

EMERGENCY RESPONSE - PROCEDURE

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QHSE PROCEDURE

Viking Industrial

Approval and revision status

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1. Purpose

The purpose of this Emergency Response Plan (ERP) is to provide details of how VIKING INDUSTRIAL branches will prepare for and respond to a disaster or emergency situations.

2. Scope

This Emergency Response Plan applies to all staff, visitors and contractors at VIKING INDUSTRIAL Offices.

3. Response Strategies

When this Region is impacted, or is about to be impacted, by a disaster or emergency event, this plan will be enacted at the direction of the Emergency Director who will assume the role of Emergency Response Controller.

Each disaster or emergency may have extenuating circumstances which require the application of an additional appreciation to provide a solution to new risk or circumstance. The department has adopted an 'all hazards approach' to the planning of response strategies to disasters or emergencies and subsequently there are generally three response strategies that can be implemented prior to, or during a disaster or emergency.

The response strategies, which can be implemented singularly or jointly, are:

1. Evacuation of the facility;
2. Lockdown of the facility;
3. Temporary Closure of the Facility (Branches)

It is also noted that disasters or emergencies may also be categorised as:

- 'rising tide' or 'slow burn' events which enables decision makers to act prior to the impact of the event; or
- sudden or spontaneous events for which there are no warnings or indications that allow pre-emptive actions and the vent has to be responded to during or post impact.

Disasters or emergencies may occur under such circumstances that the Emergency Response Controller can make pre-emptive decisions to take action and best prepare the staff to provide support to branches for the event. This is the preferred scenario for the Department.

Each branch is responsible for uploading a current Emergency Response Plan into the department's nominated IMS. The Emergency Response Team can then access the relevant branch Emergency Response Plan from the IMS as required.

Emergency buildings should have separate Building Emergency Procedures and staff should be familiar with these plans. Each site's emergency procedures advise staff what to do in the event of Fire/smoke, Medical Emergency, Bomb Threat, Internal Emergency, Personal Threat, External Emergency, and Evacuation. (Identify where Plans stored)

Some incidents may occur quickly however their impact may not be neither serious nor long term. Guidance on such responses to incidents, accidents, or individual injuries is available via the Viking intranet.

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This plan is enacted when the disaster or emergency escalates beyond being managed under those mentioned plans and requires additional levels of local and Emergency or executive support.

This plan connects to the Emergency Business Continuity Plan as required.

4. Mission

To ensure the safety of staff and any other persons within the region.

To coordinate the Emergency response to a disaster or emergency.

To minimise the damage to property and facilities.

5. Execution

In the lead up to or the impact of a significant event, the Emergency Response Controller (RRC) will decide whether to stand up the Emergency Response Team and Emergency Coordination Centre (RCC). The Emergency Response Team is listed in Section 8 and will be scalable as determined by the RRC.

Imminent event

Upon identifying an emerging significant risk from a ‘rising tide’ event to, or within, the Region, the RRC should:

1. Form the Emergency Response Team (RRT);
2. Analyse the risk and expected impact on the Region;
3. Engage with the District Disaster Coordination Centre (DDCC) – as established;
4. Consider the courses of action;
5. Consult with the relevant Branch Response Controllers (Principals)
6. Decide on the Emergency strategy and implement the strategy;
7. Request resources if necessary e.g. Deployable Response Team (DRT)
8. Manage the Branch Closure system for the region;
9. Commence the Communication Strategy;
10. If formed, brief the Executive Response Team (ERT) on the progress and status;
11. Engage the Business Continuity Plan.

Sudden impact

Upon the impact of a sudden event on the Region, the Emergency Response Controller (RRC) should;

1. Review the actions of the impacted SRCs;
2. Overview the assessment of the safety of all staff in the region;
3. Activate the RRT and Emergency Coordination Centre (RCC);
4. Monitor the responses under the Branch Emergency Response Plans
5. Manage the Branch Closure system for the region;
6. Engage with the District Disaster Coordination Centre if established;
7. If formed, regularly brief the Executive Response Controller;
8. Monitor the Branch Response Controllers from a welfare perspective
9. Engage the Business Continuity Plan.
10. Coordinate with Emergency BAS Office to prioritise repairs to branches.
11. Consult with SRC’s on resuming business and educational support services; Monitor NCR site requirements, maintain and facilitate any ongoing support, outside agency involvement and address any community issues at regular junctures following the Emergency emergency.

