




# Emergency Management Plan

## Authorisation

### Approval

Approved by: Chief Operations Officer (on behalf of the ORPC)



Signature: Date: 20 February 2018

### Document Control and Record of Revisions

The EMP is an associated document under the UNE Organisational Resilience Rule. This does not detract from the document's importance, rather, it allows for revisions to be approved at a local level and published more swiftly; it clarifies the position of the EMP as an instrument that is fundamental to the application of UNE's organisational resilience activities; and, recognises the difference between the document's layout and content, to those of other UNE policy documents conforming to standard sectional layouts.

The UNE Emergency Management Plan is updated whenever circumstances or policies change or after a period of three (3) years since the last revision. The Record of Revisions provides an historical record of each revision of the Plan and shows the latest Plan version number and its corresponding effective date. Document control including date of issue or amendment date on each page of the emergency plan.

If an electronic format is used for the emergency plan, at least one printed copy shall be available on site. Upon the distribution of a revised Plan, previous hardcopies of the Plan are to be managed, retained and disposed of in accordance with UNE's Records Management Rule A16/1453.

Version Number	Description of Revision	Author	Revision Date
Version 1	New Emergency Management Plan (EMP)	Debbie Anderson	Initial
Version 2	Review of EMP Version 1	Theron King	31.05.2017
Version 3	Review of EMP Version 2 Overhaul of ECO membership, Attachments, Roles & Responsibilities, Introduction, ERT, EOC	Theron King	19/02/2018

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## Acronyms

AAR	After Action Review
AS3745	Australian Standard 3745-2010 Planning for Emergencies in Facilities
BU	Business Unit
BC	Business Continuity
BCP	Business Continuity Plan
COO	Chief Operations Officer
CART	Centre for Animal Research & Training
DFMS	Director Facilities Management Services
EC	Emergency Coordinator
ECO	Emergency Control Organisation
EMP	Emergency Management Plan
EOC	Emergency Operations Centre
EPC	Emergency Planning Committee (known as the ORPC)
ERP	Emergency Response Procedure
ESO	Emergency Service Organisation
ESOS	Education Service for Overseas Students
EWIS	Emergency Warning and Intercommunication System

FMS	Facilities Management Services
GC	Ground Controller
HRS	Human Resource Services
ICS	Incident Control Systems
IMT	Incident Management Team
IT	Information Technology
ITD	Information Technology Directorate
LEMC	Local Emergency Management Committee
LEMO	Local Emergency Management Officer
LEOCON	Local Emergency Operations Controller
MAPA	Marketing and Public Affairs
MVA	Motor Vehicle Accident
ORPC	Organisational Resilience Planning Committee
ORR	Organisational Resilience Rule
PEEP	Personal Emergency Evacuation Plan
PPRR	Prevention, Preparedness, Response and Recovery. The four stages of the Emergency Management Cycle
REMC	Regional Emergency Management Committee
REMO	Regional Emergency Management Officer

REOCON	Regional Emergency Operations Controller
RF	Residential Fellow
SA&S	Student Administration and Services
SERM Act	The State Emergency and Rescue Management Act 1989
SS&I	Safety, Security & Information
UNE	University of New England

## Glossary

Assembly Area	The designated place or places where people assemble during the course of an evacuation.
Australian Standard AS3745-2010	AS3745-2010 Planning For Emergencies In Facilities - The objective of this Standard is to enhance the safety of people in facilities, by providing a framework for emergency planning, utilizing the built facilities.
Bomb	A device of any size or shape, which can look obvious or be camouflaged, may vary in its sophistication, and may not necessarily explode (i.e. incendiaries, toxic/noxious substances, sharps, and animals/reptiles. May be referred to as an improvised explosive device (IED)
Bomb Threat	A threat, written or verbal, delivered by electronic, oral or other medium, threatening to place or use an explosive, chemical, biological, or radiological device at any time, date, place, or against a specific person or organisation.
Custodian	A UNE staff member or UNE Life employee who has control of a venue/hall/lecture theatre for a prescribed event on a UNE controlled site.
Emergency	An event that is assessed by the Chief Warden as more serious and complex than an incident and requires a coordinated response and activation of the ECO.
Emergency Control Organisation	The entity responsible for UNE's Incident and Emergency activities during the PPRR phases.
Emergency Management Cycle	There are four stages to the emergency management cycle – Prevention, preparedness, response and recovery – PPRR.



Emergency Management Plan	The written documentation of the emergency arrangements for a facility generally made during the planning process. It consists of the Prevention, Preparedness, Response and Recovery Phases. It includes the agreed emergency roles, responsibilities, strategies, systems and arrangements.
Emergency Response Procedure	These are the procedures for response to different emergencies identified within the EMP. They are available electronically on Safety Hub and are formatted for 1) General Flipchart, 2) General Detailed. There are also two closed documents for response with 1) ECO & 2) ERT.
Evacuation	The orderly movement of people from a place of danger.
Hazard Risk Management	Identification and elimination/minimization of hazards in the University's operational environment to workplace health, safety and wellbeing.
Incident	An event that is assessed as greater than "business as usual" but not requiring declaration as an emergency.
Organisational Resilience	The adaptive capacity of the University to survive and thrive in a complex and changing environment.
Organisational Resilience Planning Committee	The entity responsible for UNE's Incident and Emergency activities during the PPRR Phases.
Personal Emergency Evacuation Plans	An individualised emergency plan designed for an occupant with a disability who may need assistance during an emergency.
Prevention	To eliminate or reduce the level of the risk of severity of emergencies. It includes identifying hazards, assessing threats to life and property and taking measures to reduce potential loss to life and property.
Preparedness	To build the capacity of the University to cope with the consequences of emergencies. It includes arrangements or plans to deal with an emergency or the effects of an emergency.
Recovery	The recovery phase primarily deals with identifying, documenting and managing through to a satisfactory resolution, all operational and strategic issues following an emergency. It is also the reconstruction of physical infrastructure and restoration of physical, emotional, environmental and economic wellbeing of the University.
Response	To ensure the immediate consequences of emergencies to the University & surrounding communities are minimised. It includes the process of combating an emergency and providing immediate relief for persons affected by an emergency.

## Related Documents

UNE is subject to Federal and State Legislation, Codes of Practice and Standards, as well as locally developed Policies and Procedures. Those relevant to the Plan include:

1. Australian Standard 3745-2010 - Planning for Emergencies in Facilities.
2. Australian Standard 4801-2001 - OH&S Management Systems.
3. Education Services for Overseas Students Act, 2000.
4. Environmental Planning and Protection NSW legislation
5. First Aid in the Workplace Code of Practice - NSW WorkCover 2015.
6. How to Manage Work Health and Safety Risks Code of Practice - NSW WorkCover.
7. Managing the Work Environment and Facilities Code of Practice, NSW WorkCover.
8. National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.
9. Rural Fires Act 1997
10. SERM Act 1989
11. UNE Compliance Management Framework and Procedures.
12. UNE Corporate Risk Management Framework.
13. UNE Financial Delegation Policy and Purchasing Procedure.
14. UNE International Critical Incidents Immediate Response Checklist.
15. UNE International Critical Incidents Operating Procedure.
16. UNE Media Policy.
17. UNE Organisational Resilience Rule and Procedures (Basic Business Continuity).
18. UNE Procurement Policy.
19. UNE Records Management Rule.
20. UNE Safety and Security Site Manual.
21. UNE School and Directorate Business Continuity Plans (BCPs).
22. UNE Workplace and Safety Rule, and associated information.
23. University of New England Act, 1993 (NSW).
24. University of New England By-law, 2005.
25. Work Health and Safety Act, 2011 (NSW).
26. Work Health and Safety Regulation, 2011 (NSW).

## Overview

This Emergency Management Plan is a result of considerable consultation at all levels of the University of New England, Universities within Australia and New Zealand, along with representatives of various land based Emergency Service Organisations within NSW. The plan aligns with the University's Risk Matrix and our incident control system aligns with the Australasian Inter-Service Incident Management System (AIIMS) not only in its function but also its scalability.



The plan is a working document and as such will be constantly under review and adjusted to keep pace with the evolving face of natural/non-natural disasters and counter-terrorism within the tertiary sector. A successful response to a critical incident also relies on this plan to provide enough infrastructure to accommodate leadership and protection within the UNE community whilst providing latitude to cope with the unforeseen. It addresses the four phases of emergency management in Prevention, Preparedness, Response and Recovery (PPRR) in its procedures as well as within its roles and responsibilities of those that execute it.

The plan on its own though isn't enough to ensure an effective response. Training and exercises will consolidate its content and is integral to the development of the University's capability during an emergency. Business units within UNE will also use the EMP as a reference to build sub-plans that address their own unique diversity whilst aligning with the overall direction of the University.

Within the context of the University's organisational resilience, the EMP gives direction to a range of activities, including emergency response, incident management and disaster recovery. These activities cut to the heart of the EMP which sits as a high level support document – the 'go to' document for emergency response and business continuity at UNE sites. It is recognised that building disaster resilient communities, is not solely the responsibility of emergency service agencies, but a collaboration between emergency services, governments, communities, businesses and individuals.

