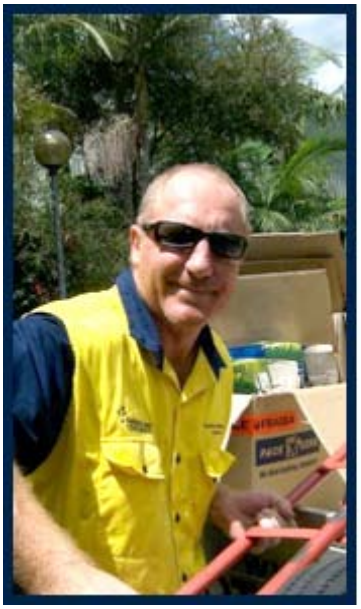
Emergency Procedures

Lismore, Gold Coast & Tweed Heads Campuses



Workplace Health and Safety

Southern Cross University

HR Services

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- Campus Safety & Security
- Facilities Supervisor
- Campus Services Supervisor
- OH&S Manager
- Radiation Safety Officer
- Facilities Director
- Executive Director Corporate Services
- First Aid Officers
- Emergency Wardens
- LECP

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1. Introduction

1.1 Purpose

The purpose of these procedures is to provide guidance to key personnel and staff to enable them to quickly and decisively respond to an actual or potential emergency which could threaten the safety of persons or property or significantly disrupt operations at the following locations:

- Richmond Colleges
- Tweed Colleges
- Invercauld Conference Centre
- Southern Cross University

These procedures will aim to:

- Control or limit any effect that an emergency or potential emergency may have on site or on neighbouring areas
- Facilitate emergency response and to provide such assistance on the site as is appropriate to the occasion
- Ensure communication of all vital information as soon as possible
- Facilitate the reorganisation and reconstruction activities so that normal operations can be resumed
- Provide for training so that a high level of preparedness can be continually maintained
- Provide a basis for updating and reviewing emergency procedures
- This document should be read in conjunction with Facilities Management and Services' Emergency Procedures Plan and Crisis Management Plan

1.2 Types of Emergencies

Types of emergencies covered in these procedures include:

- Assault
- Bomb Threats
- Bushfire
- Chemical Spill
- Civil Disturbance
- Evacuation
- Fire
- Flooding/Water Leakage
- Gas leak
- Medical Emergency
- Motor Vehicle Accident
- Power Failure
- Prowler
- Radioactive substance spill
- Storm
- Violent/Threatening Person

1.3 Local Emergency Control Point (LECP)

Facilities office or where appropriate, Gatehouse (Lismore Campus)

1.4 Campus Emergency Number

Lismore - 3333
Tweed Gold Coast – 3333

1.5 Emergency Response Process

The emergency response process is as follows:

1. The person discovering the emergency should immediately notify Campus Safety and Security.

2. The person receiving the initial report should obtain the following information:
   - Type of emergency
   - Location
   - Actions being taken by persons at the scene
   - Any persons injured
   - Whether relevant emergency services have been notified or are required
   - Name
   - Contact No. (where applicable)

3. The Emergency Warden will quickly evaluate the situation and ensure that appropriate action is taken to ensure the safety of persons in the area (e.g. evacuation).

5. In such an event, and providing it is safe to do so, Emergency Wardens will then check the affected area/s to ensure that all occupants have evacuated.

6. Emergency Wardens will then report back to the Chief Emergency Warden when their respective areas of responsibility have been evacuated.

   Where applicable and providing it is safe to do so, the Chief Emergency Warden/Emergency Wardens/Safety and Security Officer should report to the Local Emergency Control Point (LECP) to pass on such information as evacuation reports or to review the situation once the initial response phase has been concluded.

7. The Chief Emergency Warden will then ensure (where practicable) that a muster of personnel from the evacuated buildings/areas is carried out at the Assembly Area/s and any persons not accounted for should be immediately reported to Campus Safety and Security or where applicable, the senior emergency services officer present.

1.6 Notification of Emergency Services

On discovering (or in the case of Campus Safety and Security – on being advised of) an actual or potential emergency, the relevant emergency service/s must be advised via the '000' telephone number.

Even in circumstances where the Safety and Security Officer is told by the initial informant that emergency services have been contacted, the Safety and Security Officer will still contact them as a 'Failsafe' back-up.

When notifying emergency services, the following report should be adopted:

Name of Organisation
Address
Type of Emergency
Location of Emergency
Best Entry Point
Casualties
Assistance Required
Hazards
Telephone Contact No.
Name of Person Making Call

1.7 First Aid

Any injured people who can be moved safely should be evacuated. Those people who are trapped or are unable to be moved immediately must be protected and given first aid on the spot, if safe to do so.

