



Emergency Management Plan

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Section One: Emergency Management

1.1 Introduction and Purpose

This plan provides the University community with the information required to achieve and maintain an effective level of emergency preparedness, and direction on responses to an emergency. The plan has been developed in accordance with *AS3745-2010 Planning for emergencies in facilities* and *Queensland Building Fire Safety Regulations 2008*.

The plan details how to respond to an actual or potential emergency quickly and decisively, which could threaten the safety of persons, cause major damage to property, equipment or significantly disrupt University Site operations. This plan provides roles and responsibilities for the Emergency Control Organisation (ECO) and other staff in the event of an emergency situation.

In any emergency, the safety of all students, staff and visitors is imperative.

The response procedures outlined in this plan are intended to complement the roles and responsibilities of responding Emergency Services (such as police, fire, and ambulance services).

As JCU operates a wide variety of sites, from campuses the size of small suburbs to single buildings in regional areas and remote research stations, this plan provides overarching guidance, noting that some Controlled Entities, research stations and sites will maintain more detailed emergency response plans specific to their location, facilities, and operations. It is important therefore, that visitors to those sites follow directions from site staff during an emergency incident.

1.1.1 Review

The contents of this plan will be reviewed annually by the Emergency Planning Committee (EPC) or as required following an incident. Any review will also be provided to WHS Advisory Committee for feedback.

1.1.2 Amendments

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1.2 Definitions and Abbreviations

Except as otherwise specified in this plan in the table below, the meaning of terms used are as per the [Policy Glossary](#).

Term	Definition
Chief Coordinator	Person acting to manage the response to a Critical Incident; at JCU this is the Chief of Staff.
Critical Incident	<p>An actual or potential incident or series of events that have the potential for catastrophic damage to people, operations and/or reputation where the University (or parts thereof) shift from routine to non-routine operation. This is usually typified by the area affected requiring additional (centralised) assistance in its management and requiring intensive coordination and management by the Critical Incident Management Group (CIMG).</p> <p>A Critical Incident can only be declared by the Vice Chancellor or the Chief Coordinator in their absence.</p>
Critical Incident Management Group (CIMG)	The team brought together by the Chief Coordinator to manage the response to a Critical Incident.
Emergency	An incident that arises internally, or from an external source, which may adversely affect the occupants or visitors in a facility, and which requires an immediate response (e.g., fire).
Emergency Control Organisation (ECO)	A person or structured team of persons who coordinate and supervise emergency response, building evacuations and assist where required with Emergency Services.
Emergency Planning Committee (EPC)	Persons responsible for the documentation and maintenance of an emergency plan.
Emergency Services	Any or all, the Police (QPS), Fire and Rescue (QFES), Ambulance (QAS) and State Emergency Services (SES) (as may be appropriate to the incident) and any organisation which could reasonably be expected to assist in the incident.

Incident	A finite and often isolated event which may cause injury, illness, property, reputational or environmental damage or some combination of all five in varying degrees from insignificant to catastrophic consequences but is managed during the normal course of operations and within normal reporting lines, processes, and procedures.
Incident Controller	The person who is nominated by the Chief Coordinator to be the Incident Controller given their specialist expertise or their capacity to manage an incident occurring within their work area. Often this is the first person at the site of an incident with sufficient authority and expertise to manage the initial response and support the Chief Coordinator in the overarching management of an incident.
University Site	Includes Bebegu Yumba (Townsville) and Nguma-bada (Cairns) campuses, Ngudya Yamba (Mackay), Murtupuni (Mount Isa), Ngulaigau Mudh (Thursday Island) and Atherton study centres, research stations, vessels, approved field trips or residential student accommodation located in Australia.

1.3 JCU's Emergency Framework

1.3.1 Business Continuity Policy and Plan

The [Business Continuity Policy](#) and [Management Plan](#) is an integral part of strategic and operational planning and risk management ensuring that the University has the capability to continue delivery of services at acceptable predefined levels following a disruptive event (e.g., cyclone, cyber-attack, etc.). The plan includes documented procedures that guide the University to respond and restore or recover to a predefined level of operation following disruption, and integrates with the policies and plans below.

1.3.2 Incident Management Policy and Procedures

The [Incident Management Policy](#) provides the overarching framework for the University to:

- prepare for an incident;
- respond in the period immediately following an incident (including emergencies and critical incidents); and
- management of any longer-term consequences of such an incident.

The Incident Management Policy and Procedures define the roles and responsibilities of key staff in the management, coordination, and communication of information about an emergency or critical incident, and in the recovery and post-incident review of an incident, emergency response or critical incident and its handling.

The Incident Management Policy categorises incidents as IT System Security, Personal Security, Physical/Infrastructure Security, Legislative Compliance, Natural Disaster or Environmental with specialised notification, communications and incident management plans dependent on the category.

An incident may be deemed critical, given the scale or impact of the event, and this shifts the allocation of effort and resources to respond from normal reporting lines and structures.

1.3.3 Emergency Management Plan

This Emergency Management Plan (EMP) details the organisational structure, system, resources and processes that may be activated in whole, or in part, in the event of an emergency. Emergencies typically are immediate (with no warning), requiring defined response actions by staff and/or students in order to preserve life and/or property. Effective liaison and coordination with Emergency Services to minimise loss is essential.

1.3.4 Emergency Management Action Cards

Emergency Management Actions Cards (EMAC) are a tool developed to provide step-by-step instructions to staff and students in response to an emergency. The action cards are a shorter form of the emergency response procedures in this plan, and are also available in the JCU Safe app.

1.3.5 Risk Management Policy, Framework and Plan

JCU's Risk Management framework provides the foundations and organisational arrangements for designing, implementing, monitoring, reviewing and continually improving risk management throughout the University. Effective risk management helps the University meet compliance and governance requirements and reduces the likelihood of

injury and illness throughout our facilities and across all activities. It is a key prevention pillar.

1.3.6 Work Health and Safety Unit

The University's Work Health and Safety (WHS) Unit has organisational responsibility for administering the University's safety, fire, and other safe workplace-related compliance activities. The WHS Unit provides assistance to a broad range of areas including laboratories, boating and diving, field trips, construction, biosafety, emergency preparedness, injury prevention and management, radiation, chemicals, asbestos and training. This includes engagement with the Emergency Planning Committee, and management of the Emergency Control Organisation.

1.3.7 Individual Staff

On appointment to JCU, staff undertake work health and safety induction training as per the [WHS Training and Competency Procedure](#) including:

- WHS online induction;
- WHS Risk Management Fundamentals training;
- Riskware system use (hazard and incident reporting); and
- Fire and Evacuation Program (FEP).

The mandatory FEP training is required to be completed every 12 months.

1.4 Emergency Planning Committee (EPC)

The EPC is made up of members that represent a wide range of areas within the organisation with roles in facility management. The EPC is responsible for the development and maintenance of the Emergency Management Plan and related documents and training, and to ensure safe workplace and risk management obligations are met. The EPC meets once a year and following a major incident to review the effectiveness of the plan.

The EPC comprises:

Director Estate (Chair, EPC)	Estate Directorate
Chief of Staff (Chair, CIMG)	Chancellery
Associate Director, Estate Services	Estate Directorate

Manager, Security and Estate Facilities	Estate Directorate
Manager, WHS	Work Health and Safety Unit
Manager, Building Services	Estate Directorate
Manager, Leasing and Commercial Portfolio	Tenant, leases, offsite buildings
Manager, FNQ Estate	Estate Directorate
Manager, Commercial Operations	Controlled Entities
Manager, Operations Mount Isa	Mount Isa Centre for Rural and Remote Health (MICRRH)
WHS SO (Fire Safety Advisor)	Work Health and Safety Unit
Executive Officer, DVC Research	Research Infrastructure
Chief Information Security Officer (CISO)	Technology Solutions Directorate

1.5 Emergency Control Organisation (ECO)

The Emergency Control Organisation (ECO) is responsible for implementing emergency procedures as outlined in this Plan and the Incident Management Policy and Procedures.

The ECO is distinct from the Critical Incident Management Group (CIMG), which has a broader remit around business continuity and incident management activities in the prevention, preparedness and response. This includes the longer-term management of communications, media, stakeholder engagement, insurance, wellbeing and remediation activities.

The CIMG coordinates management activity, whereas the ECO fulfills the operational task of emergency preparation and immediate response.