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12. Ensure the management of the RRT and RCC through systems, briefings and communications to ensure shared situational awareness.

Emergency Office(s)

If the event, either rising tide or sudden, has also impacted on the Emergency Office location then in addition to the above:

1. Assess safety of Emergency staff
2. Assess the status of the Emergency Office/s, noting BAS protocols;
3. If any visible damage or potential hazards on the site, e.g. asbestos, engage BAS for site inspection;
4. If required consider closing the office and seeking an alternate operating location;
5. If formed, regularly brief the Executive Response Controller;
6. Utilise Communication Strategy;
7. Monitor the Emergency staff from a welfare perspective
8. Implement the Emergency Business Continuity Plan as required.
9. If closure was necessary, re-open the Emergency Office/s after conducting a Suitability Assessment and determining that it is safe to do so.

6. Administration and Logistics

Hard copies of the Emergency Response Plan and the Business Continuity Plan should be stored in the main Administration Office of the Emergency offices and in any pre-determined location for the Emergency Coordination Centre (RCC), and be held by the Emergency Response Team (RRT).

The Emergency Coordination Centre which is a nominated location for the RRC and RRT to operate from should be always ready and have the capability to establish communications with branches, principals, other, stakeholders, the Executive Coordination Centre, the District Disaster Coordination Centre and the Emergency Response Team if required.

All documentation generated or received at the RCC is to be stored in hardcopy or electronic for later reference. In the event of death, serious bodily injury or possible litigation issues, liaise with the Manager, Legal and Administrative Law Branch.

In the event of death or serious bodily injury, ensure the Director, Workplace Health and Safety QLD has been notified as soon as possible by the quickest means of communication available, as well as on the prescribed form within twenty-four hours, utilising MyHR WH&S Solutions reporting mechanism via One Portal).

At the conclusion of the response to an event the RRC will conduct a Emergency Debrief.

7. Command and Communications

The Emergency Director will assume the role of the Emergency Response Controller (RRC) and will form, and chair, the Emergency Response Team (RRT). The RRC is responsible to the Executive Response Controller (ERC). (See Section 14)

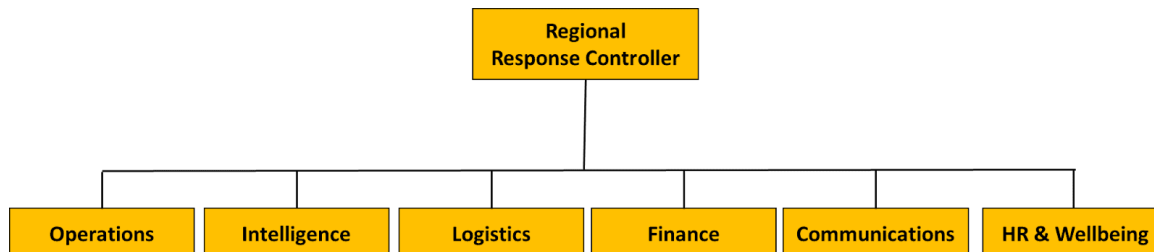
The RRC can make decisions about the Temporary Closure and Re-opening of branches in accordance with the CE Directive 1/2015.

When formed, the RRT is to establish and maintain communications with the Executive Response Team (ERT) as practicable. In the absence of communications the RRC must operate independently until communications are able to be established.

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A senior officer represents the Region on the DDCC and may have support staff assisting. This may be the RRC or it may be another delegated member.

The basic structure of the RRT and their broad responsibilities are represented below and this structure may be adjusted according to the nature and complexity of the event.