1.8 Interaction with Emergency Services

In the event of an emergency necessitating the involvement of an external specialist agency or agencies (e.g. Fire Brigade, Police, State Emergency Services, EPA, Ambulance etc) the Chief Emergency Warden will:

- Remain at the scene and afford every assistance to emergency service personnel in order to expeditiously contain and control the event
- Provide advice on operational matters associated with the activities of the complex which will assist emergency service personnel in safely and expeditiously bringing the emergency under control
- Provide information updates to Emergency Wardens

1.9 Media Liaison

During or following a major incident, media inquiries should be referred to the University Marketing Section, in conjunction with the OH&S Manager, or designated representative.

The Marketing Section or designated representative will determine (where practicable in consultation with other relevant senior staff) the appropriate communication strategy in the circumstances.

1.10 After the Event

Preservation of the Scene

Once emergency services have concluded their involvement in the situation, control of the campus will be handed back to the Chief Emergency Warden No persons are permitted to enter a building until instructed that it is safe to do so by the Chief Emergency Warden and the OH&S Manager.

In determining whether the area is safe and able to be re-occupied, the Chief Emergency Warden will need to consider any residual or lingering hazards, structural or process weaknesses, the need to preserve a scene where necessary, occupant safety and industrial relations ramifications.

In any emergency situation where there is the possibility of a subsequent statutory investigation or coronial inquiry, Campus Safety and Security must ensure that all evidence relating to the event including documents, computer information, personnel and materials is preserved.

Campus Safety and Security must ensure that there is no interference with evidence and that any cleaning up, movement of any items, repairs and so on, apart from that necessary to bring the emergency under control, does not occur without approval of investigating officers.

Report

In the event of an incident, Campus Safety and Security Supervisor must notify the OH&S Manager within 48 hours and ensure an Incident, Accident & Hazard Report is completed.

1.11 Statutory Investigation

Coronial Inquiry

In the case of a fatality, the Police will be involved and there will be a Coronial Inquiry.

WorkCover NSW and Workplace Health and Safety QLD

In the event on an incident involving the Fire Brigade, WorkCover NSW or Workplace Health and Safety QLD shall be contacted by the OH&S Manager, who will explain the incident and ask if they wish to conduct an inquiry.

If an employee is asked by a WorkCover NSW or Workplace Health and Safety QLD inspector to make a statement, they should;

- Inform the inspector of their willingness to cooperate
- Inform the inspector that they wish to exercise the right to legal advice before making a statement or providing information
- Contact the OH&S Manager
- If they think that the statement or information may tend to incriminate them in any way, make that claim to the inspector before making the statement – if such a statement is made beforehand, the information they give cannot be used against them in the event of criminal proceedings

2. Emergency Procedures

2.1 Assault

Person Discovering/Involved **(ONLY if they wish to)**

1. Victim to be secured from further assault

2. Report the incident to Campus Safety and Security

3. Campus Safety and Security to identify whether any First Aid or medical treatment is required

4. Render First Aid as appropriate or secure medical treatment

Campus Safety and Security

1. If a minor assault, Campus Safety and Security to follow up **(ONLY if the victim wishes)**:
   - details to be logged (full details of the victim, circumstances, action taken and description of the offender and any vehicles involved)
   - proceed if the matter is able to be handled by conciliation
   - otherwise refer to Head of Work Unit for follow up

2. If a serious assault, Campus Safety and Security to immediately notify the Police **(ONLY if the victim wishes)**:
   - determine whether offender has decamped
   - if not, offender to be maintained under watch
   - crime scene to be sealed
   - logged details to be provided to Police
   - witnesses to be established
   - victim and witnesses to be isolated from offender
   - where witnesses cannot wait for Police attendance, their details are to be taken
   - note anything unusual or deviating from normal routine
   - note the attendance of on-lookers

2.2 Bomb Threats

Response Plan

The person receiving the call should obtain as much information as possible and quickly communicate the data to Campus Safety and Security.

Never ignore the threat – as an absolute minimum, a search of any area mentioned in the threat, relevant building exterior, exit routes and Assembly Areas should be conducted.

If deemed appropriate, a thorough search of the buildings and grounds may be carried out by Safety and Security or designated personnel.

Safety and Security Supervisor to decide to evacuate a building and, where time permits, exits and building exteriors should be checked before initiating the evacuation (in case the explosive device is in one of these areas where the building's occupants will be transiting in the course of the evacuation).

If ever a possible explosive device is discovered, persons should be reminded that they are NOT to touch it. The area should be evacuated and the Police notified.