1.5.1 Membership, Roles and Responsibilities

The ECO comprises:

- **Incident Controller**
Appointed by the EPC Chief Coordinator given their specialist expertise or their capacity to manage an incident occurring within their work area. Often this is the first person at the site of an incident with sufficient authority and expertise to manage the

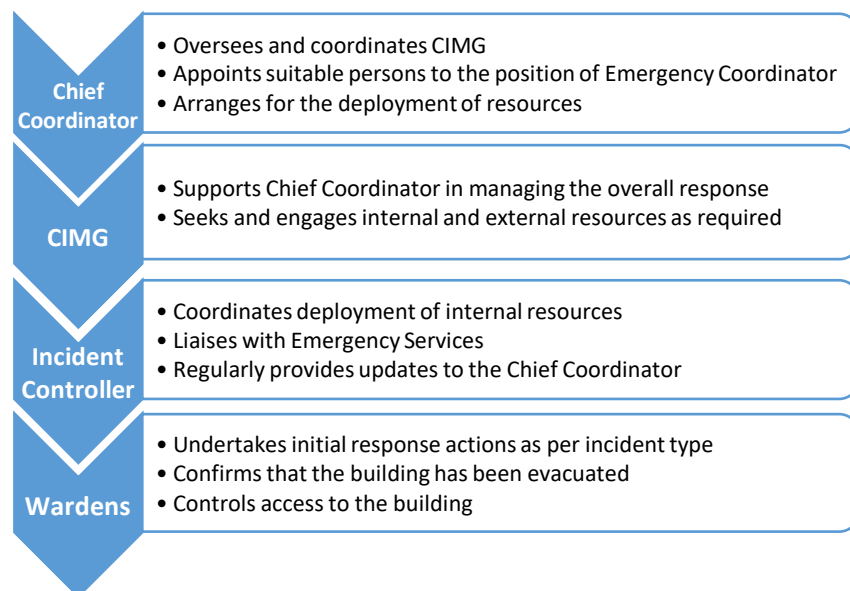
initial response and support the Chief Coordinator in the overarching management of an incident. The Incident Controller may also be the liaison on the ground between the Emergency Services and Chief Coordinator.

- **Chief Wardens**

Where appointed, will direct staff and the Emergency Control Organisation members (wardens) accordingly. They are the point of contact for all wardens to ensure the building/facility has been cleared and relay this information onto JCU Security and/or Emergency Services.

- **Wardens**

Most likely the initial first responders to any incident and are responsible for ensuring all persons have safely evacuated the building when required.



1.5.2 Management of the ECO

Overall responsibility for ensuring appropriate wardens are appointed, trained and managed rests with the WHS Unit. The WHS Unit maintains the Emergency Control Organisation (ECO) register and conducts regular training, drills and exercises. The WHS Unit will check the accuracy of Building Warden lists annually and adjust as required.

On being advised of any warden vacancies that cannot be filled, the Manager, Work Health and Safety will write to the applicable managers requesting an appropriate warden nomination. A list of wardens for each building is maintained in the premise's information in the Fire and Evacuation Program training.

1.5.3 Emergency Control Organisation Identification

In an emergency, ECO personnel wear a high visibility vest and colour-coded safety hats as follows:

Position	Identification
Incident Controller	Hi-vis vest – where possible
Chief Warden	Hi-vis vest and white hat
Area/Floor Warden	Hi-vis vest and yellow hat
Warden	Hi-vis vest and red hat
First Aid Officer	JCU Security or nominated trained staff



1.6 Elements of Emergency Management



1.6.1 Prevention

The University undertakes a number of prevention activities on an ongoing basis including, but not limited to:

- Staff and student training and awareness on safety and risk management;
- Ongoing maintenance of all plant and equipment;
- Hazard reduction and mitigation;
- Limiting storage of hazardous chemicals and materials; and
- Sustainable environmental practices.

1.6.2 Preparedness

Emergency preparedness includes creating and testing plans, training, educating, and sharing information to prepare the JCU community should an emergency eventuate. JCU undertakes emergency preparedness activities on a regular basis, including but not limited to:

- Emergency Planning Committee meets and reviews the Emergency Management Plan and after incident reviews;
- Clear articulation of roles and responsibilities including the Emergency Control Organisation;
- Risk assessment and mitigation;
- Maintenance of physical resources (e.g., communication equipment, spill containment, emergency equipment, first aid);
- Developing, testing and training staff on plans and procedures;
- Developing and providing general emergency response training and emergency control organisation training through online site inductions and face-to-face through the WHS Unit;
- Annual evacuation practice drills;

- Emergency preparedness inspections of all buildings on annual and bi-annual basis;
- Development and implementation of Personal Emergency Evacuation Plans (PEEPs) for staff and students;
- Other preparedness activities as detailed in other plans and procedures, e.g.;
- Radiation safety and protection plans; or
- Office of the Gene Technology and approved arrangement certified facilities;
- Ensuring minimum emergency equipment and signage for JCU owned or leased accommodation.

Under the *Building Fire Safety Regulation 2008*, JCU has a dedicated Fire Safety Advisor (FSA) in the WHS Unit. Their role is to ensure fire safety compliance and emergency preparedness across University sites.

1.6.3 Response

JCU has adopted the emergency colour codes for notification, identification and response activations outlined in *AS3745-2010 Planning for emergencies in facilities*. This standard allows for uniformity around how key university staff respond to emergencies across sites. Further details regarding the response for each colour can be found at Section Three. In the event of an emergency, action cards are located around University sites detailing the initial response procedures.

Code Red	Fire and/or smoke emergency
Code Purple	Bomb threat/suspicious mail
Code Blue	Medical emergency
Code Black	Personal threat
Code Yellow	Internal emergency
Code Brown	External emergency
Code Orange	Evacuation/Shelter in Place/Lockdown

Once an emergency has been identified, the ECO will activate, notifications to key staff will occur, staff and students will be undertaking the appropriate response as per the Emergency Management Plan and as

directed through the Emergency Notification System (JCUSafe app). These processes are detailed at Section Three.

Responsibilities and roles for contacting key staff to coordinate emergency and incident response have been identified in this plan. In the event of an emergency the directions of Emergency Services and any ECO member override the normal lines of management. An Incident Control Centre may be established.

If Emergency Services have been called (i.e., through 000) the Security Control Room is to be contacted on 1800 675 559.

The Emergency Response options or directions to staff will be to either evacuate, shelter in place, or lockdown for most emergencies.

1.6.4 Recovery

Post incident recovery can take many different forms depending on the size, nature, and severity of the incident. Planning for recovery is an integral component in preparing for emergencies to ensure minimum disruption to JCU operations and to manage the ongoing safety and wellbeing of staff and students. Business continuity planning and effective incident management aim to ensure that the recovery time post an emergency event is minimised.

The recovery process will generally conclude with an after-incident review which may include learnings and findings that help to improve and refine the University's emergency procedures and plans.

The recovery process often begins during the response to an event and may continue long term after operations have returned to normal.

Section Two: Emergency Preparation and Response

2.1 Emergency Preparation

2.1.1 Persons with Special Needs

Persons with special needs who require assistance in an emergency will have an individual Personal Emergency Evacuation Plan (PEEP) developed. The WHS Unit create and maintain PEEPs. The WHS Unit will advise wardens if a staff member within their area has a PEEP.

PEEPs may also be required for staff or students with temporary injuries that may affect their mobility and/or ability to evacuate a building.

2.1.2 High Risk Building Hazard Management Plans

The WHS Unit, Estate Directorate and building managers have identified high risk buildings which, because of their purpose (e.g., PC3 laboratory, chemical store) or properties (plant room, building materials), increase hazards in an emergency event.

These buildings have specific action plans alerting Emergency Services about specific risks and hazards within those buildings.

2.1.3 Essential First Aid Kits and Automated External Defibrillator

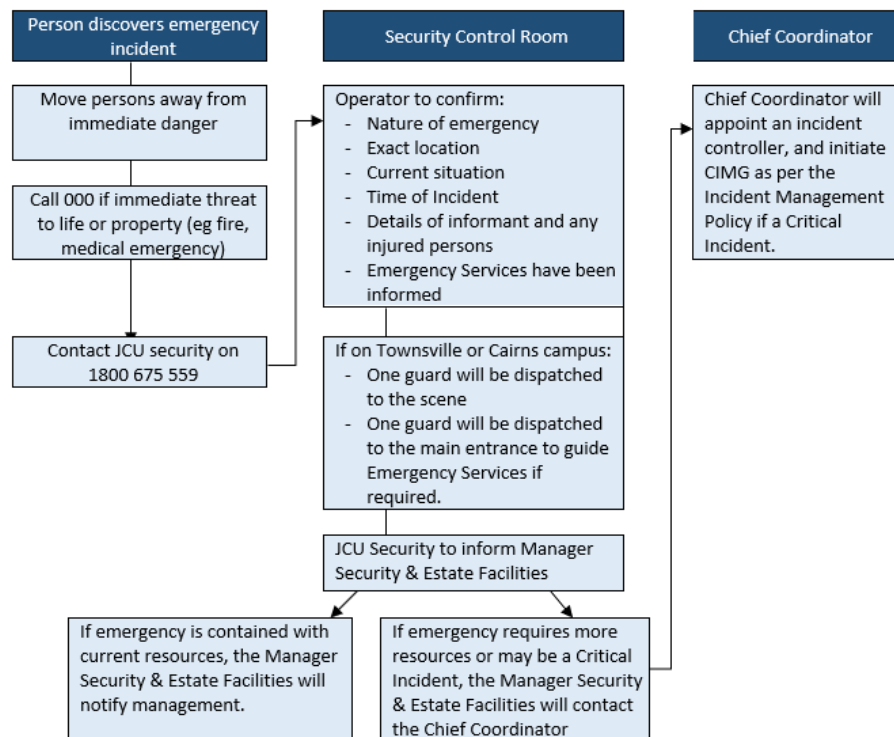
On the Bebegu Yumba (Townsville) and Nguma-bada (Cairns) campuses, the WHS Unit maintains essential first aid kits and automated external defibrillators. All publicly accessible automated external defibrillators are registered with the Queensland Ambulance Service.

