



EMERGENCY EVACUATION PLAN

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Shire of Manjimup (records); Manjimup Police, FESA Office Manjimup, Manjimup Marlins Swimming Club; Manjimup Primary School; Manjimup Senior High School; East Manjimup Primary School; Kearnan College; Warren Blackwood District Education Office; and a copy placed on www.manjimup.wa.gov.au

Introduction

This Document has been developed as a guideline for all Manjimup Regional AquaCentre staff and interested parties by the Shire of Manjimup under the Authority of the Chief Executive Officer.

Aim

The aim of this plan is to detail the procedures and arrangements for the emergency management of the MRAC.

Objectives

The objectives of the MRAC emergency plan are to:

- Anticipate possible emergencies within MRAC
- Provide an effective and efficient response to emergencies
- Supply relevant on site information to Emergency Services pertaining to MRAC
- Staff training in evacuation procedures, the use of fire fighting equipment and standard safety requirements

Should you feel that areas have been overlooked, or procedures are impractical, please bring your concerns to the attention of the Chief Warden.

Contact List

Staff

CEO Shire of Manjimup

Vern McKay 9771 7710 0429 853 200

Director, Community Services

Gail Ipsen Cutts 9771 7750 0427 831 410

Manager, Recreation and Aquatic Services

Kristian Schmechtig 9771 1278 0429110556

Environmental Services

Andrew Campbell 9771 7730 0427 389 227

Kim Nolan 9771 7731 0427 913 252

Aquatic Recreation Officers (ARO)

Trenton Smith 9771 1278 0409 103 929

Gavin Bunbury 9771 1278 0419 470 958

Administration Officer

Jena Hargreaves 9771 1278 0438 817 395

Crèche Attendant

Narelle Rooney 9771 1278

Pool Lifeguards

Chelsea Blakers 9771 1278

Gavin Gillespie 9771 1278

Kathryn Meyers 9771 1278

Fitness Instructors

Chris Utech 9771 1278

Naomi Davey 9771 1278

Neighbours

Manjimup Primary School 9771 2911

Manjimup Senior High School 9777 0500

Manjimup TAFE 9771 7600

Emergency Control Organisation

Chief Warden	Centre Manager (identifiable by white hard hat)
Technical Officer	On Duty ARO
Communications Officer	Administration Officer
Area Wardens	On Duty ARO Administration Officer Crèche Attendant
Wardens	All other MRAC Employees

In the event one of the above officers is not present, the next most senior employee will assume responsibility

Responding to an Emergency Situation

Upon notification or discovery of a fire or the presence of smoke or any other emergency situation, staff are to take the following actions:

- **Investigate, assess and advise the Chief Warden or your Area Warden of the situation**
- **In the case of fire, seal areas where possible without impairing personal safety. Commence fighting the fire. If in doubt, evacuate the area**
- **Conduct evacuation procedures if necessary**

In an evacuation due to fire, an essential duty for an Area Warden is to ensure that all persons are evacuated. This function is more important function than a later physical count of those evacuated and present in the assembly area.

The response procedure for an emergency situation developing is:

Notify the main reception desk and give the following information: -

- **Location of emergency area**
- **What the Problem is**
- **Your name**
- **Status of the situation**

Alert others in the immediate area. Do not shout, to do so could cause panic.

Obey the instructions of your Area Warden in all emergencies.

If not involved, refrain from going to the area to satisfy curiosity.

Listen for the CODE description of the situation and act accordingly.

Under no circumstances should you talk to the media. Direct all media to the CEO for comment.

Emergency Procedures CODE System

A CODE system to be used by MRAC staff when controlling emergency situations is in place. The purpose of the CODE system is to allow communication between staff and emergency services without causing undue panic or concern amongst the general public.

CODE RED	Fire or Explosion
CODE ORANGE	Earthquake
CODE YELLOW	Chlorine/LPG Gas Leak
CODE PURPLE	Bomb Threat
CODE PINK	Severe Weather
CODE BLACK	Armed Aggression
CODE BLUE	Aquatic Emergency
CODE GREEN	All Clear

Position Responsibilities & Competencies

COMPETENCIES

All staff will receive warden and emergency response training as required and as relevant to their position.

An Evacuation Drill will be undertaken in the March and October of each year at which stage all competencies and evacuation procedures will be reviewed.

“Chief Warden”

The chief Warden assumes total control in any emergency situation, makes the decision to evacuate patrons and staff and liaise with arriving Emergency services. Once the situation becomes such that Emergency Services are called in, the responsibility and management of the event will pass to the incident controller and Emergency Co-ordinator in accordance with serial Police Statement.

In most instances the Chief Warden will be the Centre Manager, except in the case of an Aquatic Emergency (CODE BLUE), or outside of regular office hours in which case the next most senior member of staff or Duty Manager will assume the role of Chief Warden.

The Chief Warden will operate from the fire panel in the main reception area. The Reception area is equipped with:

- MSDS Data Sheets**
- Emergency Manifest**
- PA System**
- Telephone**

Position Responsibilities

Duties of the Chief Warden

On Receipt of an alarm the Chief Warden will:

- Activate the relevant Emergency Plan
- Assume control of the situation
- Assess the situation and determine priorities
- Liaise with participating agencies
- Task and co-ordinate participating Wardens in procedure with the relevant Emergency Plan
- Provide on going building site information for participating agencies as required
- Nominate relevant personnel to meet and direct Emergency Services
- Notify all relevant staff of current situation (CEO, Director, Community Services)

Should the Chief Warden be unable to continue manning the Emergency Control Panel, due to the nature of the Emergency or threat of injury, the Chief Warden will advise all areas.