Person Receiving the Call

Initial Actions:

1. Stay Calm	Do not hang up – treat the call as authentic – the objective is to gather as much information as possible.
2. Keep the Caller Talking	The longer the caller is on the line, the greater the opportunity to extract information. "I'm sorry, I can't hear you, you'll have to speak up". "Look I'm sorry, I don't know what you're talking about".
3. Time	Note the time that the call is received.
4. Record Details Form.	Record the details of the call – use the Bomb Threat Checklist

Useful Questions to Ask:

WHICH	- building on campus are you talking about?
WHEN	- is the bomb going to explode?
WHERE	- exactly is the bomb?
WHAT	- does it look like?
WHAT	- will make it explode?
WERE	- you the person who put it there?
WHY	- are you doing this?
WHO	- are you?

Important Actions After the Call

- Write down the EXACT wording of the threat
- Immediately (and discreetly) notify Campus Safety and Security
- Complete a Bomb Threat Checklist Form and hand to Campus Safety and Security

CALLERS VOICE

Accent (specify): ....

Voice (loud, soft, etc): ....

Speech (fast, slow, etc): ....

Diction (clear, muffled): ....

Manner (calm, emotional, etc): ....

Did you recognise the voice?..... .....

If so, who do you think it was?..... .....

Was the caller familiar with the area?..... .....

THREAT LANGUAGE

Well spoken: .....

Incoherent: .....

Irrational: .....

Taped: .....

Message read by caller:.....

Abusive:.....

Other:.....

BACKGROUND NOISE

Street noise:.....

House noise: .....

Aircraft: .....

Voices:.....

Local call: .....

Music:.....

Machinery: .....

STD: .....

Other: .....

Sex of caller: ....

Estimated age:..... .....

CALL TAKEN

Date: …….. Time: …….

Duration of call: ……

Number called: ……

RECIPIENT

Name (print): ……

Telephone number: ……

Signature: ……

Campus Safety and Security

The Safety & Security officer receiving the initial report of the bomb threat call should:

1. Inform Campus Services Supervisor (CSS)

2. Ascertain the following information from the call recipient:
   - Name and location of call recipient
   - Time call received
   - Any purported detonation time
   - Any location mentioned in the threat message
   - Any description of purported bomb contained in threat message

3. Request the call recipient to meet Campus Safety and Security at an agreed location

4. Immediately notify the Police. Dispatch the senior security officer on shift to the scene (or other location if applicable).

5. On arrival of police, direct them to the scene (or other location if applicable).

Note: Where the initial information from the call recipient appears credible and purported detonation deadline is imminent, the Safety and Security Officer is authorised to initiate an immediate evacuation of the apparent danger area. In such an event, he/she should confirm with the call recipient a location where they can meet.

Safety and Security Officer at Scene

On being advised of a bomb threat, the Safety and Security officer should:

1. Confirm the time that the call was received

2. If a location and description of the purported bomb is contained in the threat message, proceed to the scene, brief available Emergency Wardens and request that a search be conducted of the area mentioned in the threat, the building exterior, exit routes and Assembly Area.

3. If no location is mentioned, proceed to the location of the call recipient, interview call recipient and complete Bomb Threat Checklist Form.

4. Meet and update the Police

5. Review the threat information

6. Ascertain whether any unusual occurrences have happened in recent hours
7. Preferably (where time permits) in consultation with Police, assess the apparent credibility of the threat and determine the appropriate response to the threat (e.g. evacuation, search and reassessment etc).

8. Implement the response

9. Re-evaluate on completion of negative search, passing of purported detonation time, receipt of additional information or discovery of suspicious object.

Action in Discovering a Suspicious Object

In the event that an object is discovered which cannot be vouched for or for any other reason is suspected of being a possible bomb or improvised explosive device (IED), or whatever, the following action should be taken:

1. Do **NOT** touch, tilt, or otherwise tamper with the object.

2. Campus Safety and Security should be immediately notified by phone or messenger.

   DO NOT USE 2 WAY RADIOS OR MOBILE TELEPHONES

3. The appearance, sound and exact location of the object and the environment in which it is located should be noted.

4. Immediately evacuate the area surrounding the object. Consider the consequential damage and effect – both on site and off site.

   Use the following guidelines:

   In Building
   Evacuate the floor concerned as well as floor above or below. Commonsense must prevail in areas such as open courtyards or paddocks or where extremely large or very small objects are located. The possibility of shrapnel must be considered.

   Open Areas
   Evacuate all persons to a safe distance – at least 150 metres (200 metres if suspected car bomb). Consideration must be given to the size of the object and the possibility of shrapnel.

   Safety perimeters must be maintained until the device is rendered safe. The person taking such observations should remain in the safety area and approach police upon their arrival to supply all details of information.

5. When evacuating, if possible, doors and windows in the immediate vicinity should be left open as this will assist in reducing fragmentation and blast damage should the bomb explode.