Other University sites are required to supply and maintain essential first aid kits and automated external defibrillators.

2.2 Emergency Response

2.2.1 Incident Alerting and First Response

Below is a simple task flow when a person becomes alert to an emergency incident and the immediate first response and notifications which are to be made.



2.2.2 Incident Management Notifications

The Manager, Security and Estate Facilities will immediately inform the Chief Coordinator in any of the following circumstances:

- Death or serious injury to any person onsite or a staff member, student or affiliate participating in University activities offsite (and where alerted to the Security Control Room);

- Criminal activity of a serious nature against or involving persons or property associated with the Campus or the University; and
- Any incident which could cause serious harm to persons or property on, or near to the Campus, or result in adverse media coverage or criminal or civil proceedings against University employees.

The Chief Coordinator will then undertake notifications to the broader University community, CIMG, senior management, Council and/or external agencies in accordance with the Incident Management Policy and Critical Incident Procedure where relevant.

The University's Emergency Notification System is the JCUSafe app which has the capability to provide in-app notifications and texts to all users.

2.2.3 University Activities Off-Campus

In the event of an emergency or incident occurring during an off-campus JCU event (e.g., field trip), the person responsible for organising/controlling the event becomes the Incident Controller and must coordinate the incident response.

2.2.4 Emergency Services coordination

Where Emergency Services are responding to an incident on the Bebegu Yumba (Townsville) or Nguma-bada (Cairns) campuses, the JCU Security Control room will delegate a mobile patrol to meet and direct arriving Emergency Service vehicles to the scene from the campus entrance. For all other JCU sites the Incident Controller will identify a person to meet the arriving Emergency Services and guide them to the scene. A further person may be identified by the Incident Controller to be at the entrance of a building or facility to guide Emergency Services directly to the incident site.

JCU may need to provide additional campus and building information to support the Emergency Services. The Incident Controller and/or Chief Coordinator is responsible for providing or sourcing the following information:

- High Risk Building Hazard Management plans (also held in the Security Control Room);
- Advice on technical or operational matters associated with the activities of the site; and
- Appropriate plans, data sheets and other reference material.

2.2.5 Counselling and Wellbeing Support

The Chief Coordinator is responsible for ensuring appropriate counselling support is provided immediately following a critical incident and through debrief processes as required. This may be provided through a network of staff with Mental Health First Aid training as well as internal and external agencies. These supports are coordinated through Human Resources for staff and Student Equity and Wellbeing for students.

Debrief activity may also be undertaken during recovery, see post-incident considerations below.

2.2.6 Media

All media enquiries are to be referred to and coordinated by the Head, Media and Communications.

2.2.7 Evacuation Process

Evacuations will most typically occur at the building or facility level in response to a fire alarm. The key points to note are:

Authority to Evacuate	Building Evacuation	Wardens, Security, Incident Controller
	Campus Evacuation	Chief Coordinator
	Evacuation triggers	Activation of building alarm Evacuation directive issued by Wardens, Security or Emergency Services If evacuation becomes a necessity for personal safety.
Emergency Assembly points	Unless otherwise instructed and providing it is safe to do so, all staff and students proceed to the nearest Emergency Assembly Area.	

Emergency Evacuation diagrams are located throughout each building and identify the Evacuation Assembly Area (and an alternate) for the particular building.

Assembly Areas for each building are also identified in the annual FEP training.

Muster Points

On the Bebegu Yumba (Townsville) and Nguma-bada (Cairns) campuses there are a number of Muster Points. Muster Points may be used in the event multiple buildings are evacuated and/or an exclusion zone is in place.

The muster points have been chosen to allow for rapid deployment of resources to assist persons affected.

Warden Meeting Point

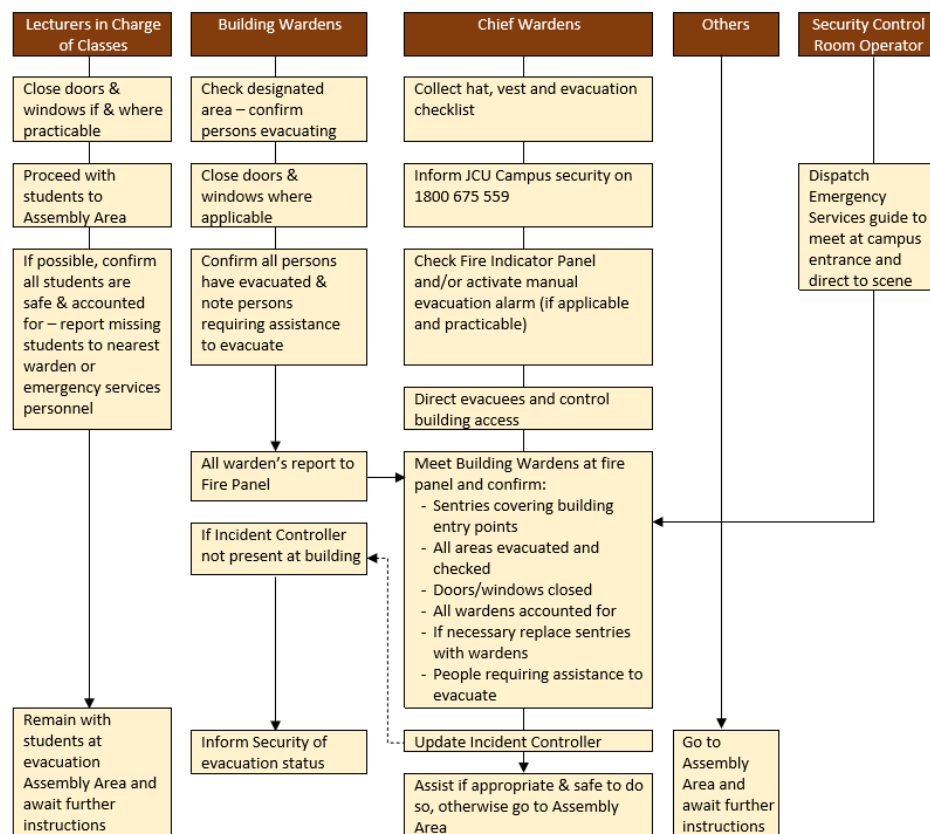
Each building has a designated Warden Meeting Point. Typically, this is where the Fire Indicator Panel is located for each building. In the event of an evacuation, and providing it is safe to do so, the Warden Meeting Point is where the Chief Warden will be positioned.

Wardens should report to the meeting point after they have completed their evacuation duties

Re-entry

Persons should remain at the Emergency Assembly Area until advised by the Emergency Services, Incident Controller, Chief Warden (or a delegated warden) that it is safe to re-enter the building or area.

The Evacuation procedure (regardless of incident type) is as follows:



2.2.8 Shelter in Place

A [Shelter in Place \(SIP\)](#) may be imposed where it is unsafe to evacuate. Shelter in Place (or place/area of rescue assistance) refers to a designated area of safety when it is not safe to go outside. Examples include the initial response during a natural disaster such as an earthquake, cyclone, or during a bomb threat or other internal emergency such as a chemical spill where movement outside needs to be controlled or minimised.

The decision to Shelter in Place is made by the Chief Coordinator, or as directed by Emergency Services.

In planning for a Shelter in Place direction, staff and students need to determine what would be a safe location. A Shelter in Place differs from a lockdown in that movement within the building or facility may still be made but there should be no attempt to go outside.

In a severe weather event, the rule of thumb is to put as many walls between you and the outdoors as possible, no glass/windows and head to the lowest floor possible. In the event of a chemical or biological contamination threat, it is better to be above the ground floor in a space with the fewest windows or vents.

Also think of what you might need (food, water, and medication) if the Shelter in Place notice lasts many hours.

2.2.9 Lockdown

A [Lockdown](#) may be activated in response to an active armed offender or civil disorder on campus to control movement and protect lives.

Whilst the initial response to being under immediate attack or observing an attack nearby is to ESCAPE, staff and students may need to HIDE, and TELL emergency responders what they have observed. The remainder of the campus may be put in Lockdown whilst police search for the offender/s.

Aggressors may use other weapons (including knives) and/or improvised explosive devices (IED) or vehicles to cause additional harm and mayhem and to impede police and emergency services responders. There may be no pattern or method to their selection of victims.

It is important to remember that during lockdown, police may be moving through the campus with weapons drawn. They may initially move past staff and students, even injured persons as they attempt to locate the offender and control the situation. It is possible police may initially not be able to distinguish who the offender is – avoid quick movements or shouting and keep your hands in view.

In planning for a lockdown direction, staff and students need to determine what would be a safe location. This may be a small, interior room with no or few windows where refuge can be taken. Considerations include whether the door locks and does it open out or in, if there is furniture nearby that can be used to barricade the door, and can the windows be closed or blocked.

These situations are dynamic and evolve rapidly, so it is important to act quickly and follow [ESCAPE HIDE TELL](#).

