



# FIRE and EVACUATION PLAN

**Woolworths Greenbank  
Shopping Centre  
Teviot Rd and Pub Ln  
Greenbank QLD**

September 2023

## Tenants

### EVACUATION PHASE

If you hear the Evacuation Tone Sounding (whoop...whoop)

Or

If you discover a fire or emergency in your Tenancy

Or

If a co-tenant advises you of the need to evacuate:

**Dial 000**

**Commence an immediate evacuation of your tenancy**

**Evacuate occupants closest to the danger area first**

**Systematically evacuate the remainder of the tenancy, working out from the danger source**

**Record details:**

- **Persons Refusing to Evacuate**
- **Mobility Impaired Persons**

**Perform a final clearance of your tenancy**

**Advise your immediate neighbours of the need to evacuate**

**Report your evacuation clearance status to the Queensland Fire and Emergency Service upon their arrival.**

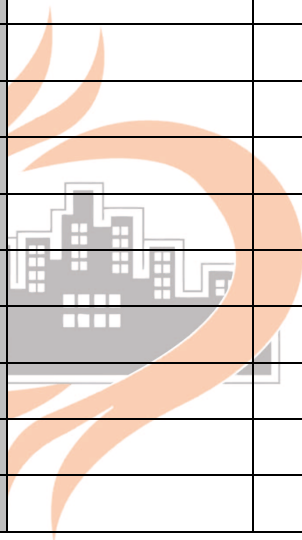
**Report to the Assembly Area and account for staff and occupants**

**Advise Centre Management by calling 1300 001 722**



## EVACUATION CHECKLIST

Tenancy	All Clear	Refusals	Mobility Impaired
<i>Example</i>	<i>Yes</i>	<i>Yes – 1 pax</i>	<i>No</i>
Australian Dental Care Centre			
Bargain Mania			
Say Sushi			
EG Fuel			
O’No Cafe			
Greenbank Asian Kitchens			
Greenbank Family Practice			
Greenbank Nail Spa			
Greenbank Pharmacy			
Pub Lane Bakery			
Punjabi Dhaba Indian Cuisine			
Rimi Beauty			
Seafood on Pub Lane			
Shear Envy Hair & Beauty			
The Bloomin Vet			
TJs Pizza House			
Tobacco Station			
Woolworths Supermarket			





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## 1.0 Fire and Evacuation Plan

This Fire and Evacuation Plan has been prepared by Building Fire and Safety Advisers, as incumbent, licensed Fire Safety Advisers to Woolworths Greenbank SC.

The building owner’s representative has approved the content contained herein for use and circulation of this document is evidence of same, with no further written evidence of approval deemed necessary.

This document intends to satisfy the requirements for a “Fire and Evacuation Plan” in the State of QLD pursuant to the provisions of the Building Fire Safety Regulation 2008 QLD and Australian Standard 3745:2010 for the formulation of procedural content.

It is intended that this document apply to the interests of the Primary Occupier ONLY and will cover procedural content for the Emergency Control Organisation and Emergency Planning Committee. This document does not purport to provide a procedural guide for each of the Secondary Occupiers (tenants) within the building, and it is the firm position of Building Fire and Safety Advisers and LaSalle Investment Management that a Fire and Evacuation Plan must be prepared by each tenant, covering each entities specific internal emergency management protocols. Fire and Evacuation Plans prepared for each Secondary Occupier must complement this document and receive approval from Building Fire and Safety Advisers (as the incumbent Fire Safety Adviser to Woolworths Greenbank SC) that they are fit for purpose.

## 2.0 Document Control

This Fire and Evacuation Plan is a Controlled Document that cannot be altered or amended from its original form without the express written consent of the license-holding author (Building Fire and Safety Advisers).

To request an alteration to this document, please contact [info@firesafetyadvisers.com.au](mailto:info@firesafetyadvisers.com.au)

### 2.1 Record of Review

Date	Review Detail	Authorised Person

## 3.0 Building Particulars

Building Information	
<b>Building Name:</b>	Woolworths Greenbank Shopping Centre
<b>Address:</b>	Corner Teviot Rd and Pub Lane, Greenbank
<b>Core Business Hours</b>	7:00am – 9:00pm. Monday-Saturday 9:00am – 6:00pm Sunday and Public Holidays
<b>Building Owner:</b>	C/- Knight Frank
<b>Address:</b>	Level 3, 12 Creek St, Brisbane
<b>Phone Number:</b>	1300 001 722
<b>Email :</b>	frc@facilitiesresponsecentre.com.au
<b>Primary Occupier:</b>	C/- Knight Frank
<b>Address:</b>	Level 3, 12 Creek St, Brisbane
<b>Phone Number:</b>	1300 001 722
<b>Email:</b>	frc@facilitiesresponsecentre.com.au

Persons responsible for administering the Building's Fire and Evacuation Plan
Marcus McLaren – Fire Safety Adviser under contract via Knight Frank

Fire Safety Adviser	
<b>Name:</b>	Marcus McLaren
<b>Phone Number:</b>	0411 044 983
<b>Email :</b>	marcus@firesafetyadvisers.com.au
<b>Qualification held:</b>	WER Competencies 001-008
<b>RTO:</b>	NSCA
<b>Date Issued</b>	December 2020

Person responsible for giving General & First Response Evacuation Instruction		
	Fire and Evacuation Instructors	Date of Instruction
<b>Name:</b>	Each Tenant is individually responsible for providing General and First Response Evacuation Instructions	
<b>Phone Number:</b>		
<b>Email:</b>		

