

# WARDEN HANDBOOK

Emergency Response  
Procedures & Guidelines



[first5minutes.com.au](http://first5minutes.com.au)

# In an emergency situation, what happens in the first 5 minutes is critical.

People need to know what to do – how to assess the threat and implement an appropriate response; how to use a fire extinguisher; how to evacuate their building quickly and safely.

First 5 Minutes has been promoting safety and reducing risk in residential and workplace environments, including all types of commercial, industrial, aged and health care, education, retail, leisure, government and municipal premises, since 1986.

As Australasia's most experienced specialist provider of emergency procedures and compliance solutions, we ensure our clients comply with all relevant government regulations; and we train over 300,000 people each year, imparting the skills that can save lives and property in an emergency. Our service is professional, independent, comprehensive and fully compliant.

You'll know your people are as prepared as they can be to deal with emergencies.

And you'll know that you have minimised your risk of public liability and met all of your emergency response compliance obligations as a property owner or manager.

*Minimised risk. Maximised safety. Absolute peace of mind.*

## 1.0 Emergency Control Organisation

### 1.1 RESPONSIBILITIES OF THE EMERGENCY CONTROL ORGANISATION

The Emergency Control Organisation is comprised of Wardens drawn from the occupants of the facility. The responsibilities of the Emergency Control Organisation (ECO) during an emergency are to:

- conduct an orderly evacuation of the facility's occupants to a safe place of assembly;
- assist the Emergency Services;

### AUTHORITY OF THE EMERGENCY CONTROL ORGANISATION

The Emergency Control Organisation personnel shall issue directions to all persons on the premises so that they may execute their duties to control an incident or to conduct an evacuation of the premises. All directions issued by the ECO personnel should be in the interest of the safety and the wellbeing of all persons on the premises.

It should be clearly understood that the primary duty of Wardens is not to physically combat emergencies but to ensure, as far as practicable, the safety of the occupants and their orderly evacuation from the danger zone.

### 1.2 WARDENS – ON BECOMING AWARE OF AN INCIDENT ON/ IN THEIR FLOOR/AREA

On becoming aware of an incident on/in their floor/area, Wardens are to:

- a. Ensure someone has raised the alarm in the incident area and that the appropriate Emergency Service has been notified by calling "TRIPLE ZERO" (000).
- b. Ensure that someone has commenced the movement of occupants from the immediate incident area.
- c. If a fire in its initial stages, Wardens may attempt to extinguish the fire, if they have been trained and it is safe to do so.
- d. Ensure someone has advised the Chief Warden of the incident.
- e. If the fire cannot be extinguished, Wardens are to withdraw and close doors to slow the progress of the fire and smoke.
- f. Commence evacuation of the floor/area and ensure someone updates the Chief Warden of the situation.

### 1.3 WARDENS – WHEN AN INCIDENT OCCURS ON/IN ANOTHER FLOOR/ AREA

On becoming aware of an incident on another floor, Wardens are to:

- a. Proceed to the Warden Intercommunication Point (WIP) where communication can be established with the Chief Warden and from where the control of their floor can be coordinated.
- b. A Warden is to consult with the Chief Warden on the nature of the emergency and carry out all instructions (e.g. investigate for signs of smoke or fire, prepare to evacuate).
- c. Brief other Wardens on the nature of the incident.
- d. Wardens are to control all emergency operations on/in their floor/area.

### 1.4 WARDENS – IF AN EVACUATION IS REQUIRED

If an evacuation is required, Wardens are to:

- a. Assemble occupants at the floor/area Staging Area (for example – in the vicinity of the Emergency Exits), in preparation for an evacuation.  
*Note: Any person who cannot traverse the Emergency Exits is to be held in a safe area (e.g. fire stair landing) with a Warden or other responsible person/s and the details of this instance are to be forwarded to the Chief Warden. The responsible person/s will provide comfort and reassurance until the arrival of the Emergency Services.*
- b. Commence evacuation of occupants via the Emergency Exits to the Evacuation Assembly Area. If possible a Warden should lead the occupants to show the way and a second Warden should follow to ensure they stay together. Care is to be exercised when entering stairs as occupants of other floors may be descending.

*Note: When traversing stairs ensure that occupants proceed in single file and maintain contact with the handrail.*

- c. Conduct a final check of offices, toilets, strong rooms and all occupiable spaces of the floor to ensure they are clear of occupants. This action is more important than a later physical count of the occupants.
- d. Advise the Chief Warden that their floor/area has been evacuated.