ALL CLEAR on being notified by the senior member of the Emergency Services that it is safe to return to the building, the Chief Warden will notify all Area Wardens and Wardens.

Position Responsibilities

“Technical Officer”

The Technical Officer will be an MRAC ARO who has intimate knowledge of the centre and its plant and equipment

Duties of the Technical Officer

- To isolate and shut down all equipment that may hinder the emergency response (Shut off Chlorine Drum and LPG Bullet)
- To isolate power to effected areas if required
- To supply technical information to the Chief Warden and Emergency Services
- To assist Emergency Services in locating water mains and specialized equipment kept on site that may be required
- Assist with Evacuating patrons

Position Responsibilities

“Area Wardens”

The duties of all Area Wardens is to evacuate the identified areas on the following pages

Area Warden Aquatic Centre

To evacuate the following areas:

- Indoor Pools
- All Aquatic Change Rooms & Toilets
- Parents/Disabled Toilet
- First Aid Room
- Outdoor Leisure Areas
- Grandstand Seating
- Plant Room

Area Warden Administration

To evacuate the following areas:

- Main Reception
- Café and dining areas
- Multi Purpose room

Position Responsibilities

Area Warden Crèche

Due to the nature of childcare and the responsibilities associated, the Area Warden, Crèche's sole responsibility is to oversee the safe evacuation of all children in their care. All children must be successfully reunited with their parent/legal guardian as per the crèche sign in sheet. Once all children have been reunited the crèche Area warden may then help with the coordinate the evacuation of other areas of the facility.

“Communications Officer”

The Communications Officer will be responsible for maintaining open lines of communication between all Wardens and outside agencies by phone.

The Communications Officer will

- Initiate contact with Emergency Services
- Contact CEO & Director, Community Services
- Contact the relevant people within Manjimup Senior High School and Manjimup Primary School and advise of situation and the need to initiate their own Emergency Action Plans if required
- Relay any information received to the Chief Warden

“Wardens”

All other MRAC staff will act as wardens. The role of a warden is to ensure the safe exit of patrons from the building and to ensure that a comprehensive list of all people in their care, as well as ensuring all First Aid equipment has been retrieved from the building and available if needed.

Wardens

To evacuate the following areas

- All areas as directed by Area Wardens

Communications

The main form of communication within MRAC is the Public Address system located at the main reception area. All other communication will be transferred from Warden to Warden via a designated runner. All other communication will include the use of the internal telephone system.

Telephone Protocol

The designated Communications Officer on receipt of an Alarm shall provide Emergency Services with the following information:

- Your Name
- Contact Number
- Name of Facility
- Address of Facility
- Nature of Emergency
- Emergency Services required
- Current status of Emergency
- Any other relevant information that the operator requires

All information given must be communicated precisely to ensure that the response time by emergency services is optimized.

Communications in Emergency Situations

Insert information about radios

Emergency Services Telephone Numbers

Police

Manjimup Station
Emergency

**9771 1000
000**

Fire Brigade

Manjimup Station
Emergency

**9771 2365
000**

Ambulance

Manjimup Administration
Emergency

**9771 1108
000**

CSBP

Chlorine Gas

9411 8666

Kleenheat Gas

Liquefied Petroleum Gas

132 180

State Emergency Service

1300 130 329

Western Power

13 1351

Health Department

Environmental Health
Poisons Info

**9388 4999
13 1126**

Water Corporation

24hr Emergency Number
Greg Demunk

**13 1375
0419 049 705**

Crowd Control

1. HUMAN RESPONSE TO FIRE AND EVACUATION ALARMS Research indicates that people unfamiliar with alarms, e.g. occupants and visitors, will usually react in the following manner:

- Ignore the alarm in the hope that it may be a false alarm or the situation will resolve itself.
- Complete what they are doing when the alarm occurred. E.g. people will remain in shopping queue, continue with a phone call or task or continue eating a meal
- Locate any family or friends before trying to evacuate
- React in a similar way to those around them
- Most people will not panic. This usually occurs only when a person thinks they have no way out of a dangerous situation and are desperate to escape.
- They will usually maintain a passive role, expecting to be told what to do by someone in authority.

It is this last feature that enables a Warden to control crowds providing they follow these guidelines.

2. POSITIONING OF WARDENS Warden's responsible for the movement of people out of a danger area should, in the first instance, position themselves so that they are:

- Clearly visible
- Not exposing themselves or any other person to danger
- Able to exercise control over persons leaving the area

Crowd Control

3. MOVEMENT CONTROL Wardens should direct persons towards the exits using:

- A calm but firm voice
- Smooth and commanding hand signals

In directing crowds, wardens should use such terms as:

- 'This way please'
- 'Move quickly outside'
- 'Quickly move that way'

4. SUMMARY Words such as 'HURRY', 'FASTER', 'BOMB, and 'TRAPPED' should be avoided at all costs. Jerky hand signals, such as beckoning people towards you in a rapid and continuous manner should also be avoided.