Role	Responsibilities
Emergency Response Controller	Overall lead and coordinator of the disaster or emergency response and recovery in the Region.
Operations	Responsible for providing support to RRC and RCC including collecting and processing information about the incident and response operations (situational awareness). Also responsible for managing and tasking additional resources to support operations and maintaining liaison with external agencies and DDCC. Responsible for overall management of the RCC and preparation of a Strategic Assessment if required and any Response Plans.
Intelligence	To collect, analyse and display information and intelligence to support situational awareness and to prepare briefs and internal sitreps as required.
Logistics	Responsible for securing materials, resources, services and additional staff to sustain operations and restore educational services (Business Continuity).
Finance	Supports the other functional areas through the financing of operations as well providing administrative support and management of the Coordination Centre. Responsible for tracking of response costs for corporate accounting.
Communication	Information and communications management internally and externally– see the Disaster and Emergency Communications Strategy.
HR and Wellbeing (Support)	Conduct activities to support staff resilience. Monitoring the management of risk and the welfare of all staff through the advice on entitlements, welfare and wellbeing support.

The RRC may also manage the liaison with the relevant Local Disaster Management Group/s (LDMG/s). In some areas this may be delegated to a Branch Response Controller depending on the location of the Branch. A list of key contacts is included in this ERP. It lists the branch and Emergency response entities and mechanisms to assist communications before, during or after an event. It also lists other agency and stakeholder contact points.

The RCC must establish communications methods including redundancies such as phone, mobile phones, satellite phones, internet, SMS Global and email. The Department has a mobile communication platform that can be requested to be relocated to the region.

8. The Emergency Response Team (RRT)

Role	Assigned staff including shadow	Contact details
Response Controllers	Anthony Jensen	0431 053 607
	Craig Watson	0418 776 476
	Matt Wells	0407 889 089
Operations	Kurt Climo	0458 003 448
	Byron Turner	0458 480 302
Intelligence	Simon Luu	0498 016 660
	Nick Burton	0497 005 465
Logistics	Mon Mallasch	0401 455 329
	Kevin Zhu	0425 670 778
Finance	Cassie Hunt	0413 731 020
	Kyle Alberts	0417 786 603
HR and Wellbeing (Support)		

9. Evacuation Response

Priority	Safety of staff, members of the community and/or site visitors.
Reporting the emergency	<ul style="list-style-type: none"> Contact Emergency Services immediately on 000
Evacuation	Signal Siren

	<p>Procedure See branch specific plan</p>
Evacuation assembly	<p>Assembly procedure 1. Personnel lists are checked. 2. Report all persons unaccounted for to the RRC.</p>
	See branch specific plans
Evacuation clearance	<p>Evacuation procedures will be displayed on Emergency Evacuation maps in all rooms.</p> <ol style="list-style-type: none"> FIRST PRIORITY is to the safety of all persons in the office. ALL staff and visitors are automatically involved. ALL VISITORS should sign the Visitors book at the office. NO person should be placed in a position of risk. <p>Emergency Response Controller is responsible for ensuring the electricity is turned off and that Emergency Services are contacted and given all assistance required.</p>
General principles	<ol style="list-style-type: none"> If the evacuation goes for an extended time then the Emergency Response Controller informs the Emergency and Security Management Unit on 3034 6012.
Communications	<ul style="list-style-type: none"> Site Emergency Evacuation Maps must be clearly displayed in all rooms. Visitor sign-in registers maintained in the office. Emergency personnel lists kept by exit door. Evacuation exercises conducted twice a year and records kept in MyHR WH&S.

10. Lockdown Response

The fields below contain example responses for guidance and should be edited to suit the location.

Priority	This procedure minimises access to the Emergency Office and secures all persons in offices.
Reporting the emergency	<ul style="list-style-type: none"> Contact Emergency Services immediately on 000 Notify the EMSU on 3034 6012 or ERC pending arrangements enacted.
Lockdown	<p>Signal</p>
	<p>Procedure</p> <ol style="list-style-type: none"> Emergency Office doors are locked by office personnel. Access to any and all persons denied. Staff not in their own offices will remain in the room they are currently in until told it is safe to move. Personnel lists are checked. Report all unaccounted for to the Emergency Response Controller

	6. Staff and visitors remain in their offices until told that the building is safe.
Lockdown cancellation	1. Staff and visitors remain in offices until advised by the Emergency Response Controller that the Lockdown procedure is cancelled. 2. The clearance signal is
General principles	<ul style="list-style-type: none"> • A lockdown prevents persons from entering the Emergency Office. • Normal routine should re-commence as soon as possible after the event. • Staff to be vigilant in reporting the entry of unauthorised person or persons into the building.
Communications	<ul style="list-style-type: none"> • If the lockdown goes for an extended time then the Response Controller informs the Emergency and Security Management Unit on 3034 6012.
Pre-arrangements	<ul style="list-style-type: none"> • Facilities can be locked internally. • Visitor sign-in registers maintained in the office. • Emergency personnel lists kept.