*Note: Use a Warden Intercom Phone (WIP) if available or otherwise do so in person.*

- e. Proceed to the Evacuation Assembly Area and if possible conduct a roll call of occupants. Remain in charge of occupants until the 'All Clear' is given.

Should a person refuse to comply with the directions given by a Warden from the Emergency Control Organisation, the Warden shall:

- a. Ensure the person has been clearly advised (twice) that they are to evacuate the facility because of an emergency situation.
- b. Notify the Chief Warden, who shall advise the Senior Emergency Services Officer who, at their discretion, may take the appropriate action under law to remove the person.

### R.E.A.C.T.™

Whilst each emergency can differ, the REACT™ procedure offers a set of immediate generic responses which are easily memorised and appropriate in most circumstances. They are:

<b>Respond</b>	<b>You should always Respond to, or Raise the alarm</b>
<b>Examine</b>	<b>Examine what type of emergency you may be facing</b>
<b>Assess</b>	<b>Assess the risks to your life safety and that of others</b>
<b>Control</b>	<b>Take Control of the situation, act responsibly</b>
<b>Talk</b>	<b>Always Talk (communicate) with all parties concerned</b>

## 2.0 Fire Safety

### 2.1 FIRE PREVENTION AND REPORTING OF FAULTY EQUIPMENT

Prevention of fire is as important as the development of efficient means of fighting it. All occupants should be acutely aware of the need to avoid dangerous practices and of the danger to life and property in the event of a fire getting out of control.

All occupants MUST take note of and bring to the attention of the person in charge of their floor/area:

- a. Any accumulation of litter or combustible material which may increase the danger of life.
- b. Incorrect storage of flammable liquids.
- c. Any furniture, decoration, equipment or any other item which might impede access to the emergency exits.
- d. Missing, defective or discharged fire extinguishers.
- e. Defective Emergency Warning System Public Address System, Fire Alarm Bells or Warning Lights.
- f. Any fire and smoke doors that are not kept shut (except during use) and any self-closing mechanism which is not operational. These doors should close automatically and are not to be held open by wedges, etc.  
*Note: Some fire doors are controlled by automatic holders and are normally open. Check with the Facility Management if in doubt.*
- g. Any obstructions in passages.
- h. Any obstructions or stored articles in emergency exit stairs.
- i. The storage of any article in fire hose reel cabinets.

All occupants should be encouraged to observe the greatest care when using matches, portable heaters, electrical appliances and other possible sources of ignition. Their immediate work area and/or surroundings should be kept neat and tidy.

## 2.2 FIRE FIGHTING EQUIPMENT

### 2.2.1 Fire Extinguishers

All occupants should be familiar with the types of fire extinguishers and their location in each area.

#### Which Fire Extinguisher?

The types of fire are classified as:

<b>CLASS A</b> Ordinary free-burning materials such as paper, clothing, packing materials, wood and textiles.	<b>FOR CLASS 'A' FIRES, USE:</b> Water (Red), Foam (Red with Blue Band), Dry Chemical (ABE Only), (Red with White Band), Vaporising Liquid (Red with Yellow Band).
<b>CLASS B</b> Petroleum based liquids such as petrol, paint lacquers thinners, oils, greases and many chemicals in liquid foam.	<b>FOR CLASS 'B' FIRES, USE:</b> Foam (Red with Blue Band), Dry Chemical (Red with White Band), Vaporising Liquid (Red with Yellow Band).
<b>CLASS C</b> Fire involving flammable gases.	<b>FOR CLASS 'C' FIRES, USE:</b> Dry Chemical (Red with White Band)
<b>CLASS D</b> Fire involving metals, for example potassium, sodium, magnesium	Special extinguishers are required.
<b>CLASS E</b> Fire involving electrical equipment. To fight these fires, use only extinguishers that are non-conductors of electricity.	<b>FOR CLASS 'E' FIRES, USE:</b> Carbon Dioxide (Red with Black Band), Dry Chemical (Red with White Band), Vaporising Liquid (Red with Yellow Band).
<b>CLASS F</b> Fire involving cooking oils and fats. Where significant potential exists for a fire involving cooking oils and fats. WET CHEMICAL type extinguishers and FIRE BLANKETS should be provided.	<b>FOR CLASS 'F' FIRES, USE:</b> Carbon Dioxide (Red with Black Band), Dry Chemical [BE only] (Red with White Band), Wet Chemical (Red with Oatmeal Band).

