

Warden Handbook

Emergency Response
Procedures, Training and
Compliance Solutions.

first 5 minutes
Experience makes all the difference.



➔ In an emergency situation, what happens in the first few minutes is critical.

People need to know what to do – how to assess the threat and implement an appropriate response; how to use a fire extinguisher; how to evacuate their building quickly and safely.

First 5 Minutes has been promoting safety and reducing risk in residential and workplace environments, including all types of commercial, industrial, retail and government premises, since 1986.

As Australasia's most experienced specialist provider of emergency procedures and compliance solutions, we ensure our clients comply with all relevant government regulations; and we train over 300,000 people each year, imparting the skills that can save lives and property in an emergency.

Our service is professional, independent, comprehensive and fully compliant.

You'll know your people are as prepared as they can be to deal with emergencies.

And you'll know that you have minimised your risk of public liability and met all of your emergency response compliance obligations as a property owner or manager.

Minimised risk. Maximised safety. Absolute peace of mind.



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→ 1.0 Emergency Control Organisation

1.1 RESPONSIBILITIES OF THE EMERGENCY CONTROL ORGANISATION

The Emergency Control Organisation is comprised of Wardens drawn from the occupants of the facility. The responsibilities of the Emergency Control Organisation during an emergency are to:

- conduct an orderly evacuation of the facility's occupants to a safe place of assembly;
- assist the Emergency Services;
- operate portable fire fighting equipment in the facility, if trained in its use and it is safe to do so.

AUTHORITY OF THE EMERGENCY CONTROL ORGANISATION

The Emergency Control Organisation (ECO) personnel shall issue directions to all persons on a premise so that they may execute their duties to control an incident or to conduct an evacuation of the premises. All directions issued by the ECO personnel should be in the interest of the safety and the wellbeing of all persons on the premises.

It should be clearly understood that the primary duty of Wardens is not to physically combat emergencies but to ensure, as far as practicable, the safety of the occupants and their orderly evacuation from the danger zone.

1.2 FLOOR/AREA WARDEN – ON BECOMING AWARE OF AN INCIDENT ON/IN THEIR FLOOR/AREA

On becoming aware of an incident on/in their floor/area, the Floor/Area Warden is to:

- (a) Ensure the alarm has been raised and the appropriate Emergency Service has been notified by calling 000.
- (b) Evacuate occupants from the immediate incident area.
- (c) If a fire, direct Wardens to attempt to extinguish the fire (if safe to do so).
- (d) Advise the Chief Warden of conditions on/in their floor/area.
- (e) If a fire and it cannot be contained, order the Wardens to withdraw and close doors to slow the progress of the fire.
- (f) Order the evacuation of the floor/area and notify the Chief Warden of the situation.

**1.3 FLOOR/AREA WARDEN –
WHEN AN INCIDENT OCCURS ON/IN ANOTHER FLOOR/AREA**

On becoming aware of an incident the Floor/Area Warden is to:

- (a) Proceed to the Warden Intercommunication Point where communication can be established with the Chief Warden and from where the control of the floor can be coordinated.
- (b) Consult with the Chief Warden on the nature of the emergency and carry out all instructions (for example-investigate for signs of smoke or fire, prepare to evacuate).
- (c) Brief Wardens on the nature of the incident.
- (d) Control all emergency operations on/in their floor/area.

**1.4 FLOOR/AREA WARDEN –
IF AN EVACUATION IS REQUIRED**

If an evacuation is required, the Floor/Area Warden is to:

- (a) Direct Wardens to assemble occupants at the floor/area muster point (for example-in the vicinity of the emergency exits) in preparation for an evacuation.
- (b) Instruct Wardens to check toilets, strong rooms and all occupiable spaces on/ in their floor/area.
- (c) Direct Wardens to commence evacuation of occupants via the emergency exits to the Evacuation Assembly Area. A Warden should lead the occupants to show the way. Care is to be exercised when entering stairs as other floors may be descending.
- (d) Conduct a final check of all areas of the floor to ensure they are clear of occupants. This action is more important than a later physical count of the occupants.
- (e) Advise the Chief Warden that the floor/area has been evacuated.
- (f) Proceed to the evacuation Assembly Area and remain in charge of occupants until the All Clear is given.