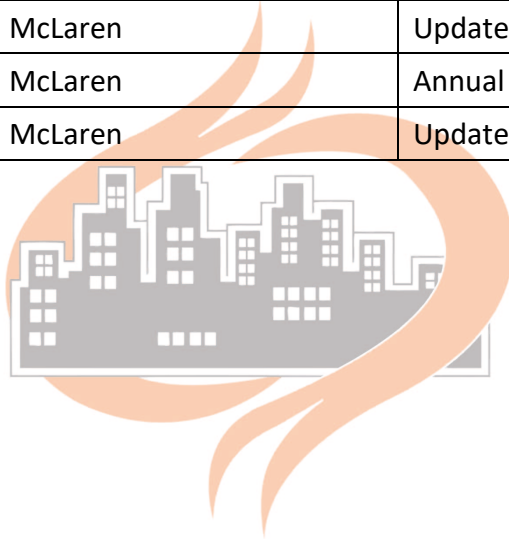
Evacuation Coordinator	
<b>Commencement</b>	Refer Records of Instruction Annexed to this Fire and Evacuation Plan
<b>Name:</b>	
<b>Phone Number:</b>	
<b>Email:</b>	

**Persons responsible for carrying out the Evacuation Coordination procedures (Responsible Persons)**

Name	Phone Number	Email	Commencement
Refer Records of Instruction Annexed to this Fire and Evacuation Plan			

**Fire and Evacuation Plan Annual Review**

Date of Review	Reviewed by	Changes made?
January 2017	M McLaren	Draft Created
8/11/2017	M McLaren	Annual Review. Tenant list and trading hours updated.
22 October 2018	M McLaren	Annual Review. FM details replaced with FRC
June 2019	M McLaren	Annual Review. No material change.
June 2020	M McLaren	Annual Review. No material change.
September 2021	M McLaren	Update tenant details
September 2022	M McLaren	Annual Review. No material change.
September 2023	M McLaren	Update tenant details





#### 4.0 List of Fire Safety Installations

Woolworths Greenbank is fitted with multiple fire protection systems to ensure that occupants are protected from any potential fire emergency that may affect the building. The following sections will list these systems and outline their basic functions.

##### 4.1 “Fire Mode”

When an alarm activates within Woolworths Greenbank Shopping Centre the building enters “Fire Mode”. This mode, controlled by the Fire Indicator Panel is engineered to prepare the structure for the potential emergency in an attempt to mitigate the effects on occupants. When Woolworths Greenbank Shopping Centre enters Fire Mode the following systems will activate and operate automatically:

- Automatic Fire Brigade call-out;
- Alert Tone will begin to sound (Beep...Beep...Beep);
- External Bell will sound (to alert the Fire Brigade as to the location of the Fire Indicator Panel);
- Air Conditioning Shut-down (to mitigate the spread of smoke);

##### 4.2 Fire Indicator Panel/Detection Systems

The Fire Indicator Panel is linked to each of the detection devices installed throughout the building and is a point of reference used by the Chief Warden and Fire Brigade when identifying the location of a potential emergency/alarm activation.

The Alarm Zones/Locations are displayed on a Zone Map that must be read in conjunction with the information provided by the LCD readout as shown by the Fire Indicator Panel when an alarm is active and the building is in “Fire Mode”.

##### 4.3 Fire Hose Reels

Woolworths Greenbank SC is fitted with Fire Hose Reels throughout, with specific locations indicated on each of the prescribed Evacuation Signs installed throughout the centre. Fire Hose Reels are for use only by persons who have received appropriate training and only IF SAFE TO DO SO. Any person considering the use of a fire hose reel needs to consider the foreseeable risk of electrical shock potentially caused by applying copious amounts of water where mains power has not been isolated.

##### 4.4 Emergency Control Organisation

The often forgotten element of a Building’s prescribed fire installations is the Emergency Control Organisation (historically referred to as the Warden Team). The Emergency Control Organisation make up a critical part of the evacuation process, and will be responsible for facilitating the safe evacuation of occupants from the building in response to a potential emergency. Typically occupants will require human intervention/direction to facilitate the evacuation process.

For more detailed information pertaining to the roles and responsibilities of the Emergency Control Organisation, and the specific warden structure for Woolworths Greenbank SC please refer to the relevant section of this document.

## 4.5 Emergency Warning System

Woolworths Greenbank Shopping Centre is fitted with an integrated system of detection and alarm that comprises an “Emergency Warning System” or “EWS”. This system not only sounds alarms when an input is received from the Fire Indicator Panel but provides responding emergency services with the ability to manually articulate alarms throughout the building and communicate with all occupants using the PA system.

The Emergency Warning System can only be manipulated by the Chief Warden when the dial is moved out of the “Auto” position (Manual Mode). Once placed into Manual Mode, the Emergency Warning System cannot be left unattended.
















## 4.6 Fire Extinguishers

The common areas of Woolworths Greenbank Shopping Centre are fitted with Dry Chemical Powder fire extinguishers.

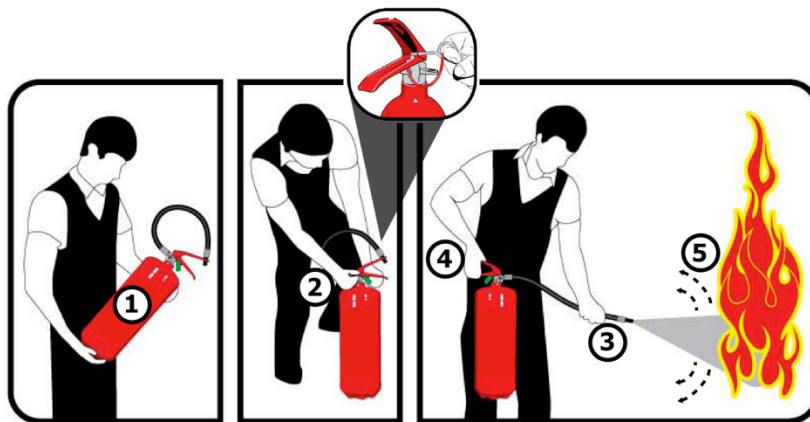
Fire extinguishers are installed as “first-attack” fire fighting apparatus and intended for use on small fires only. Any person considering the use of an extinguisher must have received appropriate training and have assessed that it is safe to attempt fighting the fire. It must be stressed that occupants should generally prioritise the evacuation process over and above any perceived obligation to extinguish a fire.