People will obviously be bewildered and curious as to the cause of the evacuation, however, Wardens must not engage in lengthy explanations with people at exit points. The object is to quickly, calmly and safely move people out of the building.

Exits must not be obstructed by persons stopping to ask questions or attempting to manhandle bulky items through an exit door.

Standard Evacuation Procedure

Use of the emergency control panel:

1. Turn key to manual
2. Press green button All PA and Make announcement
3. Press cancel
4. Press All Alert (orange button) if need to warn people that evacuation may be required- this sounds the intermittent beep and turns on orange lights throughout the building (lights change rooms, plant room), siren sounds throughout the building.
5. Once a decision has been made to evacuate, press All Evac (red button)- this sounds the continual siren and turns on red lights throughout the building.
6. To sounds the all clear, press Cancel and make an announcement that the emergency has been controlled.

You may have to evacuate the building for any of the following emergency situations:

- **FIRE OR EXPLOSION IN THE BUILDING**
- **GAS LEAK**
- **VENTILATION SYSTEMCONTAMINATION**
- **BUILDING SUSTAINING STRUCTURAL DAMAGE**
- **HAZARDOUS MATERIALS LEAK**
- **AQUATIC EMERGENCY (i.e. CPR Emergency, Spinal Injury)**
- **BOMB THREATS**
- **EARTHQUAKE**
- **ARMED OFFENDER**

Or

By direction of the emergency services.

All MRAC staff will evacuate their department areas and clear the areas they are responsible for. (Areas of responsibility are outlined earlier in this document).

Vacate the building in an orderly manner, ensuring all rooms/areas are checked and ensure that all personnel and general public leave the building via the designated evacuation route for the specific area. Your directions will be necessary in these cases. Mobility impaired persons are to be assisted by a staff member.

Bulky personal effects are to be left behind

All entry/exit points are outlined in the site plans attached to this document.

Once outside obtain names of persons evacuated before they disperse

Take time to become familiar with the nearest emergency evacuation route to your office or regular work area. Ensure that you are familiar with the different types of locks on the emergency exit doors to ensure they can be opened quickly. Please report any obstructions or faulty doors to the Centre Manager. Part of the ongoing staff training for Emergency Procedures will involve identifying the appropriate evacuation route for your work area.

The reception area, near the front entrance, where the fire indicator board is situated, will act as the control centre for all emergency situations.

Evacuation assembly areas are:

1. Bus shelter on Rutherford St
2. Finch St Car Park

The Chief Warden will determine which assembly area will be used.

Description of Chemical Emergencies

Emergencies involving chemicals at the MRAC would normally occur as a result of explosion, spillage, leaks or excessive Chlorine Gas or Soda Ash entering the pool.

In the event of a major Chlorine Gas leak, all relevant Authorities and Emergency Services need to be notified immediately and all centre patrons evacuated to a safe place in accordance with this document. The Emergency Services will make the decision to evacuate the larger area if required.

EMERGENCIES WITHIN CONTROL OF MRAC

- All low level events that will require immediate action from staff i.e. Leakage of Soda Ash or P.A.C from dosing pumps or lines
- Major leaks from Soda Ash and P.A.C bulk storage vessels
- In all instances, authorized , trained staff will wear all appropriate PPE, correct respiratory equipment and clothing as per the appropriate Australian Standards when dealing with emergencies within the MRAC

EMERGENCIES WITHIN CONTROL OF MRAC WITH REQUIREMENT FOR EMERGENCY ASSISTANCE

- Person or person coming into contact with a small amount of Chlorine gas
- Excessive amounts of residual Chlorine entering pool

Description of Chemical Emergencies

EMERGENCIES OUTSIDE OF MRAC CONTROL

In the event of a major Chlorine Gas leak the centre must be immediately evacuated upwind of the leak and the appropriate Emergency Services called to attend immediately. All further control of the situation will be delegated to the Emergency Services who will assess the need to evacuate the larger area.

This is quite unlikely to happen as modern day Gas installations are fitted with Gas Leak Detectors linked to an automatic shut off valve which will close the cylinder at the slightest detection of Chlorine Gas.

In the event of an explosion in the aquatic centre, emergency services are to be called immediately along with full evacuation of the MRAC.

Areas to be Evacuated

Pool Hall
Filtration Plant
Air Handling Plant
Crèche
First Aid Room
Multi-Purpose Room
Female Changerooms
Male Changerooms
Disabled/Family Changeroom
Café Area
Kitchen
Reception
CM Office
All Internal Stores
All External Areas

Earthquake Emergency Procedures

The SAFEST PLACE to be is in the OPEN – away from buildings. However, if you are in a building when an 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 much safer for you to remain in the building.

Basic guidelines for earthquakes are as follows:

- Try to remain calm/
- Move away from windows and outside walls.
- Keep away from mirrors, light fittings, bookcases and other furniture, which may fall or slide.
- If possible, take cover under a desk from falling debris or move to an internal corner of a room, sit down and protect your face and head.

REMEMBER – DO NOT ATTEMPT TO RUN FROM THE BUILDING

Once the tremor has stopped, look around for injured persons and reassure others in your area.

The Chief Warden or his Deputies should call the building's Emergency Control Organisation into action, as soon as possible after the earthquake.