Note: Any person who cannot traverse the emergency exits is to be held in a safe area with a responsible person/s and the details of this instance are to be forwarded to the Chief Warden. The responsible person/s will provide comfort and reassurance until the arrival of the emergency services

Should a person refuse to comply with the directions given by a Warden from the Emergency Control Organisation, the Warden shall:

- (a) Ensure the person has been clearly advised (twice) that they are to evacuate the facility because of an emergency situation.
- (b) Notify the 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.

→ 2.0 Fire Safety

2.1 FIRE PREVENTION AND REPORTING OF FAULTY EQUIPMENT

Prevention of fire is as important as the development of efficient means of fighting it. All occupants should be acutely aware of the need to avoid dangerous practices and of the danger to life and property in the event of fire getting out of control.

All occupants MUST take note of and bring to the attention of the person in charge of their floor/area of:

- (a) Any accumulation of litter or combustible material which may increase the danger of fire.
- (b) Incorrect storage of flammable liquids.
- (c) Any furniture, decoration, equipment or any other item which might impede access to the emergency exits.
- (d) Missing, defective or discharged fire extinguishers.
- (e) Defective Emergency Warning System Public Address System, Fire Alarm Bells or Warning Lights.
- (f) Any fire and smoke doors that are not kept shut (except during use) and any self-closing mechanism which is not operational. These doors should close automatically and are not to be held open by wedges etc.

Note: Some fire doors are controlled by automatic holders and are normally open. Check with Facility Management if in doubt.

- (g) Any obstructions in passages.
- (h) Any obstructions or stored articles in emergency exit stairs.
- (i) The storage of any article in fire hose reel cabinets.

All occupants should be encouraged to observe the greatest care when using matches, portable heaters, electrical appliances and other possible sources of ignition. Their immediate work area and/or surroundings should be kept neat and tidy.

2.2 FIRE FIGHTING EQUIPMENT

2.2.1 Fire Extinguishers

All occupants should be familiar with the types of fire extinguishers and their location in each area.

Which Fire Extinguisher?

The types of fire are classified as:

CLASS A Ordinary free-burning materials such as paper, clothing, packing materials, wood and textiles.	FOR CLASS 'A' FIRES, USE: Water (Red), Foam (Red with Blue Band), Dry Chemical (ABE Only), (Red with White Band), Vaporising Liquid (Red with Yellow Band)
CLASS B Petroleum based liquids such as petrol, paint lacquers, thinners, oils, greases and many chemicals in liquid form.	FOR CLASS 'B' FIRES, USE: Foam (Red with Blue Band), Carbon Dioxide (Red with Black Band), Dry Chemical (Red with White Band), Vaporising Liquid (Red with Yellow Band)
CLASS C Fires involving flammable gases.	FOR CLASS 'C' FIRES, USE: Dry Chemical (Red with White Band)
CLASS D Fires involving metals, for example potassium, sodium, magnesium. Special extinguishers are required.	
CLASS E Fire involving electrical equipment. To fight these fires, use only extinguishers that are non-conductors of electricity.	FOR CLASS 'E' FIRES USE: Carbon Dioxide (Red with Black Band), Dry Chemical (Red with White Band), Vaporising Liquid (Red with Yellow Band)
CLASS F Fires involving cooking oils and fats. Where significant potential exists for a fire involving cooking oils and fats, WET CHEMICAL type extinguishers and FIRE BLANKETS should be provided.	FOR CLASS 'F' FIRES USE: Carbon Dioxide (Red with Black Band), Dry Chemical [B E only] (Red with White Band), Wet Chemical (Red with Oatmeal Band)
- NEVER USE WATER OR FOAM EXTINGUISHERS ON ELECTRICAL FIRES - - IF POSSIBLE, TURN THE POWER OFF FIRST -	