6. Where possible secure external doors. Access controls and sound the alarm.

7. Get Manager or nominated replacement to notify police on “000”, simultaneously with the commencement of evacuation.

8. The danger area should be cordoned off to prevent persons unwittingly exposing themselves to danger.

9. Observations made by the person discovering the suspicious object should be written down. These observations should include:
   - Exact location and proximity to hazards such as chemicals
   - Size, shape and colour of object
   - Any writings or labels appended to the device
   - Any other peculiarities

   Time spent near a bomb or IED must be kept to an absolute minimum.

10. Police will, upon arrival, coordinate and control all necessary procedures.

2.3 Bush Fire

Campus Safety and Security

On being advised of a bush fire on or approaching the University:

1. Notify Fire Brigade

2. Dispatch Safety and Security to notify occupants of any buildings threatened by fire and request them to implement protection measures (see below).

3. If applicable, restrict vehicular access to the area to facilitate arrival of emergency service vehicles and/or removal of threatened vehicles to a safe location.

Personnel & Property Protection Measures

In the event of a bush fire approach the University buildings, where time permits and providing it is safe to do so:

1. Fill buckets and other appropriate containers with water.

2. Attach hoses to taps and assemble fire fighting tools such as rakes, shovels and beaters at a centrally accessible point.

3. Close all windows and doors and wind up car windows.

4. Clear roof gutters of leaves and debris, and remove any flammable material from the immediate surrounds of the building.

5. Stuff downpipes with rags and fill roof gutters with water.

6. Position a ladder at the manhole cover in the roof and a bucket of water near the ladder.

7. Where practicable, position another ladder leading up to the roof outside the building.

8. Wet down shrubs and grass in the immediate vicinity of the building

2.4 Chemical Spill

Chief Emergency Warden

1. Evacuate the affected area.

2. Cordon off area and prevent unauthorised access.

3. Ring Campus Safety and Security Lismore and Tweed 3333 and advise exact location of the spill, the nature and extent of the spill and whether First Aid is required.

4. Do not allow any electrical equipment to be operated in the immediate vicinity of the spill. No ignition sources should be allowed in the area.

5. The Fire Brigade should be contacted if the spill is of a significant size, the substance involved is unknown or the substance is highly flammable/explosive/poisonous.

6. If it is unnecessary to contact the Fire Brigade, the Safety and Security Officer/OH&S Manager should continue to manage the spill as specified on the Material Safety Data Sheet or by the Manufacturer/Supplier of the chemical.

2.5 Civil Disorder

On becoming aware of a civil disorder in the vicinity of or within the University grounds, or if there is a real likelihood of such an incident shortly occurring or a rowdy person or group has trespassed on the site, the following steps should be taken:

1. Contact Safety and Security: Lismore - 3333
   Gold Coast - 3333

2. Police should be notified immediately.

3. If possible, access should be restricted to buildings or infiltration within buildings by the demonstrator/s.

4. Occupants should:

   - Withdraw to safe areas within buildings
   - Secure critical records, equipment and valuable items if safe to do so
   - Remove any objects in accessible locations which could be used as weapons or missiles by aggressive trespassers if safe to do so
   - Be mindful of possible diversionary tactics by demonstrators to mask criminal activity

4. Attempt to ascertain size of group, composition, leader's identity, motive and intentions.

5. Confer with Police and other relevant persons to determine appropriate level of response.

2.6 Evacuation

Building Occupants

On hearing Fire Alarm and verbal instruction or on being instructed to evacuate, building occupants should proceed as follows:

1. Remain calm

2. Discontinue normal activities

3. Collect personal belongings and critical records (only if immediately and safely accessible and portable e.g. briefcases, carry bags, computer disks)

4. Do not attempt to return to usual workplace/unit

5. Follow instructions of Emergency Wardens

6. Unless otherwise instructed, leave via nearest safe exit and proceed to designated Assembly Area

7. Remain at Assembly Area and report any missing persons to Campus Safety and Security

Chief Emergency Wardens

On hearing Fire Alarm and verbal instruction or on being advised of an emergency which may threaten the safety of persons in or near the university:

1. Confirm location of apparent emergency

2. Proceed to scene and evaluate potential danger posed to occupants by the situation

3. If an evacuation is deemed appropriate, explain the situation as you know it together with any restrictions on evacuation routes and assign each Emergency Warden to be responsible for a designated area of the building/complex.