- **NEVER USE WATER OR FOAM EXTINGUISHERS ON ELECTRICAL FIRES'**
- **IF POSSIBLE, TURN THE POWER OFF FIRST**

## 2.2.2 Fighting Fire with Extinguishers

- a. Do not panic.
- b. Try to remain calm and think.
- c. Warn everybody in the immediate vicinity.
- d. Ensure someone has alerted the Fire Service - has called "TRIPLE ZERO" (000).
- e. Instruct someone to advise the Chief Warden.
- f. Determine type of fire and exact location.
- g. Select correct type of extinguisher.
- h. Be sure you know how to use the extinguisher.
- i. If in doubt, READ THE INSTRUCTIONS.
- j. Have another person back you up with another extinguisher.
- k. Where possible, keep the doorway at your back.
- l. Keep low to avoid smoke.
- m. Do not get too close to the fire. Initial operation is to be conducted not closer than 2 metres from the fire.
- n. Direct extinguishing agent at seat of the fire, NOT at the smoke, and apply in a sweeping motion.

### P.A.S.S.

### Technique for Fire Extinguisher Use

The P.A.S.S technique for fire extinguisher use:

<b>P</b>	Pull the pin. It is there to prevent accidental discharge.
<b>A</b>	Aim low at the base of the fire. This is where the fuel source is.
<b>S</b>	Squeeze the lever above the carry handle. Release to stop the flow.
<b>S</b>	Sweep from side-to-side. Move toward the fire, aiming low at its base. Sweep until all flames are extinguished. watch for re-igniting. Repeat as necessary. Have site inspected by fire service.

Place any fire extinguisher that has been used on its side on the floor. It will be collected and recharged after the fire scene is secure.

## 2.2.3 Fire Hose Reels

If fire hose reels are installed, all occupants should know their location and method of operation.

### 2.2.4 General Guidelines for Use of Fire Hose Reels

- a. Do not use Fire Hose Reels on fires involving electrical equipment.
- b. Whenever possible, two people should be used to unroll a Fire Hose Reel, that is, one to control the nozzle and one to ensure the hose runs off the reel freely and is not caught around doors or corners.
- c. Remember to turn on the water supply at the Fire Hose Reel assembly before running out the hose.
- d. Check the water is capable of being turned on and off at the nozzle.
- e. Direct water at the seat of the fire and apply in a sweeping motion.

### 2.2.5 Use of Fire Blankets

Fire Blankets may be used on fires involving flammable liquids in cooking containers or containers such as deep fat fryers. They may also be used if a person's clothing catches on fire.

*Note: If the decision is made to fight the fire, the person/s doing so must be trained in the use of the Fire Blanket and it must be safe to do so.*

Method of use:

- a. Do not panic. Try to remain calm and think.
- b. Warn everybody in the immediate vicinity and ensure someone alerts the Fire Service by calling "TRIPLE ZERO" (000).
- c. Ensure someone advises the Chief Warden.
- d. Carefully and slowly cover the burning object with the blanket.
- e. Turn off heat source and leave the blanket in place until cool.
- f. DO NOT reuse Fire Blanket.

### 3.0 Fire safety Tips

<p><b>CLOTHING CATCHES ON FIRE</b></p> <p>Stop, Drop and Roll</p>	<ul style="list-style-type: none"> <li>• Act immediately.</li> <li>• Stop where you are.</li> <li>• Drop to the ground and cover your eyes and mouth with your hands</li> <li>• Roll over and cover until the flames are extinguished</li> </ul>
<p><b>ANOTHER PERSON'S CLOTHING CATCHES ON FIRE</b></p>	<ul style="list-style-type: none"> <li>• Make them stop, drop and roll.</li> <li>• If a person is unable to drop to the ground, smother the flames with a towel, blanket or jacket.</li> </ul>
<p><b>SMOKE</b></p> <p>Crawl Low Under Smoke</p>	<ul style="list-style-type: none"> <li>• Smoke is dangerous. It is hot and toxic.</li> <li>• Smoke rises towards the ceiling leaving cooler, cleaner air close to the floor.</li> <li>• Don't go through smoke if you can help it. Use alternative exit if one is available.</li> <li>• Crawl on your hands and knees as quickly as possible</li> </ul>
<p><b>BURNS</b></p> <p>Cool a Burn</p>	<ul style="list-style-type: none"> <li>• Treat a burn with cool water for 10 - 15 minutes.</li> <li>• Get medical help immediately for serious burns.</li> </ul>
<p><b>EMERGENCY PROCEDURES</b></p> <p>Respond Correctly to Emergency Procedures Including Fire Drills</p>	<ul style="list-style-type: none"> <li>• Discuss the Emergency Procedures with other staff.</li> <li>• Ensure everyone is aware of the Evacuation Assembly Area.</li> <li>• Everyone should know the location of fire extinguishers, fire hose reels and equipment for raising the alarm.</li> <li>• REMEMBER - WHAT HAPPENS IF YOU'RE NOT THERE?</li> </ul>
<p><b>HOME FIRE SAFETY</b></p>	<p>HAVE A FIRE ESCAPE PLAN</p>

