

# PREPARING PEOPLE FOR EMERGENCIES





### EMERGENCY PROCEDURES

**REPORT**

- Warn and remove anyone in immediate danger.
- Notify Reception on ext. 222. Ensure the Emergency Services are called - 999/112.
- Inform Chief Warden on ext. 222. Notify other areas.
- If safe and if trained, control fire/emergency.

**ALERT**

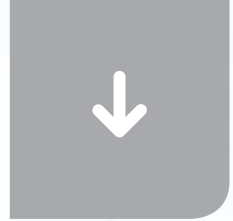
- Follow the instructions of Wardens. Escort visitors.
- If safe, shut down processes and/or equipment.
- If safe, secure valuables and personal effects.
- Be ready to evacuate using nearest safe exit.

**EVACUATION**

- Leave now, escorting visitors and people with disabilities.
- In a fire evacuation, do NOT carry objects.
- In a bomb evacuation, carry out personal effects.
- Proceed calmly in a group to your assembly area.

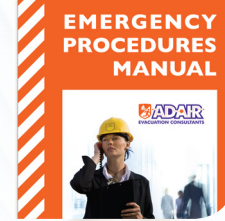
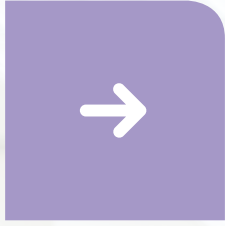
**Emergency Assembly Area**

**Ground Floor Plan**



*“By failing to prepare, you are preparing to fail.”*

Benjamin Franklin



# Adair Evacuation Consultants Preparing People for Emergencies

“Adair Evacuation Consultants do more than just assist organisations in meeting their legal and moral obligations. We develop emergency management programs that help provide a safer workplace and protect the business viability.”

Adair’s trainers and consultants can provide on site and online training for your personnel. We also provide advice and full emergency procedures documentation and evacuation plans for your site.

Adair even provides access to this documentation online through our SWIMS - Site Warden Information Management System and our digital Emergency Procedures Manual which compliment our printed manuals.

Adair has a range of evacuation based equipment that can be supplied specifically for your site’s requirements.

# Training

## Adair Training

Our trainers prepare your people for emergencies, travelling to your site (or using our purpose built training facilities) we are able to provide evacuation training and warden training, compliant to current Australian Standards, ensuring that your people are best prepared for any emergency.

## Staff Training

- > **Staff Awareness** - Introduces building occupants to the emergency evacuation plan and outlines who the Emergency Control Organisation are, what their roles are and what is expected of a staff member or building occupant when an emergency occurs.
- > **Residential Awareness** - Introduces residents of a facility (Aged Care/High Rise Residential) of the evacuation plan, how they will be notified of an emergency and the best methods of evacuation.
- > **Shopfront Retailer** - Warden training in the basic principles of emergency evacuation from the facility and the use of available fire fighting equipment,

explanation of the evacuation diagram and roles of Exit and Retail Wardens.

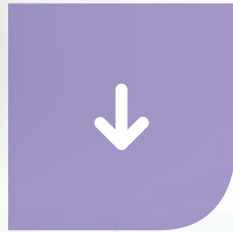
## Dealing with workplace fires

We prepare your people to use emergency equipment. Modules Include:

- > Introduction to the use of portable fire fighting equipment, including the classes of fire, fire triangle, different types of extinguishers and their application, fire hose reels and fire blankets. This includes practical training in extinguishers.
- > LETS - (See panel below).
- > Advanced Fire Fighting.
- > Fire Ground Training / Industrial.

## Health Care / Child Care

**Fire and Evacuation Training** - Training for Staff Members/Wardens in Health Care and Child Care Facilities in the emergency evacuation plan, roles and responsibilities, methods of evacuation with various demographics and their associated challenges, also involves the theoretical training in use of fire extinguishers, when, where, how, and what type with a practical extinguisher demonstration/training element.



## Laser Extinguisher Training System

LETS is a convenient and realistic application for all locations. We use a state of the art laser training system where live fire training at a client's site or a classroom situation is not feasible.

Easily transported and set up, this system can provide realistic simulation and provides feedback and analysis for the student.