The duties of this Organisation will include:

- Assessing damage in the area.
- Ensuring First Aid is given to those injured.
- Notification of the relevant authorities.
- Shutdown of electric power to appliances, if safe to do so.
- Initiating controlled evacuation by Area Wardens and Wardens.
- It is important that Area Wardens account for all persons by conducting a search of the floor, if safe to do so.

Bomb Threat Procedures

OVERVIEW

1. On Receipt of Telephone Threat

- Remain calm.
- Use Bomb Threat Checklist.
- Obtain as much information as possible, and record.
- Do NOT hang up.
- Notify Chief Warden, Manager and Police.
- Complete Bomb Threat Report.

2. Evaluation of Threat

The Chief Warden & Manager

- Study message
- Gather facts
- Consider options
- Make decision.

3. The Search

- Search public areas first, including reception areas, the foyer, and fire cabinets, then the remainder of the zone or area.
- Remember – you are looking for something that does not belong where it is.
- If you find anything suspicious

-DON'T TOUCH IT!

-DON'T MOVE IT!

- Notify your Chief Warden of result of search.

Bomb Threat Procedures

4. Evacuation

- Evacuate after the threat has been evaluated, and evacuation has been decided upon.
- Direct staff and visitors to leave by nearest exit.
- Take all personal belongings.
- Conduct final check of area.
- Proceed to assembly area.

Bomb Threats are frequently used to disrupt business or cause alarm. These procedures are designed to respond to and deal with a bomb threat in accordance with current doctrine provided by the Australian Federal Police and Australian Standard AS3745 Emergency Procedures for Buildings.

As each threat is different, it is almost impossible to have a detailed procedure for each contingency. These procedures are designed to assess the level of the threat and on the information available decide on a course of action.

5. SUSPICIOUS OBJECTS

- 5.1 Suspicious objects must be reported to management to establish the identity of the object. If ownership can not be proved, these bomb threat procedures should be initiated. The chief Warden and Police are to be notified and the threat the object poses evaluated.

6. THE TELEPHONE BOMB THREAT

- 6.1 **PROCEDURES WHEN A BOMB THREAT IS RECEIVED** Any person receiving a telephone bomb threat should observe the following:

Bomb Threat Procedures

- Keep calm. If possible, attract the attention of a fellow worker.
- Keep the caller on the line as long as possible – **DO NOT HANG UP.**
- Use the bomb threat checklist provided (Attachment 2).
- Obtain as much detail as possible about the bomb and its location.
- Listen carefully for any background noises, speech mannerisms, accents, etc that might give a clue to the age, sex and location of the caller.
- Do not discuss the call with other occupants.
- Immediately after the bomb threat, contact the Chief Warden and the Manager and notify the Police.
- Complete the bomb threat report form and hand it to the Chief Warden and the Manager or, in their absence, the Police on their arrival.

7. EVALUATION Following the receipt of a threat the Chief Warden, the Manager of the affected tenancy and the Police must consider the level of threat and decide on the appropriate action. Using the Bomb Threat Report and information obtained from building occupants, Police etc the threat may be assessed as:

- **NON-SPECIFIC THREAT OR LOW RISK**

E.g., call made by a child with childish laughter in background, a drunk

- **SPECIFIC THREAT OR MUCH GREATER RISK**

E.g., a call made in a calm deliberate manner, perhaps by someone with a distinctive accent.

8. COURSES OF ACTION - THE DECISION TO EVACUATE the Police will normally leave the decision to evacuate to Building Management (Chief Warden, Property Manager, etc). They will provide advice or recommendations.

Courses of action are:

- **TO DO NOTHING**

It may be tempting, when receiving a threat from a drunk or children, to adopt this course. The Chief Warden must be absolutely sure it is a malicious call or prank. If there is the slightest doubt, the Chief Warden must adopt one of the other options.

- **TO SEARCH AND EVACUATE IN THE EVENT OF A SUSPICIOUS OBJECT BEING FOUND**

This choice means people will be in the building for a longer period if there is a bomb present. On the other hand, if a bomb is found, they can then be evacuated away from danger. If there is nothing found, and there are no other significant factors, the Chief Warden may then feel the building can be declared safe. The chief Warden may consider this option appropriate if assessing the threat level as low.

- **TO SEARCH WITH PARTIAL EVACUATION (When only search teams and essential staff remain) AND FULLY EVACUATE IN THE EVENT OF A SUSPICIOUS OBJECT BEING DISCOVERED**

When the threat level is considered to be moderate, but there is no reason to believe an explosion is imminent, the Chief Warden might consider partial evacuation, retaining essential Staff and Search Teams.

Bomb Threat Procedures

- **EVACUATE IMMEDIATELY WITHOUT SEARCH**

In the event of a call, which the 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 explosion.

When the time of an explosion has been disclosed in a threat, the Chief Warden must ensure search procedures are terminated well before the deadline irrespective of whether any device has been found. All such activity must cease no later than 20 minutes before the time given. At the very least, 20 minutes must elapse after the threatened time of explosion before Search Teams re-enter the building. The building should be searched prior to re-occupation.

9. THE SEARCH Police will not normally search a building following receipt of bomb threat for two reasons:

- Police are unlikely to know the layout of the premises and the various places in which a device can be concealed.
- Police will not know what should be in a particular place and what should not. Staff will know and be able to search more thoroughly.

The Police will often request a covert search to be conducted by the building occupants. All building Wardens are instructed in Bomb Threat Strategy and procedures during their routine training.