2.2.10 Incident Control Centre (ICC)

During a protracted incident the Chief Coordinator will activate an Incident Control Centre which will become the base of operations for the CIMG, working with the ECO. A number of suitable locations for this centre have been predetermined based on location, access to communications, backup power and availability of support facilities.

The Incident Control Centre may be either:

	Primary	Alternate
Location	Council Chamber 3 rd floor Ken Back Chancellery	Conference Room Ground floor, Building 57 Estate Directorate
Capacity	30	10
Access	Security swipe access Lift from Building 27	Security swipe access
Power		Back-up Power supply
Key landline numbers	(07) 478 14564	(07) 478 16712
ICT	Data access points Wi-Fi access Video-conference MFDs in vicinity	Data access points Wi-Fi access Video-conference MFDs in vicinity
Amenities	Internal access to toilet and kitchen facilities	External access to toilet and kitchen facilities

2.3 Post Emergency

2.3.1 Termination of Emergency

Once Emergency Services have concluded their involvement, control of the affected area will be handed back to the Incident Controller and the broader response coordinated by the CIMG (if a critical incident).

In determining whether an area can be re-occupied and returned to normal operations, the Incident Controller should consider:

- Any residual/lingering hazards (for example):
 - Asbestos;
 - Biological contamination;
 - Electrical; or
 - Hazardous chemicals.
- Any structural or process weaknesses caused by the original event which could initiate a subsequent emergency if operations are reinstated;
- The need to preserve the scene if there is to be a subsequent investigation;
- Occupant safety; and
- Industrial relations ramifications.

Where applicable, the decision to re-commence operations will be made in consultation with the CIMG and specialist staff/contractors.

2.3.2 Preservation of the Incident Scene

In any emergency situation where there is the possibility of a subsequent statutory investigation or coronial inquiry, the Chief Coordinator must ensure that all evidence relating to the incident including documents, computer information, personnel and materials is preserved.

The Incident Controller is responsible for ensuring that the incident scene is cordoned-off to preserve the scene. The Incident Controller may be called upon by investigating authorities to help recreate the incident scene.

An incident scene may only be disturbed for the following reasons:

- To assist an injured person; or
- To remove a deceased person (only when instructed by Emergency Services); or
- That is essential to make the site safe or to minimise the risk of a further notifiable incident; or
- That is associated with a police investigation; or
- For which an inspector or the Regulator has given permission.

In each of these cases it is extremely important to note what was done to the incident scene so this information can be provided to investigators.

The Chief Coordinator in consultation with Emergency Services and/or Regulators will determine when the incident scene moves into the recovery stage.

2.3.3 Incident Reporting

All emergency incidents that happen on a University site must be reported to JCU Security at the time of the incident. This allows for notification to the Chief Coordinator and Manager, Work Health and Safety as required, and accurate incident occurrence logs to be kept.

Once the incident initial response has been completed, a report must be entered in Riskware in accordance with the [WHS-PRO-005 WHS Incident and Hazard Management Procedure](#) as soon as reasonably practicable.

2.3.4 Debriefs and workplace supports

An emergency incident can be overwhelming and trigger a wide range of physical and psychological symptoms, including increased heart rate, high blood pressure and anxiety. This can be harmful when a person has demands and expectations that are out of keeping with their needs, abilities, skills and coping strategies. JCU utilises management and operational debriefs following an incident. All debriefs are conducted on a voluntary basis for staff, students and visitors.

The aim of the debrief is to mitigate the impact of a traumatic incident, facilitate normal recovery processes and a restoration of adaptive functions in psychologically healthy people who are distressed by an unusually disturbing event; and as a screening opportunity to identify

group members who might benefit from additional support services or a referral for professional care.

Management Debrief

A supervisor or manager who was not involved in the incident or affected by it needs to provide an opportunity for staff to rest, share information and provide time away from urgent/recovery tasks. Supported by a Mental Health First Aider, managers should:

- Convene a meeting for those involved as soon as possible;
- Summarise the incident and clarify uncertainties;
- Invite questions and discuss issues of concern;
- Provision of psychological First Aid;
- Show care and support;
- Draw up a plan of action, taking into account the needs of the individual staff member;
- Make short-term arrangements for work responsibilities;
- Provide information on further supports available to them (such as the Employee Assistance Program).

For students, this would be coordinated by their Head of Academic Group or Course Coordinator through Student Equity and Wellbeing as required.

Operational debriefs

Operational debriefing will occur immediately following an incident for the team responding to the emergency. This debriefing would normally be run by the Incident Controller and be assisted by a peer support Psychological First Aider. These debriefs also inform the development of the After Incident Review. This debrief will explore:

- The sequence of events including alerts and notifications and incident management;
- The causes and consequences;
- Coordination with emergency services;
- Each person's experience;
- Normal psychological reactions to emergency incidents and connections to further support.

For incidents that are large scale and traumatic in nature, the Chief Coordinator will arrange for Critical Incident Stress Debriefing. This is a formalised and structured method that is facilitated by a trained psychology professional and will take place within 24 to 72 hours following an incident.

2.3.5 Incident Reviews

After emergency and critical incidents an Incident Report is compiled that will assist in the identification of improvements to organisational systems, processes, policies and procedures.

JCU conducts both After Incident reviews and Critical Incident reports.

After Incident Review

As soon as practicable after an incident, the Incident Controller will arrange debrief sessions for those involved in the management of the incident. The intent is to have a way of capturing simply and as part of a debrief process an analysis of what happened, why it happened, and how it can be done better by the participants and those responsible for the event.

- Who was involved?
- What happened?
- Where did it happen?
- Why did it happen?
- What did we learn?
- What further steps will happen in the future?
- Who will action these steps?

Critical Incident Report

During the Recovery Phase of a Critical Incident, the Chief Coordinator will coordinate a ‘Lessons Learned’ process to inform the Critical Incident Report. These reports are provided to management and governance committees at JCU.

The information gained through post-incident analysis provides a new context to review risk management approaches, business continuity plans

and incident response plans as appropriate. It is a mechanism to document, in brief, the nature of the incident (its causes and immediate actions) and to identify follow-up actions required in order to improve the University’s resilience and response to future incidents.

Section Three: Emergency Procedures

The following response procedures have been identified as the most likely emergencies for the University. The response procedures have been designed to give staff, students, and affiliates clear instructions on how to respond during an emergency. It is important to note that JCU Research Stations: Fletcherview, Orpheus Island Research Station (OIRS) and the Daintree Rainforest Observatory (DRO) all have site specific emergency management plans and procedures that may differ from the below. Please follow instructions from Research Station staff during an emergency at these sites.

3.1 CODE RED

3.1.1 Building Fire (Including Alarm Activations)

In the event of a building fire:

	<p>The person discovering the fire should:</p> <ul style="list-style-type: none">- Alert persons in the vicinity of the fire;- Extinguish the fire if safe to do so and the person is trained and comfortable using the firefighting equipment; and- If the fire is extinguished, alert Security of the incident and report it in Riskware.
<p>PERSON DISCOVERING FIRE</p>	<p>If the fire cannot be extinguished:</p> <ul style="list-style-type: none">- Activate the nearest Manual Call Point (MCP) to initiate the Code Orange Evacuation procedure;- Evacuate using available safe exits;- Contact Emergency Services (000 or 112) and then JCU Security- If safe to do so isolate ignition sources and gases;- If safe to do so contain the fire and smoke by closing all windows and doors;

	<ul style="list-style-type: none"> - Report to the chief warden and provide an update on what you saw, and actions taken. For example: <ul style="list-style-type: none"> o <i>Size and location of fire;</i> o <i>Actions taken i.e. extinguisher used or room contained; and</i> o <i>Any hazards in that area.</i>
JCU SECURITY	<ul style="list-style-type: none"> - Confirm Emergency Services have been called; - Allocate a Security Guard to meet Emergency Services and guide them in (Bebegu Yumba (Townsville) and Nguma-bada (Cairns) only); - Notify Manager, Security and Estate Facilities
STAFF, STUDENTS AND VISITORS	<ul style="list-style-type: none"> - Proceed to Emergency Assembly Point (EAP) and await further instructions.
WARDENS	<ul style="list-style-type: none"> - Ensure the building has been evacuated and provide assistance to those that require it; - Report the status of evacuation and any findings to the Chief Warden; - Take up positions at entry points to prevent anyone re-entering the building.
CHIEF WARDEN	<ul style="list-style-type: none"> - Upon notification of fire proceed directly to the fire panel; - If the Chief Warden is not available the first warden to reach the panel will assume this role until a Chief Warden arrives or an Incident Controller is appointed; - Confirm Emergency Services and Security have been notified; - Compile information received and provide a brief to arriving Emergency Services; and - Assist Emergency Services as required and direct wardens. - When given the all-clear by Emergency Services, allow re-entry to the building

Post Incident

If determined to be a false fire alarm, Emergency Services will give all clear to re-enter the building. The Estate Directorate will then arrange for the fire system contractor to attend and investigate/repair the cause of the alarm. Should a fire occur and further actions are required, this will be managed by the Incident Controller. Further instruction and advice will be passed on to staff and students as it becomes available.