## Warden Training

Modules include:

- > **Initial training** - in the roles and responsibilities of all warden types and the various items of equipment within the facility that will assist/dictate the emergency response options, covers duties before, during and after an emergency, the assembly area and various basic human behaviour principles.
- > **Advanced theory/practical training** - in the emergency plan and procedures and will involve a site walk in order to locate and identify the various items of emergency equipment within the facility and discuss its purpose, involves practical instruction in the use of equipment.
- > **Scenario** - Advanced theory/practical instruction involving discussions about various types of incidents, possible emergency responses and the potential outcomes of using the particular responses, may involve tabletop only scenario or practical scenario utilising ECO and occupants.
- > **Sydney Safe** - A basic overview of the Sydney CBD Sub-Evacuation plan, what it is, how it activates and the possible responses for buildings based on their immediate distance from the incident location, covers the various Sydney Safe locations for the CBD and North Sydney CBD.

## Human Behaviours

Modules include:

- > Advanced theory of human behaviours in emergencies including various case studies into specific emergencies and the resulting findings and conclusions.
- > **Scenario** - Theory and practical application of dealing with human behaviours including role play scenarios and table top discussions about how to deal with reactions to emergency

## Difficulties During Evacuation

Modules include:

- > Introduction to various types of problems that may be faced during an emergency and when evacuating a facility, this includes various disabilities that may be encountered and basic solutions on how to work with them.
- > **PEEP's** - Advanced training in the use of Personal Emergency Evacuation Plans, includes considerations for who uses PEEPS, how do we compile them and who is involved, various options and solutions for occupants with disabilities
- > **Evac Chair** - Practical and theoretical training in the use of the evacuation chairs

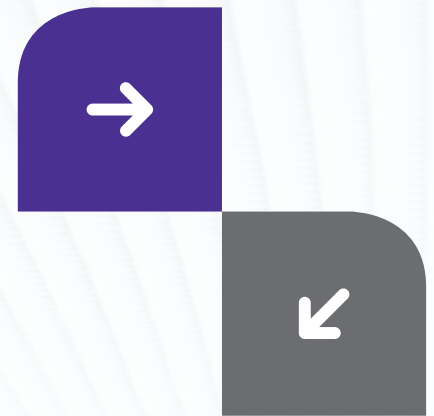
## Bomb Threat

Modules include:

- > Initial training in the roles and responsibilities of Wardens, staff and members of the Emergency Management Team when receiving bomb threats, finding unidentified articles within the workplace.
- > **Hazardous Materials** - Training for wardens, mail room and reception staff in guidelines and procedures relating to hazardous materials, white powder incidents and suspicious mail items. Includes identifying suspect.
- > **Scenario** - An insight into the various human behaviours exhibited during emergency situations and training in how to recognise some behaviours and deal with them in the best possible way.

## Communication Officer

- > Theoretical and practical training in the use of the Emergency Warning Inter-communication System (EWIS) for the Communication Officer, Chief Warden and Deputy Chief Warden



## Other Specialist Courses

- > **Workplace Security**
- > **Advanced Warden Training**  
Floor/Area Warden  
Shelter in Place
- > **Emergency Management Team**  
Introduction R&R CW/DCW  
Command and Control  
Scenario  
Equipment
- > **Emergency Planning Committee**  
Familiarisation and setup of EPC  
Advanced (Plan and Procedures)  
Secretariat  
OH&S Harmonisation  
Media Statements  
Roles of Responding Emergency Services  
Natural Disaster Preparation  
Terrorism Threat Levels  
EPC Annual Meeting  
EPC Debrief Meeting  
EPC Consultancy
- > **Evacuation Exercise**  
Full Evacuation  
Shelter in Place  
Low Level Search

Full Details on all courses can be found on our website [www.adairevac.com.au](http://www.adairevac.com.au)



# Online Training & Services

## SMART E-LEARNING

*To ensure your personnel do not miss the vital information they need to prepare them for an emergency, we provide online emergency procedure courses that will support the practical on site training.*

Through the Adair dedicated E-Learning Portal you have access to online learning for all of your staff, offering our Standard Emergency Procedure Staff Awareness Course which is suitable for everyone at the site.

This course is also an ideal compliment the induction of new staff providing them with the necessary emergency preparation and information prior to the scheduled on site training.

Smart E-Learning also offers the Basic Warden Training Course.

The Basic Warden Training has additional modules which include:

- > Emergency procedures and post emergency responsibilities
- > Human behaviour
- > Structure and responsibilities of the EPC / ECO
- > Emergency equipment
- > Difficulties during evacuation.

Both courses complement the regular on-site training. Once enrolled your personnel can regularly access the courses online and refresh their knowledge.



