

Monash University Procedure

Procedure Title	Emergency Management Procedure
Parent Policy	OHS Procedure
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Procedure Owner	Manager, OH&S
Category	Operational
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Scope	<p>This procedure applies to staff, students, visitors and contractors at all the Australian campuses of Monash University. It relates to, but is not limited to, the following types of emergencies:</p> <ul style="list-style-type: none"> • Fire; • Bomb Threat; • Explosion; • Spills or contamination of hazardous substances; and • Toxic or flammable gas leaks or emissions. <p>The following emergencies are principally covered in the 'Crisis Management' procedure: civil disorder, illegal occupancy, armed intrusion, violent or abusive behaviour.</p>
Purpose	The purpose of this procedure is to establish the framework for emergency management to ensure that staff and students can effectively respond to emergencies and minimise adverse consequences.

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1. Abbreviations

BAS	Building Automation System
ECO	Emergency Control Organisation
EWIS	Emergency Warning and Intercommunication System
OH&S	Monash Occupational Health & Safety
WIP	Warden Intercommunication Point

2. Definitions

A comprehensive list of definitions is provided in the [Definitions tool](#). Definitions specific to this procedure are provided below.

Building Automation System (BAS): Building automation is the automatic centralised control of a building's heating, ventilation and air conditioning, lighting and other systems through a building management system.

Control: Control relates to which organisation is responsible and capable for forming the ECO. Generally control rests with the building owner. If the building owner is unable or unwilling to form an ECO, then the tenants of the building are deemed to have control.

Emergency: A significant event arising from an internal or external source, which poses a high level of risk to the health and safety of persons and requires immediate response.

Emergency Control Organisation (ECO): Staff appointed to direct and control the implementation of the facility's emergency response procedures (it is typically comprised of the building warden, floor wardens, first aiders and security).

Emergency Response Exercise (Drill): A site-specific exercise conducted to determine the effectiveness of the emergency response procedures, maintain awareness and skills. These are referred to as a "drill" in this procedure.

Emergency Response Plan: Plan that the ECO and the building occupants are to enact during an emergency in a building.

Emergency Warning and Intercommunication System (EWIS): Used to sound alarms and communicate with building occupants and floor wardens during an emergency.

Evacuation Diagram: A map of the building and surrounding area that details the emergency features of the building, the escape route and assembly point.

Personal Emergency Evacuation Plan: A personal emergency evacuation plan is a plan designed for any occupant who requires particular assistance during an emergency, e.g. mobility or visually impaired.

Red Emergency Phones: Red emergency phones are handsets connected directly to the EWIS panel. During normal operations these phones may call Security. During an emergency these phones call through to the Building Warden at the EWIS panel. They are also referred to as Warden Intercommunication Point (WIP) phones.

333 Emergency Procedures Booklets: Booklets provided to staff and students as a generic reference guide with information on how to respond to various emergencies. These can be found on the OH&S website, and are physically located next to a select number of phones.

3. Specific Roles and Functions

To achieve the objectives of this procedure, Monash University must ensure:

- The establishment of Emergency Control Organisations (ECOs) for each building;
- Development of specific emergency response plans;
- Effective response and management of emergencies in buildings under their control;
- Members of ECOs are provided with appropriate information and training;
- All employees are provided with information with regard to emergency procedures; and
- The installation and maintenance of appropriate fire protection and notification systems in all buildings.

Emergency Control Organisation

An Emergency Control Organisation (ECO) must be established for all type A buildings (see section 4 for classifications).

The specific structure of each ECO should be determined in consultation with management, building occupants and OH&S. Consideration should be given to:

- Potential emergencies within the facility;
- The size of the facility;
- Number of buildings;
- The number of building occupants;
- Occupant warning systems;
- Fire safety equipment installed; and
- Resources available required to ensure an effective emergency response.

The Emergency Control Organisation (ECO) must consist of:

- Building Warden;

It may also include:

- Deputy Building Warden;
- Floor Wardens;
- First Aider;
- Security and Traffic;
- OH&S;
- Essential Services Officer (Blue Fire); and
- Engineering Services Officer.