11. Temporary Closure Response

The fields below contain example responses for guidance and should be edited to suit the location.

Priority	Safety of staff, members of the community and/or site visitors. Staff must remain off-site until advised by the Emergency Response Controller that the Building is safe and available to be re-occupied and re-opened.
Decision	The RRC has the authority to close the Emergency Office as considered necessary
Reporting the closure	<ol style="list-style-type: none"> 1. Notify the Executive Response Controller or the Emergency and Security Management Unit on 3034 6012. 2. Notify the local Radio Station 3. Notify staff – phone tree 4. Notify branch community – Branch Closures website, messaging 5. Notify other stakeholders
Temporary Closure	Prepare <ul style="list-style-type: none"> • Engage the Emergency Response Team • Prepare for the closure with stakeholders if practicable • Undertake required communications
	Respond <ul style="list-style-type: none"> • Monitor the event and stay informed. • Maintain communications with the Executive Response Team, DDMG and LDMG. • Wait till safe to liaise with BAS to conduct site for inspection. • Monitor damage reports. Meet daily with BAS to review priorities and assign resources. • Assess staff status and support required • Engage Business Continuity Plan as required

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	<ul style="list-style-type: none"> Undertake Suitability Assessment for decision to re-open or not. <p>Recover</p> <ul style="list-style-type: none"> Liaise with BAS re repair schedule Manage and support staff welfare issues Monitor business continuity activities
Re-opening	<ol style="list-style-type: none"> Notify the Executive Response Controller or ESMU depending arrangements enacted Notify Radio Station Advise LDMG & DDMG if stood up.
General principles	<ul style="list-style-type: none"> 'Safety before schedule' Normal routine should re-commence as soon as possible after the event and when safe to do so.

12. Specific emergencies – response procedures

Building Fire	<ul style="list-style-type: none"> Call 000 for emergency services and follow advice. Activate the fire alarm. Report the emergency immediately to the Emergency Response Controller who will convene your Emergency Response Team if necessary. Extinguish the fire (only if safe to do so). If appropriate, follow the procedure for on-site evacuation. Evacuate to closing all doors and windows. Check that all staff and visitors are accounted for. Contact the Emergency and Security Management Unit on 3034 6012.
Bushfire	<ul style="list-style-type: none"> Call 000 for emergency services and follow advice. Report the emergency immediately to the Emergency Response Controller who will convene your Emergency Response Team if necessary. Determine appropriate response strategy (evacuate or lockdown) in consultation with emergency services, if possible. If evacuation is required and time permits before you leave: <ul style="list-style-type: none"> Make sure you close all doors and windows Turn off power and gas. Check that all staff and visitors and contractors are accounted for. Listen to TV or local radio on battery-powered sets for bushfire/weather warnings and advice. Contact the Emergency and Security Management Unit on 3034 6012.
Major external emissions/spill (includes gas leaks)	<ul style="list-style-type: none"> Call 000 for emergency services and follow advice. Report the emergency immediately to the Emergency Response Controller who will convene your Emergency Response Team if necessary. Turn off gas supply.

