

1 INTRODUCTION

Melbourne Market Authority (MMA) is committed to a safety culture and practices that provide for a healthy and safe working environment. The health and safety of all those who work for us (including all employees and contractors), Visitors to the Melbourne Market and of Market Users (Market Businesses and Market Business Associates) is of paramount importance to us.

The commitment of the MMA, the way in which the MMA will meet that commitment and the responsibilities of everyone involved with health and safety at the Melbourne Market are set out in the MMA's Occupational Health and Safety Policy.

The MMA pursues safe and healthy workplaces and activities through planning and implementation of safety programs supported by policies, procedures and activities relating to the health and safety of employees. MMA also pursues health and safety through requiring and enforcing healthy and safe practices by all Market Users and Visitors.

This Market OH&S Plan sets out the requirements of Market Users and Visitors, in addition to the requirements detailed in the Market Operating Rules, for the protection of health and safety at the Melbourne Market through proper and compliant behavior.

As Occupational Health and Safety (OH&S) is paramount, compliance by Market Users with the requirements within this OH&S Plan will be enforced through the Market Operating Rules and other documents regulating the relationship between the MMA and a Market User.

Sanctions for failure to comply with the Operating Rules and this OH&S Plan may be imposed on an individual (Market Business Associate or Visitor) and the organisation that employs or engages them to carry out activities at the Melbourne Market (Market Business Nominee). This is consistent with the duties under OH&S laws and the Operating Rules, that each recognise the links between the conduct of individuals and the systems and conduct of those who employ or engage them.

2 OH&S RESPONSIBILITIES

The MMA is responsible for the management and operations of the Melbourne Market. As an employer, MMA has detailed and specific legal obligations under the *Occupational Health and Safety Act 2004* (OH&S Act) and regulations relating to their employees and others who may be affected by the conduct of their business. These responsibilities are met by developing, implementing and enforcing rules to promote safety and implementing systems to monitor the effectiveness of the OH&S program, by identifying relevant trends and improvement opportunities.

Every Market User has a duty to take reasonable care for their own health and safety and that of others who may be affected by their acts or omissions at work, must follow reasonable instructions and policies and must not misuse or damage anything provided for OH&S.

Market Users who are employers have detailed and specific legal obligations under the OH&S Act and regulations relating to their employees and others who may be affected by

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the conduct of their business. These duties may apply to Market Users in relation to contractors engaged by them.

Self-employed people also have duties under the OH&S Act to ensure so far as is reasonably practicable that other persons are not put to a risk to their health or safety from the conduct by the self-employed person of their business.

Market Users must comply with Market Operating Rules and this OH&S plan and with applicable duties under the OH&S Act. Key requirements include, but are not restricted to, the following:

- Wearing appropriate clothing and footwear;
- Reporting significant hazards and work related incidents;
- Providing and maintain safe plant and systems of work;
- Making safe and practical arrangements for the use, handling, storage and transport of plant and substances;
- Providing and maintaining a safe workplace (to the extent that they have management or control over the workplace or part of it);
- Providing such information, instruction, training and supervision to employees as necessary for employees to work safely; and
- Providing adequate facilities for the welfare of employees.

Market Users are encouraged to find out more on these obligations at www.worksafe.vic.gov.au and to develop an OH&S Plan for their organisation.

3 INFORMATION, COMMUNICATION and CONSULTATION

MMA and each Market User can affect and be affected by the activities of others. It is accordingly important that effective and ongoing communication occurs to enable everyone at the Melbourne Market to be fully informed when making decisions or carrying out activities that may affect health and safety.

The timely exchange of information and consultation relating to hazard identification, risk assessment and control, and the reporting of hazards and incidents are fundamental to the effective management of health and safety at the Melbourne Market.

The MMA will communicate with Market Users regarding health and safety through various methods including:

- Meetings
- Emails
- Newsletters
- Posters

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- Safety Alerts
- Safety briefings
- Inductions
- Verbal communications through Market Relations Officers
- Safety notices and safety information.

The MMA has established a Health and Safety Forum for the Market, which aims to provide Market Users with an opportunity to express their views and to contribute in a timely manner to the resolution of Health and Safety issues.

The Health and Safety Forum is available to all Market Users and meets at least quarterly. Further information on the Market Health and Safety Forum is available from the Customer Service Centre.

