



Emergency & Evacuation Plan

Ipswich Office

**FS4, 2 Cnr Down St & The Terrace
North Ipswich**

Version: 1.0

Date: March 2025

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1 General Information

1.1 Building information

Building name:	Ipswich Riverlink Shopping Centre
Address:	FS4, 2 Cnr of Downs Street and The Terrace, North Ipswich
Building owner:	Bernard Pinke
Address:	n/a
Phone number:	0417 600 533
Email:	n/a
Building occupier:	Footprints Community
Building manager:	Bernard Pinke
Address:	onsite
Phone number:	0417 600 533
Email:	operations@riverlink.net.au

1.2 Building construction

Building classification:	6, 7a & 9b
External walls:	Bessr Block / Cement
Internal walls:	Plaster Walls / Glass / Bessr
Floor:	Cement Slab
Roof:	
Occupied floor levels:	3 including car park and plant
Floor area:	150m2

1.3 Emergency Assembly Areas

Proceed to the below assembly areas, or as otherwise directed by centre managed ECO.

Assembly Area 1	In the south-eastern corner of carpark adjacent to the medical centre complex (nb – this AA is not signed, but is identified on centre's Emergency Management Manual)
Assembly Area 2	In the carpark adjacent to the shopping centre complex

1.4 List of prescribed fire safety installations

Smoke Alarms - Installed in accordance with A1 of the Fire Safety Standard			
Date installed	Installed by	Brand name	Model no.
Emergency Lighting - Installed in accordance with A2 of the Fire Safety Standard			
Date installed	Installed by	Brand name	Model no.
Prior to lease	unknown	SPRECHER	
Exit Signage - Installed in accordance with A7 of the Fire Safety Standard			
Date installed	Installed by	Brand name	Model no.
Prior to lease	unknown	SPRECHER	

Fire Extinguishers - Installed in accordance with A8 of the Fire Safety Standard			
Date installed	Installed by	Brand name	Model no.
Jan 2025	TVHS	Flamestop	3.5kg CO2
Jan 2025	TVHS	Flamestop	4.5kg Powder
Fire Hose Reels - Installed at the time of building construction			
Date installed	Installed by	Brand name	Model no.
N/a	Na	n/a	n/a

1.5 Maintenance schedule of prescribed fire safety installations

Installation	Start Date	Test	Frequency	Competent Person
Spitfire lighting	Unknown	Supply discharge	6 months	TVHS
Emergency Exit Lighting	unknown	Supply discharge	6 months	TVHS
Dry Powder Fire Extinguishers	Jan 2025	Pressure	6 months	TVHS
CO2 Fire Extinguisher	Jan 2025	Pressure	6 months	TVHS
Fire Blanket	Jan 2025	Visual	6 months	TVHS
Fire Alarm	Unknown			Property Management
Sprinkler system	Unknown			Property Management

1.6 First aid kit locations

Location	
1	Kitchen cupboard
2	

1.7 Emergency contacts

Name	Phone number / website
Edward Zarnow (Chief Operations Officer)	0402 411 736
Hannah Layton (WHS Business Partner)	0420 925 681
Police / Fire / Ambulance	000
QLD Police Service	3437 2777
Queensland Fire & Rescue	3294 4999
State Emergency Service	132 500 www.emergency.qld.gov.au/ses/

Name	Phone number / website
Poisons Information Centre Queensland	13 11 26
Bureau of Meteorology	www.bom.gov.au/qld/ 1300 659 219
Energex – fallen powerlines / shocks / tingles	13 19 62
Energex – power outages / supply problems	13 62 62
Gas	Not applicable
Water and sewerage	13 26 57 (13 23 64 - 24 hour fault & emergency)
Road hazards – state controlled roads in Ipswich	13 19 40
Animal Emergencies - RSPCA	1300 ANIMAL (1300 264 625)
Deceased animal removal – Ipswich Waste	3810 6666
Translating and interpreting services	1800 131 450
National Security Hotline	1800 123 400
Employee Assistance Program (EAP)	1300 687 327
Lifeline	13 11 14
Domestic Violence – DV Connect	1800 811 811

1.8 Fire Safety Advisor

Name:	Hannah Layton
Phone number:	0420 925 681
Email:	hannahl@footprintscommunity.org.au
Qualification held:	Fire Safety Advisor
RTO that issued qualification:	Deltra Australia
Date qualification issued:	29/5/2024

2 Emergency Management Responsibilities

2.1 Emergency Planning Committee

Position	Name	Location
Chief Operations Officer	Edward Zarnow	Remote
WHS Business Partner	Hannah Layton	Remote
Chief Finance Officer	Ralda Ruberry	Remote

2.2 Emergency Control Organisation (ECO) Appointments

Chief Warden:	Name: Ralda Ruberry Location: FS4, 2 Corner Downs St & The Terrace North Ipswich PH: 0431 072 492 Date appointed: March 2025
Warden / Deputy Chief Warden:	Name: Esther Philps Location: FS4, 2 Corner Downs St & The Terrace North Ipswich PH: 0411 223 197 Date appointed: March 2025

First Aid Officers:	Name: <i>no First Aid Officers appointed at this site, due to low risk work environment and close proximity to medical centre.</i> Location: PH:
	Name: n/a Location: PH:

2.3 Individual ECO role responsibilities

Please note – where the overarching centre management ECO is enacted and / or present, Footprints Chief Warden is to fall under their ECO structure by removing hat, and all Footprints ECO are to take direction from the centre management Chief Warden and ECO.