Building Warden

The principal coordinator in the event of an arising emergency. Building Warden primary duties include:

- Ascertaining the nature of any arising emergency;
- Communicating the appropriate emergency response to building occupants and Floor Wardens (if applicable);
- Ensuring that the appropriate emergency services have been notified;
- Initiating evacuation of building occupants;
- Briefing external emergency services upon arrival on type, scope and location of the emergency and/or status of the evacuation;
- Organising and initiating emergency drills;
- Consolidating and providing feedback to post drill debrief sessions and recording debrief in SARAH; and
- Performing Building Emergency Preparedness Inspection.

Deputy Building Warden

The Deputy Building Warden assumes responsibilities normally carried out by the Building Warden in their absence, and otherwise assists the Building Warden as required.

Floor Wardens

Appointed to initiate emergency response in their immediate area. Primary responsibilities include:

- Communicating with the Building Warden and acting on any instructions given;
- Coordinating the emergency response actions in their immediate area;
- Advising as soon as possible regarding incident status and action taken;
- Commencing evacuation processes if directed by the Building Warden or as circumstances warrant this action;
- Activating a manual call point in the event of emergency;
- Checking to ensure fire and smoke doors are properly closed;
- Searching floor or areas to ensure all persons are evacuated;
- Ensuring the orderly flow of persons;
- Assisting mobility-impaired persons;
- Notifying Building Warden that their floor has been evacuated;
- Acting as a guide or marshal for assembly areas;
- Guarding entry points to prevent re-entry to buildings until all clear is given; and
- Providing feedback to post drill debrief sessions;

First Aid Officers

First Aid Officers support the function of the ECO.

Primary responsibilities include:

- Collecting the portable first aid kit (if available);
- Reporting to the Area/Floor Warden in the event of an emergency;
- Providing emergency first aid treatment; and
- Recording details of injuries during emergency.

4. Building Classification and Responsibilities

The following classifications lists the number of building evacuation drills that must be completed based on the type of building:

- Type A buildings are controlled by Monash University and have a permanent Monash University staff presence. These buildings require a Monash University ECO and are required to undertake two drills per year.
- Type B are not controlled by Monash University, but have a permanent Monash University staff presence. Monash staff should participate within the building's ECO. These buildings require one drill per year.
- Type C are owned by Monash University, but are leased by one or more tenants and have no permanent Monash University staff presence and are not controlled by Monash. The tenants should organise their own ECO. These buildings require one drill per year.
- Type D buildings are controlled by Monash University, but do not have a permanent Monash University staff presence. Some examples include lecture theatres and bike arrival stations. These buildings do not require a Monash ECO, but do require provisions for emergency evacuation.
- Type E buildings are controlled by Monash University, but are generally not occupied. Examples include carparks, boilers houses and electrical substations. These buildings do not require an ECO or provisions for emergency evacuation.

5. Emergency Response Plan

All Emergency Response Plan must be based on the template provided by OH&S. Specific Emergency Response Plans must be developed to address potential building emergencies. Emergency Response Plans should:

- Instruct the ECO only to perform their duty when it is safe to do so;
- Include structure of the ECO and details of local wardens;
- Include individual roles and required steps to take upon being alerted to an emergency;
- Provide methods of communicating an emergency to both the ECO and emergency services;
- List function and availability of emergency equipment within individual buildings;
- Provide Emergency Evacuation routes and Assembly Areas;
- Provide considerations for mobility impair people, including personal emergency evacuation plan; and

- Provide considerations for isolation of services, e.g. Building Automation System (BAS), security door overrides, shutoff valves.

The Emergency Response Plan must be maintained by the Building Warden and a copy must be forwarded to OH&S.

6. Changes to the Emergency Evacuation Plan

The ECO is free to modify their Emergency Response Plan to suit their needs, but must have these changes approved by their [OHS Consultant/Advisor](#).

Similarly, if the need arises the ECO can change the assembly point, but must have these changes approved by their [OHS Consultant/Advisor](#).

