

# PROVISION OF EMERGENCY COMMUNICATION SYSTEMS PROCEDURE

## SCOPE

This procedure applies to all buildings and grounds owned and/or under the control of Monash University within Australia.

Instances whereby buildings fall outside the scope of this procedure should be referred to Monash Occupational Health & Safety (OH&S) for consideration.

## PROCEDURE STATEMENT

The purpose of this procedure is to clearly outline the requirements relating to the provision of an effective emergency communication system for all Monash University controlled buildings and grounds.

As part of fulfilling its obligation to provide a safe workplace, the University must ensure that an effective, reliable and uniform emergency communication system is available in all buildings and grounds under the University's control.

### 1. Abbreviations

<b>BPD</b>	Buildings and Property Division
<b>EHP</b>	Emergency Help Point
<b>EWIS</b>	Emergency Warning Intercommunication System
<b>FIP</b>	Fire Indicator Panel
<b>OH&amp;S</b>	Monash Occupational Health & Safety team, led by the Group Manager, Health Safety & Wellbeing
<b>ECO</b>	Emergency Control Organisation
<b>WIP</b>	Warden Intercommunication Point (Red Emergency Phone)
<b>VoIP</b>	Voice over Internet Protocol

### 2. Minimum Requirements

- 2.1 The minimum requirements for the provision of emergency communication systems within a building are that:
- 2.1.1 All new EWIS installations should be commissioned in accordance with AS1670.4:2018;
  - 2.1.2 Where present and/or possible, WIPs are connected to the Monash Security control room in addition to the EWIS panel; and
  - 2.1.3 All Monash (internal) telephones must have the facility whereby the user can report emergencies to:
    - Monash Security by dialling 333; and
    - Emergency Services by dialling (0)000 from a physical handset or 000 using a softphone.

- 2.1.4 There are some buildings owned and occupied by Monash University that do not have EWIS panels. In this instance, the local ECO must determine the methods of communication as part of their [Emergency Response Plan](#). This could include the use of a megaphone and/or walkie-talkies.

### 3. Additional Modes of Communication

The University also provides [Emergency Help points](#) that are strategically positioned in well-lit areas within the University grounds and are clearly visible to Monash Security via the University's CCTV cameras. When a person presses the red emergency assistance button on the help point unit, a direct call is automatically made via speaker phone to the University's Security control room.

### 4. Responsibility for Implementation

A comprehensive list of OHS responsibilities is provided in the document [OHS Roles, Committees and Responsibilities Procedure](#). Specific responsibilities relating to the provision of emergency communication are detailed below.

#### Buildings and Property Division (BPD) (Services)

BPD (Services) is responsible for:

- The installation and maintenance of the EWIS; and
- The provision of specialist advice on the positioning of WIPs.

#### eSolutions:

eSolutions is responsible for:

- Maintaining the Monash University telephone service and campus Emergency Help points
- Communicating any changes that could have an impact on the minimum requirements outlined in Section 2 in accordance with the [OHS Consultation Procedure](#).

#### Monash Occupational Health & Safety (OH&S):

OH&S is responsible for:

- Where relevant, assisting ECOs to determine the methods of communication as part of their Emergency Response Plan.

### 5. Records

For OHS Records document retention please refer to:

[OHS Records Management Procedure](#)

## DEFINITIONS

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

Key word	Definition
Emergency	An immediate or imminent occurrence of an event which in any way endangers (or threatens to endanger) the health and safety of persons, and or  Destroys or damages (or threatens to destroy or damage) any property and or the environment.
Emergency Warning Intercommunication System (EWIS)	The EWIS Panel is usually located on the ground floor in a building next to the FIP. The EWIS will activate alarms tones (i.e. Alert and Evacuation) and allows communication between ECO personnel via WIPs which are connected to the EWIS Panel and located throughout a building.  The EWIS Panel also has a public address (PA) system that can be used to communicate messages to the whole building or a specific location, and a Panel WIP which can be used to communicate to the Monash Security control room or Floor Wardens.

Emergency Help Points	Emergency help points are strategically positioned in well-lit areas within the university grounds and are clearly visible to security via the University's CCTV cameras.
Monash (Internal) Phone	These are provided and maintained by eSolutions for all general communication purposes and include physical handsets and the installation of softphones.
Softphone	Computer-based phone, e.g. Zoom phone
Warden Intercommunication Point (WIP) also known as Red Emergency Phone)	Strategically located and readily accessible red wall mounted handsets connected directly to the EWIS panel and to the Monash Security control room.

## GOVERNANCE

Parent policy	<a href="#">OHS&amp;W Policy</a>
Supporting procedures	<b>Monash University OHS Documents</b> <a href="#">OHS Consultation Procedure</a> <a href="#">OHS Roles, Committees and Responsibilities Procedure</a>
Supporting schedules	N/A
Associated procedures	<b>Australian and International Standards</b> AS/NZS 1670.4: 2018 Fire Detection, Warning, Control and Intercom systems- System Design, Installation and Commissioning- Emergency Warning and intercom systems AS/NZS 1670.5-2016 and AS/NZS 4428.4-2016 Fire detection, warning, control and intercom systems - Control and indicating equipment - Emergency intercom control and indicating equipment AS 3745-2010: Planning for Emergencies in Facilities ISO 45001:2018 Occupational Health and Safety Management Systems
Related legislation	Occupational Health and Safety Act 2004 (Vic) National Construction Code
Category	Operational
Approval	Chief Operating Officer & Senior Vice-President 12 October 2023
Endorsement	Monash University OHS Committee 20 September 2023
Procedure owner	Group Manager, Health Safety & Wellbeing
Date effective	14 October 2023
Review date	14 October 2026
Version	4.0
Content enquiries	<a href="mailto:ohshelpline@monash.edu">ohshelpline@monash.edu</a>

## DOCUMENT HISTORY

Version	Date Approved	Changes made to document
3	May 2017	<ol style="list-style-type: none"> <li>1. Updated reference to BPD</li> <li>2. Updated links throughout the document</li> <li>3. Added Records section</li> <li>4. Updated legislation and industry standards</li> <li>5. Removed the reference to CEP campus emergency phone</li> <li>6. Included the reference to EHP</li> <li>7. Updated to version 3 from 2.1</li> </ol>
3.1	August 2017	Updated logos in header
3.2	June 2020	<ol style="list-style-type: none"> <li>1. Updated certification logo</li> <li>2. Updated to reflect current AS/NZS standards</li> <li>3. Change of name from Building Code of Australia to National Construction Code</li> <li>4. Included guidance where EWIS is not installed</li> <li>5. Updated BEIMS to Scout to reflect new system for maintenance requests.</li> </ol>
3.3	July 2021	<ol style="list-style-type: none"> <li>1. Updated certification logo in footer to ISO 45001</li> <li>2. Added the Standard 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>
4.0	October 2023	<ol style="list-style-type: none"> <li>1. Moved information about Emergency Help Points to Section 3: Additional Modes of Communication.</li> <li>2. Removed definition for "Building type", as this is no longer relevant to this procedure.</li> <li>3. Updated definitions for Emergency, EWIS and Monash Internal phones.</li> <li>4. Added requirement for areas to document modes of communication in their Emergency Response Plan (section 2.1.4).</li> <li>5. Added the requirement for eSolutions to consult and communicate changes to Monash internal phones that could have an impact on emergency communication.</li> <li>6. Minor updates to clarify roles in Responsibility for Implementation section.</li> <li>7. Updated title of Procedure owner in Governance table.</li> </ol>