Chief Warden	
Pre-event	<ul style="list-style-type: none"> Contribute to design, implementation and maintenance of an emergency and evacuation plan and practice the execution of the plan through conducting regular drills. Contribute to development, implementation and maintenance of Personal Emergency Evacuation Plans (PEEPs) Undertake regular building inspections to ensure that: <ul style="list-style-type: none"> exit paths are clear; exit and evacuation signs are clearly worded and displayed. Attending training as required by the EPC and ensuring personal ECO identification is available) in relation to emergency procedures and area or building familiarisation. Ensure all emergency procedures are kept up to date Report to the WHS Business Partner or Fire Safety Advisor and Chief Operations Officer any matters concerning the emergency procedures in the work area. Liaise with Chief Operations Officer on emergency issues.
Event	<ul style="list-style-type: none"> When an alarm is raised, investigate and determine whether an emergency should be declared If an emergency has been declared, ascertain nature of emergency and determine appropriate action Implement the emergency response procedures and inform the ECO Ensure that the appropriate emergency services or services have been notified Direct ECO members and others during emergency situations. Ensure that all emergency procedures are being followed. Manage and direct emergency procedures in their building or work area. Monitor the process of the evacuation and record any action in an incident log, and If the incident involves Footprints facility only: <ul style="list-style-type: none"> Brief the emergency services on arrival If the incident involves other business in the complex / centre: <ul style="list-style-type: none"> Once outside of Footprints facility, and on arrival of overarching centre ECO, Footprints ECO are to fall under the centre ECO structure until advised to stand down
Post event	<ul style="list-style-type: none"> <u>Stand Down and Return Occupants:</u> Once it is safe, the Chief Warden notifies the (ECO) to stand down. Guide occupants back to the office, ensuring a smooth transition.

	<ul style="list-style-type: none"> • <u>Debrief with ECO and Emergency Services:</u> Organise a debriefing session with the ECO members and emergency services personnel (If applicable). • <u>Report Completion:</u> Prepare a detailed report for the Emergency Planning Committee (EPC). • Assist in the investigation of incidents in relation to emergency situations and prepare reports as required.
Deputy Chief Warden	
Pre-event	Act as 2IC to the Chief Warden and must be familiar with and assist with all duties as listed above.
Event	When Chief Warden is NOT present: Takes on the responsibilities of the Chief Warden in the event of an emergency if the Chief Warden is absent. When Chief Warden IS present: Assume role of Warden
Post event	Refer to Chief Warden or Warden as applicable
Wardens	
Pre-event	<ul style="list-style-type: none"> • Ensure all occupants are aware of emergency response procedures • Carry out safe practices, such as clearing egress paths and access to emergency equipment • Ensure personal ECO identification is available, and • Participate in training and emergency exercises as requires by the EPC
Event	<ul style="list-style-type: none"> • Act as floor or area wardens as necessary • Direct people to emergency exits • Search the floor or area to ensure that all people have been evacuated • Ensure orderly flow of people into protected areas, such as stairways • Assisting occupants with disabilities • Assign a person to take the first aid kit to the assembly area • Checking that any fire or smoke doors are properly closed • Acting as a leader of groups moving to assembly areas • Control access to the building
Post event	Compile a report of actions taken during the emergency for use in any debriefing sessions

3 Emergency Coordination Procedures

This section details the emergency coordination procedures for the ECO.

3.1 Stages of evacuation

Stage 1 <i>Partial evacuation</i>	Removal of persons from the immediate danger area (relocate occupants from affected compartment into the next compartment on the same level).
Stage 2 <i>Full evacuation</i>	Complete evacuation of a building (if the severity of the emergency situation necessitates evacuation of the affected building, occupants are to be directed to the nominated Assembly Area via the emergency exits).