2.2.2 Fighting Fire with Extinguishers

- (a) Do not panic.
- (b) Try to remain calm and think.
- (c) Warn everybody in the immediate vicinity.
- (d) Ensure someone has alerted the Fire Brigade.
- (e) Instruct someone to advise the Chief Warden.
- (f) Determine type of fire and exact location.
- (g) Select right type of extinguisher.
- (h) Be sure you know how to use the extinguisher.
- (i) If in doubt, READ THE INSTRUCTIONS.
- (j) Have another person back you up with another extinguisher.
- (k) Where possible, keep the doorway at your back.
- (l) Keep low to avoid smoke.
- (m) Do not get too close to the fire. Initial operation is to be conducted not closer than 2 metres from the fire.
- (n) Direct extinguishing agent at seat of the fire, NOT at the smoke, and apply in a sweeping motion.

2.2.3 Fire Hose Reels

If fire hose reels are installed, all occupants should know their location and method of operation.

2.2.4 General Guidelines for Use of Fire Hose Reels

- (a) Do not use Fire Hose Reels on fires involving electrical equipment.
- (b) Whenever possible, two people should be used to unroll a Fire Hose Reel, that is, one to control the nozzle and one to ensure the hose runs off the reel freely and is not caught around doors or corners.
- (c) Remember to turn on the water supply at the Fire Hose Reel assembly before running out the hose.
- (d) Check the water is capable of being turned on and off at the nozzle.
- (e) Direct water at the seat of the fire and apply in a sweeping motion.

2.2.5 Use of Fire Blankets

Fire blankets may be used on fires involving flammable liquids in cooking containers or containers such as deep fat fryers.

Method of use:

- (a) Carefully cover the burning object with the blanket.
- (b) Turn off heat source.
- (c) Leave blanket in place until cool.
- (d) Call the Fire Brigade.

→ 3.0 Bomb Or Substance Threat Procedures

Bomb or substance threats are frequently used to disrupt business or cause alarm. These procedures are designed to help people respond to and deal with a bomb or substance threat in accordance with current directions.

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.

3.1 OVERVIEW

The following points provide an overview of the first actions to take when a bomb or substance threat is received.

3.2 ON RECEIPT OF A TELEPHONE THREAT

- (a) Remain calm.
- (b) Use a threat or substance check list to obtain as much information as possible and record the details.
- (c) Notify Chief Warden, Manager and Police.
- (d) Complete the report section of the threat check list.

3.3 EVALUATION OF THREAT

The Chief Warden and or Manager should proceed to the person who has received the threat to:

- study the threat or substance check list report;
- gather facts;
- consider options;
- make a decision.

3.4 THE SEARCH

- (a) Search public areas first, including emergency exit stairs, lobbies, reception areas, waiting rooms, utility cabinets, the remainder of the floor/area, Assembly Area and lift where applicable.
- (b) Remember – you are looking for something that does not belong where it is.
- (c) If you find anything suspicious **DON'T TOUCH IT! DON'T MOVE IT!**
- (d) Notify the Chief Warden of the result of the search.