Each Market Business must, in addition to involvement in and cooperation with these methods of communication and consultation, inform MMA in a timely manner of any change in the working environment or practices that may introduce or increase hazards or risks to the health or safety of any person at the Melbourne Market. Each Market Business must have in place processes for effective consultation with their employees, in accordance with the OH&S Act.

4 HAZARD IDENTIFICATION, RISK ASSESSMENT AND RISK CONTROL

The identification of hazards, the identification and assessment of associated risks, and the identification and application of controls are processes that are fundamental to the elimination or minimisation of OH&S risks.

All Market Business are expected to have and implement processes to identify and assess hazards and associated risks and to cooperate with MMA in any activities undertaken by MMA for the effective management of OH&S risks. Details of hazards and risks identified by a Market Business and controls implemented or proposed for the elimination or minimisation of the risks must be provided to MMA in accordance with any reasonable request.

5 HAZARD AND INCIDENT REPORTING TO MMA

Market Users shall promptly report significant hazards, incidents or near misses occurring within the common areas of the Market to a Market Relations Officer. Significant incidents include, but are not limited to:

- Injuries and illnesses;
- Collisions involving vehicles (all types);
- Substantial damage to Market owned property;
- Substantial spillages of any substances including hazardous substances and dangerous goods;
- Fire or explosion;
- Collapse of building, structure or excavation;
- Damage to buildings, structures or plant; and

- Other circumstances where there is an immediate risk to a person's health and safety.

The Market Relations Officer shall make a record of the health and safety incident or hazard and inform the Market Users of the opportunity for feedback regarding the matter using the MMA's Customer Feedback Form.

Where corrective actions are required by the MMA, as a result of a hazard report or an incident, the Market Relations Officer will notify the Help Desk Officer to lodge the request.

6 WORKSAFE NOTIFIABLE INCIDENTS REPORTING

Each Market Business must comply with their duty under the OH&S Act to report to the Victorian WorkCover Authority (WorkSafe), immediately after becoming aware of the circumstances and specified incidents occurring in the Melbourne Market workplace under their management and control.

Incidents that are notifiable to WorkSafe are those that:

- result in death or the provision of medical treatment for serious injury; or
- expose a person in the immediate vicinity to an immediate risk to their health or safety from a defined event,

as set out in section 37 of the OH&S Act.

A serious injury is one that result in a person requiring:

- medical treatment within 48 hours of exposure to a substance;
- immediate treatment as an in-patient in a hospital;
- immediate medical treatment for:
 - amputation;
 - serious head injury;
 - serious eye injury;
 - separation of skin from underlying tissue (for example de-gloving or scalping)
 - electric shock;
 - spinal injury;
 - loss of bodily function;
 - serious lacerations.

If you are unsure whether an incident is notifiable, you should contact WorkSafe on 132 360 to seek advice.

Where an incident has occurred that must be notified to WorkSafe, the Market Business must ensure that the site is not disturbed until an inspector arrives or an inspector directs otherwise.

Where the MMA is made aware of a notifiable incident within the common areas of the Market, the MMA will comply with legal requirements to notify WorkSafe and manage the scene of the incident to ensure the site is not disturbed in accordance with the OH&S Act. The MMA will cooperate with WorkSafe Victoria which includes providing information that is properly sought by WorkSafe.

7 EMERGENCY PROCEDURES

The MMA has established procedures that cover the relevant emergency situations that may be present at the Melbourne Market. The emergency procedures empowers the Chief Warden and Market Relations Officers to manage the response to an emergency on site. All Market Users must at all times act consistently with the emergency procedures (a copy of which is provided in Attachment 1 of this OH&S Plan) and cooperate with MMA, the Chief Warden and Area Wardens.

8 FIRST AID

The MMA is committed to the providing effective First Aid treatment to Market Users who may be affected by incidents, illness, or injuries within the common areas.

The Market Relations Officers are appropriately trained as First Aid responders to deal with minor accidents and emergencies within the MMA's common area.

The MMA has a dedicated Rapid Response Vehicle that is used for responding to emergencies. The Rapid Response Vehicle is kitted out with an appropriate First Aid kit and defibrillator.

In the event of a serious incident/illness the Market Relations Officers shall request the attendance of the emergency services regardless of whether the affected person has ambulance cover.

Market Businesses are responsible for ensuring the availability of their own First Aiders and suitable equipment within their own tenancies and cooperating with all actions taken by Market Relations Officers in providing First Aid.