7. Building Evacuation Diagrams

Building evacuation diagrams must be provided to all Monash University buildings, as per the Building Code of Australia.

Updating Diagrams

These diagrams should be updated when:

- Emergency information is no longer current;
- Internal paths of travel changed or impeded;
- External path to Assembly area changed or impeded;
- Assembly area has been changed;
- Location and or orientation of diagram has changed; or
- Fixed fire & emergency equipment changed significantly.

Temporary Changes

For temporary changes due to works or events, an interim diagram can be placed over the existing diagram. It is the responsibility of the project or event manager to:

- Determine the legitimacy of any temporary changes;
- Organise interim diagrams; and
- Communicate these changes to the ECO and the building occupants.

Consultation

The following people should be consulted regarding permanent or interim changes the building evacuation diagrams:

- Building Warden;
- OHS Consultant; and
- Other relevant parties.

8. Emergency Response Exercises

Conducted by the ECO to practice emergency management of a building, increase procedural awareness of occupants, monitor performance of the ECO and identify improvement opportunities.

Requirements for ECO Exercises

- There must be the required number of drills per year, as specified under the building classification section;
- A genuine emergency or false alarm can count towards the number of required drills provided that the ECO are present and respond to the event;
- Various forms of drill are permissible, including scenarios involving fires, gas leaks, chemical spills, power failures, bomb threats etc.;
- For type A buildings, one drill must be conducted when the building has peak occupancy, as determined by the ECO;
- All ECO drills to be accompanied by a post drill debrief session; and
- Where it is likely that emergencies from one building will have a substantial impact on adjoining or neighbouring buildings, joint drills involving several ECOs should be considered.

Requirements for Debrief

Debriefs evaluate the quality of the response during the drill and highlight any tasks that need to be addressed. Debriefs must meet the following requirements:

- Attended by members of the ECO;
- Discuss the performance of the evacuation;
- Identify malfunction of the evacuation equipment;
- Identify improvement opportunities; and
- Record what was discussed and malfunction or improvement identified in SARA.

9. Exceptions

Once a building has entered alarm, the default process is to evacuate the building of all occupants to the assembly point. However, there can be circumstances where the building warden can exercise good judgement and change assembly points or place certain parts of the building on standby and not evacuate these areas.

If there is a serious hazard identified in the building, all areas likely to be affected by the hazard must be evacuated, as determined by the building warden.

Hazardous Weather

During severe weather conditions, it is possible that evacuating a building can lead to a greater hazard, especially in the case of a false alarm.

Medical procedures

It is permissible to allow medical procedures to continue if they cannot be interrupted. There must be a risk assessment and emergency management plan in place. There must be two-way communication between the Building Warden and someone assisting the surgeon and a plan to stop surgery if the building becomes too hazardous.

Time sensitive experiments

Generally, all experiments must be made safe and researchers must exit the building during emergencies. However, there is some potential to give special consideration for experiments that require several weeks of preparation and would be compromised by leaving the experiment. Researchers must have specific approval from the building warden prior to any emergency or drill. The building warden is under no obligation to grant exemptions.

10. Equipment

Building Warden

Building wardens should have the following equipment:

- Vest - Orange
- Notebook
- Action Cards
- Walkie talkie (if required)

Floor Warden

Floor wardens should have the following equipment:

- Vest - Yellow
- Action Cards

First Aiders

First aiders should have the following equipment:

- Portable first aid kit.

11. Emergency Communication

Please refer to the [Provision of Emergency Communication Systems Procedure](#) for details on emergency communication.

12. Responsibility for Implementation

A comprehensive list of OHS responsibilities is provided in the document [OHS Roles, Committees and Responsibilities Procedure](#). A summary of responsibilities with respect to this procedure is provided below:

Head of Academic/Administrative Unit

- Ensure that an ECO is in place, and provides adequate coverage, for all buildings under their control (or control by agreement);
- Appoint a Building Warden and Deputy Building Warden for all ECOs under their control;
- Ensure that the ECO members undergo all required training;
- Ensure that the ECO has adequate time to fulfil the requirements of this procedure; and
- Ensure that each building under their control conforms to this procedure.