3.2 General evacuation guidelines for the ECO

Communication devices	Use a loud clear voice on site to walk around alerting occupants of the nature of emergency and of the need to evacuate. If the nature
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	of the emergency is escalating, advise adjacent offices of the nature of the emergency if safe to do so.
Contacting the Fire Service	Use a mobile phone to call 000, provide building details (page 1) and nature of emergency
Order of Evacuation	<p>During an evacuation the order of evacuation for occupants is:</p> <ol style="list-style-type: none"> 1. Ambulant people who can walk unaided 2. Semi-ambulant people who can walk with assistance, and 3. Non-ambulant people who cannot walk <p>Non-ambulant people may be assisted to a safe place, such as fire-rated emergency stairwells, by other occupants, in accordance with personal emergency evacuation plan (PEEP) documentation.</p>
Buddy System	When evacuation has begun and the closest and safest evacuation route has been chosen, have the occupants use the 'buddy' system by getting them to pair up. By pairing up, 'buddies' can look out for each other and makes it easier to account for people when they reach the assembly area.
Persons with special needs	If there are persons with special needs occupying Footprints office at the time of evacuation, assist those persons to evacuate as per directions in their Personal Emergency Evacuation Plan (PEEP). If help is not available and a person cannot manage the stairs or evacuate safely without support, assign a buddy to stay with them if safe to do so close to the exit without obstructing egress
Directives	Must be given in a calm, clear voice and be supported by visual signals. Avoid emotive terms and actions. Avoid lengthy explanations, be clear and to the point.
Argumentative persons	Do not engage in arguments. Restate the situation and your request. If persons refuse to comply, carry on with your evacuation procedures and report the matter to the Chief Warden.
Apply the 'X' Out System	<p>Communicate that a room or area has been evacuated by applying the 'X' out method:</p> <p>Use chalk (if available) or pen to mark one side of an 'X' when entering a room. When confident the room is free of occupants, exit the room, close the door and complete the 'X'.</p>
Out of the way places	Providing it is safe to do so, particular attention must be paid to areas such as toilets, storerooms, meeting rooms etc. where persons could be unaware of an evacuation progress.
Persons standing outside	Be on the alert for persons gathering outside the building. They must be instructed 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. Ensure all people keep well off the main road.
Entry to the building	Be alert for persons trying to enter the building during or following the evacuation. Once a building has been evacuated, re-entry can only be authorised by the Senior Emergency Services Officer attending the incident.
Sign-in book	There is no sign in book at this site. Accounting for all occupants during an emergency will be achieved through assigning

buddies and applying the 'X' out method of searching all areas on site prior to evacuating.

4 Emergency Evacuation Procedure

This section details the general evacuation procedure for the workplace.

4.1 Evacuation

Evacuation

Total or partial evacuation of a building may be required in the following situations:

- Fire
- Evacuation
- Medical Emergency
- Personal Threat
- Hold Up
- Bomb or Substance Threat
- Snake
- Bush fire.
- Flooding / Coastal inundation.
- Severe weather (severe storms / cyclones).
- Earthquake.

All Occupants

- At all times during an emergency follow the instructions of the Emergency Plan and Wardens.
- On hearing the evacuation alarm, immediately prepare to leave the building. If there is appropriate amount of time, collect personal belongings, switch off computers, electrical appliances, and other equipment.
- If the evacuation alarm sounds, or if instructed to do so by a Warden, leave the building by the nearest and safest exit route.
- Assist any person with a disability to leave the building, or to the nearest fire isolated or firesafe haven for multi-storey buildings. Do not attempt to carry people downstairs.
- Walk quickly and calmly to the designated assembly area for your building or as advised by a Warden or Fire and Emergency Services personnel.
- Remain at the assembly area (in groups) until instructed to leave by a Warden or Fire and Emergency Services personnel.
- Do not re-enter the building until informed that it is safe to do so by a Warden or Fire and Emergency Services personnel. Do not enter a building in alarm.

ECO Response Actions

In the event of a partial or full evacuation, the Chief Warden should:

- Determine the extent of the emergency by investigating the issue and speaking with emergency services ('000').
- Alert workers and visitors verbally via megaphone in a calm and clear voice of the need to evacuate.
- On arrival at the assembly area, account for all workers and visitors and report any concerns as to a person's location, to emergency services.
- Ensure that no person (apart from emergency service personnel) re-enter the building prior to the 'all clear' being given.
- Arrange first aid assistance for any person requiring treatment.
- Coordinate the re-entry to the building for workers and the return to normal operations.
- Conduct a debrief with the ECO.

When 'Alert' signal sounds: All Wardens to assemble at the Emergency Control Point and wear PPE.

4.2 Alarms outside of normal working hours

Alarms outside of normal working hours
All Occupants
In the unlikely event of a fire or other emergency outside normal working hours, ALL personnel within the building are to IMMEDIATELY evacuate, leaving the building via the nearest safe exit. Personnel are not to re-enter the building until the all clear is given by the most senior officer of the responding Emergency Services (Fire Brigade/Police).

5 Specific Emergency Procedures and Response

This section details the procedures for specific emergencies, in addition to the evacuation procedure.

