



EMERGENCY PLAN & PROCEDURES

UNITS 10-11, 27 INDUSTRIAL AVENUE, MOLENDINAR, QLD 4214.

LOCAL EMERGENCY SERVICES

Ambulance:	000
Fire Brigade:	000
Police:	000
Chemical Spills:	000
Poisons Information Centre:	13 11 26

BUSINESS INFORMATION

Business Name:	EZFURN
Business Address:	Units 10-11, 27 Industrial Avenue, Molendinar, QLD, 4214.
Business Phone Number:	(07) 55290055
Business Email:	trevor.rex@ezfurn.com.au
Business Owner:	John Hutchins
Building Owner Address:	12 Mercantile Court, Molendinar, QLD, 4214.
Building Owner Phone Number:	(+61) 0422 502 375
Building Owner Email:	john@asoint.com
Building Classification	Class 5
Building Construction:	2 levels/ concrete construction/ tin roof

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Identifier: WHS-001

Title: Emergency Plan & Procedures

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1.0- Introduction

This document outlines the procedure for members of the building to follow in the event of an emergency. The objective of this document is to ensure EZFurn can facilitate a safe, orderly and timely evacuation of building occupants when necessary.

Whilst the primary purpose of this Fire & Emergency Evacuation Procedure is to establish an evacuation procedure in preparation for the event of a fire, other instances may well necessitate the evacuation of the premises.

It is essential all members of the building are familiar with and understand each evacuation procedure. In the event any evacuation procedure is unclear, please contact the Chief Warden.

TYPES OF EMERGENCY

Either a part or full evacuation may be required as a result of any of the following emergency situations where there is a real or potential risk to safety:

- Fire or explosion
- Gas leak
- Armed hold-ups
- Extreme climate conditions
- Bomb or terrorist scare

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Key Personal

Chief Warden

Name: Adam Taylor

Phone: (+61) 0499 016 539

Responsibilities:

- Responsible for the entire site.
- Ensure correct procedures are in place for safe emergency evacuations.
- Liaise with Warden and Emergency Services.
- Co-ordinate site communications.

Area Warden

Name: Gary Buxton

Phone: (+61) 0437 029 595

Responsibilities:

- Duties as instructed by the Chief Warden – Investigate area in alarm if required.
- If a fire is located – Immediately advise Chief Warden of the situation.
- Area Wardens will evacuate all occupants through the nearest designated exit.
- Lead building occupants to the primary assembly area at the front of the building.
- If safe to do so area wardens will use portable fire equipment to extinguish the fire.
- If safe to do so – lower any roller doors to contain the fire.
- Ensure doors are closed properly (but remain unlocked).
- Search floor area, toilets and all other common areas for persons.
- Report directly to the Chief Warden the situation for their area.

First Aid Certificate Holders (Current as of October 2020)

Adam Taylor

Section: Warehouse

Phone: (+61) 0499 016 539

Rachael Meek

Section: Office

Phone: (+61) 0499 016 539

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2.0- PROCEDURES

2.1- GENERAL EVACUATION PROCEDURE

Introduction

The general evacuation procedure has been prepared for all emergency events that may require building occupants to evacuate. Please read all other evacuation procedures to ensure you are aware of any special actions to take for specific emergency events.

Procedure

1. On hearing the evacuation alarm, cease all activity immediately. If safe to do so, turn off any machinery.
2. Leave any personal valuables.
3. Remain calm and leave in an orderly manner. If safe to do so, assist any person in immediate danger.
4. Close internal doors behind you, leave doors unlocked.
5. Move calmly to the primary assembly area and do not leave the assembly area until the all clear has been given.
6. Do not obstruct any emergency vehicles and personnel.

Assembly Points

Primary Assembly Point: The primary assembly point is located on the left side of the gate when leaving the front office.



