

# EMERGENCY MANAGEMENT PROCEDURE

## SCOPE

This procedure relates to all activities under the management and control of Monash University and applies to affected workers and students. It relates to, but is not limited to, the following types of emergencies:

- Fire;
- Bomb Threat;
- Intruder/armed offender;
- Explosion;
- Spills of or contamination by hazardous materials;
- Toxic or flammable gas leaks or emissions; and
- Medical emergencies.

The following emergencies are principally covered in the 'Crisis Management' procedure: civil disorder, illegal occupancy, armed intrusion, violent or abusive behaviour.

For the purpose of this procedure, references to 'the University' includes activity at Monash University Australia, Monash University Malaysia, Monash University Indonesia, Monash Suzhou, the Monash University Prato Centre and World Mosquito Program Ltd (and its subsidiaries), unless indicated otherwise.

## PROCEDURE STATEMENT

The purpose of this procedure is to establish the framework for emergency management to ensure that workers can effectively respond to emergencies and minimise adverse consequences.

### 1. Abbreviations

<b>BAS</b>	Building Automation System In Malaysia, this is referred to as the Building Control System
<b>BCS</b>	Building Control System (Malaysia)
<b>BPD</b>	Buildings and Property Division (Australia)
<b>BOMBA</b>	Fire & Rescue Department of Malaysia
<b>CIATS</b>	Campus Infrastructure and Technology Services (Malaysia)
<b>FRV</b>	Fire Rescue Victoria
<b>ECO</b>	Emergency Control Organisation (Australia)
<b>ERP</b>	Emergency Response Plan

<b>ERT</b>	Emergency Response Team (Malaysia)
<b>EWIS</b>	Emergency Warning and Intercommunication System
<b>MUM</b>	Monash University Malaysia
<b>OHSWC</b>	MUM Occupational Health, Safety and Wellbeing Committee
<b>OH&amp;S</b>	Monash Occupational Health & Safety team, led by the Health, Safety and Wellbeing Manager
<b>OHS&amp;E</b>	MUM Occupational Health, Safety & Environment Unit
<b>PEEP</b>	Personal Emergency Evacuation Plan
<b>WIP</b>	Warden Intercommunication Point

## 2. Specific Roles and Functions

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

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

### 2.1 Emergency Control Organisation (Australia)

2.1.1 An Emergency Control Organisation (ECO) must be established for all type A buildings (see section 3 for classifications).

The structure of each ECO should be determined in consultation with management, building occupants and Monash Occupational Health & Safety (OH&S). Consideration should be given to:

- Potential emergencies within the building;
- Number of floors;
- Footprint of the floors;
- The number of building occupants;
- Hybrid working arrangements;
- Occupant warning systems;
- Fire safety equipment installed (e.g. fire detection and suppression systems and emergency stops); and
- Resources available required to ensure an effective emergency response.

### 2.2 The Emergency Control Organisation (ECO) must consist of:

- Building Warden;
- Deputy Building Warden;
- Floor Wardens; and
- Security.

It may also consist of:

- First Aider; and
- Engineering Services Officer (ESO), if available.

### 2.3 Emergency Response Team (Malaysia)

2.3.1 An Emergency Response Team (ERT) must be established for all type A buildings (see section 3 for classifications).

The structure of each ERT should be determined in consultation with management, building occupants and the Occupational Health, Safety & Environment Unit (OHS&E). Consideration should be given to:

- Potential emergencies within the building;
- Number of floors;
- Footprint of the floors;
- The number of building occupants;
- Hybrid working arrangements;
- Occupant warning systems;
- Fire safety equipment installed (e.g. fire detection and suppression systems and emergency stops); and
- Resources available required to ensure an effective emergency response.

2.4 The Emergency Response Team (ERT) must consist of:

- Incident Commander;
- Deputy Incident Commander;
- Building Warden;
- Floor Wardens;
- Security; and
- Fire Safety and Search and Rescue team.

It may also consist of:

- First Aider; and
- Engineering Services Officer (ESO), if available.