If a search is decided upon, Wardens should be directed to conduct a search of their zone and report the location and description of any suspicious item.

Bomb Threat Procedures

They are looking for anything:

- **That should not be there,**
- **That cannot be accounted for,**
- **That is out of place**

Wardens are instructed if a suspicious object is found:

- **Not to touch it,**
- **Not to move it.**

Wardens should divide the zones into halves. One Search Team searching clockwise, the other team anti-clockwise. The search should include Reception Areas, Fire Exits and Stairs, Toilets, public or common areas, all occupied and normally non-occupiable spaces.

The evacuation and assembly area should be searched by Wardens nominated by the Chief Warden, e.g., selected supervisory staff.

DETAILED ROOM SEARCH

Divide the floor in Zones, e.g., halves or quarters.

Search teams should:

- Listen for any unusual sounds.
- Passive searching only (i.e. look only)
- Searchers work one clockwise, one counter clockwise following the sequence:
 - Floor to waist level
 - Waist level to head level
 - Head level to ceiling
- Mark the Zone Clear, e.g., using chalk mark, stickers, etc.

Bomb Threat Procedures

The Chief Warden should remember that there may be another suspicious object in the building, which may be undiscovered because the search was terminated. The Chief Warden should continue to search the remainder of the building before considering re-occupation.

EVACUATION

If the evacuation of a zone or the complete evacuation of the building is ordered the procedures are similar to an evacuation for a fire. Wardens are to:

- Direct staff and members of the public to the nearest exit and guide them to the assembly area, away from the building.

Note: *In some buildings it may only be necessary to relocate the occupants to another area.*

- Check toilets, strongrooms, plant rooms, locker rooms and all other rooms.
- Conduct a final check of the floor to ascertain all areas are clear.
- Advise the Chief Warden the floor has been evacuated. Ensure internal doors are left open if possible, and that occupants do not re-enter the building.

Note: *Area Wardens should be ready to appoint additional or replacement Wardens, from staff members, if insufficient Wardens are available during the emergency.*

- Proceed to the nominated assembly area taking personal items with you and remain in charge of occupants until directed to return to the building.

Bomb Threat Procedures

MOBILITY IMPAIRED PERSONS

On receipts of a bomb threat notification Floor Wardens should ascertain the location of any mobility impaired persons on their floor. If a decision is made to evacuate the building the chief Warden should arrange for mobility impaired persons to be removed from their zone.

VEHICLE MOVEMENT

The removal of vehicles from the car parks could be dangerous if the car park or the passage of vehicles is close to the reported suspicious object. If there is doubt of the safety of movement of vehicles, the car park should be closed and vehicle movement halted.

BOMB THREAT

(AFTER HOURS) Should a bomb threat be received outside normal working hours, the recipient should report the matter to the Police, alert other tenants occupying the area, and evacuate the building using the emergency exits. Do not re-enter the building until advised by Police if it is safe to do so.

THE DECISION TO RE-OCCUPY

Once an evacuation has been completed the chief Warden will decide when to re-occupy. Where a suspicious object has been found, the Police will attend and assume control until the object is declared safe, thereafter, control will revert to the Chief Warden.

Organisations differ so much, Managers and occupiers should contact their local Police Crime Prevention Officer who will provide practical advice.

Generally, tenant should ensure they have good quality locks, which are checked and serviced regularly.

Access control should be considered so Managers know who is visiting the premises and the intruder alarms will give early warning of persons attempting to force entry into the building.

Fire Fighting Equipment

FIRE EXTINGUISHERS All occupants should be familiar and trained with the types of fire extinguishers and where they are located in each area.

FIRE FIGHTING 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) If in doubt, READ THE INSTRUCTIONS.
- i) Have another person back you up with another extinguisher.
- j) Where possible, keep the doorway at your back or behind you.
- k) Keep low to avoid smoke.
- l) Do not get too close to the fire.
- m) Direct extinguisher agent at seat of the fire NOT at smoke.

Armed Confrontation

Warning: Under no circumstances should staff, visitors or clients place themselves in further jeopardy.

1. If you are confronted by an armed or unarmed offender:
 - a) Obey the offender's instructions, but do only what is told and nothing more, and do not volunteer any information.
 - b) Stay out of danger if not directly involved, and to leave the building if it is safe to do so, and then raise the alarm. Call the police and notify Management.
 - c) Be deliberate in one's actions, if ordered to hand money to the offender. The money is to be given with due consideration to one's safety in the following order: as much coin as possible, followed by smaller denomination notes.
 - d) Phone the police emergency number if able to do so without danger, and to keep the phone line open. Alternatively, to ask some other responsible member of the staff, by way of pre-determined gesture/s or key word/s, to phone the police if it is safe to do so.
 - e) Carefully observe any vehicle used by the offender/s, taking particular note of its registration number, type and colour, and number of occupants and their description.
 - f) Mark off with chalk or some other suitable marker, the areas where the offender/s stood or touched, immediately the offender/s has left, and do not allow anybody in these areas until the police have checked the areas for fingerprints and other clues.