Secondary Assembly Point: The secondary assembly point is located to the left side of the front complex gate, in front of the Brick Café. In the event the primary assembly point is unsafe, building occupants are to evacuate to the secondary assembly point.

2.2- FIRE & EXPLOSIONS

Introduction

Fire and evacuation alarms are intended to alert building occupants that a fire, or another life-threatening situation is present. Upon hearing the alarm, it is essential all members of the building evacuate the building immediately. In the event of a fire, the following steps should be taken to ensure the safety of all building occupants.

Procedure

In Case of Fire

1. Immediately alert at least one other person – avoid causing panic.
2. Fight fire using firefighting appliances only if it is safe to do so and you have been properly trained. Do not fight the fire if:
 - You have not been trained or instructed in using a fire extinguisher.
 - You do not know what is burning.
 - The fire is spreading rapidly, or you may inhale toxic smoke.
 - The fire might block your means of escape.
 - Your instincts tell you not to do so.
3. If the fire cannot be contained alert the fire service, dial (0) 000. Advise the fire service:

Organisation Name: EZFurn

Exact Location: Units 10-11, 27 Industrial Ave, Molendinar.

Point of Entry: Direct to 'left' or 'right' of premises.

Type of fire (if known): I.e. Diesel Fuel or Electrical.

4. Wait for the fire brigade to hang-up first.
5. Sound the fire alarm if not automatically sounded by smoke detectors.

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6. Send Emergency Services Liaison Officer to point of entry to direct fire service.

When You Hear the Fire Alarm

1. Evacuation alarm is sounded.
2. Cease all activity. Turn off machinery if possible and safe to do so.
3. Leave personal valuables.
4. Leave in an orderly manner.
5. Close all doors behind you (leave all doors unlocked)
6. Assist evacuation of injured or disabled occupants and notify emergency responders.
7. Use a fire extinguisher only if it is safe to do so and you have been trained.
8. Move calmly to the primary assembly point. Stay low if confronted by smoke. Check closed doors for heat before opening.
9. Report hazardous conditions.
10. Remain in the primary assembly point until the 'all clear' has been given.

Important Notes

- Seek first aid treatment for all injuries.
- Do not leave the site unless given permission.
- Assist with the evacuation of disabled occupants.
- Follow instructions of the Chief Warden and relevant emergency services personnel.
- Emergency evacuation diagrams are located throughout the office and warehouse.

2.3- BOMB THREATS

Introduction

Bomb threats or suspicious items should always be taken seriously. Bomb threats commonly take place over the phone, however, may also occur in person, email, a note or another means. Law enforcement is in the best position to determine the credibility of the threat, it is important to never dismiss a threat as doing so can put the lives off all building occupants in danger.

Procedure

Telephone Threat

1. Engage the caller in conversation and make written record of their statements.
2. Do not hang up – keep the caller talking, this may assist in tracing the call.
3. Remain calm and do not say anything that may provoke irrational behaviour.
4. If possible, find out the location of the bomb.
5. Listen for any background noises and take note of any key information that may identify the caller such as the caller's: name, sex, and approximate age.
6. Complete the Bomb Threat Checklist.
7. Notify the police immediately.
8. Notify the Chief Warden.
9. Ensure management is notified as soon as possible.
10. Evacuate the building if told to do so.

Written Bomb Threat (Letter/ Fax/ Email)

1. Minimise handling the document containing the threat and any item it was delivered in.
2. Preserve any evidence, such as the letter and envelop the document is contained in by placing them in a plastic sleeve or bag.
3. Notify the police immediately, if possible, call using a landline not a mobile phone.

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4. Evacuate the building if told to do so.

Evacuation

- The Chief Warden is to decide whether to evacuate the entire building or a portion of the building, as well as which exists to use.
- It is important to avoid evacuating past the known location of the bomb.
- Proceed to the assembly area.
- Remain in the assembly area until told to leave by the Chief Warden.