9 VISITORS

Visitors are not permitted to access the Melbourne Market unless the Visitor has applied for and been granted as Visitor Pass in accordance with the Market Operating Rules.

Applications for a Visitor Pass are to be forwarded to the Melbourne Market Help Desk via emailing workrequests@melbournemarket.com.au.

No person under the age of fifteen will be permitted to enter or remain within the Melbourne

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Market without the specific consent of the Operations Manager. Where such consent is given, the Market User to whom the consent has been given must ensure strict compliance at all times with any conditions, requirements or limitations of that consent.

Visitors may park in the Visitor's car park adjacent to the MMA's administration building.

Each Visitor must sign in at the Security Control Room at Gate 1 to receive an appropriate Visitors induction.

On the completion of the induction, the Visitor must collect a Visitors Pass.

Visitors must be collected from Gate 1 and be accompanied at all times within the common areas by the Host.

The Visitor must return the pass to the Security Control Room prior to leaving the site.

10 MARKET BUSINESS CONTRACTOR

Market Businesses are solely responsible for any contractors they engage to undertake works on site and must take all reasonably practicable steps to ensure compliance by contractors with the requirements of the OH&S ACT and regulations, including those relating to construction work.

The Market Business is responsible for following the Repairs and Maintenance Guide which outlines the procedures for works approval including any works that requires a permit such as Hot Works (welding, grinding etc).

A Market Business must notify the MMA in writing before undertaking or engaging any other person to undertake any construction project with a cost of \$350,000 or more. The Market Business must in relation to any such construction project cooperate with the MMA to ensure the appointment of a principal contractor for the purposes of the *Occupational Health and Safety Regulations 2007* (the Regulations), and for compliance by the principal contractor with the requirements of the Regulations.

11 ALCOHOL AND OTHER DRUGS

Market Users must not enter, remain within or carry out activities within the Melbourne Market if they are affected by the consumption or use of alcohol or other drugs (whether prescription drugs or otherwise) to such a degree as to put at risk the health or safety of themselves or any other person.

Each Market Business Nominee will be responsible for monitoring the condition of Visitors or Associates of the Market Business and must report to a Market Relations Officer immediately upon becoming aware that any person within the Melbourne Market is adversely affected by alcohol or other drugs.

All Market Users must cooperate fully at all times with any action taken by the MMA in accordance with the Market Operating Rules to refuse access to or eject any person from the Melbourne Market by reason of such person being adversely affected by alcohol or

other drugs.

12 WORKPLACE BULLYING AND VIOLENCE

The MMA will not tolerate bullying in the workplace and requires that all persons present at the Melbourne Market behave appropriately and respectfully at all times.

All Market Businesses are expected to have and enforce appropriate policies and procedures consistent with maintaining a "no bullying" environment for reporting, investigation and resolution of alleged incidents of workplace bullying and violence.

13 HOUSEKEEPING

We all need to promote high standards of housekeeping at all times, to ensure all Market Users have safe and uninterrupted access.

Market Businesses are responsible for good and safe housekeeping within their designated areas and are encouraged to undertake their own site safety inspections and audits. Waste produce must be stored safely during trading hours and be removed from the site at the close of trading. Walkways and aisles are to be kept clear at all times. These issues are activity monitored by the Market Relations Officers.

14 DANGEROUS GOODS AND HAZARDOUS SUBSTANCES

The MMA is committed to ensuring, so far as is reasonably practicable, the safe storage and handling of hazardous substances and dangerous goods.

Market Businesses must comply with the Occupational Health & Safety Regulations 2007 and the Dangerous Goods Act 1985, which contain specific requirements for the control of risks associated with the use and storage by them of hazardous substances and dangerous goods.

The MMA as the overall manager of the site needs to have an accurate picture of the types and quantities of hazardous substances and dangerous goods stored within individual tenancies and warehouses.

When requested by the MMA, Market Businesses must complete the Chemical Storage Register and return to MMA within 7 days of the request.

Market Businesses must provide an updated register to the MMA if there are any significant changes in the type of quantities of hazardous substances and dangerous goods stored and used.

All Market Users must comply fully and in a timely manner with any requirement or direction of the MMA in relation to the safe use, transport or storage of Hazardous Substance or Dangerous Goods. Each Market Business must ensure adequate labelling of all Hazardous Substances and Dangerous Goods and must obtain and have available for inspection at all times, a current Material Safety Data Sheet in accordance with the Regulations.