3.1.2 Bushfire

Bebegu Yumba (Townsville) campus conducts annual low intensity hazard reduction burns with the assistance of the Rural Fire Service. These burns are designed to reduce the intensity of any bushfire that may threaten the campus. Bebegu Yumba (Townsville) main neighbour, the Australian Defence Force, also conducts annual hazard reduction burns. At least one week's notice will be provided by the Estate Directorate to the JCU community when hazard reduction burns are being undertaken. This is to ensure those who may be affected by smoke can make appropriate arrangements and to ensure a bushfire response is not initiated mistakenly.

Where there is no hazard reduction notice issued, and where a bushfire might be observed, the following actions are required:

PERSON DISCOVERING	<p>The person discovering the fire should:</p> <ul style="list-style-type: none"> - If on Bebegu Yumba (Townsville) or Nguma-bada (Cairns) campus contact Security in the first instance to check it's not a hazard reduction burn; - Alert persons in the vicinity of the fire; - Extinguish the fire if safe to do so and the person is trained and comfortable using the firefighting equipment; - If fire is extinguished alert Security of the incident and report it in Riskware. <p>If the fire cannot be extinguished:</p> <ul style="list-style-type: none"> - Contact Emergency Services (000 or 112) and then JCU Security; - Evacuate the immediate area if safe to do so and or seek shelter; <i>Shelter may include a concrete or brick structure, a large body of water such as a dam, a rocky outcrop, already burnt land (black area), inside a vehicle parked in a safe spot.</i>
INCIDENT CONTROLLER	<ul style="list-style-type: none"> - Liaise with Emergency Services regarding assets and exposures; - Provide information back to the Chief Coordinator; - Should campus need to be evacuated the Chief Coordinator will relay this to all affected staff and students; - Should a University site need to evacuate before this advice is given the site manager or supervisor shall endeavour to advise the Chief Coordinator or JCU Security as soon as reasonably practicable.

Post Incident

Following a bushfire, the Critical Incident Management Group may deploy staff or contractors to conduct rapid damage assessments before access is allowed back onto the site. It is important to remember that following a bush fire some hot spots may continue to burn and smoulder.

3.2 CODE PURPLE

3.2.1 Bomb Threat

The University may periodically be the subject of bomb threats. Whilst the majority of such threats are later determined to be hoaxes, the duty of care to staff and students requires each threat to be treated as real, until proven otherwise.

All bomb threats will be responded to and investigated by the Queensland Police Service (QPS).

PERSON RECEIVING THREAT	Written bomb threat (including social media or email) <ul style="list-style-type: none">- Minimise handling of the document containing the threat and the envelope it was delivered in (if applicable), or immediately forward the email to Security@jcu.edu.au;- Notify Security 1800 675 559 immediately- Preserve any evidence, such as the threat document and envelope, by placing them in a plastic pocket or bag for collection by JCU Security;- Follow the instructions of Security and/or Emergency Services personnel.- Do not evacuate until told to do so via the JCUSafe App.
	Telephone bomb threat <ul style="list-style-type: none">- Record the call electronically where possible;- Make written notes including the telephone number receiving the call, the time of the call and the contents of the conversation such as:<ul style="list-style-type: none">o Exact wording of the threat;o Location of the device, no matter how general;o Time of detonation;

	<ul style="list-style-type: none">o Name, sex and other details of the caller, such as estimated age;o Details of the speech, accent, delivery and background noises;- Switch off all mobile telephones;- Don't end the call and leave the line open for tracing purposes.- Notify Security 1800 675 559 immediately (from another extension) or delegate to another person (if possible).- Manager, Security and Estate Facilities- Preserve any evidence.
JCU SECURITY	<ul style="list-style-type: none">- Contact the Chief Coordinator.- JCU Security to attend site surroundings (no entry unless authorised by Manager, Security and Estate Facilities;- Manager, Security and Campus Services contact Queensland Police Service for emergency response.
STAFF, STUDENTS AND VISITORS	<ul style="list-style-type: none">- Remain calm and follow the instructions from Wardens, Security and/or Emergency Services personnel;- Monitor the JCUSafe app and follow any directions given by the Chief Coordinator;- Report any suspicious items or persons verbally to Security or Emergency Services personnel.
CHIEF COORDINATOR AND CIMG	<ul style="list-style-type: none">- Liaise with Queensland Police Service;- Determine and advise the appropriate Code Orange response (Shelter in place or evacuation);- Coordinate Critical Incident Management Group response;- Coordinate support for staff and students affected.

3.2.2 Suspicious Mail

In general, check all mail that comes into the building, both by Courier, hand delivery or Australia Post. Treat all unusual mail or mail from overseas from an unidentified source as possibly suspect. Any mail that is identified as suspect is not to be opened.

PERSON DISCOVERING SUSPICIOUS MAIL	<ul style="list-style-type: none">- Minimise handling of the package/envelope it was delivered;- If you suspect the package contains a bomb follow the bomb threat procedure;- Notify Security on 1800 675 559 immediately who will inform the Chief Coordinator;- Notify wardens and evacuate the immediate area leaving the package isolated.
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JCU SECURITY	<ul style="list-style-type: none"> - Contact the Chief Coordinator. - JCU Security to attend site surroundings (no entry unless authorised by Manager, Security and Estate Facilities; - Manager, Security and Estate Facilities contact Queensland Police Service for emergency response.
STAFF, STUDENTS AND VISITORS	<ul style="list-style-type: none"> - Remain calm and follow the instructions from wardens, Security and/or Emergency Services personnel. - Monitor the JCUSafe app, texts or emails and follow any directions given by the Chief Coordinator. - Report any other suspicious items or persons to Security.
CHIEF COORDINATOR	<ul style="list-style-type: none"> - Determine at what capacity Emergency Service are required (response/investigation); - Initiate Code Orange emergency response as required. - Coordinate Critical Incident Management Group response.

3.3 CODE BLUE

3.3.1 Medical Emergency

Code Blue (Medical Emergency) is an acute injury or illness that poses an immediate risk to a person's life. Dependent on the severity of the emergency, and the type of treatment given, it may require the involvement of multiple levels of care, from first aid to pre-hospital care from Queensland Ambulance Service (QAS).

At Bebegu Yumba (Townsville) and Nguma-bada (Cairns) campuses JCU security are our trained first aid response and should be called in all instances.

PERSON DISCOVERING	<ul style="list-style-type: none"> - If required contact the Emergency Services; call 000 from an external phone, (0) 000 from an internal phone or 112 from a mobile phone and request either Police, Fire or Ambulance; - Contact JCU Security on 1800 675 599, advise location, nature of injuries and person affected (if known), whether Emergency Services have been notified and if other resources are required; - Evaluate the danger and assist the injured, if safe to do so; - Enter incident into Riskware as soon as reasonably practicable.
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STAFF, STUDENTS AND VISITORS	<ul style="list-style-type: none"> - Remain calm and follow the instructions from wardens, Security and/or Emergency Services personnel.
JCU SECURITY	<ul style="list-style-type: none"> - If on campus dispatch, guard to incident and guard to meet Queensland Ambulance Service and guide them in; - Respond and commence first aid; - Notify Manager, Security and Estate Facilities.

3.3.2 Electric Shock

Electric shocks are classed as notifiable incidents by Workplace Health and Safety Queensland (WHSQ). For further information on notifiable incidents refer to WHS Incident and Hazard Management Procedure.

PERSON DISCOVERING	<p>If you receive an electric shock:</p> <ul style="list-style-type: none"> - Cease work immediately and inform others nearby; - Inform your Supervisor or JCU Security of the incident; - Supervisor or Security to contact JCU Work Health and Safety Unit; - If Queensland Ambulance Service is not required person affected is to be driven to hospital emergency department for review. - Enter incident into Riskware as soon as reasonably practicable. <p>If you witness or discover someone who has received an electric shock:</p> <ul style="list-style-type: none"> - Cease work immediately; - If safe, turn off the power & free the person receiving an electric shock from the power source using a non-metallic item such as a wooden broomstick. Don't use metal items; - If you suspect the electrical hazard is still live, do not attempt to rescue the injured person unless you have the correct training and equipment. Contact Emergency Services and inform JCU Security; - Ensure non-essential persons are kept away from the incident scene, refer to scene prevention in this plan; - Enter incident into Riskware as soon as reasonably practicable.
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STAFF, STUDENTS AND VISITORS	<ul style="list-style-type: none"> - Remain calm and follow the directions of Security, the Incident Controller and/or Emergency Services; - If you are a witness to the incident remain in the area until you have passed your details onto JCU Security or the Incident Controller for investigation proposes.
JCU SECURITY	<ul style="list-style-type: none"> - If on campus dispatch, Guard to incident and Guard to meet Queensland Ambulance Service and guide them in; - Notify Chief Coordinator who will ensure Manager, Work Health and Safety has been notified.
INCIDENT CONTROLLER	<ul style="list-style-type: none"> - Ensure casualty is transported to hospital for review by a staff member if Queensland Ambulance Service is not required; - Liaise with Chief Coordinator and Emergency Services; - Liaise with, and assist Manager, Work Health and Safety to make the scene safe and preserve the scene for investigation.