Not all extinguishers operate in the same way, nor work on the same types of fires and for that reason, selection of the correct extinguisher type is essential.

Figure 4.6.1 – Fire Extinguisher Selection

LOCATION INDICATOR 		ELECTRICALLY CONDUCTIVE			ELECTRICALLY NON-CONDUCTIVE				
		 WATER	 FOAM	 WC	 CO <sub>2</sub>	 DCP	 DCP	 VL	 fb
		WATER	FOAM	WET CHEMICAL	CARBON DIOXIDE	DRY CHEMICAL POWDER A B (E)	DRY CHEMICAL POWDER B (E)	VAPORIZING LIQUID	FIRE BLANKET
TYPE OF FIRE, CLASS AND SUITABILITY	 Class A	✓	✓	✓	LIMITED*	✓	✗	✓	 CLOTHING FIRE
	 Class B	✗	✓	✗	LIMITED*	✓	✓	LIMITED*	✗
	 Class C	✗	✗	✗	✗	✓	✓	LIMITED*	✗
	 Class E	✗	✗	✗	✓	✓	✓	✓	✗
	 Class F	✗	LIMITED*	✓	✗	✗	✓	✗	✓
		Wood, Paper, Textiles & Plastics, etc.	Flammable liquids, e.g. petrol, diesel, paint thinners. Limited on Class F Fires (Shallow fat fires)	Cooking oils & fats e.g. olive oil, sunflower oil, canola oil.	Live/Energised Electrical Equipment, e.g. TV, computer, powerboard. Limited on Class A & B Fires	Wood, Paper, Plastics, Flammable liquids, gases & Live/Energised Electrical Equipment, e.g. TV, computer, powerboard.	Flammable liquids & gases, Shallow cooking oils & fat fires Live/Energised Electrical Equipment, e.g. TV, computer, powerboard.	Wood, Paper, Plastics, Flammable liquids, gases & Live/Energised Electrical Equipment. Limited on Class B & C Fires	

*Figure 4.6.2 – Fire Extinguisher Operation*



### How to operate a fire extinguisher:

1. Select the correct fire extinguisher;
2. Unclip the hose and pull out the pin;
3. Point the nozzle at the base of the fire;
4. Squeeze the handle of the extinguisher; and
5. Sweep the nozzle from side to side at the base of the fire.

### 4.7 Manually Operated Alarms

Woolworths Greenbank Shopping Centre is fitted with the following types of manually operated alarms, each with their own specific function:

#### 1. Red (Square-Face Type)

This type of manually operated fire alarm (also often referred to as a “break-glass alarm”) is engineered to sound the building’s alarms and call the Fire Brigade upon activation.

The red square-face type is fitted with a thin (easily breakable) sheet of glass that is protected on either side by plastic film. This film is designed to ensure that the glass will not shatter and cause injury to the operator. As the glass is easily breakable the operator can activate the alarm using slight thumb pressure in the middle of the device, without risk of laceration.

## 5.0 Emergency Phone Contacts

Emergency Services		
Police	Police Service	000
Fire	Fire & Rescue Service	000
Ambulance	Ambulance Service	000
Building Contacts		
SCA Contact	Facilities Response Centre	1300 001 722
Fire Safety Adviser	Building Fire & Safety Advisers	0411 044 983
Essential Services (Incumbent Service Providers)		
Fire Panel/EWIS	C/-Facilities Response Centre	1300 001 722
Portable Fire Equipment		
Sprinklers		
Hydrants		
Emergency Lights		
Mechanical Services	C/-Facilities Response Centre	1300 001 722
Utilities (Contracted Service Providers)		
Plumber	C/-Facilities Response Centre	1300 001 722
Electrician	C/-Facilities Response Centre	1300 001 722

## 6.0 Emergencies with Potential to Affect Woolworths Greenbank SC

### 6.1 General

In preparing the contents of this Fire and Evacuation Plan, a site-based assessment has been conducted by Building Fire and Safety Advisers to ascertain the critical incidents that will, with an element of reasonable foreseeability, affect Woolworths Greenbank SC. This risk assessment has been formulated using the risk matrix (shown below) and only emergencies with a risk score of “High” and above have been accounted for within this document. For detail pertaining to lower risk emergencies please contact Building Fire and Safety Advisers to attain supplements to this document.

### 6.2 Risk Matrix

Likelihood	Consequences				
	Insignificant	Minor	Moderate	Major	Severe
Almost Certain	Medium	High	High	Critical	Critical
Likely	Medium	Medium	High	High	Critical
Possible	Low	Medium	Medium	High	Critical
Unlikely	Low	Medium	Medium	Medium	High
Rare	Low	Low	Medium	Medium	High

### 6.3 Assessed Emergencies

The following emergencies have been identified as High Risk for Woolworths Greenbank SC and it has been ascertained that appropriate measures must be put in place to plan and prepare for these events:

- Fire;
- Bomb Threat;

It is acknowledged by the Emergency Planning Committee that the list of emergencies noted above has the potential to change periodically in response to physical circumstance. Building Fire and Safety Advisers will, at intervals not exceeding 12 months review Woolworths Greenbank SC’s risk assessment to ensure that identified risks remain relevant.

If a material change affects the building between the scheduled periodic review of this document conducted by Building Fire and Safety Advisers, the Emergency Planning Committee must ensure that those changes are reflected in this document within 30 days.