15 ELECTRICAL SAFETY

Electrical safety is a key safety issue within the common and trading areas of the market. The following rules aim to minimise the risks associated with electrical hazards including the risks of fires and electrocution:

- Access to electrical switchboards is to be kept clear at all times
- All electrical work is to be undertaken by a qualified electrician
- Electrical equipment used within the common areas and trading stands must be regularly inspected, tested and tagged by an authorised person in accordance with AS/NZS 3760:2010 In-service Safety Inspection and Testing of Electrical Equipment.
- Double adaptors must not be used - use portable power boards that have individual switches on each outlet.
- Cords and leads are not to be run across floors, doorways, walkways, aisles or anywhere else they could be tripped or ran over.

Market Businesses must be aware of OH&S risks associated with any electrically powered plant used by them and comply with all requirements for safe use that are provided with the plant.

16 OH&S PERFORMANCE MONITORING

The MMA shall record information on various matters and consider it in consultation through the Market's Health and Safety Forum as part of its process for monitoring the implementation and effectiveness of MMA OH&S programs and initiatives. Information considered will include:

- number of hazards reported
- number of injuries and incidents
- status of corrective actions

All Market Users must comply fully with any reasonable request by the MMA in relation to the collection and analysis of any OH&S related information.

17 DOCUMENT REVIEW

The MMA will review this document on an annual basis. More frequent reviews may take place in response to improvements being identified or legislative changes.

The latest version of this document will be maintained on the MMA's website. The MMA will advise Market Businesses of any updates or changes to this OH&S Plan.

18 RELATED DOCUMENTS

- MMA's Health and Safety Policy
- Melbourne Market Operating Rules
- Melbourne Market Site Safety Induction
- Melbourne Market Emergency Procedures– Market User's Manual
- Repairs and Maintenance Guide.

19 REFERENCES

- Occupational Health and Safety Act 2007
- Occupational Health and Safety Regulations 2007

Version	Amendment	Date	Authorised by
1	Initial issue	16.2.16	MMA- COO

18 RELATED DOCUMENTS

Attachment 1:
Emergency Procedures Handbook

Emergency Procedures Guidebook for Tenants

Version 2.0

Melbourne Markets



What You Need To Know When An Emergency Occurs.



Compliance to: AS3745:2010
Workplace Health and Safety Legislation

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Market**

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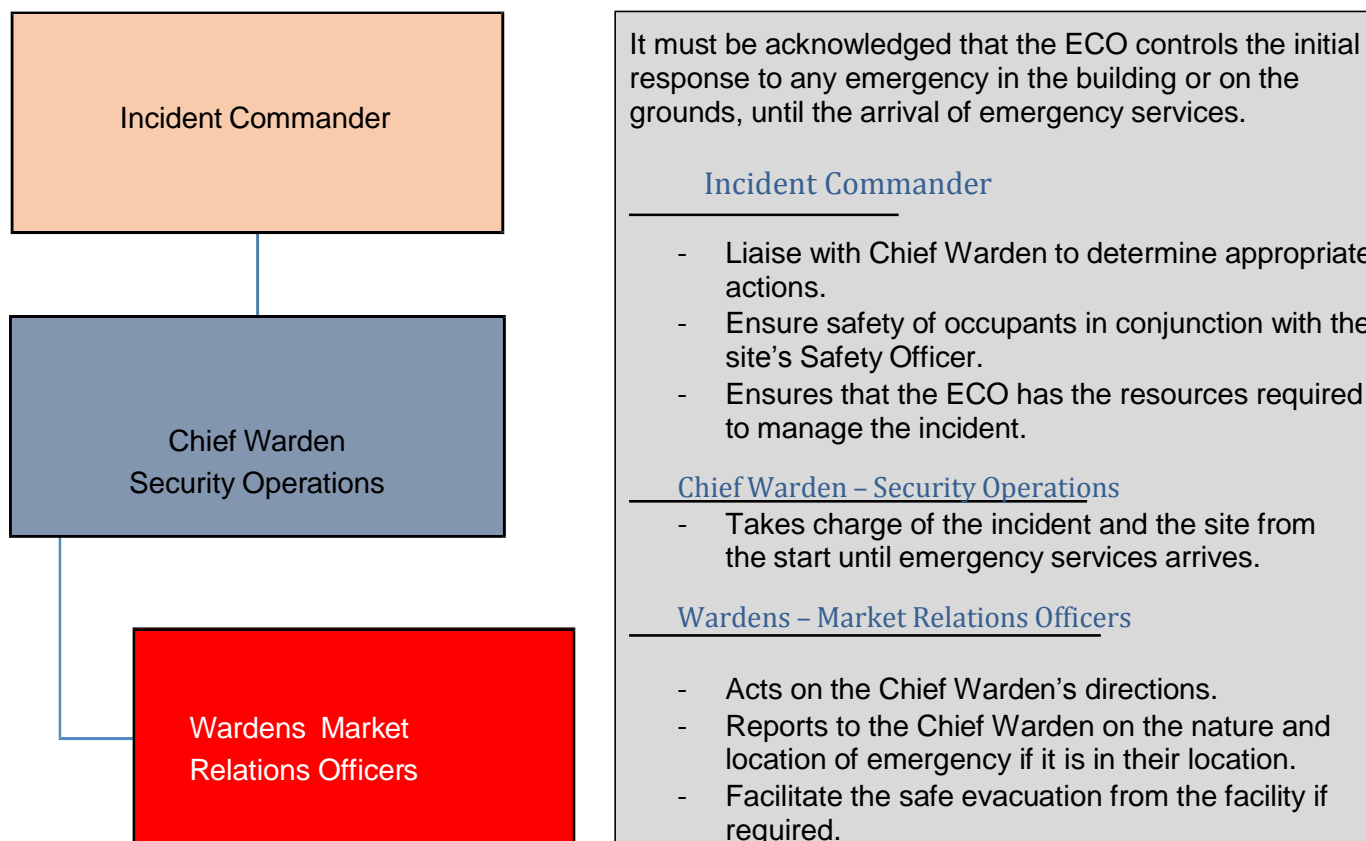
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1. Who Controls an Emergency Incident?