### 4.0 Bomb or Hazardous Substance Threat Response Procedures

Bomb or hazardous substance threats are frequently used to disrupt business or cause alarm. These procedures are designed to help people respond to and deal with a bomb or hazardous substance threat in accordance with current accepted practices.

Because each threat is different, it is almost impossible to have a detailed procedure for each contingency. These procedures are designed to help you access the level of the threat and, on the information available, decide on a course of action.

#### 4.1 OVERVIEW

The following points provide an overview of the first actions to take when a bomb or hazardous substance threat is received.

#### 4.2 ON RECEIPT OF A TELEPHONE THREAT

- Remain calm.
- Use a threat or substance check list to obtain as much information as possible and record the details.
- Notify the Chief Warden, Manager and Police.
- Complete the report section of the Threat Check List.

#### 4.3 EVALUATION OF THREAT

The Chief Warden and/or Manager should proceed to the person who has received the threat to:

- Study the threat or hazardous substance check list report;
- Gather facts;
- Consider options;
- Make a decision.

#### 4.4 THE SEARCH

- Search public areas first, including emergency exit stairs, lobbies, reception areas, waiting rooms, utility cabinets, the remainder of the floor/area, Assembly Area and lift where applicable.
- Remember – you are looking for something that does not belong where it is.
- If you find anything suspicious **DON'T TOUCH IT! DON'T MOVE IT!**
- Notify the Chief Warden of the result of the search.

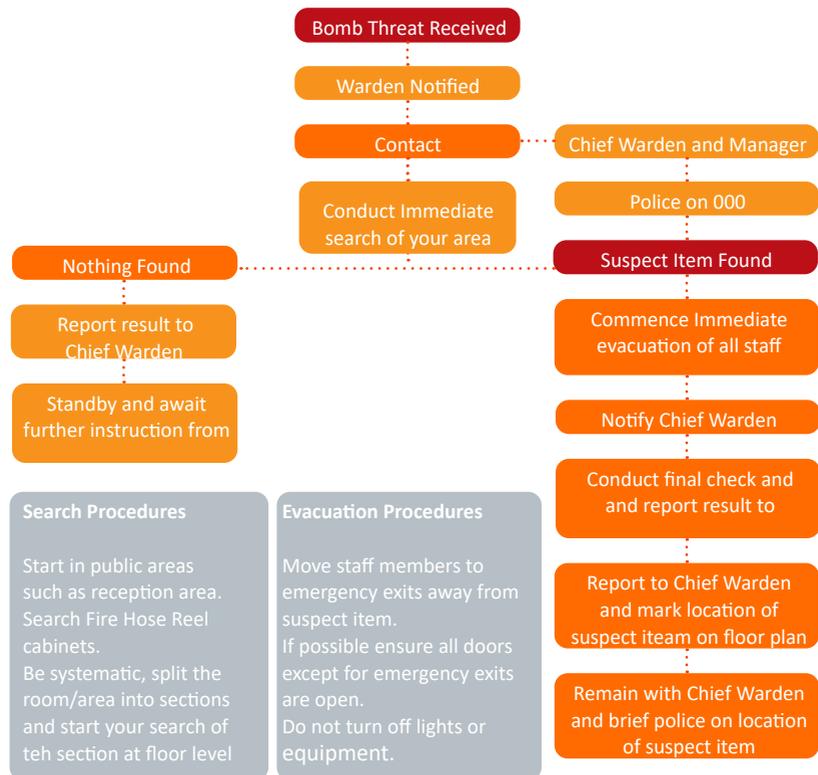
#### 4.5 EVACUATION

Evacuate if the threat has been evaluated and an evacuation has been decided upon.

