                                                                                                                                                                      |
| Bureau of Meteorology:         | www.bom.gov.au<br>Tel: (03) 9669 4000                                                                                                                                             |
| State Emergency Service (SES): | 132 500 for flood, storm, tsunami and earthquake emergency<br><br>Current emergency information is available by calling the VICSES Information Line on 1300 VICSES (1300 842 737) |
| Police non-emergency:          | Epping Police Station<br>(03) 9409 8100                                                                                                                                           |
| Emergency Public Broadcaster:  | ABC RADIO 774 (AM)                                                                                                                                                                |

Emergency Agencies Legislated in charge of foreseeable emergency incidents:

| <b>Incident</b>                             | <b>Combat Agency</b>                                   |
|---------------------------------------------|--------------------------------------------------------|
| Fire / Bush Fire                            | Fire Brigade (FRV) (primary), Rural Fire Brigade (CFA) |
| Bomb Threat (written & telephone)           | Police                                                 |
| Chemical Spillage or Environmental Accident | Fire Brigade, HAZMAT                                   |
| Critical Power Failure                      | Internally managed                                     |
| Vehicle Accident                            | Police                                                 |
| Demonstrations or Civil Unrest              | Police                                                 |
| Hostage Siege                               | Police                                                 |
| External Flooding or Severe Storm           | SES, Fire Brigade                                      |
| Robbery / Assault                           | Police                                                 |
| Chemical / Biological Incident              | Fire Brigade, HAZMAT                                   |

## Telephone Threat Checklist



# BOMB THREAT CHECKLIST



### Bomb Threat Checklist

This checklist should be used to document the details of an incoming threat that is received by telephone.

Date:

Time:

Try to keep the caller talking. Try to obtain as much information as possible. Remain calm and gain the attention of a supervisor. Take care not to alarm the general public or colleagues.

#### Exact Wording Of Threat:



#### Questions to ask the caller:

|    |                                                                                           |  |
|----|-------------------------------------------------------------------------------------------|--|
| 1  | When is the bomb going to explode? OR<br>When will the substance be released?             |  |
| 2  | Where did you put the bomb/item?                                                          |  |
| 3  | When did you put the bomb/item there?                                                     |  |
| 4  | What does the bomb/item look like?                                                        |  |
| 5  | What kind of bomb is it? OR Type and quantity<br>of the substance? – gas, liquid, powder? |  |
| 6  | What will make the bomb explode? OR<br>How will the substance be released?                |  |
| 7  | Did you place the bomb/item?                                                              |  |
| 8  | Why did you place the bomb/item?                                                          |  |
| 9  | What is your name?                                                                        |  |
| 10 | Where are you?                                                                            |  |
| 11 | What is your address?                                                                     |  |



EvacServices

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### Analysis of caller's voice:

|                  |                                        |                                       |                                         |                                   |
|------------------|----------------------------------------|---------------------------------------|-----------------------------------------|-----------------------------------|
| Sex              | <input type="checkbox"/> Male          | <input type="checkbox"/> Female       |                                         |                                   |
| Accent           | <input type="checkbox"/> American      | <input type="checkbox"/> Asian        | <input type="checkbox"/> Australian     | <input type="checkbox"/> British  |
|                  | <input type="checkbox"/> Greek         | <input type="checkbox"/> Irish        | <input type="checkbox"/> Middle Eastern |                                   |
|                  | <input type="checkbox"/> Other: _____  |                                       |                                         |                                   |
| Voice            | <input type="checkbox"/> Angry         | <input type="checkbox"/> Calm         | <input type="checkbox"/> Child          | <input type="checkbox"/> Giggling |
|                  | <input type="checkbox"/> Obscene       | <input type="checkbox"/> Other: _____ |                                         |                                   |
| Speech           | <input type="checkbox"/> Distinct      | <input type="checkbox"/> Distorted    | <input type="checkbox"/> Fast           | <input type="checkbox"/> Lisp     |
|                  | <input type="checkbox"/> Slow          | <input type="checkbox"/> Slurred      | <input type="checkbox"/> Stutter        |                                   |
|                  | <input type="checkbox"/> Other: _____  |                                       |                                         |                                   |
| Background Noise | <input type="checkbox"/> Street Noises | <input type="checkbox"/> House Noises | <input type="checkbox"/> Aircraft       | <input type="checkbox"/> Voices   |
|                  | <input type="checkbox"/> Music         | <input type="checkbox"/> Machinery    | <input type="checkbox"/> Other: _____   |                                   |



### Comments receiving the call:

|                                               |  |
|-----------------------------------------------|--|
| Other:                                        |  |
| Estimated age of caller:                      |  |
| Caller's command of the English language?     |  |
| Duration of call:                             |  |
| Did the caller appear familiar with the area? |  |
| Phone number call was received on:            |  |
| Location:                                     |  |
| Name of person receiving call:                |  |
| Signature:                                    |  |