## Introduction

### Purpose

This Emergency Management Plan outlines the requirements for the establishment, validation, and implementation of the University of New England (UNE) emergency management plan through the Organisational Resilience Planning Committee (ORPC). This Plan will provide for the safety of occupants and visitors, in the event of an emergency incident. An emergency incident is an event that directly and significantly threatens life or property.

### Objectives

The objectives are:

- a) Identification of emergencies;
- b) Development of a UNE Emergency Management Plan (EMP) for all controlled sites;
- c) Establishment, authority and training of an emergency control organisation (ECO);
- d) Development of emergency response procedures;
- e) Testing and validation of emergency response procedures and related training.

### Scope

This plan shall document the UNE organisational arrangements, systems, strategies and procedures relating to the response and management of identified emergencies at UNE controlled sites.

## Strategy for Communicating the Plan

The EMP is an associated document under the UNE Organisational Resilience Rule. This allows for revisions to be approved at a local level and published swiftly; clarifies the position of the EMP as an instrument that is fundamental to the application of UNE's organisational resilience activities; and, recognises the difference between the document's layout and content, to those of other UNE policy documents conforming to standard sectional layouts.

Communication of the Plan to stakeholders will be via:

- a) Locating the most recent version of the EMP on the UNE intranet policies register and on Safety Hub,
- b) Notifications of changes through the WH&S Annual Plan, WH&S Committee Meetings, WH&S Management Group, Warden Induction and Safety & Security staff inductions, Safety Notices.
- c) Emergency Response Procedures (Flipcharts, SAFE UNE App, Safety Hub, Safety Notices)
- a) Correspondence and meetings with external organisations (Armidale and surrounding Regional Councils & lessees on UNE site),
- b) Emergency Service Organisations (NSW Police, Ambulance, SES, Fire and Rescue, Rural Fire Service, Volunteer Rescue Association) and Functional Areas (Agriculture & Animal Services, Health Services, Welfare Services,



Energy & Utilities, Engineering Services, Environmental Services, Public Information Services), LEMO and REMO through both the LEMC and the REMC meetings.

## UNE Campuses

UNE's main areas of operation are based in Armidale NSW on two campuses being the Academic and Bellevue campuses which are situated on a 600 acre site on the north-western urban fringe of the City of Armidale. The site is lightly timbered with extensive open space and has an undulating topography. It is bisected by Dumaresq Creek, which





flows in a generally west to east alignment. Dumaesq Creek separates the northernmost Academic campus from the southernmost Bellevue campus.

The Academic Campus comprises 152 buildings of various sizes, styles and configurations used for education, research, general amenities and commercial activities. The campus also includes the Mary White Residential College which has capacity for 209 residents and the Vice Chancellors residence known as Trevenna. The campus also contains extensive sporting facilities and playing fields. This campus is encircled by Ring and Trevenna Roads and bisected by several other service roads. The Academic campus services approximately 4500 on site students and 1600 staff each day.

The Bellevue Campus consists of 47 buildings that are primarily used for student accommodation and support services (meals, recreation, laundry, etc.) There are five colleges and one village on this campus with accommodation for 1,507 residents. Further to this a private college St Alberts is located within the boundaries of the Bellevue campus on a 100 year lease (Land only).



## Sites Controlled or leased by the University

### Rural Properties

The university owns four (4) rural properties (8500acres) within the New England/North West region. These are Newholme, Kirby and Laureldale farms which are used for general grazing, research and teaching; the other property known as Tullimba is a cattle feedlot used for commercial and research purposes.

### C.B. Newling

The university manages under trust for the New South Wales government the site known as C.B. Newling. This site is located within the city boundaries of Armidale. The site was the original Teachers College built in 1928. The site facilities comprise of the main building comprising of 7000sqm, one residential/teaching building, University and New England Archives and one disused building known as the East Block.

### Tablelands Clinical School

The Tablelands Clinical School building is based on the grounds of the Armidale Hospital site and is leased for 20 years. Operational responsibility for the building is with UNE. The building has three levels and is used for the education of medical students.

### Future Campus Parramatta

The Future Campus Parramatta consists of two leased properties located on Church Street Parramatta and is used for educational purposes.

### Tamworth Education Centre (Peel House)

The Tamworth Education Centre is a leased property of one building within the city of Tamworth and is used for education purposes.

### Other leased Properties

The university has under lease with commercial entities, or mutual agreement with government bodies, regional study centres. These centres are used by UNE students within their region for study purposes. The study centres are located in Narrabri, Gunnedah, Glenn Innes, Guyra and Taree.

## Residential Leased Properties

The university owns and leases eight residential housing properties to staff, students and general community. Seven of the properties are located on the rural holdings of the University with one other situated opposite the Tablelands Clinical School building which houses students.

## Site Utilities

Utility Type	Description
Electricity	Grid supplied via High Voltage 11 KVa sub-station (Madgwick Drive - Essential Energy owned), delivering electricity through a ring main via transformers and smaller sub-stations, 23 in total, into Main Distribution Boards for redistribution to facilities across campuses.
Fire and Potable water	Water reservoir on site. Water is distributed via gravity feed in 150 and 100mm ring mains, with no booster pumps. West Academic campus fire and potable water on same main. Eastern Academic campus fire and potable water on separate mains.
Gas	Gas is centralised at the Madgwick Drive/Clarks Road intersection. There are two main lines feeding from this facility. One for Academic and one for Bellevue campuses. The reticulation system is trunk and branch type and is pressurized to 35kpa. There are also approximately 15 individual gas tanks ranging from 100 to 250 kilogram tanks throughout the campuses.
Waste - Sewer	The University has two main sewer lines which feed to a central pump/distribution location which feeds into the Armidale district sewer works for treatment.

## Fire Equipment and Appliances

All Fire equipment and appliances are maintained in accordance with Australian standards both in performance and measures. The planned maintenance is conducted under third party contract for the University and is managed by UNE Facilities Management Services.

Equipment Type	Description
Fire Extinguishers	Extinguishers are located within all buildings. Specific types covered are Dry Chemical, Co2, Water and Wet Chemical
Hose Reel	Hose reels are placed in buildings that have been built since 1992
Sprinklers	Building sprinkler systems are located throughout the residential colleges, Booloominbah, Trevenna house and Riggs, Stokes, McClymont, Botany and Zoology buildings
Fire Hydrants	External hydrants are located strategically throughout the campuses



Co2 Gas suppression Systems	Only one location within the Riggs Building located ground floor storage area Eastern end.
Automatic Fire detection and alarm systems	All buildings within the Academic and Bellevue campuses have back to base monitored fire systems and detection. EWIS systems are in place for Riggs and C.B. Newling.
Exit and Emergency Lighting (E&EL)	E&EL are located within all Residential buildings, Lazenby Hall, Arts, Sciences, Education, and buildings built since 1992
Lighting (E&EL)	Education, and buildings built since 1992
Fire & Smoke Doors	E&EL are located within all Residential buildings, Lazenby Hall, Arts, Sciences, Education, and buildings built since 1992