- a. Direct staff and visitors to leave by the nominated exit/s.
- b. Ask occupants to check for any suspicious articles/objects as they leave.
- c. Take all personal belongings.
- d. Do not use lifts unless they have been searched.
- e. Conduct a final check of the area to make sure it is clear of occupants.
- f. Proceed to nominated Assembly Area.

*Note: If possible, leave doors and windows open (with the exception of emergency exit doors).*

#### 4.6 BOMB OR HAZARDOUS SUBSTANCE THREAT PROCEDURE FLOW CHART



#### 4.7 PROCEDURES FOR SUSPICIOUS PACKAGE HANDLING

Upon receiving a suspicious package:

- a. Don't touch or open the package.
- b. Do not use mobile phones, radios or electronic equipment within 25 metres.
- c. Contact supervisor/manager asap.

## 5.0 Armed/Violent Threat Response Management Procedures

Being confronted by an armed intruder or being held hostage is probably one of the most terrifying experiences that anyone could be faced with. As for any emergency situation or event, pre-planning is critical to the ability to respond as effectively as possible.

Unfortunately, the circumstances of these type of incidents can vary so wildly that it is difficult to prepare in any comprehensive way. However, there are some general strategies that can be applied, such as reviewing the existing security measures and ensuring staff/occupants undergo threat response training.

### 5.1 OVERVIEW

The following points provide an overview of the first actions to take when an armed or violent threat is received. The severity of some incidents may require the responder to quickly determine the safest course of action.

### 5.2 LOCKDOWN PROCEDURES

Lockdowns are usually initiated when an emergency exists within a building or its immediate vicinity, but it is unsafe to evacuate the building.

There are generally 2 types of lockdown, implemented according to the situation:

- i. Preventative Lockdown
- ii. Emergency Lockdown

### PREVENTATIVE LOCKDOWN PROCEDURES

For when a potentially dangerous situation exists in part of the building, or within the immediate vicinity.

- a. If safe to do so, Wardens shall ensure that all staff are to remain in their areas until further notice.
- b. Any staff in outside areas of the facility should immediately return to the facility and remain inside.
- c. Wardens shall ensure that all exterior doors are secured.
- d. As soon as possible, the Chief Warden or designated person shall brief all staff on the situation (via email, telephone, pager, or verbally via the Wardens). Communication to remain ongoing until the situation is resolved.
- e. If required by Emergency Services, the Chief Warden shall initiate a building evacuation.
- f. Once informed by the authorities that the situation is resolved, the Chief Warden may declare the Lockdown over.

### EMERGENCY LOCKDOWN PROCEDURES

For when an actual emergency situation exists within a building, with potential for imminent harm to occupants.

- a. All staff/occupants are to leave any hallways or public areas and seek safety in the nearest offices or appropriate building facilities.
- b. Once inside the offices, etc. close and lock doors and turn off lights.
- c. Where doors are unlockable, barricade them with furniture.
- d. Remain quiet and out of sight.
- e. Silence mobile phones.
- f. Lay down close to wall/floor junction and place arms over head for protection.
- g. Do not respond to any fire alarms or other building alarms.
- h. Do not open the entranceway to persons claiming to be Police or Emergency Services, unless identity is verified.
- i. Once informed by the authorities that the situation is resolved, the Chief Warden may declare the Lockdown over.

### 5.3 AGGRESSIVE/ARMED INTRUDER THREAT

If confronted:

- a. Do everything the intruder says to do – agree to any demands.
- b. Remain calm and quiet.
- c. Speak only when spoken to.
- d. Keep eye contact with the captor/s but don't stare. Don't turn away from the captor unless ordered to.
- e. Don't make suggestions to captor/s.

### 5.4 HOSTAGE SITUATION

If you are the first person to identify/witness a hostage situation developing:

- a. Secure the immediate area if possible and evacuate all non-participants.
- b. If possible, secure the door to isolate the incident.
- c. Contact the Chief Warden and report the hostage situation. The Chief Warden will arrange for the Police to be notified and will arrange a response to your location.
- d. Without putting yourself at further risk if possible, observe the situation so that you can report fully on;
  - i. The number of hostages.
  - ii. Number of captors.
  - iii. Type and number of weapons observed.
  - iv. If you are aware of them make notes of any threats or demands.
  - v. Don't paraphrase – use their exact words.
  - vi. Do not speak to the media under any circumstances.