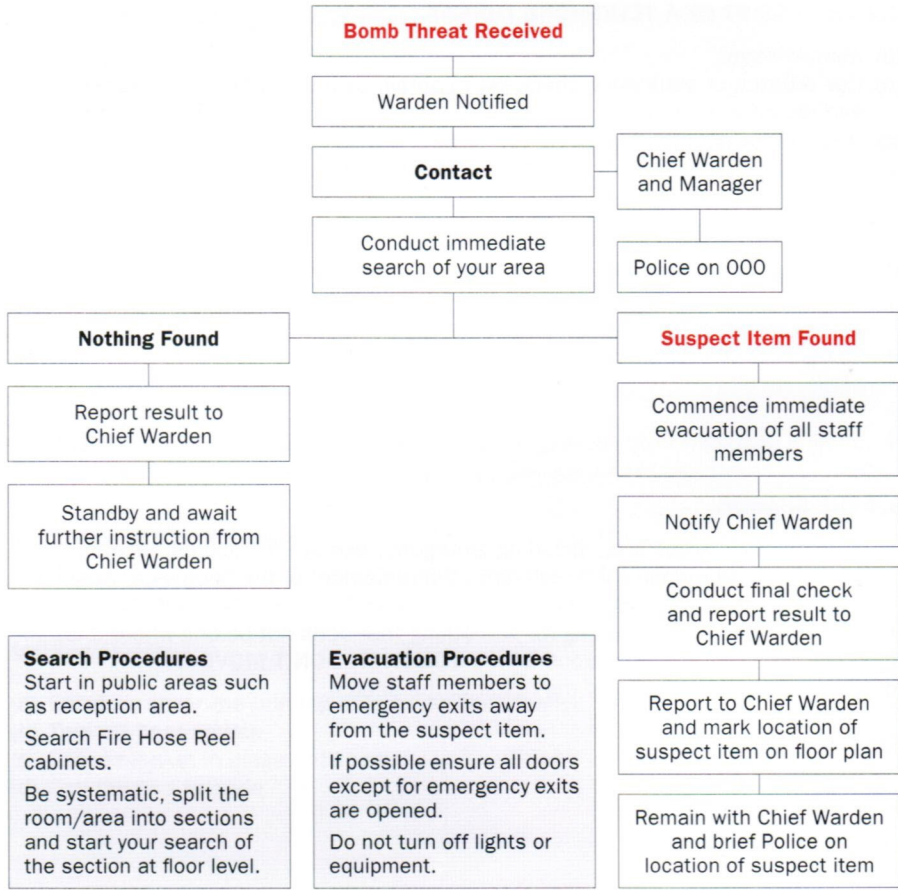
3.5 EVACUATION

Evacuate if the threat has been evaluated and evacuation has been decided upon.

- (a) Direct staff and visitors to leave by nearest exit. Ask occupants to check for any suspicious articles as they leave.
- (b) Take all personal belongings.
- (c) Do not use lifts unless they have been searched.
- (d) Conduct a final check of the area to make sure it is clear of occupants.
- (e) Proceed to Assembly Area.

Note: If possible leave doors and windows open (with the exception of emergency exit doors)

3.6 BOMB OR SUBSTANCE THREAT PROCEDURE FLOW CHART



→ 4.0 Fire Safety Tips

<p>CLOTHING CATCHES ON FIRE Stop, Drop and Roll</p>	<ul style="list-style-type: none"> → Act immediately. → Stop where you are. → Drop to the ground and cover your eyes and mouth with your hands. → Roll over and over until the flames are extinguished.
<p>If another person's clothing catches on fire</p>	<ul style="list-style-type: none"> → Make them stop, drop and roll. → If a person is unable to drop to the ground, smother the flames with a towel, blanket or jacket.
<p>SMOKE Crawl Low Under Smoke</p>	<ul style="list-style-type: none"> → Smoke is dangerous, it is hot and toxic. → Smoke rises towards the ceiling leaving cooler, cleaner air close to the floor. → Don't go through smoke if you can help it. Use an alternate exit if one is available. → Crawl on your hands and knees as quickly as possible.
<p>BURNS Cool a Burn</p>	<ul style="list-style-type: none"> → Treat a burn with cool water for 10-15 minutes. → Get medical help immediately for serious burns.
<p>EMERGENCY PROCEDURES Respond Correctly to Emergency Procedures Including Fire Drills</p>	<ul style="list-style-type: none"> → Discuss the Emergency procedures with other staff. → Ensure everyone is aware of the Evacuation Assembly Area. → Everyone should know the location of fire extinguishers, fire hose reels and equipment for raising the alarm. → REMEMBER – WHAT HAPPENS IF YOU ARE NOT THERE?
<p>HOME FIRE SAFETY</p>	<p>INSTALL A MINIMUM OF TWO SMOKE DETECTORS</p>

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From our offices in Sydney, Melbourne, Brisbane, Perth and Adelaide, we provide a full range of training and consulting services to all parts of Australia. Our services have also been engaged in Europe, Hong Kong, Malaysia, New Zealand and other South Pacific nations.



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