

## EMERGENCY PROCEDURES GUIDE

### Overview

Bankstown Airport Limited (BAL) takes Fire and Life Safety very seriously. Our objective is to ensure you with a safe and comfortable working environment.

We encourage the development and implementation of Emergency Procedures for your business premises. It is important that all individuals working at the Airport understand the emergency procedures.

The following information is a guide only of what your Consultant may recommend. However if you have any questions in relation to Emergency Procedures please contact the Property team.

### Warden Responsibilities

**You are responsible for establishing your own safety management procedures.**

These procedures must meet the requirements of the current Australian Standards.

**As a minimum we recommend that you have nominated personnel available to liaise directly with the Airport Response team.**

#### *The role of the Chief Fire Warden (for your Premises)*

- Appoints personnel to the emergency team and fills all vacant positions
- Maintains an updated roster of Response Team personnel
- Keeps Property and Facilities Office updated on any changes in Response Team personnel
- Alerts Response Team designees of potential emergencies
- Supervises the activities and training of Response Team
- Responsible for informing and training Response Team in emergency procedures
- Ensures that Response Team know their assigned duties and locations in case of an emergency
- Pre-plans the handling of physically impaired personnel during evacuation
- Responsible for the evacuation of Response Team

### Fire

**BAL recommends that you appoint an expert to provide and advise on the most appropriate fire evacuation procedures for your premises.**

In the event of fire there are fire hydrants located around the Airport.

***If a Fire is discovered:***

1. Advise others and move everyone away from the fire
2. Confine the fire by closing all doors in the area
3. Notify the Fire Department (000) and provide the following information:
  - Building Name
  - Building Address
  - Nearest Cross Street
  - Suite Number or Exact Location of Fire
  - Your call back number

NOTE: Do not hang up until the Emergency Operator does so.

4. Notify the Property team on Telephone (02) 9796 2300 or by Fax: (02) 9791 0230.

**Fire Safety Reminders**

We encourage you to adopt the following in the event of a fire:

1. Display Emergency Phone Numbers for all employees.
2. Make sure all employees are aware of the location of fire extinguishers and are familiar with how an extinguisher operates.
3. In a fire or other emergency, follow the instruction of your designated Warden and other Emergency Personnel.
4. If you encounter smoke, get down on your hands and knees. Air is cleaner and cooler near the floor. Crawl to the nearest stairwell and exit if it is safe to do so.
5. Few people are burned to death in fires. Most fire-related deaths are the result of smoke inhalation, poisonous gas or panic. Panic can be avoided by being well prepared for an emergency.

**Fire Prevention Tips**

1. Replace any electrical cord that has cracked insulation or a broken connector.
2. Do not pinch electrical cords under or behind furniture.
3. Do not run electrical extension cords under chair mats or across doorways where they can be stepped on or chaffed.
4. Leave space for air to circulate around heaters and other heat-producing equipment.
5. Turn off or unplug all appliances, at the end of each workday.
6. Keep exits, storage areas and stairways free from waste paper, empty boxes, dirty rags and other fire hazards.
7. Know the locations of fire extinguishers in the building and your work area.
8. Remove rubbish on a regular basis.
9. Close all doors after working hours.
10. Discard all flammable liquids appropriately.
11. Observe the Airport NO SMOKING policy.

## Explosions

If an explosion occurs we recommend that you adhere to the following procedures:

1. IMMEDIATELY report the explosion to the Property team Telephone (02) 9796 2300. Remain calm and provide the following information:
  - Your name, location (building and suite number) and telephone number.
  - Your company name.
  - Exact location of explosion.
  - Cause (if known) of explosion.
  - Extent of casualties, and number and type of injuries.
  - Whether explosion caused fire and if so, location of fire.
2. Evacuate all persons from the area if necessary.

The Property team will immediately contact the Fire and Police Departments and will dispatch emergency personnel to the scene.

## Medical Emergencies

Should a medical emergency situation develop which requires immediate intervention by trained personnel, proceed as follows:

### Call 000

Reassure the injured person that help is on the way. Remain calm and provide the following information:

- Nature of medical emergency;
- Building name and address;
- Exact location and name of sick or injured person.

**NOTE: Do not hang up until the emergency operator does so.**

1. Direct any on-lookers away from the area of the injured person. Clear the area of any objects that might impede the rescue or interfere with emergency personnel.
2. Remain with the victim. DO NOT move the victim unless there is immediate danger of further injury. Keep the victim comfortable and warm.

## Bomb Threats

We recommend that you seek expert advice on this subject.

Bomb threats should always be taken seriously. Do not assume that a bomb threat is a prank call or that they are only made to Airport Management. Anyone can receive a bomb threat and all building occupants should be prepared.

### Telephone Bomb Threats

The person receiving the call should try to get as much information as possible from the caller and should **WRITE OUT THE MESSAGE EXACTLY AS RECEIVED FROM THE CALLER.**

**LISTEN CAREFULLY.** You may be able to help authorities identify the caller, their location, or the location of the explosive by the caller's comments, vocal characteristics and any background noise.

Keep the caller on the phone for as long as possible. Ask the caller to repeat the message.

- Obtain as much information from the caller as possible such as location of bomb, time of detonation, appearance of bomb, and callers' reason for planting the bomb (a **Bomb Threat Checklist Form** can be found at Attachment 5 to the Tenant Handbook).