3.4 CODE BLACK

3.4.1 Armed Offender

Remember the ESCAPE, HIDE, TELL principles which can be found in the [Code Orange](#) response.

PERSON DISCOVERING	<ul style="list-style-type: none"> - On observing an attack or being attacked – ESCAPE, HIDE, TELL; - Call 000.
STAFF, STUDENTS AND VISITORS	<ul style="list-style-type: none"> - Upon notification of an active armed offender ESCAPE, HIDE TELL; - Monitor JCUSafe app for further instructions.
JCU SECURITY	<ul style="list-style-type: none"> - Contact the Chief Coordinator and initiate armed offender protocol; - Establish a control point in conjunction with Queensland Police Service; - Provide emergency response and first aid when safe to do so.
INCIDENT CONTROLLER	<ul style="list-style-type: none"> - Liaise with the Chief Coordinator and manage JCU's response on the ground.

3.4.2 Civil Disorder

Civil disorder means a mass civil disturbance or unrest such as a violent demonstration or riot.

PERSON DISCOVERING	On becoming aware of civil disorder in the vicinity of, or within the campus, if there is a real likelihood of such an incident occurring, or a rowdy person or group has trespassed on the site, JCU Security should be immediately notified.
STAFF, STUDENTS AND VISITORS	<p>If there is a risk to occupant safety, or, of unlawful building entry, then staff may be directed as follows:</p> <ul style="list-style-type: none"> - Take steps to restrict access to buildings or infiltration within buildings by the demonstrator/s; - Remove self and students to safe areas within the buildings; - Secure critical records, equipment and valuable items; - Remove any potential weapons or missiles (e.g. rocks, chairs etc.) that could be used by aggressive trespassers; - Be mindful of possible diversionary tactics by demonstrators to mask criminal activity.
JCU SECURITY	<p>JCU Security Control Room to contact Manager, Security and Estate Facilities.</p> <p>Manager, Security and Estate Facilities will determine on the basis of the information available whether the following persons should be notified:</p> <ul style="list-style-type: none"> - Chief Coordinator; - Queensland Police Service; - Emergency Control Organisation personnel. <p>JCU Security, where possible, should ensure that any group of demonstrators is kept under continuous discreet surveillance and attempt to ascertain size of group, composition, leader's identity, motive, intentions, mood, and location.</p> <p>Removal of trespassers is to be performed by Queensland Police in consultation with the Manager, Security and Estate Facilities.</p>
CHIEF COORDINATOR	Where time permits, consult with key stakeholders and determine if appropriate personnel and property protection measures should be instituted. Where possible the Chief Coordinator will provide advance warning to site occupants.

3.4.3 Personal Threat or Assault

STAFF, STUDENTS AND VISITORS	<p>For written or emailed threats avoid further handling and contact JCU Security. For in person physical threats of violence or assault:</p> <ul style="list-style-type: none"> - Do not argue with or provoke the person; - Do not attempt to physically subdue the person;
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	<ul style="list-style-type: none"> - Back away from the person and alert others to move away also; - Avoid sudden moves; - Do not surround the person; - Make it easy for the person to leave the building/area; - Notify JCU Security by the quickest possible means; - Make a mental note of the person's description; - Remember that assuring your physical safety is the primary goal.
JCU SECURITY	<ul style="list-style-type: none"> - Dispatch mobile patrols if on Bebegu Yumba (Townsville) or Nguma-bada (Cairns) campus; - Contact Queensland Police Service if required; - Advise Manager Security and Estate Facilities (who will be the Incident Controller).
INCIDENT CONTROLLER	<p>Ascertain the following information from the informant:</p> <ul style="list-style-type: none"> - Exact location of the incident; - Is the person armed (If YES – Refer to Armed Offender procedure); - Does the person appear to be affected by drugs or alcohol; - Are there other persons in the vicinity; - What are the other persons doing at the moment (e.g. evacuating, hiding, confronting the person etc.)? - Does the informant know the identity of the violent / threatening person; - If not, can the informant provide a brief description of the violent/threatening person; - Name and location/contact number of the informant; - Remind the informant to: <ul style="list-style-type: none"> o Keep persons away from the incident area; o Do not argue with the violent/threatening person; o Do not attempt to physically subdue or contain the person; - Ensure Police have been notified if required; - Notify Chief Coordinator.

3.4.4 Sexual Harassment and Sexual Assault

The University has specialised procedures and training for supporting staff or students who may be subjected to sexual harassment or sexual assault.

Further information regarding sexual harassment and sexual assault can be found on JCU's Safety and Wellbeing [website](#).

Attend to safety – check if there are any immediate safety concerns - is the person safe, do they need any medical attention? Call 000 for ambulance or police in an emergency. Then call JCU Security if the incident is on-campus on 1800 675 559.

Refer the person to a Sexual Misconduct Officer – JCU has dedicated Sexual Misconduct Officers who provide a single point of contact for any person who has been subjected to sexual harassment, or to a person who is providing support. The Sexual Misconduct Officers can assist with connecting to counselling services and working out what support a person needs to continue with studying or working. Support can include safety plans, short-term emergency housing, or changes to class scheduling, assessment, or work reporting lines. Support can be provided without identifying the other person/people involved.

Report the incident – JCU encourages any person to report any incident of sexual harassment or sexual assault by, or toward, a member of the University community. It is possible to make an anonymous report to JCU, and it is possible to make a report without identifying any other person/people involved. Reports can be made through the [JCU website](#) or the JCUSafe app.

3.5 CODE YELLOW

3.5.1 Chemical Spill

WARNING: do not enter any area where there is a risk of being exposed to toxic atmospheres.

STAFF, STUDENTS AND VISITORS	<p>Small spills that occur in labs may be cleaned up by a staff member using the correct personal protective equipment (PPE) and actions as outlined in the safety data sheet (SDS) and the incident be reported in Riskware.</p> <p>If you are unable to clean the spill safely, you do not know what the chemical is, or you begin to feel unwell, the below actions should be taken:</p> <ul style="list-style-type: none"> - Evacuate the area and advise anyone nearby;
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	<ul style="list-style-type: none"> - Contact JCU Security and Laboratory Manager of incident; - Isolate the area and await further instructions; - If you start to feel unwell seek medical attention.
JCU SECURITY/ LABORATORY MANAGER	<ul style="list-style-type: none"> - Contact Work Health and Safety unit; - If possible identify what the substance is and if JCU has the resources to clean the spill or if Emergency Services are required; - If Emergency Services are called, Chief Coordinator is to be informed straight away. <p>Access to the affected area will only be allowed once atmospheric testing has been undertaken by Emergency Services or Work Health and Safety.</p>

3.5.2 Gas Leak

Warning: Do not enter any area where there is a risk of being over exposed to toxic atmospheres.

PERSON DISCOVERING LEAK	<p>Upon identifying a gas leak or hearing a gas warning alarm you should:</p> <ul style="list-style-type: none"> - Alert others in the immediate area and Building Wardens. - Remain calm and follow directions of building Wardens. - Evacuate to fresh air; - Notify JCU Security 1800 675 559. - Use windows to determine if anyone is inside the room. If someone inside appears unconscious call 000 or 112 immediately (DO NOT ENTER); - Inform JCU Security if 000 is called; - If possible, turn off gas at external cylinder (do not enter building/room); - Do not re-enter the building.
STAFF, STUDENTS AND VISITORS	<ul style="list-style-type: none"> - Remain calm and follow directions of building Wardens; - Follow instructions from the Incident Controller or Laboratory Manager.
JCU SECURITY	<ul style="list-style-type: none"> - Contact Manager Security and Estate Facilities who will notify inform Associate Director Estate Services. - If on Bebegu Yumba (Townsville) or Nguma-bada (Cairns) Campus; dispatch mobile patrol to area/building. - Contact Laboratory Manager; - Contact Work Health and Safety Unit.

INCIDENT CONTROLLER	<p>Typically, will be Laboratory Manager or the Work Health and Safety Unit.</p> <p>University sites, not on Bebegu Yumba (Townsville) or Nguma-bada (Cairns) campus, should call Emergency Services in all instances:</p> <ul style="list-style-type: none"> - Determine extent of gas leak and if Emergency Services are required; - Ventilate area if safe to do so; - Area to be tested with gas monitor before re-entry is allowed; - Enter incident into Riskware as soon as reasonably practicable.
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3.5.3 Biological Spill/Outbreak

Warning: Do not enter any area where there is a risk of being over exposed to infectious material.