5.1 Fire / smoke

Fire / Smoke
First Person
Raise the alarm: <ul style="list-style-type: none">• If safe to do so ensure the immediate safety of anyone within the vicinity of the fire.• Raise the alarm by shouting 'Fire, Fire, Fire' if necessary.• There is no automatic alarm system to notify Fire and Emergency Services – phone 000• Evacuate the immediate area. Fire fighting: <ul style="list-style-type: none">• If safe to do so and if trained in the use of fire equipment – attempt to extinguish the fire.• Choose the correct fire extinguisher. Do not use water or foam on an electrical fire.
All Occupants
Evacuate: <ul style="list-style-type: none">• Evacuate the building as instructed to do so by a Warden.• Walk quickly and calmly to the assembly area.• Close doors and windows as you exit - do not lock doors. Leave lights on.• Remain in the assembly area in groups until instructed to leave by a Warden or Fire and Emergency Services personnel.• Do not re-enter the building until informed that it is safe to do so by the ECO or Fire and Emergency Services personnel.
ECO Response Actions
Chief Warden & Deputy: <ul style="list-style-type: none">• Make announcement for Wardens to investigate and immediately report back.• Stop persons from entering the building and ensure a clear way for arrival of fire service.• Telephone Fire / Police / Ambulance on '000' to confirm emergency. Wardens: <ul style="list-style-type: none">• Investigate areas and provide a concise report to the Chief Warden, actions taken so far and whether evacuation is recommended.• Fight a fire with portable fire extinguishers if safe to do so.• Maintain communication with Chief Warden. Chief Warden: <ul style="list-style-type: none">• Decision to Evacuate – YES or NO.• If NO – Announcement after inspection by Fire Service '<i>Attention, Attention please. The Fire alarm has been investigated and the emergency is now over – Wardens please stand down</i>'.• If YES – Announcement '<i>Attention, Attention please. This is an emergency. As a safety precaution, the building is being evacuated. Please keep calm, proceed as directed. Thank You</i>' Repeat Message. Activate evacuation alarm signal.

Fire / Smoke

Wardens:

- Check exits are clear.
- Direct and assist all persons to evacuate from the building at emergency exits and proceed to designated assembly areas.
- Check toilets and remote areas for persons left behind.
- Account to Chief Warden for missing persons.
- Prevent re-entry to building until authorised by Chief Warden.

Chief Warden:

- Assist Fire Service on arrival.
- Advise of missing persons.
- Authorise re-entry after consultation with fire service.

First Aid Officer(s):

- Provide care to injured persons.

5.2 Medical emergency

Medical Emergency

First Person

Assess the situation:

- Do not move a casualty unless they are exposed to a life-threatening situation.
- Contact the nearest First Aid Officer.
- In emergency situations contact the Ambulance Service on 000.
- Arrange for the ambulance to be met at the main carpark other nominated area.
- Remain with the casualty and administer first aid as appropriate until assistance arrives.
- Follow closely the instructions of emergency services personnel.

5.3 Bomb threat

Bomb Threat

A bomb threat may occur via a threatening phone call or face to face, or may exist in the form of a suspicious package on site.

In the event of a bomb threat the ECO should use the term '**Code Purple**' to reduce panic amongst occupants. Announcement system and phones **should not be used** during a Code Purple.

First Person

Verbal Threat:

- Remain as calm as possible.
- Record the exact wording of the threat.
- If possible gain the attention of other persons nearby.
- Keep the person talking for as long as possible and ask the following questions:
 - When is the bomb going to explode?
 - Where did you put the bomb?
 - When did you put it there?
 - What does the bomb look like?
 - What kind of bomb is it?
 - What will make the bomb explode?
 - Did you place the bomb?
 - Why did you place the bomb?
 - What is your name?
 - Where are you?

Bomb Threat

- What is your address?
- Take note of other identifying factors such as:
 - Male or female
 - Caller's voice - accent, manner, did you recognise it, adult or child
 - Any background noises - airport, trains, house, street, music, machinery etc.
- Notify the Chief Warden immediately. The Chief Warden will take any further action that is required.

Suspicious Device Or Object:

- Do not touch the object – clear the area without raising significant alarm to clients and other employees.
- Notify the Chief Warden immediately. The Chief Warden will take any further action that is required.
- Prevent other personnel from entering the area near the object.

ECO Response Actions

The Chief Warden:

- Contact emergency services ('000') immediately and provide as much detail on the threat as possible.
- Follow instructions given by the police and or other emergency services in relation to responding to the threat or suspicious package. When speaking with emergency services, consideration needs to be given to the following:
 - Does a further search of the facility need to be undertaken by the Wardens?
 - Does a formal announcement need to be made to employees, clients and visitors?
 - Is evacuation required?
 - Is a larger exclusion zone needed?
 - What should people take with them if evacuating under these circumstances?
- Advise and consult with Wardens and management. Be discreet and avoid panic.
- If emergency services are in attendance, provide a full report to them on their arrival and follow their instructions.
- Assist in return the facility to normal services and operations.
- Conduct a debrief with employees and clients.

5.4 Bushfires

Bushfires

Bushfires are more prevalent between the late winter and early summer months when terrain is generally drier. Common causes of bushfires include lightning, accidental ignition, arson and controlled burns.

First Person

On locating a fire external to the building:

- Try to remain calm.
- Alert the Chief Warden of an approaching fire.
- Call for assistance from emergency services (e.g. '000').

ECO Response Action

When aware of the bushfire in the local area

- Contact the local Fire Control Centre for fire situation & update.
- Inform staff & occupants of the fire situation.
- Ensure that the Chief Warden has a mobile phone and is contactable.
- Advise the local emergency services that the centre is operating, and that it will need to be advised early in the event of an evacuation being necessary.