On arrival of the Chief Warden's representative or emergency services pass the information you have and then follow their directions.

If you are a hostage:

- a. Do everything the captor says to do.
- b. Be especially careful during the first five minutes. These are the most critical because the captor is as desperate and jumpy as you are.
- c. Speak only when spoken to.
- d. Keep eye contact with the captor/s but don't stare. Don't turn away from the captor unless ordered to.
- e. Try to act relaxed and to not show your true emotions.
- f. Sit down if possible to avoid appearing aggressive.
- g. Tell your captor your first name at the earliest opportunity. Try to learn their name/s.
- h. Even though you may be afraid/angry try to be friendly to your captor/s.
- i. Don't make suggestions to captor/s.
- j. Don't try to be a hero! Be patient. Have faith in the trained negotiators/responders.
- k. Carefully weigh any decision to attempt to escape. Be sure success is certain and that it will not endanger others.

### In a Rescue Situation

- a. **DO NOT RUN.** Drop to the floor and remain still. If that is not possible, keep your hands out and visible, bow your head and stand still.
- b. Make no sudden movements that a rescuer may misinterpret as hostile or threatening.
- c. Wait for and obey instructions that you are given.
- d. Do not upset, resist, or argue if a rescuer isn't sure whether you are a hostage or a hostage taker.
- e. Even if you are handcuffed and searched, **DO NOT RESIST.** Wait for the confusion to clear.

## 5.5 ACTIVE ARMED OFFENDER

Quickly determine the most reasonable way to protect your own life. Clients and visitors are likely to follow the lead of staff and managers during an active shooter situation.

This is when occupants need to initiate an immediate **ESCAPE – HIDE – TELL** response in an effort to ensure that they do not become victims.

### ESCAPE

- a. Have an escape route and plan in mind.
- b. Leave your belongings other than your mobile phone behind.
- c. Keep your hands visible.
- d. Once you are out of the line of fire, try to prevent others from walking into the danger zone.
- e. Call the Police! Dial “TRIPLE ZERO” (000).

### HIDE

- a. If you can't get out safely, quickly find a place to hide.
- b. Act quickly and quietly. Try to secure your hiding place the best you can.
- c. Turn out lights, and if possible, remember to lock doors.
- d. Silence the ringer and vibration mode on your mobile phone.
- e. If you can't find a safe room or closet, try to conceal yourself behind large objects that will protect you.
- f. Do your best to remain quiet and calm.

### TELL

- a. If safe dial “TRIPLE ZERO” (000).
- b. Confirm incident location.
- c. Describe the offender/s and whether they are moving in any particular direction.
- d. Confirm number of weapons and number of injuries, if any.
- e. Explain the motive or intent of offender/s, if known.

## Procedures for when the police arrive on the scene

- a. Immediately raise hands, palms out and fingers spread.
- b. Keep hands visible at all times.
- c. Remain calm and follow the officers' instructions.
- d. Avoid making quick moves towards the officers such as attempting to hold onto them for safety.
- e. Avoid pointing, screaming, and/or shouting.
- f. Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which the officers entered the premises.

## Information you should provide to the Police or 000 Operator

- a. Location of the victims and the active shooter.
- b. Number of shooters, if more than one.
- c. Physical description of shooter/s.
- d. Number of type of weapons held by the shooter/s.
- e. Number of potential victims at the location.

# Emergency Response procedures, training and compliance made easy.

From our offices in Sydney, Melbourne, Brisbane, Perth and Adelaide, we provide a full range of training and consulting services to all parts of Australia. Our services have also been engaged in Europe, Hong Kong, Malaysia, New Zealand and other South Pacific countries.

This Handbook is not intended to be a comprehensive summary of relevant emergency procedures or to replace specific advice. First 5 Minutes Pty Ltd does not warrant the accuracy of the information in or accept responsibility for any inaccuracy in or omission from this Handbook (whether negligent or otherwise).

First 5 Minutes Pty Ltd will not be liable for any loss or damage arising as a result of any person acting or refraining from acting on any recommendation or on the basis of any information contained in this Handbook.



1300 321 120  
[first5minutes.com.au](http://first5minutes.com.au)