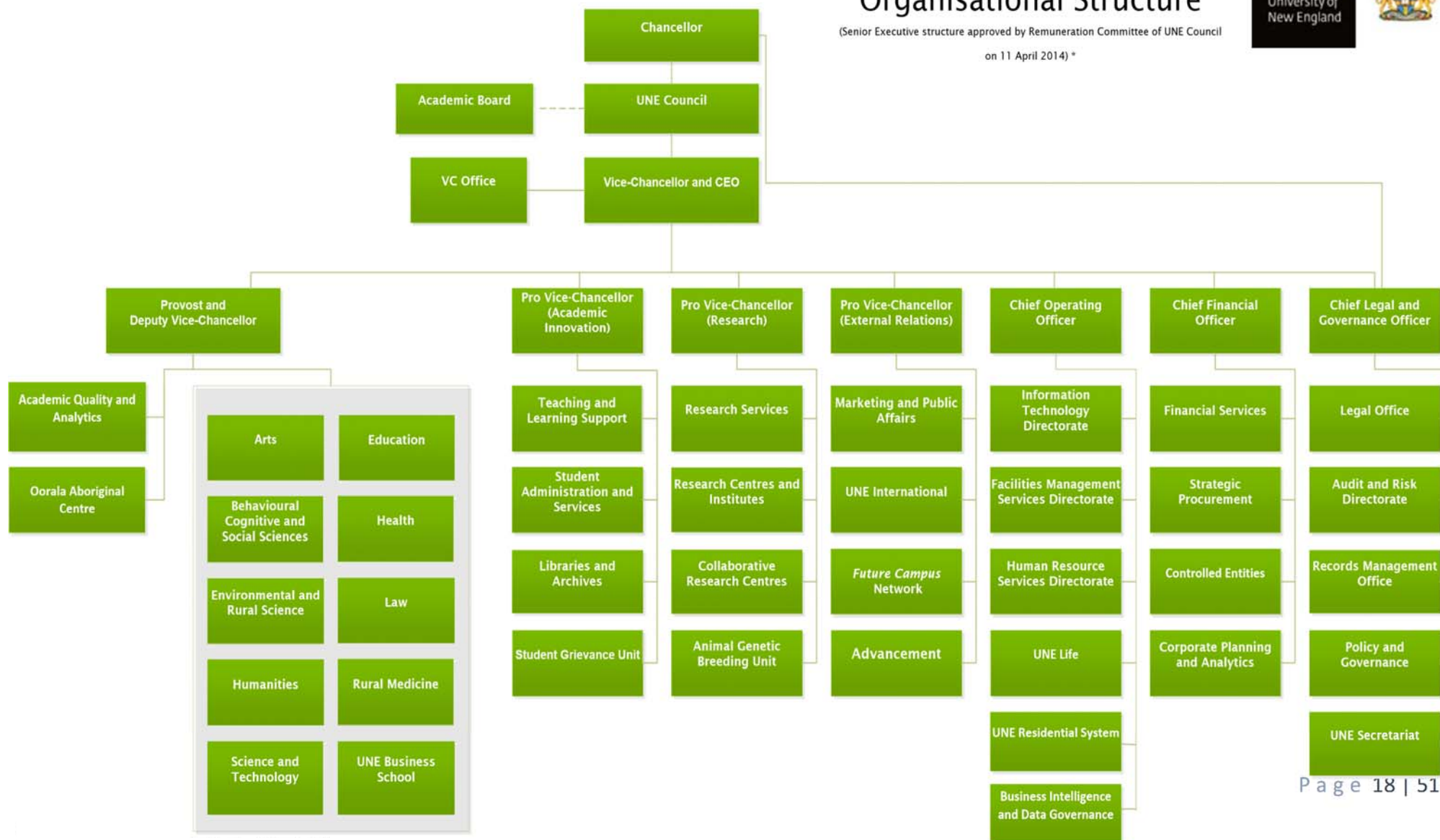
## Specific Hazards on Site

Type	Examples	Description
Biological substances	Veterinary medicine, biological cultures, infection substances	Biological substances are located across the whole campus, predominantly across central and western parts. For further information consult Schools of Environmental and Rural Sciences and Science and technology.
Chemical substances	Solids, liquids, gases or vapour	Chemical substances are located across the whole campus predominantly in designated chemical storages. Chemical types and quantities are currently administered by Chemwatch. For further information consult Facilities Management Services and School of Environmental and Rural Sciences.
Asbestos & related substances	Asbestos, Lead Paint, synthetic mineral fibre (SMF), Polychlorinated Biphenyls (PCBs)	Asbestos and its related substances are located across the whole campus. Asbestos Register was created in 2008 to record the type, condition and location of all asbestos and its related substances for all premises. For more information, consult Facilities Management Services.

# Organisational Structure

(Senior Executive structure approved by Remuneration Committee of UNE Council

on 11 April 2014) \*



## Organisational Resilience Planning Committee (ORPC)

The Organisational Resilience Planning Committee is delegated a number of functions in relation to organisational resilience and emergency planning matters at the University. The establishment of this Committee and the delegation of powers to it are actions authorised by the Vice-Chancellor.

The Committee is responsible for the planning, development, implementation and maintenance of emergency and resilience issues. This committee is responsible for all UNE controlled entities and sites.

The ORPC shall:

- a) Manage the implementation and maintenance of the EMP to ensure that all stakeholders with roles and responsibilities under the Plan are available, competent and have up to date training.
- b) Establish a Business Continuity Management Control Group to manage return to business as usual planning and monitor risks to UNE business processes.
- c) Establish, review and where appropriate, test Business Continuity Plans (BCP) and Emergency Response Plans (ERP) for UNE and its controlled entities and sites.
- d) Function as the Emergency Planning Committee (EPC) for UNE, with responsibilities as per AS3745-2010 (Planning for Emergencies in Facilities).
- e) Maintain an Emergency Control Organisation (ECO) and Emergency Response Team (ERT).
- f) Ensure that adequate resources of time, finance, equipment and personnel have been allocated.
- g) Ensure that the BCP and EMP is reviewed at the end of the validity period, after an emergency, an exercise, or any changes that affect the EMP.



### Reporting

The Emergency Coordinator will report to the ORPC quarterly, detailing evacuation reports, response exercises, training, expenses, and other activities relating to this EMP.

## Emergency Control Organisation (ECO)

### Establishment

The Organisational Resilience Planning Committee (ORPC) has the responsibility of forming the Emergency Control Organisation (ECO). The ECO members have control and response functions in an emergency. There are distinct roles and responsibilities during the PPRR phases.

The ECO is composed of selected staff who have specialised training or skills, or work in certain areas of UNE, to be able to effectively form part of this organisation.

### Functions & Membership of the ECO

The ECO has functional roles in Emergency Planning, designated Emergency situations, and the Recovery stage.

- a) The ECO members have Pre-emergency planning and reporting function which include some members attending ORPC meetings to deal with emergency identification, reporting to the UNE Council, and organising the functions of the emergency response teams.
- b) The second function of the ECO is the emergency control function which is the decision making function in an emergency event. Selected ECO members will be in control when an emergency event is declared at a UNE site, in a designated emergency operations centre, and will control the emergency response teams.
- c) Role of Specialists in the ECO will be asked in an emergency to give advice in the control room on their area of expertise if needed. E.g. Residence Officer, Chemical Specialist, International Officer. These specialist roles do not have to be ICS trained.
- d) Selected members of the ECO will be involved in debriefing in the Recovery phase following an emergency event.
- e) The makeup, training, and development of the ERT are under the control of the ECO. They are made up of specially trained staff as a tactical response when an emergency situation is called, and give information to and take directions from the ECO members in the EOC.

The membership of the ECO is aligned to the continuation of their role at UNE, and the ECO will review its membership on an as needs basis.

### Responsibilities & Authority

- (a) During emergencies, instructions given by the ECO shall take precedence over the normal management structure.

- (b) Authority given to the ECO to act during an Emergency must be acknowledged by all management including, Directors, Deans, Heads of School, managers, occupiers, and visitors as part of the Emergency planning activities.
- (c) The ORPC should ensure that the appropriate people, such as senior management, have been advised of the authority of the ECO during emergencies.
- (d) The ECO authority is intended to ensure that, during an emergency situation, life safety takes precedence over asset protection, environmental considerations, production operations and business continuity.
- (e) Training for the ECO shall be the responsibility of the HRS Officer, and organised and completed as per the Training Table.

## Evaluation & Review

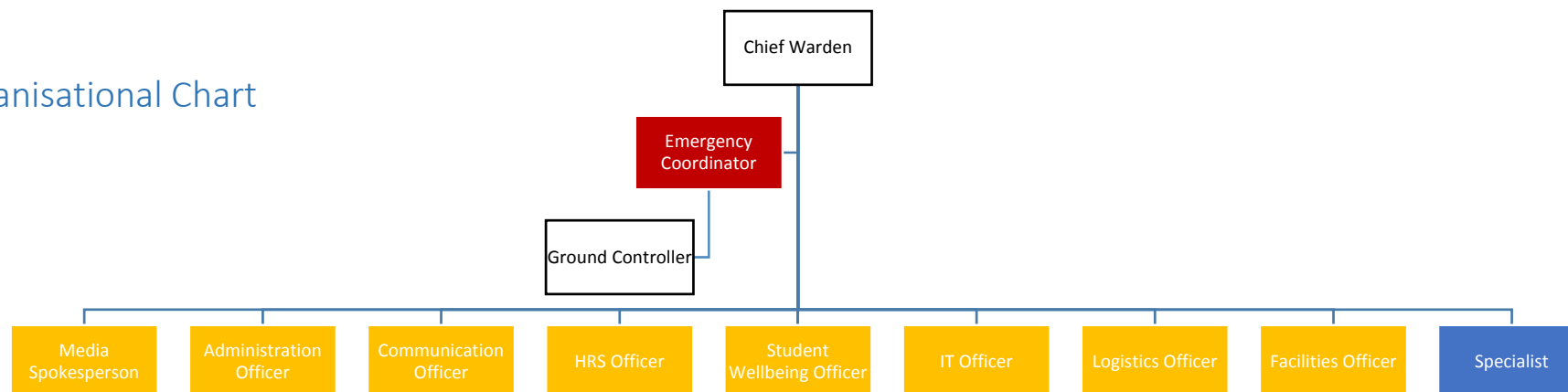
In order to ensure that the ECO is fulfilling its duties, it will:

- a) Undertake appropriate training exercises and self-assessment to rectify deficiencies and opportunities for improvement;
- b) Provide a report and findings to the Organisational Resilience Planning Committee (ORPC);
- c) Provide any information that the UNE Council may request to facilitate its review of the team's performance and its members; and

## ECO Financial Delegation

Financial delegation during an emergency is as per UNE Delegation of Authority for ECO member's substantive role.