## 7.0 Communications

### 7.1 General

Communications are a vital part of Woolworths Greenbank SC's Emergency Management Process, as members of the Emergency Control Organisation (Wardens) and the responding Emergency Services will rely heavily upon the information that can be ascertained throughout the first critical minutes of our emergency response.

Failure to communicate in the most efficient and effective manner has the potential to hamper the responding Emergency Service's efforts to control the emergency situation, ultimately putting occupant's lives at risk. As such it is essential that all members of the Emergency Control Organisation (Wardens) are aware of the communication systems used in this building throughout an emergency.

### 7.2 Runner System

Due to the lack of integrated systems installed throughout Woolworths Greenbank SC the most efficient means of communications utilises a system of "Runners" for communication. This system relies upon each tenant delegating responsibilities to a person, and requires that person to advise their respective neighbours of the need to evacuate. In turn, once the message has been received, it is incumbent upon that tenant to advise their immediate neighbours. In this way, each tenant is mutually responsible for "raising the alarm".

Whilst rudimentary and somewhat time consuming, a system of runners can be an effective means of communication throughout an emergency providing each occupant is aware of their respective roles and responsibilities.

It is expected that Centre Management will be contacted (to advise of the evacuation in accordance with this procedure) using mobile telephone.

## 8.0 Evacuation of Persons with Special Needs

### 8.1 General:

A “Person with Special Needs” (PSN) is a person who, because of their circumstances, requires special arrangements to be made for the purposes of their evacuation from a building in the event of an emergency.

The circumstances requiring special attention may relate to a characteristic of the person or their physical location/presence within the building.

### 8.2 Examples:

Personal characteristics impeding a person’s ability to evacuate a building could include (but are not limited to) the following:

- Physical Disabilities;
- Cognitive Impairments;
- Elderly Persons;
- Injuries (Chronic or Acute);
- Pregnancy;
- Visual Impairment(s);
- Hearing Impairments(s);
- Illness.

Characteristics pertaining to a persons’ physical location or presence in the building that have the potential to inhibit the evacuation process include (but are not limited to) the following:

- Persons working in limited access areas (plant-rooms, confined spaced etc)
- Persons working with/near hazardous goods;

### 8.3 Planning for Evacuation of Persons with Special Needs

It is necessary to pre-plan for the evacuation of a person with special needs to ensure that members of the Emergency Control Organisation, the Emergency Services, the Emergency Planning Committee and the person themselves are aware of the process that will be followed in the event of an emergency.

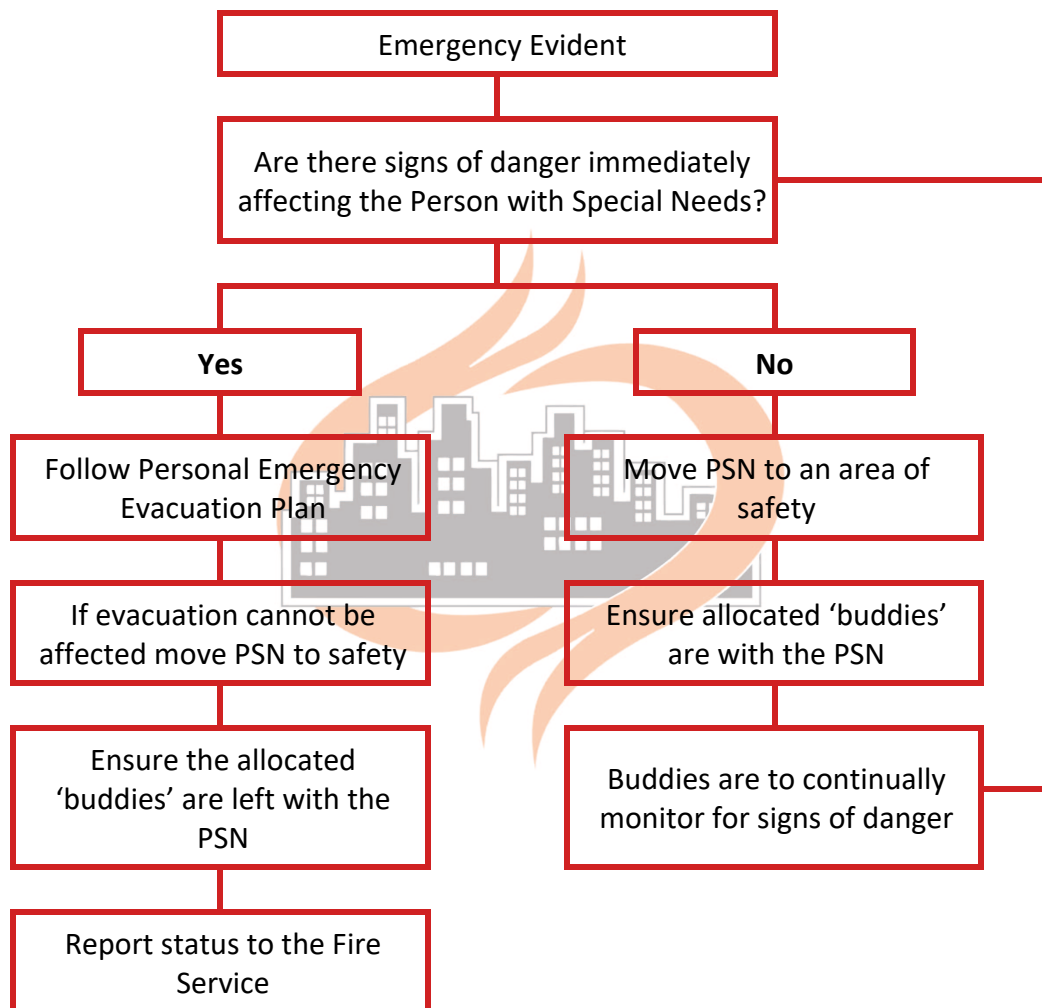
An emergency has the potential to cause a large amount of anxiety for the Person with Special Needs, the Wardens and Occupants, and careful planning/consultation will ensure that dangerous ad-hoc responses are not experienced in the event of an evacuation from the building.