Armed Confrontation

- g) Observe the offender/s as much as possible. In particular, to note the speech, mannerisms, clothing, scars or any other distinguishing features such as tattoos, and to record these observations in writing as quickly as possible after the hold-up, as the police will want individual impressions of what happened, uninfluenced by others.
- h) Ask all witnesses to remain until the police arrive, and explain to the witnesses that their view of what happened, however fleeting could provide vital information when placed together with other evidence.
- i) Exclude all members of the media from the tenancy and allow only the person in overall charge of the tenancy, the Centre Manager or authorised person to make statements.

DURING THE HOLD-UP -

1. Tell yourself to stay calm!
2. Do exactly what the bandits tell you!
3. Try to be observant!
4. Only if safety permits – operate the alarm.
5. If told to hand over money – give out small notes and coins first.
6. Notice the bandit's mannerisms, clothing, and speech.
7. Try not to involve other staff in the hold-up.

If you ARE an unfortunate victim of crime, it is important to remember that help is at hand! The most common effect of crime is for the victims to blame themselves for its occurrence. Generally, we have a perception of being invulnerable, and when our vulnerability is successfully confronted by the advent of violent crime, then it is far easier to accept that we were somehow the cause and, therefore, to blame.

Statements such as “I should have done this” or “I could have done that” certainly empower us to give us back control over our invulnerability. They do not, however, put the responsibility where it belongs – with the person who committed the offence!

Remember – you are a victim NOT the criminal.

One of the first issues to confront the victim is a feeling of being totally

alone and not understood. Often struggling with the acceptance of what has happened, victims allow bureaucratic systems, such as a police investigation, to take over their lives. These procedures, whilst necessary, often leave the victim feeling helpless and confused and resentful of others doing things to and for them.

It is all right to be scared and it is imperative for you to remember that you are not on your own.

If you prefer to handle the problem on your own, remember that the Victims of Crime Association have a free-call number of 1800 818 988.

PRECAUTIONS

Nine steps towards your safety!

1. Be aware of people loitering.
2. Advise your Manager if you see anyone acting strangely or suspiciously.
3. Keep rear and side doors locked at all times.
4. Keep cash in till drawer to a minimum.
5. Till drawers should be locked when moving away and the key must be in your control at all times.
6. Do not discuss cash requirements or value of cash clearance with anyone other than branch staff.
7. Record the telephone numbers of the **Security Company** and the **Police Emergency** near the telephone.
8. Keep bandit and weapon descriptions form available and learn how to complete them correctly.
9. Be knowledgeable about the location and operation of all security and duress alarms.

AFTER THE HOLD-UP

1. As the bandit leaves, gauge height-using markers on door, if provided.
2. Lock yourself in!
3. If safe, observe which direction bandit uses – type of car – colour – registration number.
4. Do not touch any areas the bandit touched!
5. Cordon area off.
6. Keep witnesses there until police arrive.
7. Post sign on front door **Closed Due to Robbery.**

Complete Bandit and Weapon Description Forms

Armed robbers are not commonly apprehended while committing the crime, so Police rely heavily on factual information supplied to them by eyewitnesses. Working to a system is always effective and staff should develop a systemized approach to observing the offender.

Dangerous Goods on Site

The MRAC Stores the following quantity of chemicals on site:

Chlorine Gas	920kg
Soda Ash	42x25Kg Bags
Calcium Chloride	42x25Kg Bags
Calcium Hypochlorite (chlorine powder)	3x40Kg Drums
Sulphuric Acid	15x15L Drums
LPG	6.75 kilo litres

All of the above chemicals must be used as per instructions on the Material Safety Data Sheets (MSDS) for the applicable chemical.

MSDS's are located in the following locations:

Reception
Admin Office
Filtration Plant Room

All MSDS must be regularly updated to ensure the most up to date information is available about each chemical.

Appendix I

Management of a Chlorine Gas Leak

Purpose of the Plan

The purpose of the plan is to outline required action in the event of a chlorine gas leak at the Manjimup Public Swimming Pool.

It is intended to fulfil DOCEP, Resources Safety requirements as well as give guidance to responding agencies in the event of an emergency at the swimming pool.

The Manjimup Local Emergency Management Committee has endorsed this document.

Comprehensive Approach

The comprehensive approach to emergency management provides a systematic way of managing each hazard. The approach separates managing the aspects of each hazard into four elements:

- Prevention
- Preparedness
- Response
- Recovery

Prevention

Prevention activities in this installation encompass design, maintenance and operations. Shire of Manjimup personnel should ensure the building and facility meet all regulatory requirements and that the operations guidelines prepared for the installation will reduce the probability of gas leaks.

Preparedness

Preparedness activities include the preparation of a plan such as this and the organisation of resources to combat the foreseen emergencies. Shire of Manjimup personnel needs to be aware of this plan and be trained to undertake the activities identified in this plan.

Response

Response activities include ensuring adequate distribution of this plan and liaison with emergency services personnel so that they will be able to respond appropriately when the plan is activated.

Recovery

Recovery activities are those which deal with public relations, re-establishment of confidence and maintenance of normal operations. Specific plans may be prepared in advance by Shire of Manjimup personnel.

Swimming Pool Details

The Manjimup Regional AquaCentre is located at the corner of Rutherford and Finch Streets, Manjimup. Please refer to the attached site plan.

The pool is located in the north-western part of town. There is extensive residential development immediately to the south and the east of the pool site. Manjimup Senior High School is approximately 200m to the north-west, between the school and the pool is unused pasture land.