## ECO Organisational Chart



## Emergency Operations Centre Roles in the ECO

Role in EOC	Position at UNE
Chief Warden	Chief Operating Officer PDVC
Emergency Coordinator	Emergency Planning Coordinator Manager Safety & Security
Media Officer	VC PVC External Relations
Administration Officer	COO Executive Officer VC Administration Assistant
Communication Officer	VC Advisor Corporate Communications Officer
HRS Officer	Director HRS Deputy Director HRS
Student Wellbeing Officer	PVCA Director Student Administration Services
IT Officer	Director IT Associate Director IT Infrastructure Services
Logistics Officer	Associate Director IT Client Services Manager IT Service Delivery
Facilities Officer	Director FMS Deputy Director FMS

## Emergency Operations Centre Specialist Roles

Role in EOC	Position at UNE
International Officer	Director International PVC External Relations
Environmental Officer	Environmental Manager Senior Chemistry Technician
UNE Life Officer	Director UNE Life Deputy Director UNE Life
Residence Officer	Director Residential Systems Manager Residential Systems
Hazardous Substance Officer	Lecturer in Chemistry Senior Chemistry Technician
Radiation Officer	Lecturer ERS Lecturer ERS
Bio Safety Officer	Lecturer ERS Lecturer ERS
Animal Emergency Coordinator	Animal House Manager CART Technical Advisor
Safety Officer	WH&S Manager WH&S Advisor

## ECO Roles & Responsibilities

### Chief Warden

Chief Warden has overall responsibility for management of all activities and personnel deployed to resolve the incident, provides leadership of the response to achieve agreed, planned and documented objectives.

Chief Warden		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>• Ensure familiarisation &amp; knowledge of their role in the EMP.</li> <li>• Undertake relevant training including ICS.</li> <li>• Appoint and replace ECO members when needed</li> <li>• Conduct regular drills/exercises as set out in Attachment 5.</li> <li>• Attend training and emergency exercises, as required by the ORPC.</li> <li>• Attend all exercise debriefs.</li> <li>• Ensure Emergency Response Procedures are kept up-to-date.</li> <li>• Attend Organisational Resilience Planning Committee (ORPC) meetings.</li> <li>• Ensure personal ECO identification is available.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend the Emergency Operations Centre (EOC) upon an emergency being declared and provide effective management.</li> <li>• Control the direction of the ECO's response.</li> <li>• Establish &amp; maintain a safe work environment.</li> <li>• Determine nature of emergency and take appropriate action (Call in specialists as needed).</li> <li>• Ensure emergency services are notified.</li> <li>• If necessary, initiate evacuation and controlled access/egress to affected areas.</li> <li>• Any other actions as considered to be necessary.</li> <li>• Maintain situational awareness of the emergency at all times.</li> <li>• Ensure adequate capability and resources are available to respond to the emergency.</li> <li>• Brief the Media Spokesperson prior to media interviews.</li> <li>• Brief and liaise with the Vice Chancellor and other senior executives during the emergency.</li> <li>• Ensure early consideration of business continuity and recovery processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct an After Action review of the emergency with all necessary stakeholders.</li> <li>• Prepare report for ORPC.</li> <li>• Assist with Business Continuity plans where required.</li> </ul>



## Emergency Coordinator

The Emergency Coordinator (EC) is responsible for managing the relationships and providing logistic and technical support during critical incidents for all ECO/ERT members.

Emergency Coordinator		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>• Ensure familiarisation &amp; knowledge of their role in the EMP.</li> <li>• Undertake relevant training including ICS.</li> <li>• Participate in scheduled drills and exercises in accordance with the exercise schedule.</li> <li>• Attend all exercise debriefs.</li> <li>• Ensure Emergency Response Procedures are kept up-to-date.</li> <li>• Attend Emergency Planning Committee (ORPC) meetings.</li> <li>• Attend all exercise debriefs.</li> <li>• Ensure that ECO members are proficient in use of the facility communication equipment.</li> <li>• Ensure that the latest version of each of the listed related plans are available in the Control Room.</li> <li>• Ensure ECO identification and contact lists are available.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend the EOC upon an emergency being declared.</li> <li>• Liaise with all parties including combat agencies during initial activation of ECO in order to brief the Chief Warden and/or ECO.</li> <li>• Open communication channels with the Site and Security Officer and maintain communications throughout the emergency.</li> <li>• Determine nature of emergency and take appropriate action.</li> <li>• Ensure emergency services are notified.</li> <li>• Ensure Building Wardens are advised.</li> <li>• If necessary, initiate Evacuation and controlled entry to affected areas.</li> <li>• Maintain situational awareness of the emergency at all times through the Site and Security Officer.</li> <li>• Ensure adequate capability and resources are available to respond to the emergency including sufficient ECO members and specialists.</li> <li>• Any other actions as considered to be necessary and directed by the Chief Warden.</li> <li>• Ensure communication flow between the FCP and the ECO.</li> <li>• Consider specialist for catering within the EOC and/or the ERT.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend an AAR of the emergency with all necessary stakeholders.</li> <li>• Assist with Business Continuity plans where required.</li> </ul>

## Facilities Officer

The Facilities Officer leads the Operations Function of the ECO and is responsible for the field activities to respond to and recover from a critical incident including coordinating contractors.

Facilities Officer		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>Ensure familiarisation &amp; knowledge of their role in the EMP.</li> <li>Undertake relevant training including ICS.</li> <li>Participate in scheduled drills and exercises.</li> <li>Ensure all trade and FMS contact lists are up to date.</li> </ul>	<ul style="list-style-type: none"> <li>Attend the EOC upon an emergency being declared.</li> <li>Develop and implement plans and strategies in support of the Incident Action Plan (IAP).</li> <li>Establish and maintain a safe working environment.</li> <li>Track and manage assigned resources.</li> <li>Provide reports on activities conducted in support of the IAP including emerging risks and resource status.</li> <li>Utilise systems to manage field data and information</li> <li>Assist in monitoring compliance to legislation, plans, policies and procedures, and implementation of improvements.</li> </ul>	<ul style="list-style-type: none"> <li>Attend an AAR of the emergency with all necessary stakeholders.</li> <li>Assist with Business Continuity plans where required.</li> </ul>

## Media Spokesperson

The Media Spokesperson is the voice of the ECO to the community.

Media Spokesperson		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>Ensure familiarisation &amp; knowledge of their role in the EMP.</li> <li>Undertake relevant training including ICS and media.</li> </ul>	<ul style="list-style-type: none"> <li>Attend the EOC upon an emergency being declared or as advised by the Chief Warden.</li> <li>Be the sole media spokesperson for the University in an emergency.</li> <li>Keep informed of the emergency developments.</li> </ul>	<ul style="list-style-type: none"> <li>Attend an AAR of the emergency with all necessary stakeholders.</li> </ul>

## Administration Officer

The Administration Officer is responsible for recording and distributing information for all PPRR stages of the emergency management cycle.

Administration Officer		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>• Ensure familiarisation &amp; knowledge of their role in the EMP.</li> <li>• Undertake relevant training including ICS.</li> <li>• Prepare agendas, take minutes, circulate documents and provide other administrative support to the ECO &amp; ORPC.</li> <li>• Distribute amended plans according to the distribution table.</li> <li>• Attend all exercise debriefs, and record findings.</li> <li>• Maintain records and logbooks and make them available for emergency response.</li> <li>• Ensure personal proficiency in operation of facility communication equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend the EOC upon an emergency being declared.</li> <li>• Provide the ECO with administrative support.</li> <li>• Record all communications (Information received and instructions given) utilising the ECO log sheets and voice recording devices.</li> <li>• Transmit and record instructions and information including maintenance of the Incident Action Plan (IAP).</li> <li>• Maintain and file a log of events that occurred during the emergency.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend an AAR of the emergency with all necessary stakeholders.</li> <li>• Supply as required administrative records from the emergency.</li> </ul>

## Communications Officer

The Communication Officer assembles and disseminates timely, tailored and relevant information to stakeholders. The communications function determines the release of information throughout the response phase.

Communications Officer		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>• Ensure familiarisation &amp; knowledge of their role in the EMP.</li> <li>• Undertake relevant training including ICS.</li> <li>• Attend training and emergency exercises, as required by the ORPC.</li> <li>• Design and implement a communication plan across UNE that aligns with the EMP that can be activated at short notice during the Response &amp; Recovery phases.</li> <li>• Develop an awareness strategy to inform UNE staff and students about the activities of the ORPC and the ECO.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend the EOC upon an emergency being declared.</li> <li>• Liaise with the media liaison officers from the relevant combat agencies if required.</li> <li>• Ensure key messaging developed during the emergency is consistent with combat agency advice.</li> <li>• Assist Media Spokesperson to prepare for face to face media release.</li> <li>• Establish a communication strategy to advice friends and relatives of the victim registration process in consultation with emergency services.</li> <li>• Facilitate the provision of media training to the Media Spokesperson during an emergency.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate the outcome of emergency exercises to UNE staff and students.</li> <li>• Attend an AAR of the emergency with all necessary stakeholders.</li> <li>• Develop key messaging during the recovery phase and distribute to UNE staff and students.</li> </ul>

## HRS Officer

The HRS Officer controls human resource information affecting staff across the UNE site. The HRS Officer implements and maintains incident response WH&S systems including risk management. They ensure WHS, IR, Payroll and RTW policies, procedures, processes and documentation are accessible and implemented consistently.