Bushfires

- Make arrangement for transportation (for evacuation) for persons without personal vehicles.

In the event of a bushfire threatening and it has been decided an evacuation will take place

- Remain inside, with doors, windows, curtains and blinds closed.
- Turn off all electrical appliances.
- Inform emergency services of evacuation.
- Ensure all persons are accounted for.
- The Chief Warden is to advise the local emergency services that the building is being evacuated (include how many people and where they are going).
- All contact details to be collected before leaving.

After a Bushfire

When the bushfire threat has passed and the area is deemed safe by emergency services:

- No person should re-enter any evacuated building until advised by the Officer in Charge of the emergency service.
- The Chief Warden to facilitate the movement of occupants without personal vehicles back to the site (if relevant).
- All occupants are to be accounted for on their return.

Travelling in a vehicle near a bushfire

It is always preferable to avoid a bushfire completely rather than taking shelter. If you see or smell smoke in the distance, it is best to U-turn and drive away from the danger if possible. If caught in smoke or flames while on the road:

- Turn on the vehicle's headlights and hazard warning lights.
- If required to shelter in the vehicle, drive the car into a bare, clear area well away from surrounding trees, leaving lights on. Position the vehicle to prevent a side impact from an advancing fire front.
- Close all windows and vents.
- Leave the engine running and turn off the air conditioning system.
- Cover your entire body with woollen or cotton blankets to protect from radiant heat (if possible).
- Take shelter below the window level.
- Drink water frequently and stay in the vehicle until the fire has passed.
- Once the fire front has passed, exit the vehicle to inspect the damage and ensure other passengers are safe.

5.5 Severe weather

Severe Weather (severe storms and cyclones)

Cyclones and severe weather events can bring with them extreme winds, rain and hail. In the majority of instances warnings are made public prior to the event occurring, thus allowing time for preparation. If evacuation is not advised, the safest place is to remain indoors with the building secured.

First Person

For a severe storm or similar:

- Secure any loose external items.
- Ensure that external windows and doors are closed.
- Protect vehicles as appropriate.

ECO Response Actions

In preparation for a cyclone or severe weather event, the Chief Warden should:

- Seek information on the pending threat from relevant websites such as the BOM and state government pages, local council information and media alerts.
- Prepare for direct hit by ensuring enough supplies of food, water, power sources, fuel and any other critical supplies. Check generators are operational (if applicable).

Severe Weather (severe storms and cyclones)

- Prepare the building and external structures e.g. clean out gutters, detach shade sails, secure loose objects, heavily tape or board windows.
- Consult with workers as to their preferred arrangements for housing/rostering during the weather event (including discussion as to whether the facility will remain open during the event (i.e. office environment)).
- Confirm communication strategies for during and after the event.
- Continue to monitor media channels for cyclone updates and communicate information to workers.

During the weather event:

- Remain inside the premises and move to the strongest sections of the building away from windows i.e. internal hallways or bathroom.
- Stay tuned to local radio and consider any emergency advice issued.
- Beware the calm 'eye'. Do not assume the cyclone is over. If a calm period is due to the 'eye', violent winds will soon resume from the opposite direction. Wait for the official all clear.

After the weather event:

- The Chief Warden assess the damage to the building and the grounds. Notify appropriate authorities if damage has been sustained.
- Determine whether essential services are available and safe to operate.
- Coordinate a debrief with employees and clients.

5.6 Flood and coastal inundation

Flood and Coastal Inundation

Flooding can be caused by concentrated heavy rain in a certain area (flash flooding), continuous rain in catchment areas resulting in flooded rivers and smaller water courses. Coastal inundation can result from storm surges created by cyclones, rising sea levels and tsunamis.

First Person

- Try to remain calm.
- Alert the Chief Warden and others in the vicinity of approaching flood waters.
- Securely close all doors and seek a higher location either within the building or external to the building, if safe to do so.
- Call for assistance from emergency services by calling triple zero (000).

ECO Response Actions

In the event of flash flooding the Chief Warden should:

- Securely close all doors and seek a higher location either within the building or external to the building if safe to do so.
- Assist all persons on site to a safer location.
- Where possible cover door gaps or similar with sandbags or a suitable alternative.
- Alert emergency services (000) if additional assistance is required.

In the event of general flooding or coastal inundation:

- Seek information on the pending threat from relevant websites such as the BOM and state government pages, local council information and media alerts.
- Prepare for an impact on services by ensuring enough supplies of food, water, power sources, fuel and any other critical supplies.
- Prepare the building and external structures e.g. obtain sand bags from SES, secure loose items, remove low lying equipment.
- Move fleet cars from lower carpark to higher ground, away from trees and powerlines if able
- Consult with workers as to their preferred arrangements for housing/rostering during the flooding event (including discussion as to whether the facility will remain open during the event).