The main entrance to the pool is via Rutherford Street but in the event of a chlorine gas leak, the access for vehicles and personnel directly dealing with the gas would likely be the gate on the eastern side of the site accessible via Finch Street.

Dangerous Goods Stored On-site.

The following dangerous goods are stored at the Manjimup Regional Aqua Centre.

Chlorine (gas)	UN # 1017 2XE	920kg
Chlorine (powder)	UN # 1017 2XE	120kg
Soda ash	UN # N/A	1050 kg
Calcium Chloride	UN # N/A	1050 kg
Sulphuric acid	UN # 2796	225 L
LPG	UN # 1075	6.75 kilo litres

Note: these quantities can be taken to be a maximum at any one time

Appendix I (Management of a Chlorine Gas Leak)

There is also a small number of other cleaning and pesticide (glyphosate) chemicals kept on site.

The chlorine gas is stored in a single 920kg cylinder in a semi enclosed room adjacent to the plant room. It is fitted with a vacuum regulator that is yoke mounted (i.e. on the cylinder itself). The chlorine system has been fitted with an automatic emergency safety shut off valve that is activated by a chlorine gas detector that will also trip both a siren and a light that is mounted to the underside of the southern side of the roof of the pump room. The detection unit is fitted with a battery backup in the event of a power failure.

A wind sock has been erected immediately to the west of the plant room to aid in the determination of wind direction and approximate wind speed.

Raising the Alarm in the Event of a Chlorine Gas Leak

There is an audible and visual chlorine leak alarm situated outside the plant room door and on the chlorine tank. This alarm will emit a siren and a blue flashing light if there is a chlorine leak. If the alarm sounds, the duty manager will investigate the leak, putting on BA, and checking the wind sock, prior to entering the chlorine store. Prior to entering the plant room, the duty manager will advise another staff member of the situation. This staff member will act as a spotter within line of sight of the duty manager, but away from possible spread of the chlorine gas. The duty manager will check for leaks and close gas cylinder. The alarm will cease if the gas is no longer leaking. If the alarm continues to sound and gas is still present (by testing with ammonia), the duty manager dials 000.

Fire and Rescue are the hazard management agency in the event of a chemical spill and their assistance will be needed. In addition to this, ambulance and police assistance may also be required. Dialling for 000 should not be based on any command structure and may be called by any person who can access a phone, be it during pool opening hours or after hours. If possible, tell the operator which direction the wind is blowing, this will aid the response agencies in determining how they will respond to the situation.

In the event of a chlorine gas leak, it is imperative that the pool site be evacuated immediately. Chlorine gas is heavier than air so those people in the pool are in the most immediate danger. Once everyone is out of the pool, everyone should make their way out of the pool complex and away from the chlorine gas plume (use the windsock for determining wind direction. In addition to this, the plume may be visible and is a greenish-yellow colour when highly concentrated) to a staging post or evacuation centre. It is vitally important that **ALL** people stay together at **ALL** times so that no one is lost or put in danger. No fixed point can be determined at the time of writing as to where evacuated people should go as this will be dependant of the wind direction and the quantity and rate of chlorine gas that has/is leaking.

For those people in the houses surrounding the pool to a radius of 200m (including Manjimup Senior High School), should the chlorine gas leak alarm sound, they are to stay indoors, switch off any heating or cooling systems, close all windows and plug any draughts where possible. People are to stay indoors until such time as the Manjimup Fire and Rescue makes a determination as to the state of the emergency. They will either state that the emergency has ended, people shall continue to stay indoors, or they will be evacuated if the situation calls for it.

Raising the Alarm in Brief:

- 1. Alarm sounds**
- 2. Dial 000**
- 3. Ask for Fire and Rescue**
- 4. State that there is a chlorine gas leak at the Manjimup Public Swimming Pool, Rutherford Street, Manjimup**
- 5. Indicate where possible which direction the wind is blowing by using the wind sock located adjacent to the plant room**
- 6. Answer any further questions the operator may have and stay on the line if possible**

Appendix I (Management of a Chlorine Gas Leak)

Management of the Emergency

In line with Policy Statement Number 7 as issued by the State Government, Fire and Rescue is the Hazard Management Agency should there be a chlorine gas leak. All decisions relating to this are to be made by the incident controller.

Officers from other agencies including the Police, St Johns Ambulance and the Shire of Manjimup will work under the overall command of Manjimup Fire and Rescue.

Despite the pool site being a Shire of Manjimup owned facility, the Shire will not have command over a chlorine gas leak emergency. The role of the Shire is that of support in the following roles:

1. Supplying of information to Manjimup Fire and Rescue and associated agencies;
2. Opening an evacuation centre if required;
3. Supplying plant and personnel should they be needed (Shire staff are not to be placed into harm's way);
4. Recovery.

Fire and Rescue will determine the command centre location at the time of the emergency due to the varying nature of any winds and the scale of any gas leak.

Appendix I (Management of a Chlorine Gas Leak)

Evacuation of the Neighbourhood

As previously mentioned in this plan, Fire and Rescue are responsible for any decision to evacuate. Between the alarm sounding and the arrival of the emergency services, it is strongly recommended that those people in the houses in the immediate vicinity of the pool stay indoors until otherwise told by fire and rescue personnel or by an agency working under Fire and Rescue.