2.5 **Incident Commander (Malaysia)**

- The Incident Commander assumes responsibility for implementing the Emergency Response Plan and provides leadership.

2.6 **Deputy Incident Commander (Malaysia)**

- The Deputy Incident Commander assumes responsibilities normally carried out by the Incident Commander in their absence, and otherwise assists the Incident Commander as required.
- The Deputy Incident Commander is responsible for managing the evacuation and response to the emergency, coordinating with campus administration, the Security Office, and government agencies on managing the emergency and evacuation i.e. briefing external emergency services upon arrival on type, scope and location of the emergency and/or status of the evacuation.
- Consolidating and providing feedback to overall post drill debrief sessions and recording debrief in SARAH.

2.7 **Building Warden**

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

- Attending Emergency Warden training as per the [OHS Training Requirements Matrix](#) (Australia) or [OHSE Training Matrix \(Malaysia\)](#)
- Preparing and storing Personal Emergency Response Plans (PEEPs) as required;
- Ascertaining the nature of any emergency;
- Communicating the appropriate emergency response to building occupants and Floor Wardens;
- Ensuring that the appropriate emergency services have been notified;
- Initiating evacuation of their building;
- 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; and
- Consolidating and providing feedback to post drill debrief sessions and recording debrief in the Building Evacuation Record in S.A.R.A.H.

2.8 **Deputy Building Warden (in Australia)**

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

## 2.9 Floor Wardens

2.9.1 Appointed to initiate the emergency response in their designated area. Floor Wardens primary duties include:

- Attending Emergency Warden training as per the [OHS Training Requirements Matrix \(Australia\)](#) or [OHSE Training Matrix \(Malaysia\)](#);
- Communicating with the Building Warden and acting on any instructions given;
- Coordinating the emergency response actions in their designated 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 closed;
- Searching floor or areas to ensure all occupants are evacuated;
- Ensuring the orderly flow of persons;
- Assisting mobility-impaired persons (if applicable) as per their PEEP;
- Notifying Building Warden that their floor has been evacuated;
- Acting as runner or marshal for the assembly area;
- Guarding entry points to prevent re-entry to buildings until all clear is given, if safe to do so; and
- Providing feedback to post drill debrief sessions.

## 2.10 Security (Australia)

Monash Security's primary role is to direct Fire Rescue Victoria (FRV) to the building in alarm.

Security will attend the building and provide support to the building warden to control the emergency. The assistance they can provide includes:

- Directing people towards the assembly point;
- Administering First Aid;
- Assisting with communications; and
- Acting in the role of building warden after-hours.

## 2.11 Fire Safety and Search and Rescue team (Malaysia)

- Check and ensure that people are leaving the area via the safest route and assist people with evacuating when necessary.
- Take action to minimize the spread of fire and smoke with the necessary tools and suit
- Decide whether or not you can fight the fire safely i.e. your instincts tell you not to. If you are uncomfortable with the situation for any reason, just let the fire department do their job.
- Report back to Incident and Deputy Incident Commander as appropriate.
- Rescue trapped survivors of a disaster (if any or instructed by the Incident and Deputy Incident Commander)
- Report back to the Incident and Deputy Incident Commander as appropriate.
- Work with First-Aider to provide first-aid treatment to the injured people.
- Upon first –aid treatment is given further medical help should be arranged.

## 3. Building Classification and Responsibilities

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

3.1.1 Type A buildings are controlled by Monash University and have a permanent Monash University staff presence. These buildings require a Monash University ECO/ERT and are required to undertake two drills per year.

**Note:** In Malaysia, these buildings require at least one drill per year.

3.1.2 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/ERT. These buildings require one drill per year.

3.1.3 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/ERT. These buildings require one drill per year.

- 3.1.4 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/ERT, but do require provisions for emergency evacuation.
- 3.1.5 Type E buildings are controlled by Monash University, but are generally not occupied. Examples include car parks, boiler houses and electrical substations. These buildings do not require an ECO/ERT or provisions for emergency evacuation.