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	<ul style="list-style-type: none"> • If the gas leak is onsite, notify your gas provider. • If appropriate, follow the procedure for on-site evacuation. • Alternatively this may need to be to an off-site location. • Check staff and visitors are accounted for. • Await 'all clear' advice from emergency services or further advice before resuming normal activities. • Contact the Emergency and Security Management Unit on 3034 6012.
<p>Intruder</p>	<ul style="list-style-type: none"> • Call 000 for emergency services and seek and follow advice. • Report the emergency immediately to the Emergency Response Controller. • Do not do or say anything to the person to encourage irrational behaviour. • Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants. • Determine whether evacuation or lock-down is required. Do this in consultation with the Police where possible. • Evacuation only should be considered if safe to do so. • Contact the Emergency and Security Management Unit on 3034 6012.
<p>Bomb or substance threat</p>	<ul style="list-style-type: none"> • Call 000 for emergency services and seek and follow advice. • Report the threat to the Emergency Response Controller. • Do not touch any suspicious objects found. • If a suspicious object is found or if the threat specifically identified a given area, then evacuation may be considered: • If appropriate under the circumstances, clear the area immediately within the vicinity of the object of staff. • Ensure staff are not directed past the object • Ensure staff that have been evacuated are moved to a safe, designated location • Contact the Emergency and Security Management Unit on 3034 6012. <p>If a bomb/substance threat is received by telephone:</p> <ul style="list-style-type: none"> • Do not hang up. • If possible fill out the bomb threat checklist while you are on the phone to the caller. • Keep the person talking for as long as possible and obtain as much information as possible. • Have a co-worker call 000 for emergency services on a separate phone without alerting the caller and notify the Emergency Response Controller. <p>If a bomb/substance threat is received by mail:</p> <ul style="list-style-type: none"> • Place the letter in a clear bag or sleeve. • Avoid any further handling of the letter or envelope or object. • Call 000 for emergency services and seek and follow advice.

	<ul style="list-style-type: none"> • Notify the Emergency Response Controller. <p>If a bomb/substance threat is received electronically:</p> <ul style="list-style-type: none"> • Do not delete the message • Call 000 for emergency services and seek and follow advice • Notify the Emergency Response Controller. • Contact the Emergency and Security Management Unit on 3034 6012.
<p>Internal emission or spill</p>	<ul style="list-style-type: none"> • Call 000 for emergency services and seek and follow advice. • Report the emergency immediately to the Branch Response Controller who will convene your SRT if necessary. • Move staff away from the spill to a safe area and isolate the affected area. • Seek advice in regards to clean up requirements, and if safe to do so, the spill can be cleaned up by staff. Personal Protective Equipment should be worn as per the requirements of the Material Safety Data Sheet and Safety Work Procedure. • Contact the Emergency and Security Management Unit on 3034 6012.
<p>Severe Weather event</p>	<p>Sudden event during operational hours:</p> <ul style="list-style-type: none"> • Call 000 if emergency services are needed and follow advice. • Report the emergency immediately to the Emergency Response Controller who will convene your Emergency Response Team if necessary. • Before the storm, store or secure loose items external to the building, such as outdoor furniture and rubbish bins. • Disconnect electrical equipment – cover and/or move this equipment away from windows. • Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required. • Instigate a lockdown. <p>During the severe storm:</p> <ul style="list-style-type: none"> • Remain in the building and keep away from windows • Restrict the use of telephone landlines to emergency calls only, particularly during a thunderstorm. • Report any matter concerning the safety and wellbeing of staff and visitors to the Branch Response Controller. • Listen to local radio or TV on battery-powered sets for weather warnings and advice. <p>Forecast imminent event (e.g. cyclone, floods)</p> <ul style="list-style-type: none"> • If weather warnings and advice from the State Disaster Management Group indicate that the location will be impacted by a severe weather event, the Emergency Response Controller will follow the decision-making process to determine if the branch will be temporarily closed. • The Emergency Response Team will be convened.

	<ul style="list-style-type: none"> • If the Emergency Office is to be temporarily closed, then all stakeholders will be advised. • The Temporary Closure procedure needs to be implemented. • After the event, if the branch is situated in the impact zone, then Building and Asset Services (BAS) will determine if the site is safe for the Emergency Response Controller to enter to undertake a Suitability Assessment to Re-open. • The Emergency Response Team may need to operate from an alternative Emergency Coordination Centre location.
Earthquake	<ul style="list-style-type: none"> • Call 000 for emergency services and seek and follow advice. • Report the emergency immediately to the Emergency Response Controller who will convene your Emergency Response Team if necessary. • Evacuate to assembly area/s. • Check that all staff and visitors are accounted for. • Await 'all clear' advice from emergency services or further advice before resuming normal activities. • Contact the Emergency and Security Management Unit on 3034 6012.