4. Oversee evacuation of the area/complex

Emergency Wardens

1. Inform personnel in their respective areas to immediately evacuate and proceed to the designated assembly area
2. Check their respective areas (providing it is safe to do so) to ensure that all persons have left (pay particular attention to 'out of the way places' like toilets)

3. Ensure people do not congregate outside the buildings

4. Ensure any mobility-impaired persons are being assisted

5. Report back to the Chief Emergency Warden once the check has been completed and report the results of the check
6. Confirm with other Emergency Wardens that all persons have evacuated

7. Remain at exits until emergency services arrive and ensure that no person re-enters the building

8. Proceed to the designated assembly area and conduct muster of persons gathered there. Report any missing persons to the Chief Emergency Warden or Campus Safety and Security.

Campus Safety and Security

In the event of an evacuation of all or part of the University:

1. Dispatch a Safety and Security Officer to the scene to assist the Chief Emergency Warden as required

2. On arrival of emergency service vehicles, direct them to the scene of the emergency

3. Monitor radio reports and assist as required

General Evacuation Guidelines for Emergency Warden Personnel

In the event of an evacuation, Emergency Wardens should act in accordance with the following guidelines:

Exits and Egress Routes Must be safe and unobstructed

Positioning Emergency Wardens should position themselves where they are clearly visible and from where they can exercise

	direct control over the movement of persons and ensuring their own safety is paramount.
Directives	Must be given in a calm, clear voice and supported by visual signals. Avoid emotive terms and actions. Avoid lengthy explanations.
Argumentative Persons	Do not engage in arguments. Restate the situation and your request. If persons refuse to comply, carry on with your own emergency duties and report the matter to the Chief Emergency Warden as soon as possible.
Assembly Areas	In the event of a general evacuation, persons must be encouraged to move well away from the building to ensure that they do not block exits, obstruct emergency services personnel or expose themselves to secondary hazards.
Roadways	Persons must be reminded to exercise caution if crossing roads or driveways.
Special Categories of Person to be Alert for	Wardens should be alert for persons who are mobility impaired, vision-impaired, disoriented or distressed. Staff should reassure these persons and where necessary, obtain assistance from others to escort/help the person from the affected area.
'Out of the Way' Places	Providing it is safe to do so, particular attention must be paid to toilets, storerooms etc. where persons could be unaware of an evacuation in progress.
Re-entry	Once a building has been evacuated, persons should only be allowed to re-enter with the permission of the senior emergency services officer present (if emergency services not in attendance, then permission of Safety and Security is required).
Media Enquiries	Should be referred to the Marketing Section of the university in conjunction with the OH&S Manager.

2.7 Emergency Lockdown

Building Occupants

On hearing the Lockdown alarm and voice notification over the loud speaker building occupants should proceed as follows:

1. Remain calm
2. Discontinue normal activities
3. Do not attempt to return to usual workplace/unit
4. Follow instructions of Emergency Wardens
5. Unless otherwise instructed, move away from the windows and if possible sit on the floor out of line of sight from outside the building. Do not try and exit the building.

6. If practical move to the opposite side of the building to the side exposed to the incident.

7. Please remain in lockdown until given the “all clear” by Safety and Security or Emergency Services. Once you have received confirmation it is safe to do so, resume normal operation.

Emergency Wardens

On hearing the Lockdown alarm or being notified of an emergency Lockdown:

1. Confirm location of apparent emergency

2. Inform personnel in your area to move away from windows and stay out of line of sight from outside of the building. If possible ask people to sit on the floor.

3. Where practical ask people to move to away from the site of the incident i.e centre of the building.

4. Ensure nobody exits or enters the building.

5. Remain in Lockdown until you receive the “all clear” from Safety and Security or Emergency Services.

6. Report any issues or concerns that have been raised or observed during the incident to Workplace Health and Safety

2.8 Fire

Person Discovering the Fire

In the event of a fire, the person discovering the fire should:

1. Alert persons nearby

2. Ring Safety & Security: Lismore – 3333
   Gold Coast - 3333

3. Extinguish the fire if safe to do so and you are trained in the use of fire fighting equipment (but not otherwise) using portable fire fighting equipment.

If too dangerous to fight the fire then:

1. Evacuate the immediate vicinity if it becomes an obvious necessity or, on being instructed to do so, assist and direct persons to the nearest safe exit. (Use ALL available safe exits)

2. Turn off ignition sources e.g. gas

3. Attempt to contain fire and smoke by closing all windows and doors after area has been evacuated, only if it is safe to do so

4. Leave the area by the nearest safe exit

On confirming the presence of a fire on campus, the Chief Emergency Warden should:

1. Ensure that persons are evacuated from the immediate vicinity

2. Ensure that the Fire Brigade has been advised

3. Shut down utilities and any hazardous processes

4. If safe to do so, coordinate local fire fighting efforts

5. If too dangerous to fight fire, attempt to contain fire after area has been evacuated

6. Consider if a broader evacuation is required

7. Liaise with Emergency Services on arrival

Campus Security

On being advised of a fire in or near the University, the security officer receiving the report should:

1. Ascertain the following information from the informant:

   - Exact location of fire
   - Extent and trend of fire
   - Any persons injured
   - What are the occupants doing
   - Name and location of informant

2. Notify Fire Brigade

3. Dispatch a Safety and Security Officer to the scene

2.9 Flooding / Water Leak

Person Discovering

1. Do not enter the flooded area until the electricity supply has been disconnected as there is an extreme danger of electric shock

2. Prevent unauthorised access to the flooded area.

3. Ring Campus Safety and Security: Lismore - 3333
   Tweed Gold Coast - 3333

Chief Emergency Warden

1. Evacuate the affected area

2. Shut off electricity to the affected area

3. If practicable, isolate source of flooding/water leakage

4. Prevent unauthorised access to the affected area

Campus Safety and Security

On being advised of flooding/water leakage:

1. Confirm exact location, extent and apparent source
2. Instruct informant to evacuate persons from the affected area
3. Obtain name and telephone number of informant
4. Notify maintenance personnel

2.10 Gas Leak

Person Discovering

1. No naked flames, no smoking
2. Evacuate the affected area – making sure that persons are directed to assemble in a well ventilated area where they are not exposed to further risk
3. Notify Campus Safety and Security
4. Ventilate the affected area
5. Do not allow any electrical equipment to be operated in the immediate vicinity

Campus Safety and Security – Main Gate

On being advised of a gas leak:

1. Confirm exact location, extent and apparent source
2. Instruct informant to evacuate persons from the affected area and assemble them in a well
ventilated area where they are not exposed to further risk
3. Remind informant of the danger of ignition sources (e.g. naked flames, malfunctioning electrical equipment)
4. Obtain name and telephone number of informant
5. Where applicable, notify Chief Emergency Warden

Campus Safety and Security Officer

1. Isolate gas supply
2. Ensure no naked flames or smoking throughout the building
3. Ventilate the affected area
4. Notify Fire Brigade and gas company
5. If major leak, evacuate the building
6. Do not allow any electrical equipment to be operated in the immediate vicinity
7. Notify Facilities Manager
8. Notify OH&S Manager

2.11 Medical Emergency

In the event of a medical emergency:

1. Notify the nearest First Aid Officer or Campus Safety and Security (all are trained First Aiders)

2. If patient's condition is uncertain or possibly life threatening, ring for an Ambulance (000) before notifying First Aid Officer or Campus Safety and Security.

2.12 Motor Vehicle Accident

Campus Safety and Security

In the event of a motor vehicle accident occurring in or near the University grounds, the first Safety and Security Officer on the scene should proceed as follows:

1. Ascertain if any person/s injured – if yes, request Ambulance.

2. Determine if vehicle/s pose/s a hazard to persons nearby (e.g. leaking fuel) – if yes, request appropriate emergency services (e.g. Fire Brigade) and evacuate persons from immediate danger area.

3. If no person injured and no danger, determine if vehicle/s pose/s an obstruction to normal vehicular traffic flow. If yes, request driver/s to move vehicles off road (e.g. into car park) – if vehicle unable to be moved, request driver to immediately obtain tow truck assistance.

4. Obtain particulars from driver/s & witness/es involved:
   - Name
   - Addresses
   - Telephone numbers (home and work)
   - Details of registered owner/s of vehicles involved (if different from driver/s)
   - Vehicle details (Reg. No., type, make, colour)
   - Brief description of events

5. Confirm if driver/s require Police to be called (note – if persons injured, Police must attend)

6. Complete Incident, Accident & Hazard Report

2.13 Power Failure

Person discovering

Report the incident to Campus Safety and Security.

Campus Safety and Security

1. Establish whether power failure is local or across the whole of the university.

2. If local, reset tripped circuit breaker/s with the assistance of facilities officers

3. If re-tripping occurs:
   Business hours – contact Facilities Manager

DO NOT reset circuit breaker repeatedly as this may cause damage to wiring and/or person

4. Inform appropriate staff and students of an expected time period until recovery of power.

2.14 Prowler

Person discovering

On observing or suspecting the presence of a prowler/trespasser in or near the campus, the person discovering should:

- 1. Immediately notify Campus Safety and Security
-
- 2. If possible, note the description and where last observed
-
- 3. Do not attempt to confront the suspect

Campus Safety and Security

On being advised of a possible prowler/trespasser in or near the campus:

1. Confirm:
   - Location where last seen and any description
   - Location of informant

2. On basis of initial report, determine if police should be immediately notified

3. Attend informant's location – reassure informant and obtain any additional information

4. Depending on the circumstances, determine whether to seek (voluntary) assistance to search immediate vicinity to ensure suspect is not still loitering nearby. (As a general personal safety rule, do not conduct searches one up – always have a back-up)

Caution: If there is even a remote suspicion that the suspect could be armed or there is more than one intruder, DO NOT ATTEMPT TO CONFRONT – request immediate Police assistance.

