

Figure 27 Annual Emergency Response Training Calendar

Training Program	Training Provider or Presenter	Date, Time and Venue	Participants Names and Position
Induction training in emergency procedures			
Refresher training in emergency procedures – initial and post event			
Emergency planning committee training			
Emergency control organisation training			
General emergency response training for emergency control organisation and building occupants			
Factors that can lead to unnecessary danger and emergencies			
Emergency control equipment, facilities and signals			
First aid training			
Assistance to mobility impaired persons			
Emergency standards – international, national and industry-specific			



1. In Figure 27 above identify an appropriate training provider for each of the training programs listed in column one. (You might like to research the appropriate providers by contacting your organisation’s human resource section, scanning the Yellow Pages or searching the web for appropriate emergency agencies, specialists and training providers.)

16

ELEMENT FOUR: Implement Initial Response Procedures

An emergency is an unlikely, unexpected event. People need to know what to do when confronted with an emergency situation. An initial response appropriate to the type of emergency provides protection from the major hazards to people and property caused by the emergency.

People in the workplace need to know:

- who to notify immediately
- what actions to take.

Emergency contact numbers should be displayed clearly. Information on hazards, protective clothing and equipment and the procedures to follow in an emergency should also be documented and displayed in prominent locations.

The actions undertaken in the initial response to an emergency include (but are not limited to) the following:

- recognition of an emergency so that the emergency plan can be activated to the appropriate level as quickly as is possible
- warning to anyone in immediate danger
- notification to emergency services of the exact location of the emergency and the nearest access points
- evacuation to a safe site or assembly area
- provision of initial first aid
- information updates to emergency services
- handover to emergency personnel on their arrival.

In the initial response appropriate actions to a workplace emergency safeguard people and property. The initial response to an emergency helps to control it in the early stages until the emergency personnel arrive.

Why are Actions for Initial Response Documented and Displayed?

An organisation must provide emergency response documentation that gives clear instructions about the actions to take in an emergency. Documents that detail the appropriate responses in an emergency include:

- an emergency master reference manual
- emergency plans
- warden lists
- warden checklists
- roles and responsibilities
- emergency information sheets including:
 - contact numbers and
 - emergency procedures.

Effective management of emergencies:

- saves lives
- avoids injury and
- minimises damage to property and the environment.



Implement emergency response procedure

Standards Australia markets international standards which can be accessed on its website www.standards.com.au. Its standard *AS/NZS 4360:2004 Risk Management* provides a useful framework for identifying, documenting and managing risk in your workplace.

A key objective in documenting risk of an emergency should be to create strategic and operational business tools to help:

- eliminate or minimise the likelihood of an emergency
- eliminate or minimise threats to health and welfare
- minimise losses to property and the environment.

The *AS/NZS 4360:2004 Risk Management* standard suggests procedures to help establish context, identify, assess, analyse, treat, monitor and communicate with regard to risk. It may help you to:

- use appropriate terms and definitions
- explain the role of stakeholders in emergency planning and response
- emphasise the need to communicate at all points of the risk management process
- prioritise treatment of risk and any associated likely emergencies
- outline the requirements and responsibilities of your risk and emergency management system and processes.

Written instructions about what to do in an emergency must be displayed. They should be uncomplicated, written in plain English and supported by illustrations whenever possible.



What to Do in an Emergency

An effective initial response to an emergency follows four steps:

1. Keep calm.
2. Warn anyone in immediate danger.
3. Evacuate or move to a safe place:
 - if in danger
 - when directed or
 - in response to an emergency alarm.
4. Notify the emergency services number and security.

Effective management of emergencies occurs when the:

- resources to deal with an emergency are coordinated
- people know how to act when an emergency arises.

In large organisations the authority to control the responses in an emergency situation will be delegated to particular emergency specialist positions such as the head of security, Emergency Control Organisation (ECO), the building wardens and first aid responders.

In smaller organisations it may be delegated to supervisors or team leaders.

On occasions you may have to participate in controlling small, uncomplicated workplace emergencies. For large full scale emergencies you will need to know how to respond immediately. You will also need to cooperate with others.

While you may not have the responsibility to control the responses in an emergency you still need to know what to do if an emergency arises. The initial responses to three types of emergency are shown in Figure 31.