Important Notes

- Never touch the bomb.
- The Police Bomb Squad will remove or defuse any bomb or suspicious articles.
- Do not operate electrical devices in the area.
- Use a landline phone not a mobile phone when notifying the police of a bomb threat.

2.4- MEDICAL EMERGENCIES

Introduction

Medical health emergencies can occur at any time within the workplace. It is important you familiarise yourself with the below Medical Emergency Procedure and make sure you are aware of the staff members who are trained in first aid and CPR.

Procedure

1. Check the immediate area and remove or control any signs of danger, only if safe to do so, to avoid further risk to the casualty and yourself.
2. Do not move the injured person unless they are exposed to a life-threatening situation.
3. In the event of a serious illness or injury contact the ambulance by dialling (0) 000. If you are unsure if the injury or illness is serious or not, call the ambulance and they will advise you.

4. Advise the fire service:

Organisation Name: EZFurn

Exact Location: Units 10-11, 27 Industrial Ave, Molendinar.

Point of Entry: Direct to 'left' or 'right' of premises.

Type of fire (if known): I.e. Diesel Fuel or Electrical.

5. Remain with the injured person and administer first aid if trained to do so. Wear the protection gloves in the first aid kit when administering first aid. The first aid kit is located in the lunchroom in the warehouse.
6. If you are not trained in first aid, alert a staff member that is trained in first aid (see Key Personnel section).
7. Follow the instructions of relevant Emergency Services Personnel.
8. Remember the DRSABCD first aid procedure:

Danger

Response

Send for help after response

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Airway

Breathing

CPR (Start CPR, 30 chest compressions to 2 rescue breaths)

Defibrillation

9. Send a staff member to wait outside for the ambulance.

10. In the event the injury is not serious, and an ambulance is not required; the injured person should seek a medical assessment from a doctor of their choice.

DRSABC First Aid Procedure

DRSABCD Action Plan

In an emergency call **triple zero (000)**

D	DANGER	↓	
Ensure the area is safe for yourself, others and the casualty			
R	RESPONSE	↓	
Check for response—ask name—squeeze shoulders			
No response → Send for help Response → Make comfortable, monitor response and check for injuries			
S	SEND	↓	
Call triple zero (000) for an ambulance or ask another person to make the call			
A	AIRWAY	↓	
Open mouth – check for foreign material			
No foreign material → Leave on back. Open airway by tilting head with chin lift. Foreign material in mouth → Place casualty in recovery position, mouth slightly downward clear airway with fingers			
B	BREATHING	↓	
Check for breathing—Look and feel for chest movement, listen for air escaping from mouth and nose (an occasional gasp is not adequate for normal breathing)			
Not breathing normally and no response → place on back and commence CPR. Normal breathing → Place in recovery position, monitor breathing and responsiveness.			
C	CPR	↓	
Start CPR 30 compressions, 2 breaths			
→ Place heel of hand on the lower half of breastbone in centre of chest with other hand on top of first. → Press down 1/3 of depth of chest and give 30 compressions. → Open casualty's airway (head tilt with chin lift) → Blow steadily into mouth for up to 1 second, watch for chest to rise and fall. Take another breath and repeat. → Pinch soft part of the nose to seal. → Aim for approximately 100 compressions per minute. Continue CPR (30:2) until ambulance arrives or casualty recovers.			
D	DEFIBRILLATION	↓	
Apply defibrillator as soon as possible (if available) and follow voice prompts			

2.5- CHEMICAL SPILLS

Introduction

In the event of a chemical spill, the person(s) that cause the spill are responsible for promptly containing and cleaning up the spill. It is also their responsibility to ensure they have the appropriate protective equipment for the chemicals being handled. Refer to the appropriate Material Safety Data Sheet (MSDS) for any special instructions before proceeding. You can find Material Safety Data Sheets in the MSDS Cupboard at the front of the assembly area, or access them online via the online staff resource centre.

