

# Emergency Response Policy & Procedure

## Introduction

At Learning Links, the safety of our staff, customers, clients, contractors, and visitors is our highest priority.

The objective of our Emergency Response Policy & Procedure is to outline how our sites and occupants can prepare for and effectively manage an emergency at any of our sites.

The Emergency Response Policy & Procedure is supported by the:

- Emergency Evacuation and Lockdown Procedures at each site;
- Flood Action Policy and Procedures for the Peakhurst Office & Preschool;
- Bomb Threat Procedure and Bomb Threat Checklist; and
- First Aid Policy.

## Policy

Learning Links will ensure that:

- Each site has effective Emergency Evacuation and Lockdown procedures in place.
- Evacuation and Lockdown Procedures are displayed clearly in each office.
- Emergency evacuation procedures and equipment are tested annually.
- Emergency Response Training (which includes fire safety training) is provided to Wardens annually. Training records are recorded and kept with HR for 2 years (after date of training).
- There are adequate numbers of trained First Aid Officers at each site during service demand times
- First Aid equipment is checked annually and restocked as required.

## Eligibility

This policy and procedures applies to all Learning Links staff.

## Responsible

Responsibilities for the Emergency Response Policy and Procedures are:

Person	Responsible for
All Staff	<ul style="list-style-type: none"> <li>• Carrying out personal accountabilities and responsibilities for integrating work, health and safety into all work activities.</li> <li>• Using and following the Emergency Response Policy and procedure.</li> <li>• Following the instructions of the Emergency Response Wardens during an Evacuation.</li> </ul>
People and Culture	<ul style="list-style-type: none"> <li>• Implementing and reviewing the Emergency Response Policy and Procedure.</li> <li>• Ensuring Evacuation Diagrams are up to date and displayed in each office.</li> <li>• Organising the annual Emergency Response training for Wardens.</li> <li>• Coordinating Emergency Evacuation drills for each site.</li> <li>• Reviewing the effectiveness of the Emergency Evacuation drills.</li> <li>• Ensuring Fire equipment is maintained and inspected annually.</li> <li>• Coordinating WHS Committee meetings and ensuring effective consultation of the Emergency Response Policy and procedure.</li> </ul>

Chief Emergency Warden	<ul style="list-style-type: none"> <li>• Taking control during Emergency Situations and providing instructions to Emergency Wardens.</li> <li>• Liaising with Emergency Response Services.</li> <li>• Conducting post Emergency Response Evaluations and making any necessary corrective actions to improve policies and procedures.</li> </ul>
Emergency Wardens	<ul style="list-style-type: none"> <li>• Following the instructions of the Chief Emergency Warden</li> <li>• Taking control during Emergency Situations and providing support and guidance to staff.</li> <li>• Participating in training as required</li> <li>• Participating in post Emergency Response Evaluation.</li> </ul>

### Related Documents

- HR – WHS - Peakhurst Office Evacuation Procedure
- HR – WHS - Oatley Office Evacuation Procedure
- HR – WHS - Liverpool Office Evacuation Procedure
- PS – Evacuation Procedure
- HR - WHS - Flood Action Policy and Procedure for Peakhurst
- HR – Bomb Threat Procedure
- HR – Bomb Threat Checklist
- HR – First Aid Policy
- HR – First Aid Kit Contents Checklist
- HR – Appointment of first aid officer letter

### Legislation

- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011

### Emergency Evacuation Procedure

Follow the steps below in the event of an emergency that requires staff and visitors to be evacuated. Reference the related site Evacuation Procedure for detailed information.

Step	Action
1	First Person Identifying the Emergency will sound the evacuation alarm as per the site requirements and liaise with the Chief Emergency Warden (or delegate).
2	Chief Emergency Warden (or delegate) will Call 000 and state the exact location and details of the emergency.
3	Chief Emergency Warden and Emergency Wardens will facilitate the evacuation of staff and visitors in an orderly fashion and in accordance with the site <b>Emergency Evacuation and Lockdown Procedures</b> .
4	Staff will evacuate to assembly points and wait for instructions from their Emergency Warden.
5	When exiting the building close all doors and windows as you exit if safe to do so.
6	Emergency Wardens can attempt to extinguish any fires if safe to do so.
7	Chief Emergency Warden (or delegate) will contact any neighbouring sites to inform them of the emergency
8	Chief Warden will liaise with Emergency Services.

### Building Lockdown Procedure

Follow the steps below if a building is required to go into Lockdown.

Step	Action
1	The person discovering the threat is to communicate the LOCKDOWN command by loudly shouting ' <b>LOCKDOWN</b> '.
2	On hearing the Lockdown command, staff will immediately lock all the doors and windows in their immediate work area and await further instructions.
3	Relocate to a safe position within the locked room away from windows and doors and out of sight of any external threat.
4	The Chief Emergency Warden (or delegate) will initiate the site Emergency Response Policy and Procedures and will call 000 stating the exact location and details of the emergency
5	The Chief Emergency Warden (or delegate) will notify any neighbouring sites that may be at risk.

### Peakhurst Flood Policy and Procedure

Our Peakhurst site has the potential to flood during heavy rain. Refer to the **Flood Action Policy and Procedure for Peakhurst** to prepare for and respond to a flood situation.

### Bomb Threat Procedure and Bomb Threat Checklist

Learning Links should be prepared to respond to a bomb threat in an effective and appropriate way. Refer to the Learning Links **Bomb Threat Procedure** and **Bomb Threat Checklist** for managing written and telephone bomb threats.

### First Aid assistance

First Aid assistance may be required in the event of an emergency. As per the Learning Links **First Aid Policy**, qualified **First Aid Officers** have been allocated to each office and are trained to administer first aid to injured staff, clients or visitors. A list of First Aiders is posted at each site.

### Emergency Warden List

The Emergency Wardens for each site are recorded on the Emergency Evacuation and Lockdown Procedures located at each site:

- Peakhurst Office
- Preschool
- Liverpool
- Bella Vista
- Oatley
- Gledswood Hills
- Alexandria

### First Aid Officer List

A list of Learning Links First Aid Officers will be posted at each location and available on the Staff Information Hub.

### Leadership Team Contact List

The Leadership team contact numbers are listed in the Learning Links Phone List available at each reception, the Staff Information Hub and also via Salesforce.

### Emergency Services Contacts

A list of local Emergency Services contact numbers should be kept at the reception desk of each Learning Links site.

**Document  
control**

This table outlines the control details for this document.

<b>Element</b>	<b>Details</b>
Document Name	Emergency Response Policy and Procedure
Document Owner	Arlyn Alibuyog
Version Number	1.1
Effective Date	28/02/2020
Review Date	28/02/2022
Authorisation	Jennifer Woodrow