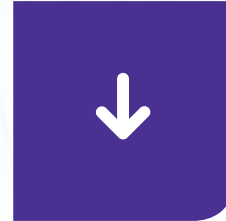
## WEBINARS

Adair now offer “Webinars”, a new and exciting way that we can impart vital information to you and your staff, live by one of our experienced consultants, remotely via the internet “To prepare you for Emergencies”.



## ONLINE BOOKING

Our Client Management System allows you to go online and request training dates at a time suitable to you, day or night. Our customer service team will contact you within 24hrs to confirm your booking.



# Emergency Procedures

## Evacuation posters

Clear directions are vital in an emergency, having clearly understandable and navigable plans are essential.

This is why we have a strong emphasis on producing accurate posters which take into account all important details which may be of importance in an emergency.

With clearly defined icons and legends our plans provide vital information in a hazardous situation. Our consultants working with our desktop publishing department can translate your floor plans into clear and easily understandable evacuation posters and locate them where they would be most needed.

Features:

- > Laminated or frame mounted, our A3 'you are here posters' clearly indicate the best path of exit and location of emergency equipment.
- > They are orientated so that staff and visitors can understand their location and relevant exit path quickly.
- > Posters can be customised to suit specific needs of the staff and visitors or security implications of the site.
- > Compliant with Australian Standards we maintain your plans so they can be easily updated as your site changes or to comply with changing regulations.

## Emergency Procedures and Warden Manuals

Comprehensive and Customised. We provide extensive customised emergency procedures manuals for your site and people.

We provide:

- > Full step by step procedures particular to your site and location
- > Warden manuals for each role
- > Fully compliant material to Australian Standards
- > Procedures covering all emergencies including bomb threat, armed robbery etc.

## EPC Consultancy

Under Australian Standard AS3745 – 2010, there is a requirement to form an EPC (Emergency Planning Committee) and they are

required to meet annually' Adair Evacuation Consultants can assist you will all of your EPC requirements from training to assisting in facilitating the annual meeting and give recommendations on situations that may arise with your emergency procedures.

## SWIMS

SWIMS - Site Warden Information Management System, provides a means for site wardens and building managers to easily access their important emergency information online, such as annual training programs, procedure documentation, EPC meeting minutes etc.

Clients are able to access specific analytical data via our "NEW" Dashboard facility, which is integrated within SWIMS.

# Emergency Procedures

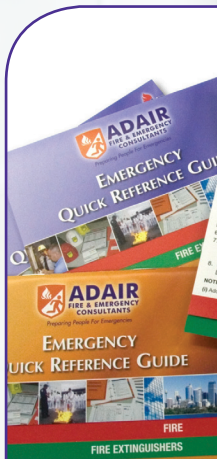
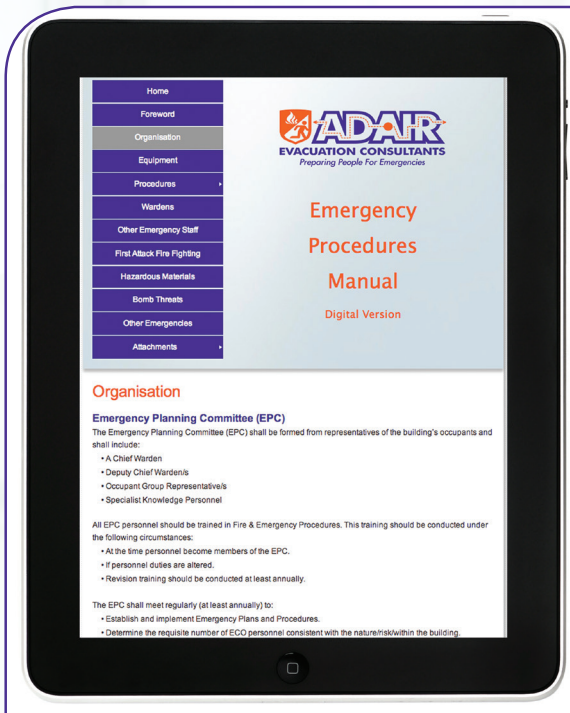
## NEW - Digital Emergency Procedures Manual

Fast, convenient and easily navigable is the Digital Emergency Procedures Manual option from Adair

Provided on a tablet device the Digital Emergency Procedures Manual provides all of the necessary information contained in your printed folder but in a fast, menu driven, easily searchable and convenient

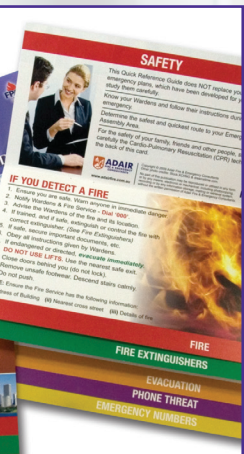
portable device. The tablet manual is produced by our EDP department specifically tailored to your site and with procedures which are specific to your site/building.