HRS Officer		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>• Ensure familiarisation &amp; knowledge of their role in the EMP.</li> <li>• Undertake relevant training including ICS.</li> <li>• Participate in scheduled drills and exercises in accordance with the exercise schedule.</li> <li>• Monitor and report on the implementation of the annual ORPC and ECO training schedule.</li> <li>• Attend an exercise when requested.</li> <li>• Identify suitable training for roles within this plan as outlined in <b>Attachment 4</b> Training.</li> <li>• Monitor and report on the implementation of the emergency training schedule.</li> <li>• Ensure First Aid capability is maintained through active recruitment and training.</li> <li>• Coordinate recruitment and training of Wardens and First Aiders, and keep lists up to date.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend the EOC upon an emergency being declared.</li> <li>• Conduct an assessment of the likely physical and psychological requirements of UNE staff and students as information comes to hand.</li> <li>• Implement the provision of volunteer and contracted counselling services as required.</li> <li>• Coordinate physical welfare services as required.</li> <li>• Determine whether the need for the WH&amp;S Specialist is required in the ECO.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend an AAR of the emergency with all necessary stakeholders.</li> <li>• Implement longer term monitoring strategies for UNE staff.</li> <li>• Implement family liaison officers where UNE staff are admitted to hospital.</li> <li>• Liaise with emergency services in relation to the victim registration process.</li> <li>• Call in relevant Welfare officers at UNE and external as needed.</li> <li>• Assist with Business Continuity plans where required.</li> </ul>

## Student Wellbeing Officer

The Student Wellbeing Officer interprets critical incident impacts on student's physical, psychological and academic requirements. This includes an understanding of UNE's procedures on handling international students as defined in Standard 6.4 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

Student Wellbeing Officer		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>Ensure familiarisation &amp; knowledge of their role in the EMP.</li> <li>Undertake relevant training including ICS</li> <li>Participate in scheduled drills and exercises in accordance with the exercise schedule.</li> <li>Have an understanding of UNE's procedures on handling international students as defined in Standard 6.4 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.</li> </ul>	<ul style="list-style-type: none"> <li>Attend the EOC upon an emergency being declared.</li> <li>Conduct an assessment of the likely student impact or involvement as information comes to hand.</li> <li>Call in the International Officer as a specialist when required.</li> <li>Act on requests and direction from Chief Warden</li> <li>Work with and assist HRS Officer in their duties.</li> </ul>	<ul style="list-style-type: none"> <li>Attend an AAR of the emergency with all necessary stakeholders</li> <li>Implement longer term monitoring strategies for UNE students.</li> <li>Implement family liaison officers where UNE students are admitted to hospital.</li> <li>Liaise with emergency services in relation to the victim registration process.</li> </ul>

## IT Officer

The IT Officer has a sound knowledge of the ITD's Disaster Recovery Plan. They will pre-empt IT issues and provide solutions resulting from a critical incident.

IT Officer		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>Ensure familiarisation &amp; knowledge of their role in the EMP.</li> <li>Undertake relevant training including ICS.</li> <li>Participate in scheduled drills and exercises in accordance with the exercise schedule.</li> </ul>	<ul style="list-style-type: none"> <li>Attend the EOC upon an emergency being declared.</li> <li>Conduct an assessment of the likely impact on UNE IT and other communication networks as information comes to hand.</li> <li>Advise ECO of pending issues as a result of assessments with recommendations to resolve.</li> <li>Act on requests and direction from Chief Warden.</li> </ul>	<ul style="list-style-type: none"> <li>Attend an AAR of the emergency with all necessary stakeholders.</li> <li>Recommend/Implement changes identified as a result of the AAR to ITD.</li> <li>Assist with Business Continuity plans where required.</li> </ul>

## Logistics Officer

The Logistics Officer is someone identified within ITD that has sound knowledge of IT systems and corporate structure. They will support the IT Officer and also provide practical solutions within the EOC to enable the ECO to resolve a critical incident and provide support for Business Continuity.

Logistics Officer		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>Ensure familiarisation &amp; knowledge of their role in the EMP.</li> <li>Undertake relevant training including ICS.</li> <li>Ensure emergency equipment inclusive of IT, AV, and Comms are functional within the EOC.</li> <li>Participate in scheduled drills and exercises.</li> </ul>	<ul style="list-style-type: none"> <li>Attend the EOC upon an emergency being declared.</li> <li>Ensure the EOC is operational as soon as possible.</li> <li>Provide IT support to all ECO members as required.</li> <li>Ensure the EOC is returned to operational status after closure of the ECO.</li> </ul>	<ul style="list-style-type: none"> <li>Attend AAR of the emergency with all necessary stakeholders.</li> <li>Implement any IT changes to the EOC that have been identified during the AAR.</li> </ul>

## Specialist Roles

In order to enable the ECO to be of a scalable structure, a number of specialist roles have been identified when required to enhance its response capability. Those positions are Media Spokesperson, International Officer, Environmental Officer, UNE Life Officer, Residence Officer, Hazardous Substance Expert, Radiation Expert, Bio Safety Expert, Animal Emergency Coordinator and the Safety Officer.

Specialists		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>Ensure familiarisation with the EMP.</li> <li>Participate in scheduled drills and exercises in accordance with the exercise schedule when requested.</li> </ul>	<ul style="list-style-type: none"> <li>Attend the EOC in an emergency when requested by the Chief Warden, and advise on their area of expertise.</li> </ul>	<ul style="list-style-type: none"> <li>Attend an AAR of the emergency, if they were involved.</li> </ul>

## Emergency Response Team (ERT)

The ERT is a tactical response group that will respond to the scene of an incident. In day to day operations this will be carried out by Safety & Security personnel. In larger events the ERT is scalable in terms of resources that can be assigned through the ECO once an emergency is declared by the Chief Warden. The ERT shall contain suitable personnel that can value add to the situation and be a point of contact for emergency service personnel if required.

### Forward Command Point (FCP)

During an emergency the ERT will assign a Ground Controller that will be positioned at the Forward Command Point (FCP). The Ground Controller will be the contact for all ground personnel and the link in communications to the EOC and subsequently the ECO.

Requirements of the FCP are;

- a) The location of the FCP will be at a safe distance uphill and upwind from the scene and separate to the emergency assembly area
- b) Allows for radio and mobile communications with the ECO
- c) Easy access for ESO's to contact ERT members if required
- d) It should be a location that is large enough to be up scaled if required.

### Media

ERT members are not to give media interviews unless directed specifically by the ECO. The Media Officer within the ECO is the only designated person to conduct interviews. Any requests should be communicated immediately to the EOC by the Ground Controller.

### Establishment

The Organisational Resilience Planning Committee (ORPC) has the responsibility of forming the ERT. The ERT members have response functions in an emergency. There are distinct roles and responsibilities during the PPRR phases.

The ERT is composed of selected staff who have specialised training or skills, or work in certain areas of UNE, to be able to effectively form part of this team.

### Membership of the ERT

The ERT has functional roles in Emergency situations, and the Recovery stage.

- a) The makeup, training, and development of the ERT are under the control of the ECO. They are made up of specially trained staff as a tactical response when an emergency situation is called, and give information to and take directions from the ECO members in the EOC.
- b) The membership of the ERT is aligned to the continuation of their role at UNE, and the ECO will review its membership on an as needs basis.

### Evaluation & Review

In order to ensure that the ECO is fulfilling its duties, it will:

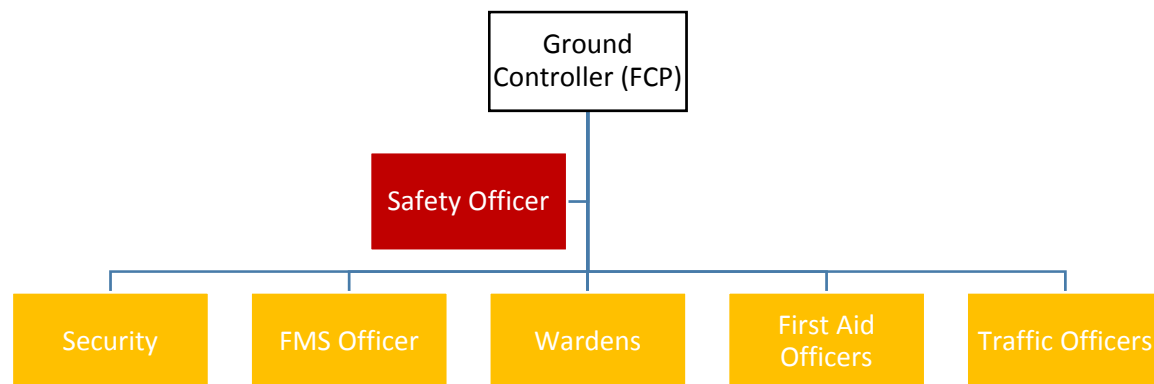


- d) Undertake appropriate training exercises and self-assessment to rectify deficiencies and opportunities for improvement;
- e) Provide a report and findings to the Organisational Resilience Planning Committee (ORPC);
- f) Provide any information that the UNE Council may request to facilitate its review of the team's performance and its members; and

### ECO Financial Delegation

Financial delegation during an emergency is as per UNE Delegation of Authority for ERT member's substantive role.