Emergency Control Organisation

- During an emergency members of the ECO should take steps to coordinate the response to the emergency and protect the safety of the building occupants and others nearby;
- Members of the ECO have the authority to direct occupants of the building during an emergency.

Monash Occupational Health & Safety (OH&S)

- Determine level of training required for key persons and ensure provision of emergency warden training;
- Review reports from post drill debriefs;
- Monitor to ensure that there effective ECOs for every Monash University controlled building;
- Develop, implement and evaluate emergency management systems across Monash University;
- Produce and maintain template for the emergency response plan;
- Provide advice to members of the ECO on their emergency response plan and evacuation diagram;
- Produce and maintain instructions and supporting documentation for the ECO;
- Develop protocols for monitoring, evaluating and improving building evacuation performance;
- Maintain records of all ECO drills and building evacuations;
- Observe a proportion of drills and facilitate debrief sessions;
- Ensure a consistent approach to emergency management across all Monash buildings;
- In conjunction with faculties and divisions, determine who has control over buildings; and
- Make recommendations to improve emergency preparedness to Senior Management, when required.

Building Warden

- During an emergency, ensure that ECO is taking the appropriate steps to control the emergency;
- Produce the Emergency Response Plan for their building based on the template;
- Ensure that the ECO conducts at least two emergency drills per year;
- Provide post drill feedback at debrief session; and
- Record all emergencies and drills in their building using SARAH.

Floor Warden

- Assist the Building Warden during an emergency;
- Provide post drill feedback at debrief session; and
- During an emergency clear designated area, report to Building Warden upon clearance, prevent people from re-entering the building.

Buildings and Property Division

- Installation and maintenance of the emergency equipment required by the Building Code of Australia and relevant Australian Standards (including fire extinguishers, exit signage, alarms);
- Notify the ECO of any major changes to emergency systems, e.g. changes to the EWIS panel function;
- Provide evacuation diagrams;
- Document maintenance regimes and records; and
- Test alarm system and address faults where identified.

Security and Traffic

- Provide support to the building warden to control the emergency; and
- During an emergency direct the fire brigade to the building.

Teaching Staff

- Familiarise themselves with emergency procedures for building; and
- Take responsibility for ensuring their class leaves the building and proceeds to the assembly area when evacuate alarm (whoop whoop) is activated.

Employees/Students

- Familiarise themselves with emergency procedures specific to building;
- Comply with directions from ECO and/or emergency services personnel; and
- Participate in drills.

13. Tools

[Emergency Response Plan template](#)

[Personal Emergency Evacuation Plan template](#)

[333 Emergency Procedures Booklets](#)

[Warden Action Cards](#)

14. Records

Records are required for:

- All emergencies and drills in A type buildings to be logged in SARAH by the Building Warden;
- All emergencies and drills in B, C and D type buildings to be logged in SARAH or by an alternative means approved by the Manager of OH&S;
- The members of the ECO for each building must be logged into SARAH (when the function becomes available).

Status	New
Approval Body	Monash University OHS Committee
Legislation Mandating Compliance	Accident Compensation Act 1985 (Vic) Dangerous Goods Act 1985 (Vic) Environment Protection Act 1970 (Vic) Equipment (Public Safety) (Incident Notification) Regulations 1997 (Vic) Occupational Health and Safety Act 2004 (Vic) Occupational Health and Safety Regulations 2017 (Vic)
Related Policies	OHS Policy
Related Documents	Australian and International Standards AS/NZS 4801:2001 Occupational Health & Safety Management Systems – specifications with guidance for use OHSAS 18001:2007 Occupational Health & Safety Management Systems – requirements. Monash OHS documents Risk Management Procedure 333 Emergency Procedures Booklets Provision of Emergency Communication Systems Procedure

15. Document History

Version	Date of Issue	Changes made to document
1	June 2018	Emergency Management Procedure, v1