Each occupier has a responsibility to compile a Personal Emergency Evacuation Plan (PEEP) for each Person with Special Needs (as defined above) within their tenancy. This Plan must then be approved by the building’s Fire Safety Adviser to ensure that both the response compliments the Primary Occupier’s evacuation process and that the Chief Warden can make allowances for individual circumstances in the event of an emergency.

## 8.4 Evacuation Principles

The process of evacuating a person with special needs generally centres around the use of the passive fire protection installed throughout the building to form internal “refuge points” that isolate the person from any danger. It must be stressed however that the Personal Emergency Evacuation Plan should and must be tailored for each and every individual with an identified mobility impairment and that generic principles will not provide a ‘best fit’ solution in all circumstances.

The general principles followed however when members of the Emergency Control Organisation are facilitating the safe evacuation for a person with special needs are as follows:



## 8.5 Status Reporting

It is essential that retailers are aware of the importance of reporting all information pertaining to the presence of Persons with Special Needs within the building to the Fire Service. This information is used by the responding Emergency Services to prioritise their response and actions when they arrive at the building.

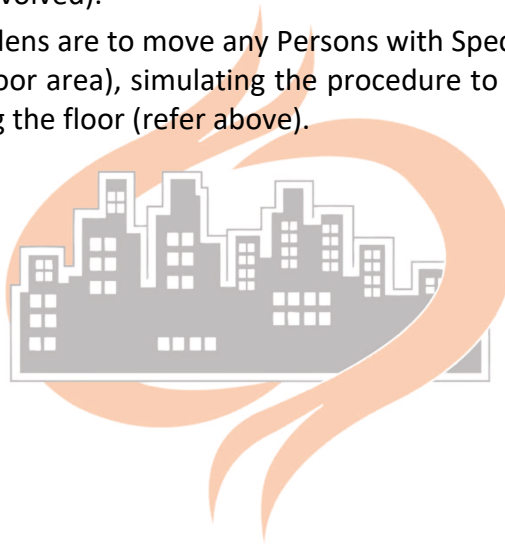
Tenants MUST report the following information directly to Fire Service upon their arrival onsite:

1. The presence of any Person with Special Needs within their area of responsibility;
2. Where they are located (eg which stairwell, adjacent to a fire isolating compartment);
3. Characteristics impeding the person's egress from the building; and
4. Whether buddies were present to stay with the person.

## 8.6 Response for an Evacuation Exercise

In a genuine emergency, the responding Emergency Services will facilitate the safe removal or reoccupation of the Person with Special Needs if they cannot be otherwise evacuated, however in an Evacuation Exercise, this process will not be facilitated (as Emergency Services are generally not directly involved).

For this reason, all wardens are to move any Persons with Special Needs to a holding area (but remaining within the floor area), simulating the procedure to follow when no signs of danger are immediacy affecting the floor (refer above).



## 9.0 Procedure for Providing Training to Prescribed Persons

Woolworths Greenbank SC and Building Fire and Safety Advisers place great importance on ensuring that prescribed persons (members of the Emergency Control Organisation) are trained in the manner and form as prescribed by Australian Standard (AS) 3745:2010.

### 9.1 Emergency Control Organisation Training/Practice

Building Fire and Safety Advisers have been engaged under contract to provide all training to prescribed persons in the following manner and at intervals not exceeding six months.

Records for the above training are compiled and maintained by Building Fire and Safety Advisers in the manner prescribed by Australian Standard 3745:2010 and provided in electronic format to Woolworths Greenbank SC management via cloud-enabled (online) portal.

This method of storage renders records available via internet enabled device upon request by an inspecting authority and is deemed to satisfy the “reasonably safe from the effects of fire” storage requirements contained within Australian Standard 3745:2010.

### 9.2 General Occupants’ Training/Practice

Building Fire and Safety Advisers is not responsible for providing General Evacuation Instructions or First Response Evacuation Instructions to each employee working for a Secondary Occupier within the building. This obligation rests with each Secondary Occupier within the building and compliance with the prescribed requirements will be audited at random by Woolworths Greenbank SC as a matter of due diligence.

Any Secondary Occupier found to be wilfully non-compliant with the General Occupant training requirements contained within Australian Standard 3745:2010 will be provided with a written show-cause notice and directed to rectify their non-compliance within 28 days. Repeated failure to comply with the prescribed training requirements will result in Woolworths Greenbank SC directing Building Fire and Safety Advisers to conduct appropriate training for the non-compliant Secondary Occupier with charges to be on-forwarded to the offending party.



## 10.0 Emergency Management Principles

### 10.1 Evacuation Phase

The Evacuation Phase has been designed to facilitate the evacuation of building occupants in the most efficient manner possible, prioritising those at most risk first, then continuing the process whilst managing secondary risks (such as exit overcrowding and panic) throughout. The Evacuation Phase commences for a tenant if/when they discover the presence of an emergency physically within or around their tenancy and/or if a co-tenant advises of the need to evacuate. In response retailers **MUST** evacuate occupants and report pertinent information to the Fire Service. "Pertinent Information" includes (but is not limited to):

- Details relating to persons with Special Needs;
- Details relating to persons refusing to evacuate;
- Areas not able to be searched (locked rooms etc);
- Floor Clear.

During core trading hours it is expected that tenants will contact the Knight Frank Facilities to advise them of the situation.

### 10.2 Assembly Area

The Assembly Area is formulated as a location close enough to the building to allow for quick and efficient access, whilst far enough away from the source of danger to provide an interim place of refuge for displaced occupants. The Assembly Area is intended to be a short-term solution for secondary occupiers to account for their respective occupants and in a genuine emergency will be disbanded promptly (within approximately 15 minutes) if emergency services are indicating that reoccupation within the short-term is unlikely.

