



**THE UNIVERSITY OF
WESTERN AUSTRALIA**
Achieving International Excellence

School of Agricultural and Resource Economics

A Handbook for Staff and Visitors

The School of Agricultural and Resource Economics welcomes all new members of staff and visitors alike. It is hoped that this Handbook will not only assist you in becoming familiar with the School and to help you settle in but will also act as a guide for your personal safety and well-being and the safety of your colleagues.

This Handbook is divided in to 2 sections. The first section provides some general information relevant to the School and the second section provides some information on safety and health.

Emergency Telephone Numbers

For All Emergency Calls (24 Hours per Day)

Phone 2222 (from a campus phone)

or 1800 655 222 (from a public phone on campus)

Your call will be answered by Security for immediate attention.

Other Useful Telephone Numbers

Head of School	Ben White	3409
School Manager	Jan Taylor	1757
Admin Assistant	Deborah Swindells	2539
Admin Assistant (Mon, Wed, Fri)	Theresa Goh	7869
Safety and Health Representative	Greg Cawthray	1789
UWA Switchboard		99
University Medical Centre		2118
External Emergency Services: Fire Brigade, Police, Ambulance		000

If you have any comments on the handbook or suggestions on what else could be included, please email the School Manager Jan.Taylor@uwa.edu.au

SECTION ONE: GENERAL INFORMATION

The following information is intended to assist you in becoming familiar with the School and to help you settle in. If you need any further information please do not hesitate to contact the Head of School or School Manager.

Head of School:	Ben White	3409
School Manager:	Jan Taylor	1757

ADMINISTRATIVE ASSISTANCE

The School currently has two administrative assistants, Deborah Swindells (full-time) and Theresa Goh (part-time - normally works Mondays, Wednesday and Fridays). They can be contacted as follows:

Deborah	2539
Theresa	7869

ASSIGNMENT MAIL BOXES

Student assignment mail boxes are located in the foyer. The keys are kept on the notice board in the Resource Room.

BIRTHDAYS

Birthdays are normally celebrated with the "ageing" member of the School bringing in a treat of some sort for their colleagues (usually a cake (or two!)). To date, nobody has considered it necessary to limit the number of birthdays any School member may wish to have in any one year. This tradition of "treating" other members of the School (and oneself) also applies to those persons departing or returning after an extended break, receiving an unexpected financial windfall OR any other reason as deemed appropriate by the School!

CAMPUS CARD

All staff, visitors and students of The University of Western Australia are entitled to a UWA Campus Card. New students receive a card as part of the enrolment process. The UWA Campus Card can be used for the following:

- identification on UWA premises and exam ID
- building and computing lab access
- to pay for copying/printing at selected UWA sites

Once you have been issued with a Campus Card, please arrange with the School Manager, to have your card programmed to give you after-hours access. More information on the Campus Card is available from: <http://www.campuscard.uwa.edu.au/>

CHANGES

Please keep the School Manager informed of any changes to your personal details, i.e. address, phone numbers, etc.

CLEANING

Cleaners will empty the bins daily. Everyone is asked use the PAPER BIN for recycling. Please use the other bin for all other rubbish.

FACSIMILE (No: 6488 1098)

The fax machine is located in the Admin Assistant's office. As for the phone, you will need to dial 0) prior to the number to access and outside line.

FACULTY COMPUTER SUPPORT AND COMPUTER LABS

Computer support is available by phoning #3416 or by email support@fnas.uwa.edu.au. Their office can be found in the computer lab, west end, ground floor, Agriculture North Wing.

HUMAN RESOURCES

If applicable, the School Manager will give you forms to complete. These forms need to be processed as soon as possible to register you on the payroll and to notify [Human Resources](#) of your commencement date. Please advise the School Manager of any changes to information provided on these forms as they occur.

Employee Self Service (ESS)

All staff should log in to the ESS for payslips, viewing leave details, personal details, emergency contacts, mailbag address, qualifications, banking details, etc.

Payslips

Please note that payslips are not sent out to employees. To view your payslip, you will need to log in to the ESS.