PERSON DISCOVERING	<p>Should a person suspect a biological spill or outbreak has occurred in a JCU facility, the area is to be locked down as per Code Orange – Lockdown Procedure:</p> <ul style="list-style-type: none"> - Notify JCU Security on 1800 675 559 - Notify Building Wardens and alert other occupants.
STAFF, STUDENTS AND VISITORS	<ul style="list-style-type: none"> - Remain calm and follow directions of building - Follow instructions from the Incident Controller or Laboratory Manager (if in location).
JCU SECURITY/ LABORATORY MANAGER	<ul style="list-style-type: none"> - JCU Security to contact Manager Security and Campus Services, Laboratory Manager and Contact Work Health and Safety Unit; - If on Bebegu Yumba (Townsville) or Nguma-bada (Cairns) campus; dispatch mobile patrol to area/building. - Manager Security and Estate Facilities to notify Associate Director Estate Services. <p>Work Health and Safety Unit and Laboratory Manager to determine the following information:</p> <ul style="list-style-type: none"> - What has been released? - How much has been released? - How many persons are directly affected (i.e., in the lab space)? - How many persons are in the building? - Could the spill have breached the lab space and contaminated the building? - Contact Emergency Services, if required. - Contact Queensland Health Department, if required.

INCIDENT CONTROLLER	- Contact QLD Health and Safety Regulator
	- Liaise with Laboratory Manager, Work Health and Safety Unit, Queensland Health and Emergency Services; - Liaise with Manager Security and Estate Facilities; - Work Health and Safety Unit to conduct notification to Office of Gene Technology Regulator or Department of Agriculture, Water and the Environment; - Enter incident into Riskware as soon as reasonably practicable.

3.5.4 Infrastructure Failure

Infrastructure failure such as loss of power, water, communications and ICT network can last from a couple of minutes through to a prolonged period. Causes of infrastructure failure can also vary from external factors such as supplier outages. Other incidents listed in this plan may also affect infrastructure supply around University sites.

PERSON DISCOVERING	Bebegu Yumba (Townville) and Nguma-bada (Cairns) campus - upon discovery of a suspected infrastructure failure - notify JCU Security 1800 675 559 to report issue. Other University sites – upon discovery the person should contact the Facility Manager for their location. The Facility Manager will then notify JCU Security of the failure as soon as reasonably practicable. Enter incident into Riskware as soon as reasonably practicable.
	Upon notification of an incident, JCU Security will: - contact Estate Services Building Manager (TSV) or Manager, FNQ Campus Services (CNS) and Manager, Security and Campus Services; - Estate Services Building Manager will investigate and remediate repairs. - liaise with the Estate Directorate and/or Facility Managers to determine the nature and size of the incident. Manager, Security and Estate Facilities and/or Estate Building Manager will notify and update Associate Director, Estate Services, who will notify and update Director, Estate and Chief Coordinator.
JCU SECURITY AND ESTATE SERVICES TEAM	
CRITICAL INCIDENT	Only the Critical Incident Management Group (CIMG) can make the decision to close buildings and campuses. The CIMG will keep

MANAGEMENT GROUP	the staff and students up to date via email and the JCUSafe app. If a University site is closed, only the Chief Coordinator can approve the return of staff to the site.
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3.5.5 Structural Damage

Structural Damage can occur to buildings at any time and may or may not be related to another emergency event.

PERSON DISCOVERING	Should you discover structural damage or suspect that a building may have structural damage you should: - Notify nearby staff and students and isolate any hazards. - Where risk of injury, move people to emergency assembly point. - JCU Security 1800 675 559 - Enter incident into Riskware as soon as reasonably practicable.
STAFF, STUDENTS AND VISITORS	- Remain calm and follow directions of building Facility Manager and/or JCU Security. - Follow instructions from the Incident Controller.
JCU SECURITY AND ESTATE SERVICES TEAM	Upon notification of an incident, JCU Security Control Room will contact Estate Services Building Manager (TSV) or Manager, FNQ Campus Services (CNS) and Manager, Security and Campus Safety; Estate Services Building Manager will: - investigate and remediate repairs. - liaise with the Estate Directorate and/or Facility Managers to determine the nature and size of the incident. Manager, Security and Estate Facilities and/or Estate Building Manager will notify and update Associate Director, Estate Services who will recommend an Incident Controller appointment to the Chief Coordinator.
INCIDENT CONTROLLER	The Incident Controller will be responsible for determining the size and scale of the damage. They will then also: - Advise Critical Incident Management Group; - Ensure the hazards are controlled and the area made safe; - Engage with suitable qualified contractors regarding repairs.

3.5.6 Air Supply Contamination

PERSON DISCOVERING	Should you suspect air supply contamination, - notify JCU Security 1800 675 559 to report issue.
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	<ul style="list-style-type: none"> - Enter incident into Riskware as soon as reasonably practicable.
JCU SECURITY, ESTATE SERVICES TEAM, WH&S	<p>Upon notification of an incident, JCU Security Control Room will:</p> <ul style="list-style-type: none"> - Contact Estate Services Building Manager (TSV) or Manager, FNQ Campus Services (CNS) and Manager, Security and Estate Facilities; - Contact Workplace Health and Safety team; <p>Manager, Security and Estate Facilities and/or Estate Building manager will inform and update Associate Director, Estate Services.</p> <p>Estate Services Building Manager (TSV) or Manager, FNQ Campus Services (CNS) and WHS team will:</p> <ul style="list-style-type: none"> - Determine the nature and size of the incident; - Confirm if area is safe to approach; - Ensure the suspect air handling system is immediately shut down; - Evacuate the areas serviced by suspect system; - Cordon off the suspect system to prevent unauthorised access; - Where practical and safe to do so, naturally ventilate the affected areas; - Liaise with the Chief Coordinator and other appropriate specialists to determine potential health and productivity impacts; - Manager, Work Health and Safety Unit will notify, if applicable: <ul style="list-style-type: none"> o Local Council; o Queensland Health; o Work Health and Safety Queensland and WorkCover.

3.6 CODE BROWN

3.6.1 Storm and Severe Weather

Storms and severe weather can affect University sites at any time, often with little to no warning. These events may damage infrastructure, roads and buildings, they also affect University activities, and works. A storm or severe weather event may also cause secondary incidents such as infrastructure failure or structural damage.

STAFF, STUDENTS AND VISITORS	<ul style="list-style-type: none"> - Monitor emails and the JCUSafe app; - Remain inside buildings if safe to do so; - Notify Facility Manager and/or JCU Security of hazards;
JCU SECURITY	<ul style="list-style-type: none"> - Liaise with the Incident Controller; - Set up road closures; - Monitor weather conditions and forecasts using the Bureau of Meteorology.
INCIDENT CONTROLLER	<ul style="list-style-type: none"> - The Incident Controller will liaise with the Critical Incident Management Group, Estate Directorate, Facility Managers and JCU Security.
CRITICAL INCIDENT MANAGEMENT GROUP	<ul style="list-style-type: none"> - Only the Critical Incident Management Group (CIMG) can make the decision to close buildings and campuses; - The CIMG will keep the staff and students up to date via email and the JCUSafe app; - If a University site is closed, only the Chief Coordinator can approve the return of staff to the site.

3.6.2 Cyclone

JCU's Cyclone response plan will be initiated by the Chief Coordinator and outlines actions taken by the Critical Incident Management Group and advice given to staff at the different stages.

The Estate Directorate also has a detailed four stage cyclone management plan which includes pre cyclone season preparations, activities before an imminent cyclone, during the cyclone and post cyclone activities.

Each Division, College and Directorate is also required to formulate individual Cyclone Action Plans to cater for the specific needs of their areas at Cyclone Watch and Cyclone Warning stages.

Tropical Cyclone Advice

CHIEF COORDINATOR	Advise via general email that a Cyclone Advice has been initiated and the current status of the cyclone.
MANAGERS AND TENANTS	Review the status of the areas under their control.

Tropical Cyclone Watch

Issued if a cyclone is expected to affect coastal communities within 48 hours, but not expected within 24 hours.

CHIEF COORDINATOR	Advise via general email, text or JCUSafe app that a Cyclone Watch has been initiated and the current status of the cyclone.
MANAGERS AND TENANTS	Activate the first stage of their individual Cyclone Action Plans.

Tropical Cyclone Warning

Issued if a cyclone is affecting or is expected to affect coastal communities within 24 hours.

CHIEF COORDINATOR	<p>Notify via email, text or the JCUSafe app that a Cyclone Warning has been issued, and advise the University community to implement the second stage of their Cyclone Action Plans.</p> <p>Where necessary the impact of a possible closure of the University, and system shutdowns should be mitigated.</p>
DEPUTY VICE CHANCELLORS, DEANS AND DIRECTORS	Ensure all pre-cyclone preparations have been completed, in accordance with their individual plans.
VICE CHANCELLOR AND CHIEF COORDINATOR	<p>If the Bureau of Meteorology forecasts the likelihood of cyclonic winds, affecting the area in which the facility is located, during or soon after University teaching hours, a decision to close the University will be made by the Vice Chancellor at the earliest opportunity.</p> <p>The decision to close the University will be based on the following considerations:</p> <ul style="list-style-type: none"> - Obligations of staff and student needs in relation to closures of schools and childcare centres, children at home, elderly relatives and visitors; - Environmental factors like local flooding, public transport interruptions and the requirement to take shelter, including the need to evacuate students in residence, will be taken into consideration at this point.

Authority to advise staff to proceed home and to order any building, facility or the entire University closure rests with the Vice Chancellor.

Where a decision is made to close the University the Chief Controller or Vice Chancellor, will communicate this decision via email. The notice of closure will be broadcast on social media, the website and through the JCUSafe app.