19

Figure 31 Responses to Different Types of Emergencies

Fire	Medical	Phone Threats
Keep calm	Keep calm	Keep calm
Get out of building immediately by: <ul style="list-style-type: none"> - staying low - always using the stairs (never using the lift) Alert fire brigade immediately	Call an ambulance and provide: <ul style="list-style-type: none"> - your name - location - number of people involved - details of the medical emergency 	Use a Bomb Threat Checklist (see Figure) to record as much information as possible
Get out of the building by following instructions from emergency personnel	Notify your security service or senior management	Notify your security service or police immediately
Stay out and never re-enter a burning building	Arrange first aid while waiting for ambulance	Notify your immediate supervisor or manager

Figure 32 Typical Risk Assessment Process

RISK ASSESSMENT		LIVELIHOOD		RISK ASSESSMENT
HOW LIKELY IS IT TO HAPPEN AND HOW OFTEN?	HOW LIKELY IS IT TO HAPPEN AND HOW OFTEN?	HOW LIKELY IS IT TO HAPPEN AND HOW OFTEN?	HOW LIKELY IS IT TO HAPPEN AND HOW OFTEN?	
Very unlikely Could happen but probably never will	Unlikely could happen but not often	Likely could happen some time	Very likely could happen at any time	Very low Low Medium High Very high
1	2	3	4	5
6	7	8	9	10
11	12	13	14	15

ELEMENT FIVE: Contribute to Post-event Activities

The actions taken in the initial response to an emergency aim to avoid injuries, save lives and minimise property and environmental damage. An emergency may adversely affect persons or the community generally. The post-event or second response phase actions provide support to those affected by the emergency and help to facilitate recovery from the emergency.

What is the Second Response Phase?

The second response phase happens after the emergency services attend and may include:

- first aid
- containment of personnel in evacuation area
- support or counselling of personnel involved or affected
- actions required if the building cannot be reoccupied.

In this phase support is provided to those people affected by the emergency. An effective second phase minimises the impact of the emergency on staff and work operations.



Identify and support others in the second response phase.

There will be different needs in the recovery from an emergency. In general terms these include the need for:

- psycho-social counselling
- restoration of physical infrastructure
- maintenance of commitment to the affected organisation
- commitment to the interests of teams and the team members affected by the emergency.



Recover from the Emergency

Figure 36 identifies a number of specific actions that take place to help the organisation recover from an emergency.

Figure 36 Post Emergency Actions

Actions	Purpose
Psycho-social counselling	Minimise emotional distress caused by the emergency
Coordinate team actions to prevent a recurrence of the emergency	Minimise or eliminate hazards that can cause emergencies
Evaluate response against the workplace emergency procedures	Work in accordance with organisation's requirements
Seek assistance from appropriate specialists	Improve response and meet organisational and regulatory requirements
Check equipment, service, replace, store or dispose of appropriately	Maintain preparedness for future emergencies
Report any injuries, accidents or near misses involving team members	Contribute to organisation's information base and meet regulatory requirements
Request critical incident support services	Meet organisational and regulatory requirements
Debrief team	Reduce critical incident stress and learn from actions
Prepare an incident report	Report in accordance with workplace procedures

Effective management of serious incidents depends on the emergency control organisation and the manager, supervisor or team leader taking appropriate action and providing post-incident support.

The recovery time line from a serious incident will vary depending on the circumstances. Figure 37 provides an example of a recovery time line.

22

Figure 37 Recovery Timeline

Time	Action	Yes	No
Immediately	Assess the situation		
	Ensure the safety and welfare of all persons		
	Arrange first aid if necessary		
During the first 24 hours	Notify the relevant Authority where the emergency, serious incident has caused death or serious personal injury		
	Ensure the equipment and area where the incident occurred are not further disturbed		
	Keep people informed about the situation and allow discussion of personal issues and concerns		
	Arrange counselling as needed		
	Work with and manage the media		
	Where possible notify the time and place of the debriefing to all relevant persons		
Within 24 to 72 hours	Provide opportunities for those directly exposed to incidents to talk about the incident with counsellors and other specialists		
	Restore normal functioning of buildings and operations		
	Keep relevant persons including those directly exposed, relatives, friends and community up-to-date with information		
In the longer term	Arrange a memorial service if appropriate		
	Monitor progress of hospitalised staff or other stakeholders		
	Identify behavioural changes and deal with the possibility of post traumatic stress disorder and refer to counsellors		
	Plan for and be sensitive to the disturbing influences of inquests, legal proceedings and anniversaries.		
	Access specialist support when needed		
	Conduct emergency debriefing (usually within 7 days)		



Work in small groups or individually.

23