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



1.2 Identifying the ECO

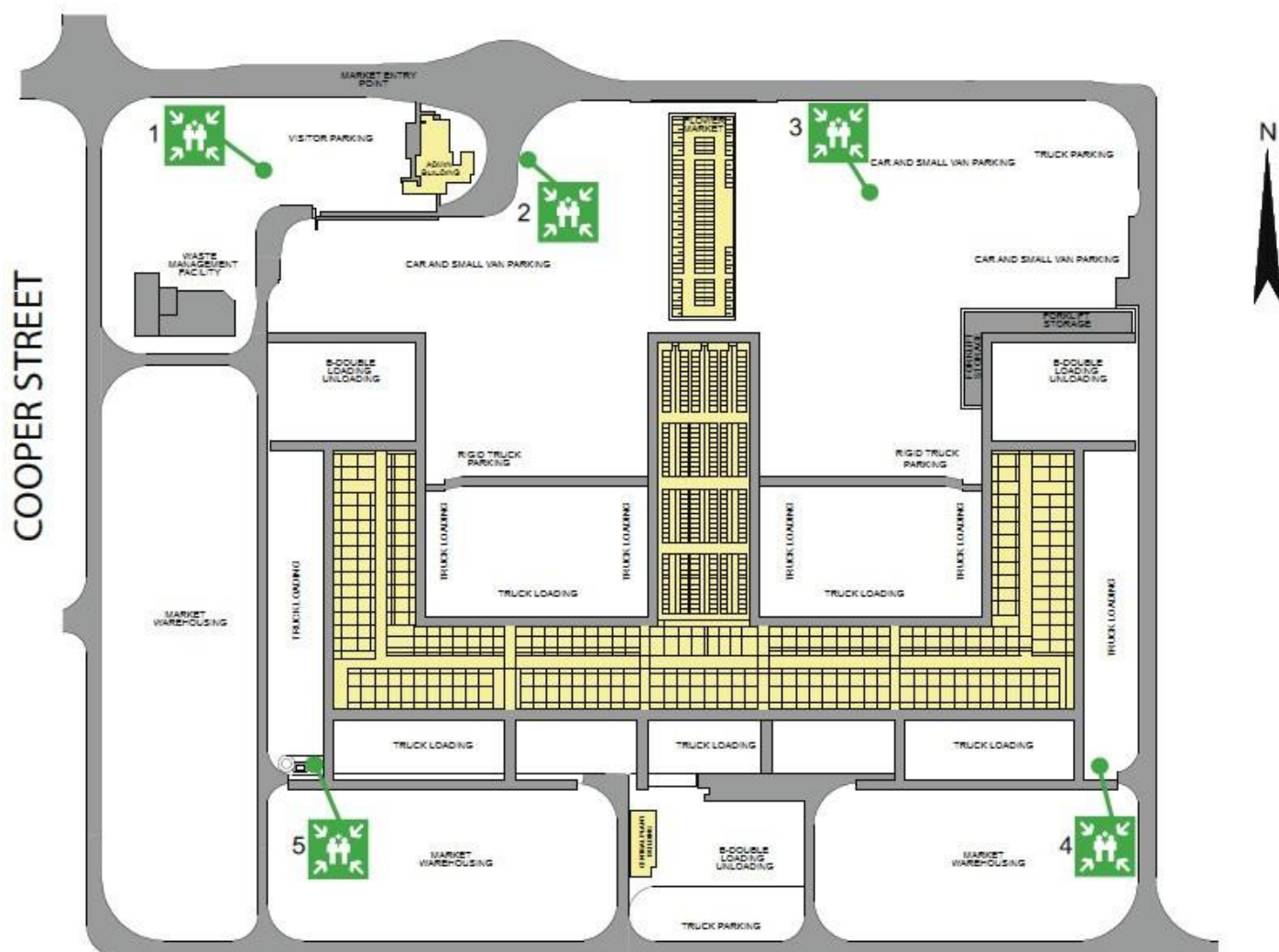
You can identify the ECO during an emergency by looking for the following people:

Chief Warden Security Operations	Wardens Market Relations Officers
Blue uniform with red vest	Blue uniform with red vest

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 an Emergency Warning Intercommunication System (EWIS) in place. 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.

2.1 The ALERT tone

...BEEP...BEEP...BEEP...

This is the warning alarm that a potential emergency event has occurred and you are to prepare your Occupants, Staff and Visitors in readiness to evacuate. 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

WHOOO...WHOOO...WHOOO...

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 Chief Warden.
- ✔ Advise the Chief Warden via Two-Way radio of the circumstances and action taken.
- ✔ On completion, report to the Chief Warden via Two-Way radio, all actions taken, any mobility impaired, refusals, or missing and you are last to leave.

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 in the Fire Control Room for the Chief Wardens 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.

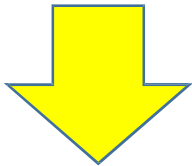
Discovering an Emergency

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

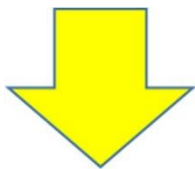
- ✧ Call for assistance.
- ✧ If safe, rescue any persons in immediate danger and remove them to safety.
- ✧ Alert other Occupants and Emergency Services by:
 - ✧ Activating a manual call point (break glass alarm).
 - ✧ Dialling triple zero '000'
 - ✧ Notify Security on 0408 334 555 of the emergency
- ✧ 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

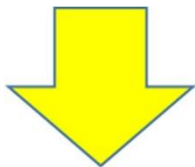
ALERT TONE (Beep, beep beep)



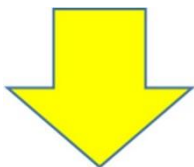
Check the area for fire, smoke or any other abnormal situation.



If the emergency is near or you can see it. **Call 000**



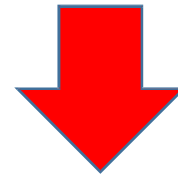
Follow direction of Wardens. If there is an immediate danger, commence evacuation.



Secure valuables and commence shut down procedures.



Evacuation Tone (Whoop, Whoop, Whoop)



Follow directions from wardens. Assist Occupants with disabilities.



Evacuate using the nearest safe emergency exit



Evacuate to the nearest safe assembly area and standby for directs (do not leave the assembly area unless directed to by the ECO or emergency services).

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 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				
 Red	Water					
 Oatmeal band	Wet chemical					
 Blue band	Foam	Not for alcohol fires				
 White band	B(E) Powder AB(E) Powder					
 Black band	Carbon Dioxide (CO ₂)					

APPENDIX

Emergency Contacts:

Emergency Services	
Telephone:	000 (triple zero)
Chief Fire Warden	
Representative Name:	Charter Security
Mobile:	0408 334 555
Emergency Services	
Telephone:	000 (triple zero) Police, Ambulance and Fire department. Emergency use only.
National Security Hotline:	1800 123 400
Bureau of Meteorology:	www.bom.gov.au Tel: (03) 9669 4000
State Emergency Service (SES):	132 500 for flood, storm, tsunami and earthquake emergency Current emergency information is available by calling the VICSES Information Line on 1300 VICSES (1300 842 737)
Police non-emergency:	Epping Police Station (03) 9409 8100
Emergency Public Broadcaster:	ABC RADIO 774 (AM)

Emergency Agencies Legislated in charge of foreseeable emergency incidents:

Incident	Combat Agency
Fire / Bush Fire	Fire Brigade (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

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 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 of the substance? – gas, liquid, powder?	
6	What will make the bomb explode? OR 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?	