Flood and Coastal Inundation

During the flooding event:

- Ensure all workers remain outside the flood areas.
- Contact emergency services ('000') if unable to account for all building occupants, for ambulance for injured persons or if there is further imminent danger.
- Prevent any non-emergency services personnel from entering the facility.
- Await further direction from emergency services personnel.

After a flood event:

- Before entering the property ensure it is safe to do so and the floodwater has dropped below floor level.
- Check building thoroughly for pests (spiders, snakes, rats) that may have entered the building during the flood seeking drier areas.
- Ensure the building is inhabitable and operational (i.e. essential services are cleared for use) before allowing any workers to return.
- Check the welfare of any workers on site and organise a debrief for those involved.

5.7 Personal threat

Personal Threat

This procedure is for managing the initial response to personal threat that may arise from a person (unarmed or armed) confronting workers or others in an aggressive or threatening manner or where a person is threatening to harm themselves.

Under no circumstances should workers or visitors place themselves in further danger.

Personal Threat includes, but is not limited to:

- Irrational / agitated person(s).
- Threatening and nuisance phone calls.
- Verbal or physical threats.
- Person behaving suspiciously.
- Person brandishing a weapon or other threat

First Person

- Stay as calm as possible.
- Maintain a steady tone and volume in your voice when speaking with the person. Do not engage with any form of confrontational comments.
- Where practical, remove yourself from the situation and locate yourself in a safe area not accessible to the threat (such as in staff secure fob-access only area). If possible and safe to do so, activate the duress alarms located in strategic locations on site, and call for assistance from other workers and/or emergency services (e.g. police '000').
- If unsafe to remove yourself from the area, alert others.
- If it is a phone call, gather as much information as possible, end the call but do not hang up the phone.
- Remain within secured areas and where possible prevent other workers or visitors entering the unsecured area.
- Carefully observe the person(s) as much as possible in case physical descriptions are required for police purposes. Things to note include:
 - Appearance
 - Clothing
 - Distinguishing features
 - Method of transport
 - Type of threat (ie weapons, behaviour, verbalised intention)
- Report the incident to the Chief Warden as soon as possible.

Personal Threat

ECO Response Actions

The Chief Warden is to:

- Assess the situation to determine whether you enter the area or stay at a distance relaying messages to the threatened worker. Any actions must be considered to ensure the safety of yourself and the other people involved.
- Determine if there is a need to contain or evacuate others in the building
- Phone emergency services ('000') and operate under their direction.
- Complete an incident report
- Ensure informal and formal debriefing opportunities are made available to all employees involved.

5.8 Earthquakes

Earthquake

Earthquakes strike without warning. Generally the safest place to be is in the open, away from buildings. However if you are in a building do not attempt to run outside, you may be hit by falling debris and power lines. It is safer for you to remain in the building.

First Person

During an earthquake:

- Try to remain calm.
- Move away from windows and external walls.
- Keep away from mirrors, light fittings, fixtures, bookcases and other furniture which may fall or slide.
- If possible, take cover from falling debris under a desk or move to an internal corner of a room, sit down and cover your hands and face.
- If safe to do so leave the building by nearest exit and move to an open area away from buildings
- Once outside keep clear of buildings, overhead structures, walls, power lines and trees.
- Where possible remain with other workers and report to your supervisor.

ECO Response Actions

After the initial earthquake, the Chief Warden is to:

- Commence an evacuation of the facility to the nominated assembly area(s) or as close to as possible.
- Direct wardens to check all rooms and ensure that the facility is empty.
- Ensure first aid is available.
- Contact emergency services on 000 if unable to account for all building occupants; for ambulance for injured persons; or if there is further imminent danger.
- Assess the situation and gather information on building damage.
- Prevent any non-emergency services personnel from entering the facility.
- Await further direction from emergency services personnel.
- The facility, once evacuated, cannot be re-entered until the all clear is given by an emergency services representative.

6 Fire Fighting Equipment: Method of Operation

6.1 Fire extinguishers

1. Select appropriate extinguisher for type of fire.
2. Pull pin from squeeze handle.
3. Test extinguisher by squeezing handles briefly.

4. Approach fire aiming nozzle at base of fire.
5. Squeeze handles and operate extinguisher in a sweeping motion.

Fire extinguisher locations		
Type		Location
1	Dry Powder	Foyer adj to office 1
2	Co2	Entry to kitchen
3		
4		

6.2 Hose reels

Hose reels are used on fires involving wood, paper and textiles only, they are not to be used on live electrical appliances or flammable liquids.

1. Ensure the nozzle or jet is in the closed position.
2. Turn on the main valve.
3. Pull the hose off the drum to the location of the fire.
4. Open the nozzle and direct the stream of water at the fire (most nozzles can be adjusted to a water spray pattern).

Hose reel locations	
1	Not applicable - on building exterior managed by Riverlink Property Management
2	
3	
4	

6.3 Fire blanket

A fire blanket consists of a piece of fire resistant fabric that is used to smother a fire. They are usually located in kitchens where small cooking fires may occur.