Procedure

1. Contain the spill from spreading by using absorbent booms to create a small dam around the spill area. It is important no matter how small a liquid spill is that it is stopped from spreading into any body of water, this includes storm drains.
2. If appropriate to do so, isolate the area of the spill by placing rope and/ or signage around the spilled area.
3. Place any small leaking containers into a waste drum or larger container to prevent further release of the chemical.
4. Store the large container or drum in a safe place while awaiting disposal: refer to the associated Safety Data Sheet for the correct disposal information.
5. If a spray hose bursts, turn off the appropriate valves to stop further release of the chemical.
6. Contact the Fire Brigade in the event the spill may:
 - Enter drains or watercourses;
 - Harm the environment; or
 - Pose a threat to public safety.
7. Clean up the spillage in accordance to the associated MSDS. When appropriate, use absorbent material to soak up the chemical. Place this

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material in a drum or suitable container that is lined with a heavy-duty plastic bag.

8. Ensure to use appropriate clothing to avoid direct contact with the chemical.
9. When cleaning dry products: shovel the spilled material, including any broken packages, into a suitable drum or container.
10. Clean all equipment that was contaminated in the original spill or in the clean-up procedure. Clean the equipment using only household bleach (dilute to 50% of normal strength), or an alkaline detergent. Do not mix bleach and alkaline detergents together.
11. On completion of clean up, immediately change clothing and shower, use soap liberally to cleanse skin thoroughly.
12. Launder contaminated clothing thoroughly and separately from other clothing.
13. Notify the manager and complete an Environmental Incident Report.

2.6- ARMED HOLD-UPS

Introduction

In the event of an armed hold-up it is important to remain calm and follow the below armed-hold-ups procedure to minimise the risk of harm to occupants of the building. It is important to remain alert to any suspicious activity and person(s) in or around the premises to minimise the threat of an armed holdup. If you become aware of any suspicious persons or activity, report this to the manager on duty.

Procedure

1. Remain calm and quiet. Do not attempt to be heroic.
2. Remain still and do not make any sudden movements.
3. Obey the offender's instructions, avoid drawing attention to yourself and speak only when spoken to.
4. Do not volunteer information, avoid eye contact and do not stare directly at the offender.
5. If ordered to do so, hand money to the offender and be deliberate in your actions.
6. If safe to do so observe the offender's appearance, clothing, and height.
7. Employees who are not directly involved should remain out of danger. If safe to do so, leave the area and contact police.
8. Do not attempt to delay the departure of the offender in any way, once they have left the premises you are safe.
9. If possible, note the offenders means of departure and the direction of their departure. Do not put yourself at risk.
10. Once the offender has left the premises call the police: Dial (0) 000.
11. Notify the most senior manager on duty and arrange first aid assistance if required.
12. Once the offender has left the premises, isolate the areas where the bandit stood or touched. Nobody should be permitted in these areas until they have been checked by police for evidence.

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13. Write down all impressions of the event without reference to any person. Each witness should complete a Personal Description Form.