In these circumstances, if safe to do so, attempt to keep the suspect/s under discreet surveillance pending the arrival of the police. Keep others away from any potential danger area.

5. Provide feedback to informant on results of security response.

6. Increase patrols of the area.

2.15 Radioactive Substance Spill

Person discovering

In the event of an actual or suspected radioactive substance spill, the person discovering it should:

1. Evacuate the immediate vicinity

2. Notify Campus Safety and Security

3. Prevent unauthorised access to the hazardous area

Campus Safety and Security – Main Gate

On being advised of an actual or suspected radioactive substance spill:

1. Confirm exact location of spill

2. Instruct informant to evacuate immediate vicinity of hazardous area and prevent unauthorised access

3. Confirm name and telephone number of informant

4. Notify Chief Emergency Warden

5. Notify Radiation Safety Officer

6. Notify OH&S Manager

Radiation Safety Officer

On being advised of an actual or suspected radioactive substance spill:

1. Proceed to scene and ensure hazardous area has been evacuated and cordoned off

2. Confer with OH&S Manager and Campus Safety and Security to determine potential impact on personnel safety of the event and determine what additional safety requirements (if any) should be implemented

2.16 Storm

On becoming aware of an approaching storm of apparent severe intensity, the following precautionary measures should be borne in mind:

1. Go indoors – don't remain outside due to the risk of lightning strike and flying missiles

   Note: If you are caught outside during a severe electrical storm, avoid high ground, wire fences and tall objects such as towers and light poles due to the risk of lightning strike.

2. Close doors and windows

3. Bring indoors or firmly secure any objects outside which could become airborne in strong wind gusts and cause damage.

4. Do not use electrical equipment during an intense electrical storm (this includes computers and telephones).

2.17 Violent or threatening person

Person Encountering Violent or Threatening Person

1. Immediately notify Campus Safety and Security: Lismore - 3333
   Gold Coast - 3333

2. Do not argue with the person

3. Move away from the person and alert others to move away also

4. Do not surround the person

5. Make it easy for the person to leave the building/area

6. Avoid sudden MOVES

7. Do not attempt to physically subdue the person

8. Make a mental note of the person's description

9. Remember that assuring your physical safety is the primary goal

Campus Safety and Security

On being advised of a violent or threatening person on campus:

1. Ascertain the following information from the informant:
   - Exact location of the incident

- Is the person armed
- Does the person appear to be affected by drugs or alcohol
- Are there other persons in the vicinity
- What are the other persons doing at the moment (e.g. evacuating, hiding, confronting the person etc)
- Does the informant know the identity of the violent/threatening person
- If not, can the informant provide a brief description of the violent/threatening person
- Name and location/contact number of the informant

2. Remind the informant to:
   - Keep persons away from the incident area
   - Do not argue with the violent/threatening person
   - Do not attempt to physically subdue or contain the person

3. Notify Police

If violent/threatening person is armed with a firearm or other weapon capable of causing death or injury to persons at greater distance

1. Proceed as above

2. Immediately notify persons in adjacent buildings and other buildings that are in line of sight to the incident building/area

3. Instruct them to either:

   - Quickly and discreetly move persons back to buildings which are not adjacent to or in line of sight to the incident building/area – PROVIDING THAT SUCH MOVEMENT OF PERSONS DOES NOT EXPOSE THEM TO VIEW OR RISK OF ATTACK FROM THE INCIDENT BUILDING/AREA

Or

If evacuation would expose them to danger then Emergency Lockdown may take place

   - Keep persons indoors on the opposite side of the building to the side exposed to the incident building/area
   - Secure all entry points to their building
   - Await further instructions

4. Prevent vehicular and pedestrian access to campus to all persons other than Police.

5. Prevent pedestrian access to or movement within any open areas where persons could be exposed to danger.

Self Defence

If physically attacked by a person, you may use no more force than is reasonable in the circumstances to protect yourself.