## ERT Organisational Chart



## ERT Roles

Role in Emergency	Position at UNE
Ground Controller	Manager SS&I Supervisor SS&I
Security	SS&I Supervisor SS&I Officer
Infrastructure Officer	Manager Operations Capital Development Manager
Safety Officer	WH&S Manager WH&S Advisor
Wardens	Refer to Building Information
First Aid Officer	Refer to Building Information
Traffic Officer	FMS Grounds SS&I Officer

## ERT Roles & Responsibilities

### Ground Controller

The Ground Controller leads the Forward Command Point (FCP) and is responsible for field activities, gathering intelligence, provision of links to the UNE community and the ECO for the designated area. Activities may include community engagement, evacuations, liaising/assisting with ESO's, movement control of animals, traffic management control, and warden/first aider coordination.

Ground Controller		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>Ensure familiarisation &amp; knowledge of their role in the EMP.</li> <li>Participate in scheduled drills and exercises in accordance with the exercise schedule.</li> <li>Attend all exercise AAR's.</li> </ul>	<ul style="list-style-type: none"> <li>Attend FCP as notified and take control.</li> <li>Open and maintain communications with ECO.</li> <li>Liaise and assist with emergency services when on scene as the UNE liaison officer.</li> <li>Take appropriate actions to ensure the safety of all members of the UNE community and visitors.</li> <li>Give regular SITREPS to the ECO.</li> <li>Provide briefings from the ECO to personnel on the ground.</li> </ul>	<ul style="list-style-type: none"> <li>Attend AAR of the emergency with all necessary stakeholders</li> <li>Help facilitate Business Continuity where possible.</li> </ul>

### FMS Officer

The FMS Officer has a comprehensive knowledge of the Campuses Facilities and Infrastructure and will advise the Ground Controller. They will act as required to allow access to UNE facilities to help remediate the scene.

FMS Officer		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>Ensure familiarisation &amp; knowledge of their role in the EMP.</li> <li>Participate in scheduled drills and exercises in accordance with the exercise schedule.</li> <li>Attend all exercise AAR's.</li> <li>Maintain extensive knowledge of Campuses Facilities and Infrastructure.</li> </ul>	<ul style="list-style-type: none"> <li>Attend FCP as notified.</li> <li>Open and maintain communications with Ground Controller (GC).</li> <li>Advise the GC on matters related to facilities and infrastructure that impact the emergency.</li> <li>Act as required to remediate impacts on emergency or as directed by lead agencies and essential services.</li> </ul>	<ul style="list-style-type: none"> <li>Attend AAR of the emergency with all necessary stakeholders.</li> <li>Commencement rectification of damage, assist with Business Continuity where possible or as advised by the Chief Warden.</li> </ul>

## Safety Officer

The safety Officer is responsible to ensure the work health, safety & well-being management system for an incident response protects the well-being of the ERT and the UNE community. The safety officer should not be assigned menial tasks that might distract them from observing safety.

Safety Officer		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>• Ensure familiarisation &amp; knowledge of their role in the EMP.</li> <li>• Inform the ORPC, of any new identified or elevated risks or hazards and implement risk mitigation strategies</li> <li>• Ensure the First Aid Officer Contact list is current and available to the ECO.</li> <li>• Participate in scheduled drills and exercises in accordance with the exercise schedule.</li> <li>• Attend all exercise AAR's.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend FCP as notified.</li> <li>• Open and maintain communications with Ground Controller (GC).</li> <li>• Advise the GC on matters related to WH&amp;S matters e.g. injuries, hazard identification, fatigue management.</li> <li>• Act as required to remediate impacts on emergency or as directed by GC or ESO's.</li> <li>• Take appropriate actions to ensure the safety of all members of the UNE community and visitors.</li> <li>• Regularly update the GC with situation throughout the period of the emergency.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend AAR of the emergency with all necessary stakeholders.</li> </ul>

## First Aid Officer

A First Aider will provide First Aid assistance as required, within their work environment, and in special circumstances, to surrounding work environments (e.g. in a major critical incident).

First Aid Officer		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>• Ensure familiarisation &amp; knowledge of their role in the EMP.</li> <li>• Ensure the First Aid Officer Contact details within your BU on the safety notice board is up to date and accurate.</li> <li>• Ensure your qualifications are up to date.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend scene/FCP as notified.</li> <li>• Open and maintain communications with Ground Controller (GC) with regular SITREPS.</li> <li>• Act as required to remediate impacts on emergency or as directed by GC or ESO's.</li> <li>• Take appropriate actions to ensure the safety of all members of the UNE community and visitors.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend AAR of the emergency with all necessary stakeholders.</li> </ul>

## Wardens

The Area/Floor/Building Wardens are responsible for the supervision of a particular place or activity where occupants need to be evacuated and accounted for at an emergency assembly area designated for that particular location during an incident/emergency.

Wardens		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>• Ensure familiarisation &amp; knowledge of their role in the EMP and building response procedures.</li> <li>• Confirm sufficient area/floor wardens for area of responsibility.</li> <li>• Coordinate the completion of and possession of PEEP documentation for those that require it.</li> <li>• Report on deficiencies of emergency equipment.</li> <li>• Ensure that area/floor wardens have communicated the emergency response procedures to all occupants within their nominated areas.</li> <li>• Ensure that occupants are aware of the identity of their floor and building wardens and have these displayed on the Safety Notice Board located within each BU.</li> <li>• Coordinate safety practices (e.g., clear egress paths, access to first-attack equipment and disposal of rubbish) by floor wardens throughout their area of responsibility.</li> <li>• Attend training and emergency exercises, as required by the ORPC.</li> <li>• Ensure building evacuation plans are correct yearly</li> </ul>	<ul style="list-style-type: none"> <li>• Respond to the emergency assembly area if alerted by an alarm or verbal/electronic message.</li> <li>• If appropriate implement an evacuation/partial evacuation or shelter in place/lock down.</li> <li>• Use the most appropriate emergency response equipment if there is time (helmets, vests, WIP, two way radios, signage etc.)</li> <li>• Assist in the flow of incident or emergency information.</li> <li>• Area/Floor Wardens will report to the Building Warden about new hazards, the escalation of existing hazards and whether all personnel are accounted for.</li> <li>• The Building Warden will notify the Ground Controller (GC) about new hazards, the escalation of existing hazards and whether all personnel are accounted for.</li> <li>• Comply with the directions of GC or emergency services.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend AAR of the emergency with all necessary stakeholders.</li> <li>• Compile an incident report.</li> </ul>

## Custodian

An appointed person who has control of a group of more than 30 persons in a UNE hall/theatre/event. A custodian is required at events to ensure the safety and wellbeing of all attendees. A custodian trained and approved by the Campus Services Officer will be provided at each performance. Multiple Custodians may be required when the venue is large or complex in nature or where a large number of people are in attendance.

Custodian		
Prevention, Preparedness	Response	Recovery
<ul style="list-style-type: none"> <li>• Ensure familiarisation &amp; knowledge of their role in the EMP and building response procedures</li> <li>• Ensure that all occupants are aware of the emergency response procedures for the venue.</li> <li>• Carry out safety practices (e.g., clear egress paths and disposal of rubbish).</li> <li>• Be aware of the evacuation points in the building/venue that you are in.</li> <li>• Be aware of any disabled/mobility impaired persons in the venue</li> <li>• Attend custodian training and emergency exercises, as required by FMS.</li> </ul>	<ul style="list-style-type: none"> <li>• Respond to the scene if alerted by an alarm or verbal/electronic message.</li> <li>• If appropriate implement an evacuation/partial evacuation or shelter in place/lock down for individual building designated area.</li> <li>• Assist in the flow of incident or emergency information.</li> <li>• Notify the Site and Safety Coordinator (GC) of any known person trapped in building.</li> <li>• Comply with the directions of GC.</li> <li>• Comply with the directions of emergency services.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend AAR of the emergency with all necessary stakeholders.</li> </ul>

## Duties of occupants (staff, students, visitors, contractors) on a UNE controlled site

While at a UNE site an occupant shall:

- a) Comply with any procedure imposed by a ECO member or ESO in relation to major incidents, including the taking of corrective action;
- b) Comply with any procedure in the EMP, including the taking of corrective action under the plan;
- c) Immediately inform UNE Safety & Security about any circumstance that they believe may cause a major incident;
- d) Follow the emergency response procedures that are located electronically on Safety Hub.

## Personal Emergency Evacuation Plan (PEEP)

The electronic Personal Emergency Evacuation Plan (PEEP) template is located on Safety Hub at <https://www.une.edu.au/safety/emergency-management> . This form should be filled out by those that will be inhibited to evacuate during a critical incident. This could be through physical or mental reasons. . It should be noted that this form is not compulsory and the decision to fill out the form lies with the individual. The form would then be held by the relevant Warden within the BU, lecturer, Custodian or RF (in the Residential System).

## Emergency Operations Centre (EOC)

The EOC is a centre for coordination of operations and support, during an emergency. In the context of a University, an EOC is the location where the designated staff of the institution gathers during an emergency to coordinate both the operational and strategic response, and to manage the subsequent recovery process. It is a facility in which the Chief Warden through the ECO can ensure the timely provision of support to the affected UNE community by either;

- a) Planning for an impending event,
- b) Monitoring an operation, or
- c) Coordinating support to an ESO when required.