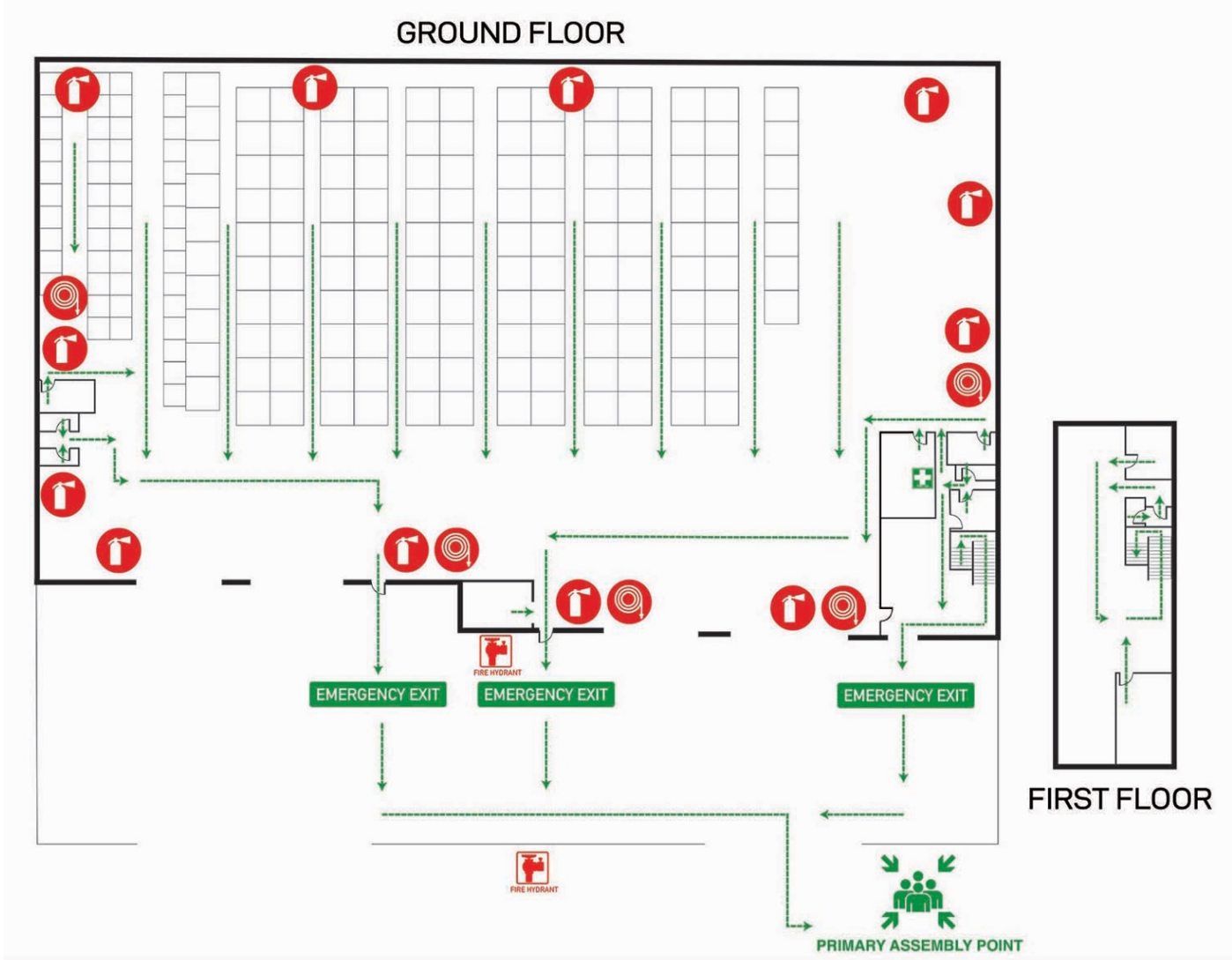
Important Notes

- Do not drive a vehicle immediately after an armed hold-up as shock may affect you.
- After discussing the incident with police, discuss the event with a manager and inform them if you require any trauma counselling.

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3.0- EVACUATION DIAGRAM



EMERGENCY INFORMATION

- | | |
|---|---|
| R - REMOVE people from immediate danger. | P - PULL the pin from the extinguisher and test. |
| A - ALERT others and emergency services. | A - AIM the nozzle at the base of the fire. |
| C - CLOSE windows and doors to contain the spread of fire. | S - SQUEEZE the operating handle to release the extinguishing agent. |
| E - EVACUATE the premises. | S - SWEEP from side to side. |

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4.0- EVACUATION ROLL CALL

*Current as of November 1st, 2020.