Remind the caller that the building is occupied and that the bomb might cause the deaths of innocent people.

Once the caller has hung up, immediately contact the Property team on (02) 9796 2300 and provide the following information:

- Your name
- Your location (building and suite number)
- Your phone number
- Name of any other person who heard the threat
- Name of any employee threatened by the caller and his/her work location
- Time the bomb is to detonate if known
- Location and description of the bomb if known
- Any reason given for planting the bomb
- Any other information received from the caller

Complete a **Bomb Threat Checklist Form** (Attachment 5) and provide it to management personnel as soon as possible after the call is received.

### Written Bomb Threats

Upon receipt of a written bomb threat:

- Immediately notify the Property team
- Do not destroy the note
- Do not let others handle the note
- Turn the note over to building management or emergency personnel

### Personal Receipt of Bomb Threats

When a bomb threat is directed to a specific individual, he/she should immediately search his/her own work area or office for unidentifiable or suspicious items. Please remember the following:

- Look for anything out of the ordinary or out of place.
- Look high and low – not just at eye level.
- Methodically search from one end of your work area to the other.

### Searching Your Premises for a Suspected Bomb

Once a telephone or written bomb threat has been reported to the Property team, occupants should search their suites for any suspicious packages. Following are some search guidelines:

- Do not rely on random searches in logical places.
- Explosives are concealed most easily in areas that have the easiest access
- Be aware of out of the ordinary articles that are foreign to the area.
- The bomb is likely to be packaged in a common container such as a shoe box, cigar box, a book, a grocery bag, an athletic bag, an airline bag, a suitcase or briefcase.

Anything that does not belong should be considered a suspicious object.

When searching individual rooms/offices, start at the outside walls and move towards the centre of the room.

**NOTE:** If a suspicious object is found, **DO NOT TOUCH IT**. Report the finding immediately to your designated emergency personnel and to building management.

### Suspicious Packages

Upon the delivery of all packages always be aware and:

- Do not accept the contents of any container as bona fide simply because it was delivered in a routine manner.
- Do not assume that container marking and/or appearance is sole evidence of its content, identification or legitimacy.
- Be aware of packages with incorrect titles or those marked “Confidential” or “Personal”.
- Do not open any suspicious package.
- Do not cut any cord, rope or wire on a suspicious package.
- Be aware of the following signs that a package may include a bomb:
  - Excessive postage
  - No return address
  - Excessive weight
  - Incorrect titles
  - Restrictive markings (such as “Confidential” or “Personal”)
  - Oily stains or discoloration

### **Upon Receipt of a Suspicious Package**

Do not allow anyone to handle the package.

Immediately call the Property team on Telephone (02) 9796 2300.

### **Suspected Bomb Safety Precautions**

The following safety precautions will acquaint all occupants with the dangers inherent in a bomb threat, bomb search, discovery and handling of all suspected bombs, or if you have any other reason to suspect a bomb is in the building.

While some of the precautions may seem elementary, do not dismiss them as unimportant. Adequate knowledge of these precautions may save your life as well as the lives of other persons working in or visiting the building.

If it is suspected that a bomb is in the building:

- Do not use radio equipment to transmit messages
- Do not change lighting conditions
- Remove all flammables

Please make only necessary phone calls. Open phone lines are essential to effectively controlling the emergency.

If a suspected bomb is identified:

- Do not touch it
- Do not attempt to move or carry it
- Remove all flammable materials from the area

During a bomb threat emergency, cooperate with all fire department instructions, including building evacuation.

### **Evacuation**

In the event of an emergency, it may become necessary to evacuate the building.

We recommend that you refer to the latest OH&S Acts which can provide guidance on this subject.

### **Evacuating the Injured**

If you are alone with an injured person who is unable to leave the area unassisted, you may find that a “blanket drag” will provide you with the means to remove the person from the hazardous area. The drag can also be accomplished with a coat. If you are unable to carry the person, the “blanket drag” may be your only means of moving the person out of danger.

To get the person onto the blanket, turn the person on his/her side and roll the blanket up, lengthwise, so that when you roll them over to the other side, you can open the blanket. Grasp the corners nearest the head of the injured and pull the person out of the area.

### Civil Disturbances

Although riots and civil disturbances are rare, there is still a need for a planned course of action in the event a civil disturbance erupts. Should a disturbance start on the Airport:-

- Secure all entrances to your building.
- Notify the police.
- Notify your colleagues.

In the event that a civil disturbance initiates inside your building:

- Make sure all occupants are in your office and lock your doors including the main entrance. Assign a responsible individual to stand by the entrance door with a key allowing authorised personnel only to enter and leave.

Immediately notify the Property team on Telephone (02) 9796 2300 and provide the following information:

- Exact location of the disturbance, demonstrators and/or rioters
- Approximate number of demonstrators or rioters
- Your name, company name and call back number

### Power Failure

If you experience loss of power in your property, immediately contact the Facilities Coordinator on Telephone (02) 9796 2300. Appropriately qualified personnel will be dispatched to assist in restoring power.

Following is a list of items which we recommend you should keep on hand in case an emergency of any kind causes the loss of power:

- **Emergency Lighting** – flashlights, light sticks.
- **Batteries** – keep a fresh supply
- **Blankets** – lightweight fire and shock retardant emergency blankets.
- **Radios** – portable transistor radios with extra batteries and two-way radios