At this time secondary occupiers (retailers) will be responsible for ensuring a level of care and safety is maintained for their respective occupants.

The Assembly Area for Woolworths Greenbank SC can be found on the prescribed evacuation diagrams installed throughout the building.

### 10.3 Accounting for Occupants

Because of the nature and classification of Woolworths Greenbank SC it is not feasible to account for all building occupants using a list or directory. The most accurate means for each tenant to account for occupants is a systematic search of physical floor area throughout the building. This system relies heavily on each tenant ensuring that every square meter of floor area is searched for the presence of occupants once the need to evacuate has been established. Wardens must be aware of their respective areas of responsibility and ensure that if a particular area cannot be searched (eg if a room/area within the floor is locked) that clearance of that area is not assumed. Using this system, only areas that have been physically verified as 'clear' (containing no occupants) by the Wardens can be treated as such, with locked areas assumed potentially occupied.

The responsibility of accounting for workers within each of the Secondary Occupier's rests upon each respective retailers, with each Secondary Occupier required to show evidence of their internal occupant accounting system upon request. This procedure must be contained within each of the Secondary Occupier's respective Fire and Evacuation Plans.

## **10.4 After-Hours Occupation**

During core business hours the Emergency Control Organisation is mobilised to respond to any perceived threat, search out the potential causes and ascertain whether evacuation is the most strategic option based upon identified risk. Outside of core trading hours however the Emergency Control Organisation does not operate and occupants must be made aware by their respective employers that a process of IMMEDIATE EVACUATION ensues in response to a fire emergency.

## **10.5 Persons Refusing to Evacuate**

Throughout the evacuation process, occupants may indicate to members of the Emergency Control Organisation that they refuse to evacuate the building. Whilst uncommon in genuine emergency situations, Wardens must be mindful that they are not to argue, coax negotiate with or forcibly remove any persons refusing a direction to leave the building. The overarching principle in operation here is that Wardens are not to put themselves in a potentially dangerous situation by remaining in a building subject to an evacuation for any longer than is absolutely necessary.

## **10.6 Chief Warden/Evacuation Coordinator**

As Woolworths Greenbank SC Shopping Centre does not have a full time Centre Manager onsite, the evacuation process for the site hinges upon a fluid system of allocating Chief Warden responsibilities. This means that the Warden from the tenancy that experiences/locates the fire (or other emergency) effectively becomes the Chief Warden for the site. In this respect the Chief Warden is responsible for ensuring that their immediate neighbours are informed of the necessity to evacuate the site, then report their clearance status direct to the Queensland Fire and Emergency Service upon their arrival at the site.

It is expected under this system that the Queensland Fire and Emergency Service will reconcile the clearance reports received from each of the warden representatives and ensure that anyone not accounted for through that process is cleared from the building.

## 11.0 Emergency Control Organisation

The Emergency Control Organisation exists within Woolworths Greenbank SC to ensure the safe and effective movement of occupants from a place of perceived danger to a place of safety. Members of the Emergency Control Organisation must be comprehensively trained by an appropriately qualified person to ensure a requisite level of competence is conveyed. In conjunction with training, potential members of the Emergency Control Organisation must be willing to and capable of making critical decisions in high pressure environments and have the physical capability to perform the duties noted in the sections below.

If you are in doubt as to the appropriateness of existing/potential wardens please contact Building Fire and Safety Advisers for advice.

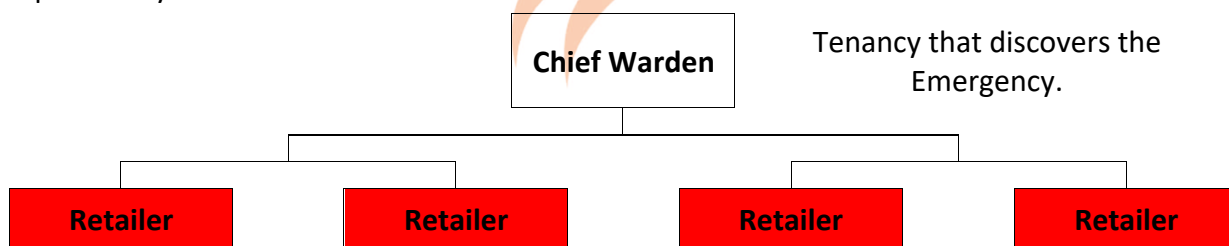
### 11.1 Identification of Wardens

Pursuant to Australian Standard 3745:2010 members of the Emergency Control Organisation are requested to wear colour-coded helmets, hats or vests to ensure easy identification in the event of critical incident response. Woolworths Greenbank SC uses helmets for identification of the ECO members acting on behalf of the building with the following colour coding:

Colour Code	Position	Control Area	Reports To
White	Chief Warden	Whole Centre	Fire Brigade
Red	Warden	Tenancy	Chief Warden

### 11.2 Structure of the Emergency Control Organisation

Because of nature of occupancy within Woolworths Greenbank SC, ECO resourcing is the responsibility of each retailer:



\*\* The number of wardens required per tenancy will be dependent upon the size of the occupied space

Each retailer is responsible for ensuring that an adequate number of trained wardens is available to respond to an emergency at all times they are open for trade.

### **11.3 Chief Warden Duties**

When notified or becoming aware of an emergency that is affecting Woolworths Greenbank SC the Chief Warden will be responsible for any/all of the following duties:

- Alerting Emergency Services to any emergency situation (perceived or otherwise)
- Raising an alarm (within the building) if an emergency situation is encountered
- Ascertain the nature and scope of the emergency
- Make strategic decisions to Evacuate the building/critical incident area or stand down
- Assume control of all persons until the All Clear has been provided by the Fire Brigade
- Communicate with building occupants to advise them of their required response to the emergency/alarm activation
- Coordinate the restriction of access to the site
- Be aware of location of critical infrastructure (gas shut-off, electrical switchboards, hydrants, valve rooms etc)
- Recording details pertaining to the scope of the emergency and actions taken to provide to the responding emergency services
- Maintain a thorough understanding of the holistic emergency procedure for the building including each role within the Emergency Control Organisation and the cascading, strategic evacuation process.