FIRST NAME	LAST NAME	STATUS	PRESENT	ACCOUNT FOR (HOLIDAY/ SICK/ OFF SITE BUSINESS)	NOT ACCOUNT FOR
Adam	Taylor				
Gary	Buxton				
Glenn	Summers				
Jack	Thomson				
Jake	Maloney				
Jack	Smith				
Matt	Ferris				
Michael	Whitehouse				
Rachael	Meek				
Sheryl	Higgins				
Trevor	Rex				

Name: _____

Signature: _____

Date: _____

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5.0- BOMB THREAT CHECKLIST

ASK THE CALLER	DETAILS
Where did you put the bomb?	
When is the bomb going to explode?	
What will make the bomb explode?	
Where is the bomb?	
What does it look like?	
What type of bomb is it?	
Why was the bomb placed?	
Where are you?	
What is your name?	
THE CALLER	DETAILS
Is a caller ID visible?	
Gender?	
Estimated age?	
Voice- loud, soft, angry, fast or slow?	
Manner – calm, angry, emotional, abusive?	
Did you recognise the voice? Who is it?	
Was the caller familiar with the layout of the site?	
Coherent or incoherent?	
Did the call sound scripted or well prepared?	
BACKGROUND NOISES	DETAILS
Inside or outside?	
Were there other people with the caller?	
Any music?	
Any machinery or vehicles?	
Any street noises?	
Local or STD call?	
WHO RECEIVED THE CALL	DETAILS
Name:	
Number and extensions:	
Signature:	

6.0- FIRE EQUIPMENT

Fire Extinguisher

There are a number of different extinguisher types that can each be identified by the colour coding and labelling. It is the important to ensure the extinguisher you are using is suitable for the type of fire encountered. For example, a water extinguisher cannot be used on any fire involving electrical equipment.

Fire Types

Class A – Wood, Paper & Plastic

Class B – Flammable & Consumable Liquids

Class C – Flammable Gasses

Class D – Metals

Class E – Electrical

Class F – Cooking Oils & Fats

Extinguisher Types

- **Red** (water) – suitable for Class A fires and no other class of fire.
- **Blue** (foam) – suitable for Class A & B fires.
- **White** (dry powder) – suitable for Class A, B and E fires.
- **Black** (carbon dioxide) – suitable for Class B & E fire. This extinguisher has a loud discharge and users should be aware of the discharge pressure.
- **Yellow** (vaporising liquids) – suitable for class A & E fires
- **Oatmeal** (wet chemical) – suitable for class A & F fires.

Method of Operation

Before operating the extinguisher, remove the extinguisher from the bracket and check the pressure gauge. If the needle is in the green zone the extinguisher is ready to use. Any extinguishers with gauges in the red zone need to be replaced.

It is easy to remember how to operate a fire extinguisher if you remember the acronym "PASS":

- P** - Pull the pin at the top of the extinguisher, breaking the seal. Immediately test the extinguisher to ensure that the extinguisher is working and so you know how far the stream travels.
- A** - Approach the fire and stand from a safe distance. Aim the nozzle towards the base of the fire.
- S** - Squeeze the handles together to discharge the extinguishing agent inside. Release the handles to stop discharging the extinguishing agent.
- S** - Sweep the nozzle from side to side while approaching the fire, direct the agent at the base of the flames. After an A Class fire has been extinguished, the area should be probed for smouldering hot spots that could reignite the flame.

Fire Hose

Hose reels can be used on fires involving, wood, paper and textiles only (Class A). They are not to be used on live electrical appliances or flammable liquids.

Method of Operation

1. Check the nozzle is in the closed position before turning on the valve.
2. Turn on the valve to charge the hose.
3. Reel the hose until you have enough length to reach the flame, keep at a safe distance from the flames.
4. Aim the nozzle towards the fire, adjust the nozzle to the open position to allow for the flow of water. In most cases the flow of water can be adjusted to give a spray or jet pattern by twisting the nozzle.
5. Aim the nozzle at the base of fire while using.
6. Remain cautious and use the nearest exit if the flame is out of control or if you are in danger.