Switch off any heating or cooling systems, close all windows and cover any draughts where possible. This is designed to limit any ingress of chlorine gas into any house. In some cases, it may prove beneficial to keep people in their homes until the emergency passes rather than risk large-scale exposure to chlorine gas by attempting an evacuation.

Local Resident Reaction to a Leak in Brief:

- 1. Shut all doors and windows;**
- 2. Switch off all heating and cooling systems;**
- 3. Block any draught points**
- 4. Wait for further information to come from the authorities**

Those people within the pool complex will need to be evacuated immediately as they have no shelter. Those people should move into one group and make their way out of the pool complex and away from the chlorine gas plume. No staging post or evacuation centre can be determined at this stage as wind direction and scale of the plume are unpredictable. In the case of those people evacuated from the pool, it is vitally important that all people stay together at all times. This group should continue to move away from the plume, emergency services will locate this group and then a decision can be made as to where they should go until the emergency has passed.

Appendix I (Management of a Chlorine Gas Leak)

Evacuation of the Pool Complex in Brief:

- 1. Get all people out of the water immediately**
- 2. Gather all people together in one group**
- 3. Exit the pool complex using the exit in the opposite direction to the plume spread.**
- 4. Make your way by foot and in one group away from the pool and the gas plume**
- 5. DO NOT let anyone split from the group until the group has made its way to an evacuation point. People can only then leave once they have been accounted for and reunited with friends and/or family.**

Should an evacuation of the community be required, it is important that those immediately adjacent to the pool be evacuated first followed by those people further away. It is desirable that evacuation only take place if the house is **NOT** in the direct path of the plume.

Any school evacuations should be done in an orderly fashion. Due to potential logistical problems in organising buses, it is desirable to move the students and staff away by foot. The same protocols about staying in one group as mentioned above shall apply here. Police will block any affected roads and assist in the safe passage of the students. The police will direct parents elsewhere coming to collect children in the event of an evacuation elsewhere. The Manjimup Senior High School evacuation plan has been amended to account for such an event. Again, any decision to evacuate a school is at the discretion of Fire and Rescue.

Appendix I (Management of a Chlorine Gas Leak)

As previously mentioned, the determination of evacuation centres is difficult due to the prevailing winds on any given day. Any evacuation centre chosen will need to be suitably placed so that it itself will not be subject to the chlorine gas and have suitable facilities for those evacuated to the site (toilets, vehicular access, telecommunications etc). Possible evacuation sites may include, but are not limited to:

1. Manjimup Indoor Sports Pavilion;
2. East Manjimup Primary School.
3. Manjimup Town Hall

Controlling the Leak and Environmental Impact

Where the fitted automatic shut off systems fail or are unable to prevent the leak of chlorine gas, it is possible to fight the gas plume using water.

Fire and Rescue personnel should use a fine mist spray to knock down the plume into an aqueous state. Self contained breathing apparatus' must be used as well as full protective clothing. The HAZCHEM code for chlorine gas is 2XE.

Should specialist advice and/or assistance be required, call the CSBP emergency number on the front cover of this plan.

The Shire of Manjimup has obtained wind speed and velocity data from the Bureau of Meteorology in an attempt to undertake wind modelling for determining the likely impact of a chlorine gas leak. What has been noted is that while there is a general seasonal variation in the prevailing winds, the variations from day to day and even during the day make it next to impossible to predict how a plume may be expected to behave.

Chlorine gas is a strong oxidiser and will react with many other chemicals including water. When mixed with water, the chlorine gas forms into hydrochloric acid, itself a corrosive, yet unstable chemical. With the addition of more water, as well as organic material in the soil etc, the chlorine will quickly react further and other compounds will bind up the chlorine atoms into safe and stable chemical forms.

If a chlorine gas leak is treated in this way, the Department of Environmental Protection sees there is little risk, if any, of potential for environmental degradation.

Termination of the Emergency, Debriefs and Review of the Plan

As Fire and Rescue are the hazard management agency in the event of a chlorine gas leak, they too are responsible for declaring when the emergency has ceased.

The swimming pool shall not be reopened until such time that it can be demonstrated that all systems are functioning normally and where appropriate, chemical and microbiological samples have been collected and results obtained.

A debrief session with staff is to be held the next working day after an event and this plan is to be reviewed and amended at the time where necessary. This debrief is to be organised by the Co-ordinator of Human Services for the Shire of Manjimup. An extraordinary meeting of the Manjimup Local Emergency Management Advisory Committee (LEMAC) may then be called.

A full investigation of any incident will be completed by the Duty Manager and the Occupational Safety and Health Rep, with a report presented to the CEO, the Occupational Safety and Health Committee and a copy provided to the appropriate emergency services involved. The investigation will commence within 24 hours of the incident, with a brief report to the CEO, with a full report within 7 days.

Exercises

An evacuation drill will occur twice per year. An exercise of this plan, either desk top or field exercise, shall take place on a two-yearly basis by the Shire of Manjimup and the Manjimup LEMAC. This plan shall then be reviewed at the time of the exercise jointly by the Shire of Manjimup and the Manjimup LEMAC.

Neighbouring properties are to be briefed by way of a pamphlet drop and/or invite to the pool prior to the pool season commencing to advise them of the layout for the chlorine gas system, as well as the emergency provisions put into place. By undertaking this exercise, the community may be better informed and may react appropriately in the event of an emergency.