### **11.4 Retailers Duties**

When notified or becoming aware of an emergency that is affecting Woolworths Greenbank SC the Area Warden will be responsible for any/all of the following duties:

- Wear the appropriate red identification device (helmet/hat/vest)
- Conduct an immediate search of your store for signs of emergency (including all back of house areas)
- Report any signs of emergency (heat, flame smoke, hot smell, activated detector etc) or false alarm (burnt toast) immediately to the Area Warden
- Coordinate an immediate evacuation if signs of danger are identified or as instructed by the Area Warden
- Evacuate occupants, prioritising those closest to danger first (then radiating outwards)
- Advise your immediate neighbours of the need to evacuate.
- Ensure Persons with Special Needs (those who cannot evacuate) are moved into an area of refuge with a carer/buddy
- Assist with the safe movement of occupants to the Assembly Area
- Ensure a sufficient number of wardens are always available to affect an evacuation from your store.

## 12.0 Bomb Threats

The following procedures have been extracted from the Australian Federal Police guidelines for dealing with Bomb Threat scenarios “Diffusing the Threat”, and contextualised using Australian Standard (AS) 3745:2010. Unlike more determinable emergencies (such as fire) it is somewhat more difficult to identify, locate and therefore respond to bomb threat scenarios. It is intended that the following information will equip and enable members of the Emergency Control Organisation to deal with potential bomb threat scenarios within Woolworths Greenbank SC.

### 12.1 Types of Bomb Threat

There are two distinct types of bomb threats:

1. **Specific Threat** – where the threat description includes a level of detail pertaining to the potential device, motives, location, time of detonation etc.  
This type of threat is quite uncommon but considered more credible because of the level of information/detail provided.
2. **Non-Specific Threat** – little to no detail is provided relating to the potential threat.  
Non-specific threats are more common than Specific Threats but generally regarded as less credible by responding emergency services.

Members of the Emergency Control Organisation should discount either threat type, but rather respond and make strategic decisions to safeguard occupants of the building based on the following 4 available responses:

- 1) Do Nothing (except for calling emergency services)
- 2) Search for a potential explosive device (but not evacuate occupants)
- 3) Search evacuation routes for the presence of suspicious items then evacuate occupants once the evacuation routes have been verified as safe
- 4) Evacuate Immediately

Each of the above responses escalates, with an “Evacuate Immediately” reaction being the most severe and reserved only for the most exigent of situations. The risk of reacting in this manner and evacuating a building or structure immediately often outweighs the risk of the event itself (ie the explosive device may have been placed in an exit path, with the caller expecting a knee-jerk, panicked response.) The most considered approach is to search evacuation routes for signs of immediate danger (suspicious packages) then evacuate occupants to an alternative Assembly Area.

### 12.2 Bomb Threat Assembly Area

The usual Assembly Area should not be utilised for a bomb threat scenario as there is a significant risk that an explosive device has been concealed in this area, where the blast could cause detriment to occupants now outside the protection of the building’s structure. The Assembly Area for a bomb threat scenario should be at least 200 metres away from the building and out of line of sight (protected by another structure of similar size). Further it is recommended that the assembly area used for a bomb threat scenario is not documented officially and is decided upon at the time of the emergency to avoid the risk of potential perpetrators becoming aware of the building’s evacuation plans.



### 12.3 Delivery of Bomb Threats

There are a variety of ways in which a bomb threat can be perpetrated namely:

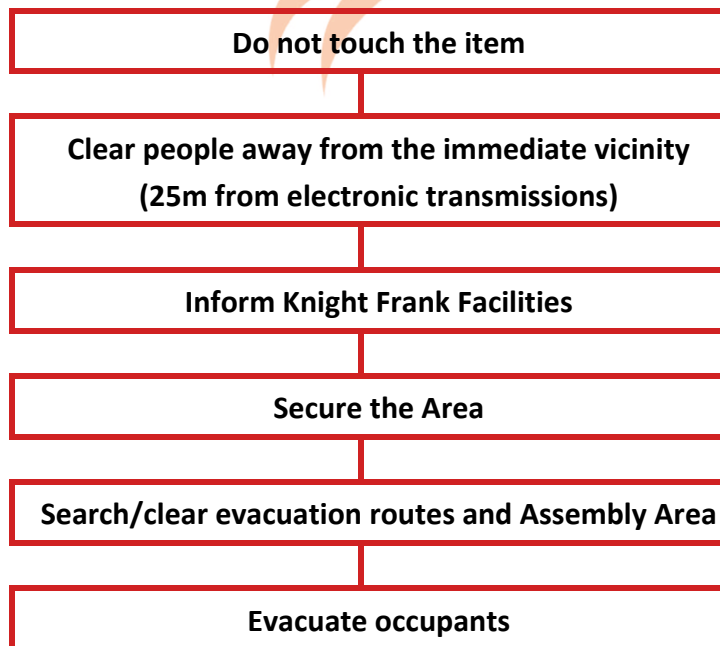
Threats Delivered Remotely	Physical Threats
<ul style="list-style-type: none"> <li>Telephone</li> <li>Fax</li> <li>SMS</li> <li>Email</li> <li>Letter</li> <li>Social Media</li> </ul>	<ul style="list-style-type: none"> <li>In Person</li> <li>Suspicious Packages</li> </ul>

### 12.4 Suspicious Packages

The following indicators will assist members of the Emergency Control Organisation in assessing if a package is suspicious:

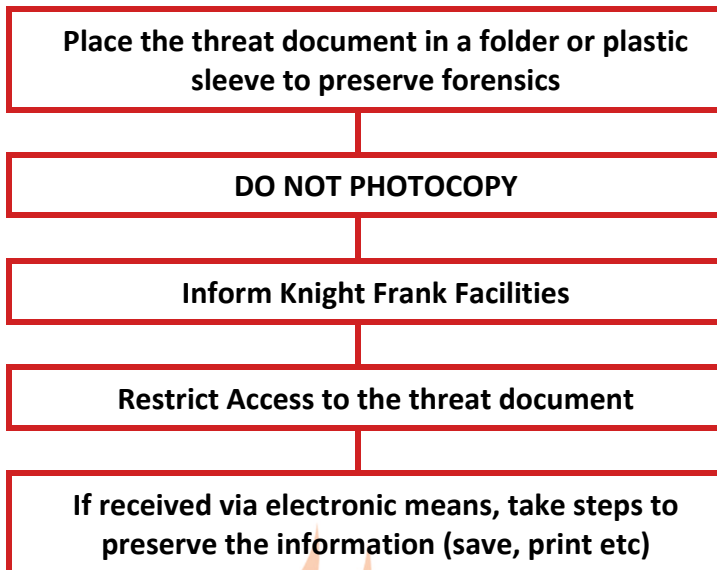
- Is the item unusual in appearance?
- Is the item out of place within its setting?
- Has the item been deliberately concealed?
- Is the item labelled suspiciously?
- Is the item similar to that described in the threat?
- Is the item suspicious in size, shape weight and/or sound?
- Is there presence of tape, wire, string or explosive wrappings?
- Is the item lopsided or unevenly weighted?
- Does the item lack the address of the sender?

If a suspicious package is found, the following process must be followed:



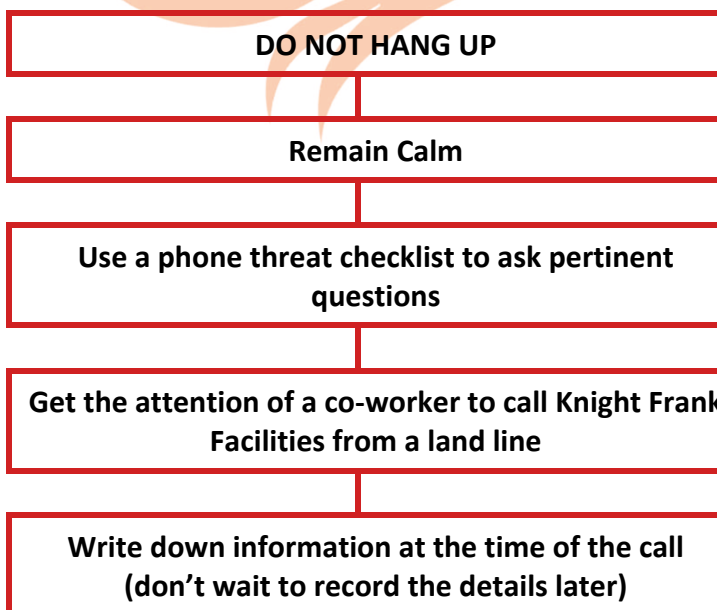
## 12.5 Written Threats

The most common of this sub-category of bomb threat has historically been via letter, however with the increasing prevalence of social media as a form of communication an upward trend of this type has been identified. Regardless of the medium, the response expected of is the same:



## 12.6 Telephone Threats

Telephone threats are one of the most common threat categories and any person who answers a telephone within an organisation must be prepared to effectively gather relevant information from the caller. The information provided by the caller can be critical for police to use in assessing the risk and tracking the perpetrator. In response to a phone threat, the following response is expected:



## 12.7 Phone Threat Checklist



## Bomb/Extortion threat checklist

Place this card under your telephone. Use delaying tactics don't hang up.

When is the bomb going to explode?	
Where did you put the bomb?	
When did you put it there?	
What does the bomb look like?	
What kind of bomb is it?	
What will make the bomb explode?	
Did you place the bomb?	
Why did you place the bomb?	
What is your name?	
Where are you?	
What is your address?	

Report Call immediately

Name of Person to report to

Exact Wording of threat

## Remember to keep calm—Don't hang up

Analysis of caller's voice	Accent (specify) Speech (loud, soft, etc) Was the caller familiar with the area? <input type="checkbox"/> If so, who do you think it was?	Any impediment? (specify) Diction (clear, muffled, etc) Did you recognise the voice? <input type="checkbox"/> Manner (calm, emotional, etc)
Threatening language	Well spoken <input type="checkbox"/> Incoherent <input type="checkbox"/> Did you tape the threat? (insert details) Spontaneous, read from script or a tape recording?	Abusive <input type="checkbox"/>
Background noises	Street noises <input type="checkbox"/> House noise <input type="checkbox"/> Local call <input type="checkbox"/> Music <input type="checkbox"/> STD <input type="checkbox"/> Other <input type="checkbox"/>	Aircraft <input type="checkbox"/> Voices <input type="checkbox"/> Long distance <input type="checkbox"/> Machinery <input type="checkbox"/>
Other	Sex of caller M <input type="checkbox"/> F <input type="checkbox"/> Estimated age	Caller's number
Call	Date Received by (print name) Position/Section Call taker's number	Time Duration of call

13.0 Relevant Approval Documents

## Relevant Approval Documents

Documents evidencing  
classification and servicing of  
prescribed fire installations



**14.0 Records of Instruction**

**Records of Instruction**

**Records evidencing previous training for members of the Emergency Control Organisation**



**15.0 Evacuation Signs/Diagrams**

**Evacuation Signs/Diagrams**

**Copies of all Evacuation  
Signs/Diagrams pertaining to the  
Primary Occupier.**