Analysis of caller's voice:

Background Noise	None	<input type="checkbox"/>	Aircraft	<input type="checkbox"/>	Construction	<input type="checkbox"/>	Machinery	<input type="checkbox"/>	Sirens	<input type="checkbox"/>
	Street	<input type="checkbox"/>	Telephone	<input type="checkbox"/>	Traffic	<input type="checkbox"/>	Train	<input type="checkbox"/>	TV/Radio	<input type="checkbox"/>
	Other	<input type="checkbox"/>								

Comments from person receiving the call:

Other: _____

Estimated age of caller: _____

Caller's command of the English language? Good ☐ Fair ☐ Poor ☐ _____

Duration of call: _____

Did the caller appear familiar with the area? Yes ☐ No ☐ _____

Phone number call was received on: _____

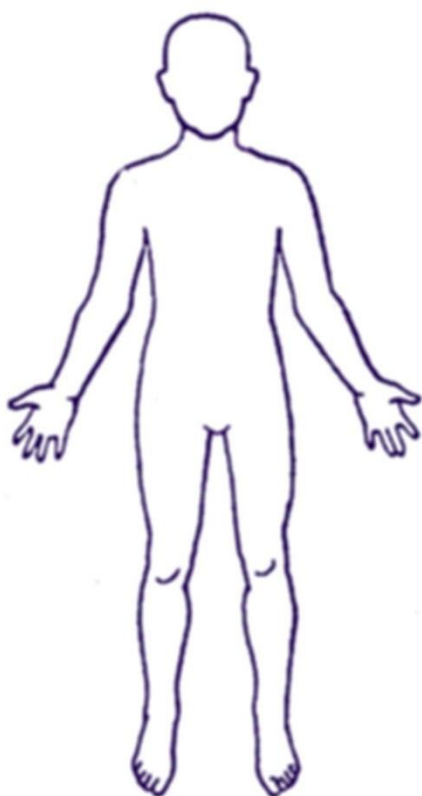
Location: _____

Name of person receiving call: _____

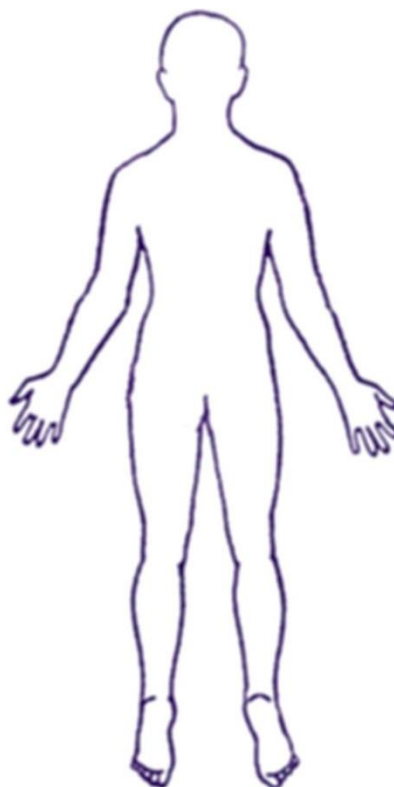
Signature: _____

Alert your supervisor. If your supervisor is unavailable, call "000"

Offender Description Checklist



Front



Rear

Height:

Build:

Hair:

Skin:

Clothing:

Disabilities:

Speech:

Accent:

Other important aspects/ descriptions:

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.

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?	Yes	No	Is a Trained Assistance Animal In Use?	Yes	No
Method of Notification (circle selected methods)	Verbal		Direct Phone	Mobile	Visual

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

Are Wardens Trained in Specific Notification?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are Wardens Trained in Specific Equipment?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are Wardens Trained in Specific Procedures?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

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
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Approved by:

	Name	Date	Signature
Occupant			
Tenant Responsible Person			
Chief Warden			