Booking Leave

All staff, including academic staff, need to book leave via the ESS. You are also able to check your leave balances.

Employee Assistance Program (EAP)

The Employee Assistance Program provides confidential and professional assistance for employees and to other persons whose care is the responsibility of the employee, who are experiencing difficulties of a personal or work-related nature. Further information is available in Section Two of this handbook or from <http://www.safety.uwa.edu.au/policies/eap>

KEYS

Please request your office keys from the School Manager. You are responsible for their return when you leave. Do not lend these keys to any other person or make duplicates without authorisation.

LIBRARY

The ARE Library is housed in the Resource Room. All items to be removed from the Resource Room must be noted.

University Libraries:

All UWA Library users will require their UWA Person ID (staff, student or visitor number) and their PHEME password (see below) to access Library systems and services as follows:

- * Check or renew your loans
- * Course Materials Online (CMO)
- * Get It (Document Delivery)
- * Remote access to online resources (access from outside the UWA Library)
- * SuperSearch

What you need to do

PHEME support is available at:

- * Staff: <http://help.ams.uwa.edu.au/pheme/help/staff>
- * Visitors: <http://help.ams.uwa.edu.au/pheme/help/visitors>

Please note - PHEME allows users to reset a forgotten.

MAIL

The School's Mail Bag Delivery Point Number is M089. Mail is delivered and collected in mailbags, twice daily. The School's mailbag is located in Room G022 (Admin Assistant's office). The bags are delivered and collected at approximately 9.30am and 1.30pm daily. Internal mail for other areas within the University may also be placed in the mailbag.

Incoming mail will be placed in your mail box, which is located in the Admin Assistant's office. Please check and clear your box regularly.

All personal mail placed in the mailbag must be pre-stamped. Please note the School is charged for all out-going mail.

NEWSPAPERS/JOURNALS ETC

The Australian newspaper is available every day and can be found in the Resource Room after 10am each day. Other general reading materials as well as the latest editions of the Countryman and the Economist are also kept at the same location. Please do not remove the newspaper or journals from this area.

NOTICE BOARDS

There are several notice boards in the School: the Resource Room, the foyer and opposite the admin area. Please check regularly for new notices.

PHOTOCOPYING

SARE have access to the photocopy machine located in the Faculty area for which a code will be issued to you. If required, one of the Admin Assistants will do photocopying for you however all jobs must be clearly marked with the number of copies and date and time required.

CopyPlus cards, for copying in the UWA libraries, are available from the Admin Assistants.

PROFESSIONAL DEVELOPMENT REVIEW (PDR)

All staff, other than casual staff, will participate in an annual [Professional Development Review](#). The intention of the PDR is to support the career development of staff and aims to:

- Review the past year's performance;
- Recognise the achievements of the reviewee;
- Clarify any changes to the reviewee's role;
- Plan for the coming year and identify goals;
- Equip individuals to meet the immediate and future challenges of their position;
- Assist individuals to achieve their goals and those of the School/Unit and the University; and
- Provide guidance on career development

You should have your first PDR within 2-3 months of commencement and then at least every 12 months thereafter.

PURCHASING

You are required to submit all purchasing requests on the School [requisition form](#) to the Admin Assistants or School Manager. The University has, for reasons of economy and efficiency, entered into arrangements with suppliers of certain types of goods, which give them the status of 'Preferred Supplier'. Staff making purchases should be aware of these arrangements and use these suppliers as a matter of policy. Where a preferred supplier is available but for justifiable reasons an alternative supplier is used then normal purchasing guidelines relating to obtaining quotations or issuing tenders must be followed. The justification for not utilising the preferred supplier should also be recorded. A full list of preferred suppliers is available at <http://www.finserv.uwa.edu.au/sp>. If you need clarification regarding purchasing please contact the School Manager.

REIMBURSEMENTS

Reimbursement for expenses on authorised purchases will require receipts. You will need to submit the receipts together with a [requisition form](#) to the Admin Assistants or School Manager.