## BOMB THREAT CHECKLIST



 /evacservices.com.au  
 /company/evac-group  
 /EvacServices



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SIGN UP ON



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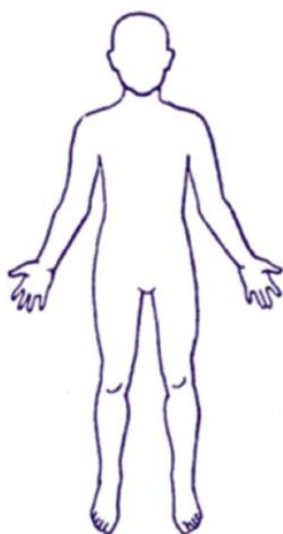
## Offender Description Checklist

# OFFENDER DESCRIPTION CHECKLIST

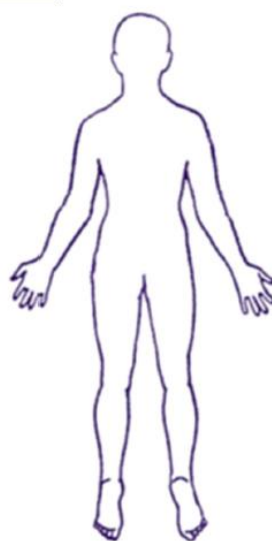


Date

Time



Front



Rear

|                                           |                      |
|-------------------------------------------|----------------------|
| Height:                                   | <input type="text"/> |
| Build:                                    | <input type="text"/> |
| Hair:                                     | <input type="text"/> |
| Skin:                                     | <input type="text"/> |
| Clothing:                                 | <input type="text"/> |
| Disabilities:                             | <input type="text"/> |
| Speech:                                   | <input type="text"/> |
| Accent:                                   | <input type="text"/> |
| Other important aspects/<br>descriptions: | <input type="text"/> |

## Personal Emergency Evacuation Plan - PEEP

All occupants or visitors with a disability [Mobility Impaired] require a PEEP to be created to identify, assess and record circumstances and abilities prior to an emergency evacuation. A copy of the PEEP should be kept in the Security Control Room for reference by Emergency Services, and Wardens.

# PERSONAL EMERGENCY EVACUATION PLAN (P.E.E.P.)

Last Reviewed: 01-Aug-16

**SITE NAME:**

**OCCUPANT NAME:**

All occupants or visitors with a disability [Mobility Impaired] require a P.E.E.P. to be created to identify, assess and record circumstances and abilities prior to an emergency evacuation. A copy of the PEEP should be kept in the Fire Control Room for reference by Emergency Services, and Wardens [ESO and EPC] made aware of requirements and processes.

|               |  |                      |  |
|---------------|--|----------------------|--|
| Building Name |  | Building Address     |  |
| Company Name  |  | Floor/Level          |  |
| Suite/Area    |  | Workstation Location |  |

|                                 |    |                                        |              |
|---------------------------------|----|----------------------------------------|--------------|
| Occupant Name                   |    | Occ. Extension                         |              |
| Occ Mobile No                   |    | Occupant Email                         |              |
| Occupant Trained in Procedures? | No | Is a Trained Assistance Animal In Use? | No           |
|                                 |    | Method of Notification                 | Direct phone |
|                                 |    | Hold CTRL to Select Multiple           | Mobile       |
|                                 |    |                                        | Verbal       |
|                                 |    |                                        | Visual       |

| Allocated Warden Name | Direct Phone | Mobile No | Email |
|-----------------------|--------------|-----------|-------|
| 1                     |              |           |       |
| 2                     |              |           |       |
| 3                     |              |           |       |
| 4                     |              |           |       |

|                                               |    |
|-----------------------------------------------|----|
| Are Wardens Trained in Specific Notification? | No |
| Are Wardens Trained in Specific Equipment?    | No |
| Are Wardens Trained in Specific Procedures?   | No |

|                  |                                     |
|------------------|-------------------------------------|
| Assistance Type: | Describe Requirements and Processes |
|                  |                                     |

|                                        |                             |
|----------------------------------------|-----------------------------|
| Evacuation Equipment Type/Requirement: | Describe Equipment and Type |
|                                        |                             |

|                              |
|------------------------------|
| Evacuation/Egress Procedure: |
|                              |

|                                   |           |      |
|-----------------------------------|-----------|------|
| PEEP Stored in Fire Control Room? | Location: | Date |
|                                   |           |      |

**Approved by:**

|                           | Name | Date | Signature |
|---------------------------|------|------|-----------|
| Occupant                  |      |      |           |
| Tenant Responsible Person |      |      |           |
| Chief Warden              |      |      |           |