1. Remove the blanket from its housing and fold out completely.
2. Hold the blanket by the two tabs ensuring that the blanket is folded back at the edges to protect the operator's hands.
3. Place the bottom of the blanket over the near side of the fire and lay gently over the fire.
4. Be careful not to trip on the bottom side of the blanket when moving forward (some blankets are very long and can become a tripping hazard).
5. Isolate electricity to the appliance if safe to do so.
6. Leave the blanket in situ for approximately 20 minutes to allow the temperature to drop and prevent any possible re-ignition.

Note: If using a fire blanket to extinguish a person's clothing on fire, lay the blanket over the burning area and pad down to smother and extinguish the fire.

Fire blanket locations	
1	Entry to kitchen
2	
3	

6.4 Manual Call Points (Fire alarms)

1. The system is **NOT CONNECTED** to the Fire Service, the break glass alarm should have signage above it indicating "Local alarm only in case of fire break glass and ring 000". Breaking glass will only activate the fire alarm in the building but will not contact the Fire Service.
2. Ensure the Fire Service is called on **000** to notify them of the type and severity of the fire.

6.5 Emergency Warning and Intercommunication System (EWIS)

1. **Alert** alarm (Beep – Beep – Beep) will operate automatically when a detector is activated or manual call point used (can be switched manually for a practice evacuation).
2. To use the intercom system, switch the knob to **Auto** and speak into the handheld speaker microphone.
3. **Evac** alarm will operate automatically following a pre-determined duration of the **Alert** alarm (can be switched manually for a quicker evacuation/practice evacuation).

7 Emergency Instructions and drills

7.1 Emergency Evacuation Instructions

General evacuation instructions (Induction) are SITE SPECIFIC and must be given to staff within 2 days of a person commencing work at a Footprints Community Ltd (FCL) site and repeated annually for every FCL site that an employee works at. Successful completion is recorded on the [General Evacuation Instruction Record](#) and uploaded to Action HRM.

7.2 First Response Evacuation Instructions

First response evacuation instructions must be given to staff within one month of a person commencing work and repeated two-yearly – this is not site specific and is assigned at commencement of employment through Action HRM.

7.3 Emergency Coordination Instructions

Emergency Coordination Instructions must be completed by workers with ECO appointments by completing the 'Fire Warden Training' and assessment (via Action HRM) and Site-Specific Emergency Coordination Instruction for their nominated worksite within one (1) month to the worker taking on the role. Workers will receive an automatically generated email from Action HRM when training is due. Successful completion is recorded both in online course records in Action HRM, and the site specific component on [Evacuation Coordination Instruction Record](#) which is then uploaded to Action HRM.

7.4 Evacuation practice

All Footprints Community workplaces are to conduct and record an evacuation practice at intervals of no greater than twelve (12) months. Evacuation practices are to be recorded on the [Emergency Evacuation Activity Record](#) and retained locally. The [Emergency Evacuation - Observers Checklist](#) must also be completed during the practice and retained locally

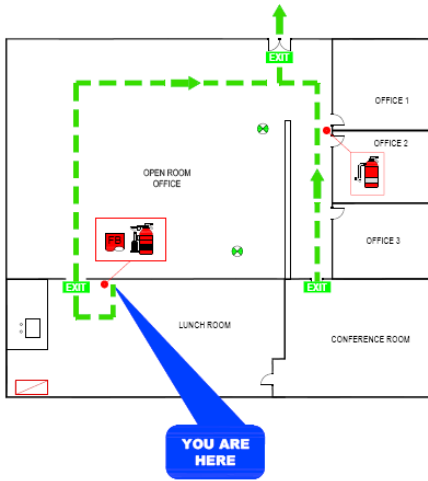
8 Relevant Documents

8.1 Evacuation diagrams

EVACUATION DIAGRAM

FOOTPRINTS COMMUNITY
2 THE TERRACE
NORTH IPSWICH
QLD 4305

LEVEL 1



EMERGENCY PROCEDURES IN CASE OF FIRE

R REMOVE PEOPLE FROM IMMEDIATE DANGER

A ALERT OTHERS & RAISE THE ALARM
Contact fire service + 000

C CONTROL FIRE & SMOKE
Close doors and windows behind you if safe to do so

E EVACUATE THE BUILDING
Follow the emergency evacuation route if you are uncertain what to do

EVACUATION PROCEDURES

STAGE 1: REMOVAL OF PEOPLE FROM THE IMMEDIATE DANGER AREA
Occupants and staff in immediate danger area are to assemble a safe distance away from fire and smoke, when the area has been evacuated all doors and windows should be closed to contain fire.

STAGE 2: REMOVAL OF SAFE AREA
If the severity of the smoke or fire warrants further evacuation occupants should be moved through fire / smoke doors to a safe area

STAGE 3: COMPLETE EVACUATION OF ENTIRE COMPLEX
Should the emergency responsible evacuation of the whole building, the manager of the fire service will direct occupants from danger to a safe area

STAGE 4: ROLL CALL
To be conducted as soon as possible and to ensure all persons are accounted for, report all missing persons to fire officers

Mobility impaired persons should evacuate immediately on hearing the fire alarm assisted by nominated person.