RESOURCE ROOM

The Resource Room is for everyone to enjoy. It is not any one person's responsibility to clean up, therefore, please make sure you clean up after yourself. If you use the fridge please make sure you throw away any "nasties" that you have may have inadvertently left there.

Staff and students supply their own tea and/or coffee etc. Put your name on everything you prefer not to be used by anyone but yourself.

SECURITY/INSURANCE

Please keep your office/area locked! There are many thefts, not everyone is blessed with honesty so do not leave your valuables on display. The University's insurance does not cover personal items; however, all losses should be reported immediately. Forms available from: <http://www.safety.uwa.edu.au/forms/theft>

All UWA equipment must be engraved. It is your responsibility to engrave and secure your own equipment. The engraver is available from the School Manager. It is suggested that you engrave with "UWA (followed by your extension number)". PC's must be locked-down securely. Security cables, brackets and combination locks are available from the School Manager. Laptops should be locked away securely when not in use. Prior to any UWA property being removed from campus, authorisation is to be obtained and the appropriate paperwork completed.

All staff and students must complete an "Application for Approval for Overseas and Interstate Travel" at least one week prior to travelling for insurance purposes. Forms are available from the School Manager.

Further information on all the University's Insurance is available from:
<http://www.safety.uwa.edu.au/insurance>

SCHOOL CALENDAR

Please refer to the [School Calendar](#) for information on special events, important dates and specific details on the seminar programme (see following).

SEMINARS

School Seminars are held both during first and second semester. Information regarding date, time, speaker, etc will be circulated by email with a copy on the Notice Board in the Resource Room. All members of the School, including Postgraduates, are expected to contribute to the School seminar programme, both by making presentations of their research and by attending seminars whenever possible. Regular attendance at seminars helps to create a shared team or community feel within the School and broadens your knowledge of agricultural and resource economics by being exposed to new research and by participating in academic discussions and debates.

STAFF ORIENTATION

The University has a Staff Orientation twice annually for new staff. You are introduced to various UWA personnel, supplied with literature on the University and taken on a guided tour around campus. We will endeavour to include you in the first orientation following your arrival.

STATIONERY

General stationery supplies are supplied by the School. Please advise if you have specific requirements or anticipate a high usage of a particular item. Please complete the "Stationery Usage" form located in the stationery cupboard and make a note if you have taken a low stock item.

UNIVERSITY INFORMATION TECHNOLOGY SERVICES

Information regarding telephone, computing, and [Audio Visual](#) services and support provided centrally by ITS is available at <http://www.its.uwa.edu.au/staff>

VEHICLES

Bookings for the Faculty's vehicles can be made through any of the other Schools within the Faculty: Animal Biology, Plant Biology or Earth and Geographical Sciences.

SECTION TWO: SAFETY AND POLICY GUIDELINES

Please take the time to familiarize yourself with the following information which has been taken directly from the UWA Safety and Health web page at:

<http://www.safety.uwa.edu.au/>

Please note that whilst all effort is made to keep this information current, you should always access what extra and/or updated information is available through the above web page and associated links.

The University of Western Australia Occupational Safety and Health Policy

COMMITMENT

The University of Western Australia acknowledges that the provision of a safe and healthy work environment for employees, students, contractors and visitors is not just a moral and legal responsibility but also a prerequisite for it to achieve its primary mission of conducting teaching, research and scholarship at the highest international standards. This commitment to protecting its human resources also extends to ensuring the University's operations do not place the local community at risk of injury, illness or property damage.

OBJECTIVES

The University will ensure compliance with the Western Australian Occupational Safety and Health Act and Regulations, other legislation and industry standards by:

- providing and maintaining safe workplaces, plant and systems of work
- providing information, instruction, training and supervision to ensure safe systems of work
- ensuring that nominated safety personnel are adequately trained and supported
- consulting and cooperating with safety and health representatives, employees and others
- providing and maintaining personal protective equipment as required
- continuously reviewing and improving its safety performance.

RESPONSIBILITIES

Each Head of Academic/Administrative Unit is accountable for implementing this policy in their area of responsibility. Management is responsible for:

- the provision and maintenance of a safe workplace and systems of work
- involvement in the development, promotion and implementation of safety and health policies and procedures
- training and supervising employees and students in the safe performance of assigned tasks
- the provision of resources to meet the safety and health commitment.