## 4. Emergency Response Plan

- 4.1 All Emergency Response Plans (ERPs) must be completed on the template provided by OH&S/OHS&E. A specific ERP must be developed to address potential building emergencies. ERPs should:
- Instruct the ECO/ERT only to perform their duty when it is safe to do so;
  - Include the structure of the ECO/ERT 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/ERT and emergency services;
  - List function and availability of emergency equipment within individual buildings;
  - Provide Emergency Evacuation routes and Assembly Areas;
  - Provide considerations for mobility impaired people, as documented in their PEEP; and
  - Provide considerations for isolation of services, e.g. Building Automation System (BAS)/Building Control System (BCS), security door overrides, shut-off valves.
- 4.2 The ERP must be maintained by the Building Warden.
- 4.3 In Australia, advice on ERPs is available from your OHS Consultant/Advisor.
- 4.4 In Malaysia, advice is available via [mum.ohse.helpdesk@monash.edu](mailto:mum.ohse.helpdesk@monash.edu).

## 5. Changes to the Emergency Response Plan

- 5.1 The ECO/ERT may modify their ERP as required or/and if circumstances change.
- 5.2 In Australia, if the ECO/ERT is required to change the assembly area they may arrange this through Monash's external provider by contacting their OHS Consultant/Advisor.
- 5.3 In Malaysia, if the ERT is required to change the assembly area they may arrange this with the relevant external party e.g. Fire & Rescue Department of Malaysia (BOMBA), prior to endorsement by the MUM OHSW Committee.

## 6. Building Evacuation Diagrams

In Australia, building evacuation diagrams must be provided for all Monash University buildings by Buildings and Property Division (BPD), as per the Building Code of Australia.

In Malaysia, building evacuation diagrams must be provided for all MUM buildings by Campus Infrastructure and Technology Services (CIATS), as per the Uniform Building By Law, 1994.

### 6.1 Updating Diagrams

- 6.1.1 These diagrams should be updated when:
- Emergency information is no longer current;
  - Internal paths of travel have changed or are impeded;
  - External paths to assembly area have changed or are impeded;
  - Assembly area has been changed;
  - Location and/or orientation of diagram has changed; or
  - Fixed fire & emergency equipment has changed significantly.

### 6.2 Temporary Changes

- 6.2.1 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 liaise with the ECO/ERT in order to:
- Determine the legitimacy of any temporary changes;
  - Organise interim diagrams; and
  - Consult and communicate these changes to the ECO/ERT and the building occupants.

Consultation for updating temporary changes should include OH&S, Building Warden and other relevant parties.



## 7. Emergency Response Exercises

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

7.1.1 Requirements for ECO/ERT exercises:

- Complete the required number of drills per year, as specified under the building classification section 3;
- A genuine emergency or an alarm associated with a non-critical event can count towards the number of required drills provided that the ECO/ERT 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 is at high occupancy, as determined by the ECO/ERT;
- All ECO/ERT 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/ERTs should be considered.

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

- Attended by members of the ECO/ERT;
- Discuss the performance of the evacuation;
- Identify any malfunction(s) of the evacuation equipment (e.g. speaker volume, WIP phone not working, alarm tone could not be heard clearly);
- Identify improvement opportunities; and
- Complete Building Evacuation Record in S.A.R.A.H.

## 8. Exceptions

Once a building has entered into an evacuation alarm, the default process is to evacuate all occupants of the building to the assembly area. However, there can be circumstances where the Building Warden can exercise good judgement and change assembly areas 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.

### 8.1 Hazardous Weather

8.1.1 During severe weather conditions, it is possible that evacuating a building can lead to a greater hazard. The Building Warden must determine the nature of the alarm to determine if an evacuation is warranted.

### 8.2 Medical Procedures

8.2.1 It is permissible to allow medical procedures to continue if they cannot be interrupted and the person is not in immediate danger. 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.

### 8.3 Time sensitive experiments

8.3.1 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. The Building Warden is under no obligation to grant exemptions.