There are two EOC's at UNE.

- a) Primary Centre
- b) Secondary Centre



## Incidents to Emergencies

### What is an incident?

An incident is a situation/accident/problem/event characterised by being able to be resolved through the use of local or initial response resources only. Control of the incident is limited to the immediate area and can be dealt with by onsite University personnel and may include an onsite response from either security staff, first aid officers, or by calling Police or Ambulance. If an incident becomes serious it may need to be escalated and it then becomes an Emergency.

### What is an emergency

An emergency is a situation that poses an immediate risk to health, life, property, or environment. Most emergencies require urgent intervention to prevent a worsening of the situation. The Escalation Matrix provides guidelines for the management and escalation of emergencies on campus. All incidents requiring an emergency response must be reported to Safety and Security Services.

### Emergency Response Procedures

The identification of potential emergencies at UNE has been based on an assessment of the hazards, including the possible consequences of an incident occurring as a result of those hazards. The UNE Risk Matrix is to be used to identify hazards for emergency planning. The impact of external hazards that may affect the health and safety of occupants and visitors has also been taken into account in identifying potential emergencies.

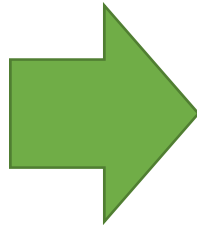
The following emergencies have been identified and subsequent Emergency Response Procedures (ERP's) have been developed and are located on Safety Hub at <https://www.une.edu.au/safety/emergency-management/emergency-response-plans2>

- a) Armed Offender
- b) Bomb/Explosion
- c) Bushfire
- d) Flood
- e) Gas Explosion
- f) HAZMAT
- g) Mental Health
- h) Motor Vehicle Accident (MVA)
- i) Office/Teaching Evacuation
- j) Pandemic
- k) Place of Entertainment Evacuation
- l) Residential Evacuation
- m) Sexual Assault and Harassment

## Escalation of Events from Incident to Emergency

### INCIDENT

Minor disruption to normal University.  
Temporary inconvenience to staff, students  
Little potential for media attention  
Possible minor injuries  
Minimum impact beyond University activities



### What is to be done

Ring '000' if required  
Security / Campus staff deal with incident  
Clear persons from the immediate area  
Secure site  
Activate predetermined communications processes as necessary  
Contact First Aid officers for assistance  
Notify affected schools, sections as appropriate

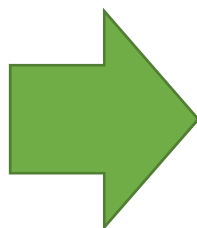


## ESCALATION



### EMERGENCY

Potential to significantly  
Impact on normal University activities as per the Impact Activation Chart.  
Danger to personal safety  
Potential for property damage  
Media attention.  
Impact beyond campus?  
Possible fatalities/serious injury  
Large scale acts of violence demonstrations  
Other events that have the potential to seriously impact on the University



### What is to be done

Ring '000' if required  
Contact Safety & Security  
Inform Chief Warden and/or Emergency Coordinator  
Activate Emergency Responses  
Rescue and assist injured persons  
Evacuate area if necessary  
Request services to shut down  
Restrict and control access  
Establish site security  
Update and inform ECO  
Clear persons from the immediate area  
Secure site  
Activate predetermined communications processes as necessary  
Notify affected schools, sections as appropriate

## Impact Activation Chart and Notification Levels

			IMPACTS					
RESPONSE LEVELS			HARM TO PEOPLE	HARM TO ENVIRONMENT	ASSET DAMAGE	LOSS OF BUSINESS CONTINUITY	DAMAGE TO REPUTATION	POLITICAL INTEREST
		Level 1	Illness or injury of a minor nature  Significant near miss	Minor environmental impact able to be dealt with by SSO  Environmental nuisance (noise etc.)	Minor damage to facilities or equipment able to be dealt with by UNE personnel	Minor disruption to departmental operations	Campus community awareness of issue, little media interest	Peaceful demonstration/gathering on campus able to be managed by UNE personnel
	Level 2		Single or multiple injuries requiring immediate hospitalisation affecting daily operations  Minor hazardous spill	Moderate environmental harm able to be dealt with by UNE personnel	Accident or damage to facilities or equipment which could affect daily operations	Disruption affecting significant amount of campus operations for more than 1 day	Local or regional concerns which have the potential to escalate	Demonstrations or unrest involving political interest groups which can be managed by UNE personnel
Level 3			Life and/or property at risk  Large area affected (Armidale/New England/State)  Single or multiple serious injuries or fatalities  Mass illness requiring external help	Serious environmental harm requiring external agencies support  Hazardous chemical spill/gas release  Environmental impact affecting neighbouring area	Significant damage to structures, facilities or equipment which seriously affects daily operations	Loss of whole campus operations for multiple days	Significant national or international media interest/activity	Demonstrations or unrest involving political interest groups which require external agencies support

## Level 1

### Normal Day-to-Day Operations (on-going monitoring)

#### Activate

1. UNE Site and Security Officer
2. UNE Staff involved only

#### Notify

- Chief Warden as relevant
- Student Wellbeing Officer as relevant
- Health and Safety Manager as relevant
- Senior Risk and Insurance Advisor as relevant
- Any affected staff

#### Examples

- Minor accidents/incidents on campus
- Traffic disruptions
- Infrastructure Failure

## Level 2

### Partial activation of the UNE Emergency Control Organisation

#### Activate

1. Emergency Response Team Members (ERT) as relevant to Ground Control
2. Emergency Control Organisation (ECO) to Control Room as relevant

#### Notify

- Chief Warden
- Senior Risk and Insurance Advisor as relevant
- Any affected staff

#### Examples

- Marginal weather event predicted
- Minor/medium building fire
- Off campus incident (Field Stations, Parramatta Future Campus)
- Minor/Medium HAZMAT incident

## Level 3

### Full activation of the UNE Emergency Control Organisation

#### Activate

1. Emergency Response Team Members (ERT) to Ground Control
2. Emergency Control Organisation (ECO) to Control Room

#### Notify

- Chief Warden
- Affected Staff
- Senior Risk and Insurance Broker

#### Examples

- Severe weather event
- Serious MVA multiple casualties
- Major building fire
- Violent event, e.g. armed Offender on campus
- Major HAZMAT incident

#### Notes:

- a) *Activation Level decisions are made by the Ground Controller based on knowledge of the situation.*
- b) *If the Ground Controller decides a significant threat to the safety of the University Community exists, the Ground Controller will take any necessary response actions, including evacuation of the campus if required. The Ground Controller will immediately advise the Chief Warden and if a formal declared emergency is recommended.*
- c) *The Chief Warden will then determine if closure is required and for what period. This will be communicated to the campus community as soon as practicable.*

#### Declaration allows for:

- *Formal activation of UNE's Emergency Management Plan*
- *Closure of part/all of campus*
- *Suspension of business activity*
- *Activation of the Business Continuity Plan (BCP)*

## Notifying, Alerting and Reporting Emergencies

### Notifying emergencies

The person (staff, student or others) who identifies the emergency must ensure '000' is called and that it is notified to the UNE Safety and Security personnel, who will then notify the Ground Controller, who will inform the Emergency Coordinator. The effective management of an emergency requires prompt communication flow through to the Chief Warden. The Chief Warden will declare an emergency, and this decision will generally be made on the scale/severity of the emergency and the estimated duration including recovery.

The overall role and responsibilities of the Emergency Control Organisation will include, but not be limited to the following:

- a) Declare a Campus or University wide emergency if the situation so warrants
- b) Advise the University Vice Chancellor and Chancellor of the situation/actions
- c) Undertake a strategic assessment of the situation
- d) Activate and control the Emergency Response Procedures to the degree necessary
- e) Coordinate the release of all official information to the public, through the Media Spokesperson
- f) Notify and inform key University personnel and relevant stakeholders of the situation
- g) Provide direction for the resumption of all University functions

### Alerting the workplace to emergencies

The Chief Warden is to undertake appropriate action to alert the workplace of the emergency including commencement of evacuation procedures, where required. When the Chief Warden is absent from the workplace the Deputy Chief Warden is to undertake this responsibility.

A communications Plan has been developed by the UNE Corporate Communications Unit and will be overseen and executed in an emergency within the ECO by the Communications Officer pending approval from the Chief Warden or their delegate. The Communications Plan is a closed document that sits with the ECO members and the EOC.

### Reporting Emergencies

- a. Contact emergency services immediately, where required
- b. Contact UNE Safety and Security personnel immediately
- c. Notify Building Warden if appropriate
- d. Notify the Emergency Coordinator subsequent to points 1 and 2
- e. Notify the Police if the incident involves violence weapons

## Communicating in an Emergency

Communication during an emergency is via a direct link between the Ground - Ground Controller through to the Emergency Control Centre via the Emergency Coordinator and onto the Chief Warden for information and decision making.

Both at the Forward Command Point and the Emergency Operations Centre designated team members have been trained to respond as events unfold to mitigate against further impact to individuals and property. The diagram on the next page demonstrates the communication links.