During the Cyclone

All staff and students are Sheltering in Place within their respective dwellings.

All Clear

CHIEF COORDINATOR	<p>Assess the impact of the cyclone and take all necessary action to resume operations at the University.</p> <p>Some essential work may be required to be undertaken before the campuses are reopened. During this time, essential staff and activity may be authorised including animal welfare, foliage and debris clearance and building and services damage assessments.</p> <p>Provide an assessment and recommendation to the Vice Chancellor</p>
VICE CHANCELLOR	The Vice Chancellor based on the assessment will make an announcement regarding the continued operation of the University.

3.6.3 Earthquake

There are few early warning signs for earthquakes but erratic animal behaviour may be an indicator. Also, sudden changes to ground water levels in wells or artesian bores can be a warning sign for an earthquake.

STAFF, STUDENTS AND VISITORS	<p>During an Earthquake:</p> <ul style="list-style-type: none"> - If indoors stay there and Shelter in Place, there could be falling debris outside; - Take cover under an internal doorframe, sturdy table, bench or bed; - Keep away from windows, mirrors, overhead fittings and tall furniture;
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- In high-rise buildings, stay clear of windows and outer walls, get under a desk near a pillar or internal wall. Do not use elevators;
- In crowded areas, do not rush for doors. Stay clear of roof and wall fittings;
- If outside, keep well clear of buildings, walls, power lines, trees;
- In a city street with tall buildings, shelter from falling debris under strong archways or doorways of buildings; Don't stand under awnings or parapets as they may collapse;
- If in a vehicle, stop in the open until shaking stops;
- Beware of 'downed' powerlines and damage to roads, overpasses or bridges. Listen to radio for warnings before moving.

After an Earthquake

- Check for injuries. Apply first aid. Do not move the seriously injured unless in danger;
- Call Emergency Services if required;
- Do not use telephone (avoid congestion) unless there is a serious injury or fire. If required, contact Security;
- Be prepared for aftershocks. Evacuate the building if it is badly damaged and at the direction of Wardens;
- Follow the direction of Emergency Services;
- Listen to local radio and heed warnings and advice on damage and service disruptions;
- Avoid driving unless for emergency (keep streets clear for emergency vehicles);
- Do not go sight-seeing or enter damaged buildings.

ESTATE DIRECTORATE/ FACILITY MANAGER	<ul style="list-style-type: none"> - Turn off electricity, gas and water; - Check for gas / fuel leaks; - Check for water or sewerage leaks, broken electrical wiring, etc. - Check for cracks and damage, including roof and foundation.
VICE CHANCELLOR	<p>The Vice Chancellor, based on the assessment, will make an announcement regarding the continued operation of the University.</p> <p>CIMG activated to consider business continuity.</p>

3.6.4 Neighbouring Facility

Neighbouring facilities from time to time may have emergencies that affect university sites. Emergencies at neighbouring facilities may include

fire, armed offender, bomb threat or civil disorder, these emergencies may require JCU to also initiate response actions. Advice of such emergencies may come from the neighbouring facility, Emergency Services and/or JCU staff.

PERSON DISCOVERING	Notify JCU Security/Facility Manager of situation.
JCU SECURITY / FACILITY MANAGER	Notify the Chief Coordinator; Follow the applicable response procedure.
CHIEF COORDINATOR	Upon notification the Chief Coordinator will make direct contact with the neighbouring facility or Incident Controller to determine the most appropriate course of action.

3.7 CODE ORANGE

3.7.1 Evacuation

Evacuations are carried out before, during and /or after events such as fires, natural disasters (cyclones, floods), chemical spills, gas leaks, cryogenic liquid leak /spill, high-risk biological spill, disease outbreak and structural failure.

WHEN THE BUILDING FIRE ALARM SOUNDS OR VERBAL COMMUNICATION IS GIVEN TO EVACUATE, ALL OCCUPANTS WILL:

- Follow all directions given by ECO members (Chief Wardens, Wardens, QFES);
- Evacuate the area in which they are located, and proceed to the designated assembly point. The shortest safest route is adopted;
- If possible, close doors and windows behind you;
- Assist person(s) with special needs (e.g. mobility impaired, children, persons affected by liquor, persons working in an area that is restricted access or an area that has hazardous materials);
- Advise a warden immediately if you are aware of anyone who is unaccounted for, or if anyone has sustained any injuries;
- Do not re-enter the buildings until the "all clear" has been given by emergency services or emergency services.

IF A STAGED EVACUATION IS ORDERED, YOU MAY BE REQUIRED TO:

- Stage 1: move away from immediate danger;

- Stage 2: move to a safe area within the building such as another compartment (e.g. other side of fire safety doors);
- Stage 3: evacuate from the building.

3.7.2 Shelter in Place (SIP)

Shelter in Place (SIP) may be imposed for several reasons, these may include:

- initially during a natural disaster such as an earthquake; or
- initially during a bomb threat or [Code Yellow](#) emergency.

This is an effective emergency response action used when an evacuation is not safe. The decision to SIP is made by the Chief Coordinator.

UPON RECEIVING SHELTER IN PLACE NOTIFICATION VIA EMAIL OR JCUSAFE APP NOTIFICATION:

- Always remember to remain calm and try to act without panic;
- Stop classes or work, or close business operations;
- Share the notification with others in the building if possible, but do not leave the area where you were instructed to shelter-in-place;
- Building occupants in hallways or open areas are to seek shelter in the nearest room;
- Gather essential disaster supplies if possible (water);
- Close and secure doors;
- Close windows and window blinds etc.;
- Turn off lights;
- Silence all phones, and wait for further instructions. Instruction will come via text or JCUSafe App notification, so keep your silenced phone nearby;
- Remain quiet, and minimise access hallways or open areas;
- Do not open the door until instructed by responding authorities;
- Crouch down in areas away from windows;
- Wait in the safest location possible until you are given the “all clear” or told to evacuate.

3.7.3 Lockdown – including Escape, Hide, Tell

A Lockdown or Escape Hide Tell procedure may be activated in response to an active armed offender or civil disorder on campus. It is important to remember that during lockdown or Escape Hide Tell, police may be moving through the campus with weapons drawn. They may initially move past you as they attempt to locate and control the situation. Upon receiving an Escape Hide Tell notification via email or JCUSafe app notification:

ESCAPE:

- Take cover, then attempt to escape if it is safe to do so;
- Leave most of your belongings behind (except for mobile phone);
- Do not congregate in open areas or wait at evacuation points;
- Assist people who might be unfamiliar with the area;
- Make use of available cover from gunfire and concealment from view (i.e., concrete walls, large trees, vehicles, fences, large structures, partitions, blinds and curtains);
- Keep your hands visible and follow the instructions of any police officers you may encounter;
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.

HIDE:

- If you cannot escape, then you will need to lockdown. Constantly re-assess the situation and your options based on the best available information;
- Do not congregate in open areas or wait at evacuation points;
- Lock or barricade yourself and others, and close curtains/blinds to the room if you can;
- Secure your area from the offender if you can;
- Move away from the door, remain quiet and stay there until told otherwise by appropriate authorities, or you need to move for safety reasons;
- Silence mobile phones and other devices that may identify your presence;
- Try contact triple zero (000) or Security through the JCUSafe app call button to advise your location and situation;
- Assess and reassess for better hiding options in your location or an alternative. Identify other methods of evacuating should the opportunity to escape occur (other doors, stairwells or windows);

- Render first aid to the injured if safely able to do so;
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.

TELL:

- Any information you can provide the Police or Security is valuable, but never risk your safety or the safety of others;
- If it is safe to do so, think about obtaining the following information:
 - o exact location of the incident;
 - o descriptions of the offender/s and whether they are moving in any particular direction;
 - o details of any weapons being used;
 - o number of people in the area and any that have been injured;
 - o the motive or intent of the offender/s (if known or apparent).
- Provide this information immediately to the Police via triple zero (000). You may be asked to remain on the line and provide further information that the operator requests as the situation changes;
- Consider providing information and advice to others who may be unsure of the current location of the threat and what they should do;
- Whether you can safely do this, and the communication methods available to you, will be determined by the circumstances and your own assessment of the situation.

Administration

Approval Details

Policy Domain	Work Health and Safety
Policy Custodian	Deputy Vice Chancellor, Services and Resources
Approval Authority	Work Health and Safety Committee
Date for next Major Review	09/04/2029

Revision History

Version	Approval date	Implementation date	Details	Author
24-1	09/04/2024	26/04/2024	Major review – minor amendments to support roles/name changes and incorporate campus Indigenous names	Training and Communications Advisor
21-1	02/11/2021	02/11/2021	Plan established – replaces WHS-	Chief of Staff

			PRO-019 Emergency Management Procedure	WHS Support Officer (Fire & Emergency)
Keywords	Emergency, fire, smoke, bomb, suspicious, mail, medical threat, evacuation, shelter, SIP, lockdown, incident, threat, assault, chemical, biological, gas, damage, weather, storm, cyclone, earthquake			

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www.jcu.edu.au/work-health-and-safety



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