## 9. Equipment

### 9.1 Building Warden

9.1.1 Building wardens should have the following equipment:

- Vest – Orange;
- EWIS key;
- Action Cards;
- Notebook; and
- Walkie talkie (if available)

## 9.2 Floor Warden

9.2.1 Floor wardens should have the following equipment:

- Vest – Yellow
- WIP key
- Action Cards

## 10. Emergency Communication

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

## 11. Responsibility for Implementation

11.1 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:

### 11.1.1 Head of Academic/Administrative Unit

- Ensures that an ECO/ERT is in place, and provides adequate coverage, for all buildings under their control (or control by agreement);
- Appoints a Building Warden and Deputy Building Warden for all ECO/ERTs under their control;
- Ensures that the ECO/ERT members undergo all required training;
- Ensures that the ECO/ERT has adequate time to fulfil the requirements of this procedure; and
- Ensures that each building under their control conforms to this procedure and develops and maintains a current ERP.
- During an emergency, members of the ECO/ERT should take steps to coordinate the response to the emergency and protect the safety of the building occupants and others nearby; and
- Ensures that members of the ECO/ERT have the authority to direct occupants of the building during an emergency.

### 11.1.2 Monash Occupational Health & Safety (OH&S)/MUM Occupational Health, Safety & Environment Unit (OHS&E)

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

### 11.1.3 Buildings and Property Division (Australia/Campus Infrastructure and Technology Services (Malaysia)

- 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/ERT of any major changes to emergency systems, e.g. changes to the EWIS panel function;
- Provide emergency evacuation diagrams;
- Provide relevant fire safety system information to the FRV (Australia)/BOMBA(Malaysia);
- Document maintenance regimes, upgrades and temporary changes to buildings (e.g. sprinkler works); and
- Test alarm system and address faults where identified.

### 11.1.4 Building Warden

The specific role and functions of the Building Warden is outlined in section 2.3.

### 11.1.5 Floor Wardens

The specific role and functions of Floor Wardens are outlined in section 2.5.

### 11.1.6 Security

The specific role and functions of Security are outlined in section 2.6.

#### 11.1.7 Teaching Staff (Lecturers, tutors and demonstrators)

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

#### 11.1.8 Workers

- Familiarise themselves with emergency procedures specific to building;
- Comply with directions from ECO/ERT and/or FRV personnel (Australia); and BOMBA (Malaysia);
- Participate in drills; and
- Follow all evacuation orders.

## 12. Tools

[Emergency Procedures Information](#)

[Emergency Response Plan template](#)

[EWIS Panel Operation Guide](#)

[Personal Emergency Evacuation Plan template \(PEEP\)](#)

[Quick Guide to Submitting a Building Evacuation Report in S.A.R.A.H.](#)

Telephone Emergency Information screen with QR code

[Trial Evacuation Procedures](#)

[Warden Action Cards](#)

## 13. Records

13.1 In Australia, Records are required for:

13.1.1 All emergencies and drills to be logged in S.A.R.A.H. by the Building Warden; and

13.1.2 Building and Floor Wardens assigned using [Roles and Positions function](#), S.A.R.A.H.

13.2 In Malaysia, evacuation reports are logged by OHS&E and retained in a shared folder.



## DEFINITIONS

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

Key word	Definition
Building Automation System (BAS)/Building Control System (BCS)	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/ERT. Generally, control rests with the building owner. If the building owner is unable or unwilling to form an ECO/ERT, 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/Emergency Response Team (ECO/ERT)	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 Evacuation Diagram	A map of the building and surrounding area that details the emergency features of the building, the escape routes and assembly points.
Emergency Procedures poster	Posters located at the entry to buildings or next to emergency evacuation maps with information on how to respond to emergencies.
Emergency Response Exercise	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/ERT and the building occupants are to enact during an emergency in a building.
Emergency Services	In Australia, this includes Fire Rescue Victoria (FRV), Ambulance Victoria and Victoria Police.  In Malaysia, this includes the Fire & Rescue Department of Malaysia (BOMBA), Ambulance and Police.
Emergency Warning and Intercommunication System (EWIS)	Used to sound alarms and communicate with building occupants and floor wardens during an emergency.
Personal Emergency Evacuation Plan (PEEP)	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.
Telephone Emergency Information display with QR code	Telephone display/wall paper with emergency information for life threatening and non-life-threatening situations.
Warden Intercom Point (WIP)	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.