For All Emergency Services call 000

POLICE
FIRE
AMBULANCE



- LEGEND**
- Evacuation Route
 - EXIT Emergency Exit
 - Fire Extinguisher - ABE
 - Fire Extinguisher - CO2
 - Electrical Distribution Board
 - Fire Blanket
 - Emergency Light

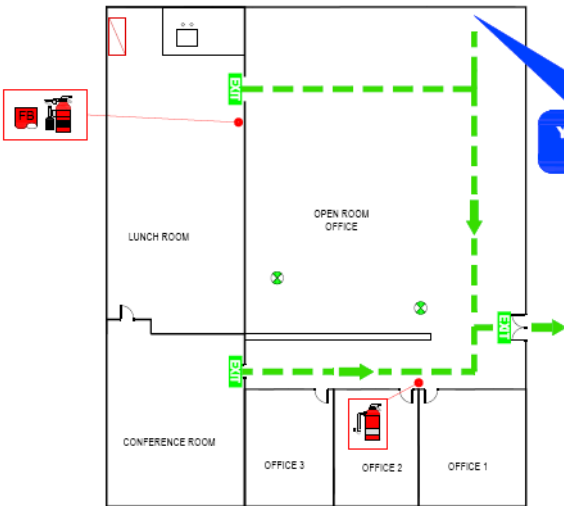
DRAWING SCALE: NOT TO SCALE
DRAWN DATE: 12/3/2025
VALIDITY DATE: 12/3/2030



EVACUATION DIAGRAM

FOOTPRINTS COMMUNITY
2 THE TERRACE
NORTH IPSWICH
QLD 4305

LEVEL 1



EMERGENCY PROCEDURES IN CASE OF FIRE

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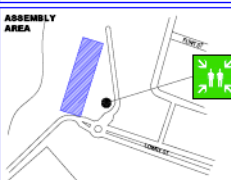
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POLICE
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- LEGEND**
- Evacuation Route
 - EXIT Emergency Exit
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 - Electrical Distribution Board
 - Fire Blanket
 - Emergency Light

DRAWING SCALE: NOT TO SCALE
DRAWN DATE: 12/3/2025
VALIDITY DATE: 12/3/2030



Not applicable – under management of Riverlink Medical and Dental

8.3 Occupiers Statement

[Insert a copy of the Occupier Statement for the building]

8.4 Fire Safety Installation Checklist

Fire Safety Installation	Installed?	
	Yes	No
Air handling systems	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Emergency lifts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Emergency lighting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency power supply	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Emergency Warning and Intercommunication System (EWIS)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exit signage	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fire detection/alarm system	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fire doors	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fire extinguishers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fire hose reels	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fire hydrants	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fire mains	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fire pumps	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fire hydrant booster assembly	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fire sprinklers	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fire sprinklers booster assembly	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fire shutters	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fire control centres	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other features*	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Smoke and heat venting systems	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Smoke doorsets	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Solid core doors	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Special Automatic Suppression Systems (gas, powder etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stairwell pressurisation systems	<input type="checkbox"/>	<input checked="" type="checkbox"/>

*Other features – includes additional fire safety installations or conditions that are required under the buildings alternative solution of the Building Act 1975 or Building Code of Australia clauses E1.10 and E2.3.

9 Plan Administration and Review

9.1 Emergency Plan Custodian

Person responsible for developing, changing and reviewing plan:	Hannah Layton
Position:	WHS Business Partner / Fire Safety Adviser
Phone number:	0420 925 681
Email:	HannahL@footprintscommunity.org.au

9.2 Emergency Plan annual review

Emergency Plan developed by:	Hannah Layton
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Date of review	Reviewed by	Changes made?
March 2025	EPC – Ipswich	New plan

9.3 Multi-occupancy buildings and managing entities

plan checked against managing entity?	Date of review	Name of reviewer	Changes made?	Workers advised?
Copy of Management Manual for Riverlink shopping Centre obtained	March 2025	Hannah Layton	n/a	n/a

Document Control

Related Documents		
General Evacuation Instruction Record		
Emergency Evacuation Activity Record		
Emergency Evacuation - Observers Checklist		
Evacuation Coordination Instruction Record		
Personal Emergency Evacuation Plan Template		
PEEP register		
Site Specific Emergency Identification and Analysis		
Authorisation		
Approved by: Edward Zarnow		
<i>Please contact the owner for enquiries and proposed changes</i>		
Owner:	Hannah Layton	Title: WHS Business Partner – Fire Safety Adviser
Phone:	0420 925 681	Email: hannahl@footprintscommunity.org.au
Review		
2 yearly. (NOTE: This relates to the TEMPLATE ONLY . Actual Fire Safety Management Plans MUST be reviewed ANNUALLY).		
Record of Issues		
Version No	Issue / Re-issue Date	Nature of Amendment
1.0		Initial release.