3. University Emergency Numbers

Campus Safety & Security	6620 3333 6620 3628
Facilities Supervisor	6626 9144
Campus Services Supervisor	6620 3697
OH&S Manager Steve McFarlane	6626 9143 0409 601 816
Radiation Safety Officer Steve McFarlane	6626 9143 0409 601 816
Facilities Director Mike Cooper	6620 3734
Executive Director (Corporate Services) Malcolm Marshall	6620 3730
First Aid Officers	http://www.scu.edu.au/admin/hr/ohs/
Emergency Wardens	http://www.scu.edu.au/admin/hr/ohs/
Local Emergency Control Point	Gatehouse and Facilities

ASSEMBLY AREA A
N Block
S Block
T Block
G Block
U Block
O Block
L Block
Plaza/Campus Central
X Block

ASSEMBLY AREA B
A Block

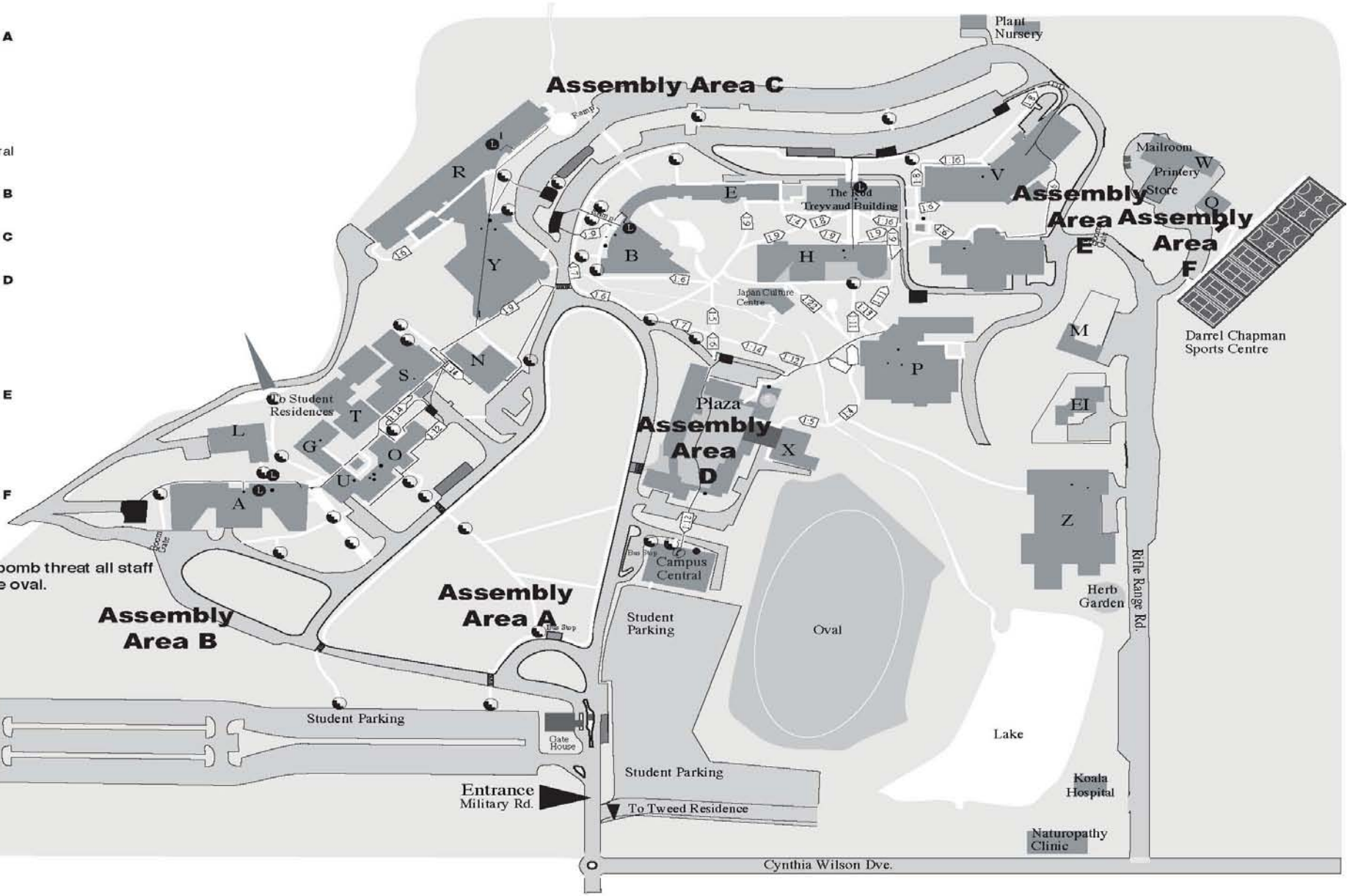
ASSEMBLY AREA C
R Block

ASSEMBLY AREA D
E Block
F Block
B Block
H Block
P Block
Y Block

ASSEMBLY AREA E
D Block
V Block
M Block
EI Early
Z Block

ASSEMBLY AREA F
W Block Workshop
Mailroom,
Printery

In the case of a bomb threat all staff to proceed to the oval.



GOLD COAST MAPS STILL TO COME