## GOVERNANCE

Parent policy	<a href="#">OHS&amp;W Policy</a>
Supporting procedures	<b>Monash University OHS documents</b> <a href="#">OHS Risk Management Procedure</a> <a href="#">OHS Roles, Committees and Responsibilities Procedure</a> <a href="#">Provision of Emergency Communication Systems Procedure</a>
Supporting schedules	N/A
Associated procedures	<b>Australian and International Standards</b> ISO 45001:2018 Occupational Health and Safety Management Systems <b>Monash University Procedures</b> <a href="#">Crisis Management Procedure</a>
Related Legislation	<b>Australia</b> Accident Compensation Act 1985 (Vic) Dangerous Goods Act 1985 (Vic) Environment Protection Act 2017 (Vic) Equipment (Public Safety) Regulations 2017 (Vic) Occupational Health and Safety Act 2004 (Vic) Occupational Health and Safety Regulations 2017 (Vic) <b>Malaysia</b> Fire Services Act 1988 Uniform Building By Law 1984
Category	Operational
Approval	Chief Operating Officer & Senior Vice-President 11 July 2022
Endorsement	Monash University OHS Committee 9 June 2022
Procedure owner	Health, Safety and Wellbeing Manager
Date effective	14 July 2022
Review date	14 July 2025
Version	2.1 ( <i>Minor amendment effective 1 April 2023</i> )
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## DOCUMENT HISTORY

Version	Date Approved	Changes made to document
1	June 2018	Emergency Management Procedure, v1
1.1	July 2021	<ol style="list-style-type: none"> <li>1. Updated certification logo in footer to ISO 45001</li> <li>2. Updated the Standard to ISO 45001 under "Associated procedures" in the Governance table</li> <li>3. Updated OHS Policy under 'Parent Policy' to OHS&amp;W Policy</li> </ol>
1.2	October 2021	<ol style="list-style-type: none"> <li>1. Updated Scope statement to include Monash University Malaysia, Monash University Indonesia, Monash Suzhou and the Monash University Prato Centre</li> </ol>
1.3	December 2021	<ol style="list-style-type: none"> <li>1. Updated Scope statement to include World Mosquito Program Ltd (and its subsidiaries).</li> <li>2. Updated title of Procedure owner in Governance table.</li> </ol>
2.0	July 2022	<ol style="list-style-type: none"> <li>1. Added type of emergencies; intruder/arm offender</li> <li>2. Added abbreviations for BPD, CFA, FRV, PEEP</li> <li>3. Clarified ECO structure and considerations and updated ECO requirements</li> <li>4. Added training requirements for Building Warden and Floor Warden</li> <li>5. Removed First Aid Officers and added it to the Emergency Response Plan (ERP) template</li> <li>6. Removed requirement to provide OH&amp;S with a copy of the ERP</li> <li>7. Clarified changes to the Emergency Response Plan</li> <li>8. Clarified consultation for temporary changes for building evacuation diagrams</li> <li>9. Updated checklist name of report in SARAH</li> <li>10. Updated Section 9: Equipment</li> <li>11. Removed First Aiders from Equipment section and added information to the ERP template</li> <li>12. Removed Building Warden, and Floor Warden from Responsibility for Implementation section and consolidated it to specific roles and functions section</li> <li>13. Removed 333 Emergency Procedure Booklets from Tools and Definitions</li> <li>14. Added EWIS instructions, Emergency Procedure posters, telephone emergency information display with QR code and Quick Guide to submitting a Building Evacuation Report in SARAH in the Tools and Definitions sections</li> <li>15. Updated Record requirements</li> <li>16. Updated terminology in Definitions section</li> </ol>
2.1	April 2023	<ol style="list-style-type: none"> <li>1. Added Malaysian specific requirements throughout.</li> </ol>