### Communication & Information during an Emergency

For the method of communicating and equipment used to enable communication see table below

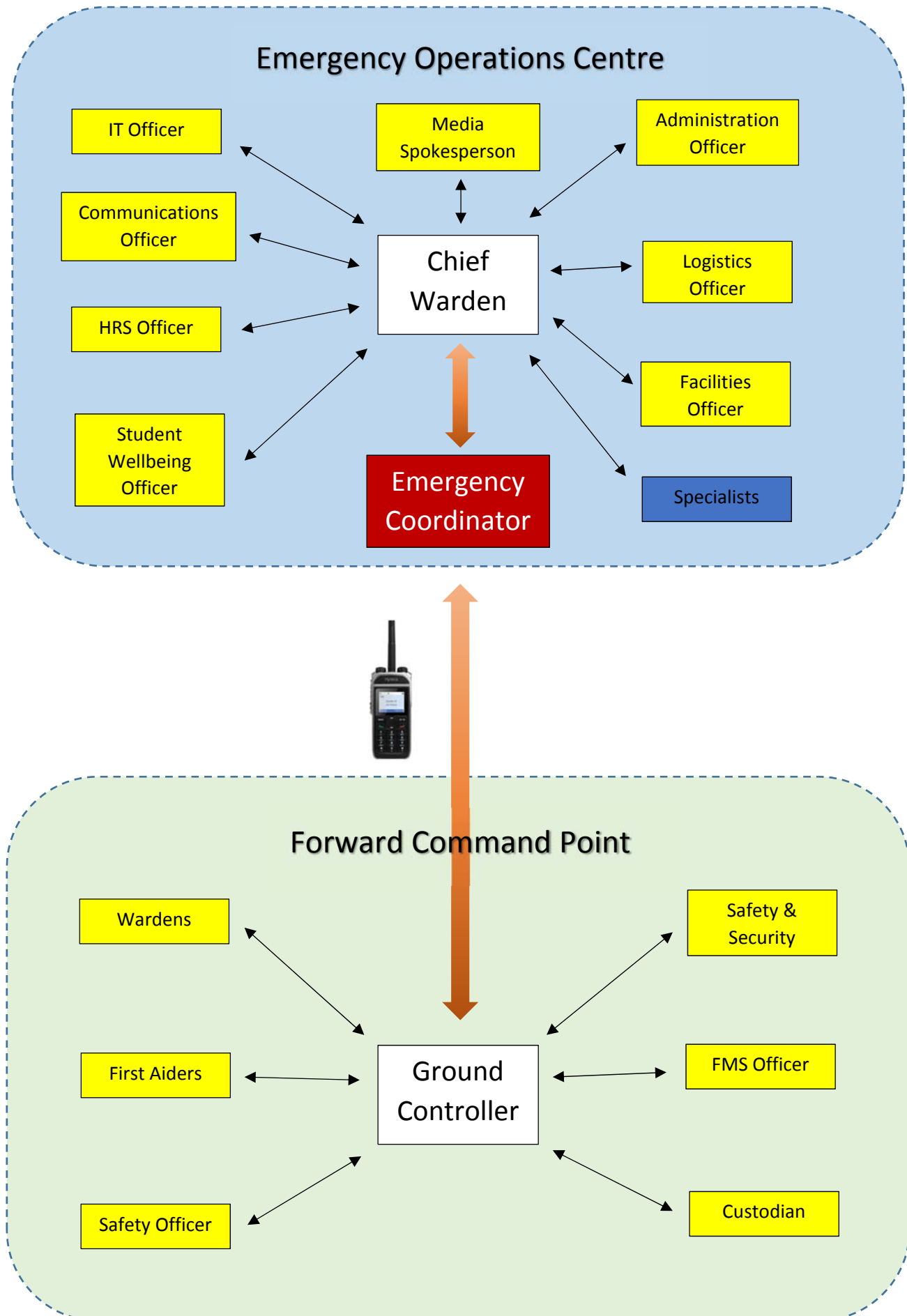
Requirement	Communication
Primary means of communication during an emergency	Two-Way Radio Mobile
Secondary means of communication during an emergency	Landline

### UNE Emergency Information

Emergency Services personnel, wardens, and others may need specific building and site information during an emergency. This information will be in the form of a Building Information Folder for each building on campus. These information folders will be in paper form, located with the building warden of each building, and an additional hard copy will be held in the EOC. The original version of the building folders will be held electronically on the university records management system TRIM.

### UNE Emergency Contact Information

The ECO personnel may also need to contact neighbours, UNE tenants, local medical and health services, and local community services in an emergency situation. Landline and mobile numbers for all of these organisations will be held by the Emergency Coordinator, as well as a copy kept in the EOC.





## Emergency Response Exercises

The Chief Warden in conjunction with all ECO members has responsibility for conducting and reporting to the ORPC on emergency response exercises.

A program of site-specific emergency response exercises shall be developed in collaboration with the occupants and members of the ECO. These exercises will be done to determine the effectiveness of the emergency response procedures, ECO actions and occupants' response, both when first developed and on an ongoing basis.

### Types of Exercises

When deciding on an exercise style, the designer should consider the existing level of capability. It may be appropriate to conduct a series of exercises to build capability; starting with simple, discussion style exercises and building up to more complex, deployment style exercises.

The following are different forms of exercises

- a) Seminars
- b) Workshops
- c) Syndicate progressive
- d) Hypothetical
- e) Drills
- f) Functional exercises
- g) Field exercises

*NB: There are no unplanned exercises at UNE. All participants will be alerted to any exercise that will take place.*

## Training

A training schedule (Table 1) has been developed for UNE staff involved in emergency PPRR. This schedule has been developed using Section 6 of the AS 3745.

Human Resource Services has the overall planning, co-ordination, and responsibility of the Emergency Preparedness Training element of the EMP. All ECO members, including nominated deputies, shall be trained to develop the skills and knowledge necessary to undertake the duties set out in the emergency response procedures. There shall be sufficient personnel trained in all positions within the ECO to allow for projected absences.

*NOTE: Re-training should be conducted following a revision of the Emergency Response Procedures.*

## Training Table

Who	What	When	Training by whom	Section of AS3745
<b>UNE Staff</b>	Flip charts-information on PC	Information seen daily on opening of desktop	Self-awareness	6.4.1 & 6.5
<b>UNE Staff</b>	Drills	Activity at least every 12 months	Emergency trainer & Building Wardens	6.4.1& 6.5
<b>UNE Students</b>	Training and building awareness & Flipcharts & Drills	Activity at least every 12 months	Emergency trainer & Building Wardens	6.4.2
<b>UNE Staff, Students &amp; residents</b>	Training and building awareness & Flipcharts & Drills	Activity at least every 12 months	Emergency trainer & Building Wardens	6.4.2
<b>Two members of ORPC</b>	Specialised ICS Training	To keep qualifications current	External organisation	6.2
<b>ECO</b>	Based on Response procedures	An activity every 6 months	External Organisation	6.3.1.2 & 6.3.4&6.5.1.1
<b>ERT</b>	Based on Response procedures	An activity every 6 months	External Organisation	6.3.1.2& 6.3.4&6.5.1.1
<b>Visitors</b>	Awareness	Induction	HRS	6.4.3
<b>Custodians</b>	Custodian training	Before taking role	Internal training	6.3.1.2& 6.3.4& 6.5.1.1& 7.2
<b>Wardens</b>	Warden training	An activity every 6 months	Internal training	6.3.1.2& 6.3.4& 6.5.1.1& 7.2
<b>Custodians</b>	Custodian training	Ongoing	Internal training	6.3.1.2& 6.3.4& 6.5.1.1& 7.2
<b>First Aid Officers</b>	First Aid Training & CPR Refreshers	First Aid – every 3yrs CPR Refresher - annually	External Organisation	
<b>All members of ECO &amp; ERT</b>	Communication training	Annually or as per ORPC	Internal training	6.6
<b>Training materials</b>	To be site specific	For each training session	Training provider	6.7
<b>Testing</b>	Evacuations and drills to test responses and occupant awareness			7.2 & 7.3

*NB: An actual event where the ECO is activated constitutes for a training activity.*

## Testing of equipment

The testing, review and routine servicing of emergency equipment at UNE, is under the control of Facilities Management Services. Review and routine servicing, shall be done in accordance with Section 8 of AS3745-2010. The ORPC shall ensure that the EMP and associated elements developed to meet the requirements of this Standard are inspected, tested and routinely serviced.

Checking and testing of the EMP elements are categorized in AS 1851 into the following two categories:

- a) Critical Emergency Evacuation System Elements.
- b) Other Emergency Evacuation System Elements and Procedures.

Any deficiency in the emergency plan or associated elements shall be reported to the ORPC at the completion of the inspection or testing and shall be rectified with the minimum of delay. Records shall be kept of all inspection, testing and routine servicing activities.

Regular checks of the communication system shall be carried out, either at monthly intervals, or as determined by the ORPC. Records shall be retained.

### NOTES:

- a) *Communication systems include Emergency Warning and Intercommunication System (EWIS), PA systems, paging, portable occupant warning equipment, strobe lights and colour coded lights.*
- b) *The regular checks by ECO members provides the necessary practice in the effective use of the system and the timely identification of any system faults.*