For subscribers of this service we can also arrange this material on an intranet or a secure website for access and training key personnel, and new staff inductions, ensuring this information is close to hand (or finger tip).





# Evacuation and Warden Equipment



Adair provides a range of evacuation and warden equipment including:

## Evacuation chairs

Evacuation chairs for staff, visitors or residents who are wheelchair bound or have mobility issues and unable to evacuate the site without special assistance.

## Portable communications and alarms

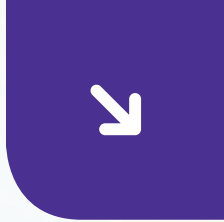
From hand held sirens to sophisticated portable alarm and megaphone systems to ensure your wardens have the best available communications tools.

## Warden equipment

Make sure all of your wardens are clearly identified with warden helmets clearly indicating their role and responsibilities in the emergency and evacuation process.

## Helpful emergency guides

Our emergency guides provide easily accessible information, in a flip book format, to ensure all of your people are aware of your best practice emergency and evacuation systems.



# Additional Service Options

## 24 Hour Training

We offer training programs that can be scheduled at a time that suits your sites needs, any time day or night.

## Reports (Electronic) - "NEW"

Require a copy of your Trainee Attendance sheet?  
 – All of Adair’s Training Consultants are equipped with an electronic tablet to record your trainee’s attendance and upload into SWIMS for you to obtain a copy within minutes of completion.

## Chief Warden/ Warden – Phone Support – "NEW"

Adair now offer a 1300 number telephone support service for your ECO to call and receive advice to put their mind at ease from our

trained staff about situations that may or have occurred on your site.

## Multi-Lingual Training – "NEW"

We can organise a translator to attend your site with our training consultant so that the important information in what to do in an emergency is received clearly understood by all staff .

## Maintenance Equipment Inspections

There is a requirement under AS1851 - 2012 part 14, for Evacuation procedures and equipment to be checked on a regular basis.

Our expert technicians are able to schedule and carry out these periodical inspections as required.

## 48 Hours Training Notice – "NEW"

Having problems organising training for your staff at short notice? At Adair if you provide us with 48 hours notice, we will organise one of our qualified Consultants to attend your site to conduct the training required. That’s right with only 48hrs notice.

## EPC Consultancy

Did you know that under Australian Standard AS3745 – 2010, you are required to form an EPC (Emergency Planning Committee) and they are required to met once a year? Not sure what to do?

Adair Evacuation Consultants can assist you will all of your EPC requirements from training to assisting in facilitating the annual meeting

and give recommendations on situations that may arise with your Emergency Procedures.

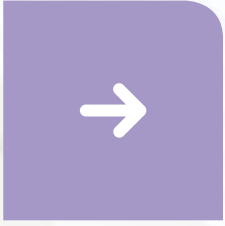
## Portfolio Manager

We believe in meeting our valued clients requirements, so in order to do this we will be pleased to allocate a portfolio manager to you to look after all of your inquiries and to make sure that we meet your expectations as your provider.

Your portfolio manager will be available to meet with you on a regular basis and be a phone call away for any inquiries you may have.

## Weekends & Public Holidays

Obtaining services on weekends & public holidays can be quite expensive due to the additional fees charged



over and above what you would normal pay. We understand you may require training in these time to accommodate your staff, so in turn we do not charge our valued clients weekend & public holidays fees.

### KPI's

We pride our selves on the delivery of a consistent quality level of service, this is why in consultation with our clients we set KPI's (Key Performance

Indicators) so that not only we as a company, but also our customers can measure our quality of service, and to make sure that the level of service is consistently meeting our customers expectations as a quality provider.

### Site Verification Report

At Adair we have people say to us, "I want my site to be compliant with Australian Standard 3745 – 2010".

We have a way to assist you to achieve this goal.

We offer a service where one of our consultants will attend your site and conduct a site audit and providing you with a Site Verification Report and identify any short falls you may have and provide solutions to fill the gaps.



### INSPECTIONS

Our expert technicians are able to schedule and carry out your required periodical inspections of your equipment and procedures as required.



### CONTACT US

Please call Adair on:

**1300 213 000**

or visit us at:  
[www.adairevac.com.au](http://www.adairevac.com.au)  
 For more information.

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Consultants Pty Ltd**

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