Employees, students and contractors are to:

- take reasonable care of their safety and health and that of others
- follow all safety and health policies and procedures
- report all known or observed hazards, incidents and injuries.

APPLICATION OF THE POLICY

This policy is applicable to the University of Western Australia in all its operations and functions including those situations where employees and students are required to work off site.

Dated: 2005 (http://www.safety.uwa.edu.au/data/page/8704/OSH_Policy_2005.pdf)

University Safety Policies and Procedures

The University has a comprehensive range of policies and procedures. Some of the existing Policies are listed below but more information is available at:

<http://www.safety.uwa.edu.au/policies>

Policies, Procedures and Guidelines

Management

- [Occupational Safety and Health Policy](#)
- [Workplace Related Social Functions](#)
- [Contractor Safety and Health Policy](#)
- [Employee Assistance Programme \(EAP\)](#)
- [Injury Management](#)
- [Inspecting the Workplace](#)
- [Material Safety Data Sheets \(MSDS\)](#)
- [Permit to Work Policy](#)
- [Pregnancy and Work Guidelines](#)
- [Purchasing Safety Guidelines](#)
- [Resolving Safety & Health Issues](#)
- [Responsibility and Accountability](#)
- [Training - Safety & Health Guidelines](#)
- [Safety and Health Representatives and Committees](#)
- [Safety Induction Checklist](#)
- [Safety Risk Management Procedures - Guidance Note](#)
- [Safety Risk Management Procedures](#)
- [Smoking Policy](#)
- [A Short Guide to Safety and Health for Students](#)
- [Standard Operating Procedures](#)
- [USC Minor Works Funding Guidelines](#)
- [Visitor Safety](#)
- [Working in Isolation](#)
- [Working in Remote Locations](#)

Incidents and Emergencies

- [Critical Incident Counselling Policy](#)
- [Emergency - General](#)
- [First Aid Policy](#)
- [Guidelines for the Use of Asthma First Aid Kits at UWA](#)
- [Incident/Injury \(Accident\) and Hazard Notification and Investigation Procedures](#)
- [Laboratory Emergency Response Procedures](#)

Risk Management

- [Information about Risk Management](#)
- [Risk Management Policy](#)

Hazard Management

Chemical

- [Eyewash and Emergency Showers](#)
- [Safe Use of Pesticides](#)

Radiation

- [Radiation Safety Policy](#)
- [X-Ray Equipment](#)
- [Radioactive Materials](#)
- [Lasers](#)
- [Ultraviolet Light / Transilluminators](#)
- [Microwave Oven Safety Guidelines](#)
- [Nuclear Moisture/Density Gauges](#)
- [Personal Radiation Monitoring](#)

Biological

- [Animal Handling Safety and Health Procedures](#)
- [Biological Hazards](#)
- [Infectious Diseases](#)

Physical

- [Personal Protective Equipment Guidelines](#)
- [Safety in Workshops](#)
- [Thermal Comfort](#)
- [Electrical Equipment Safety Procedures](#)
- [Confined Space Safety Procedures](#)
- [Underwater Diving Procedures](#)
- [Plant and Equipment Safety Procedures](#)
- [Use of Microscopes](#)

Ergonomics

- [Ergonomics Policy](#)
- [Vision Testing and Prescription](#)
- [Computer Laptops](#)
- [Computer Workstation Ergonomics](#)
- [Exercises and Stretches at Work](#)
- [Manual Handling Guidelines](#)
- [Use of Wheelchairs](#)
- [Home-based Work Guidelines](#)
- [Working Comfortably With Computers](#)
- [Use of Fitballs at UWA](#)

Waste Management

- [Non-Contaminated Disposable Glassware and Broken Glass](#)

Specialised Waste Disposal Procedures

- [Needle and Syringe Disposal](#)

Insurance Policies

- [Corporate Travel Insurance](#)
- [Student Plan Insurance](#)
- [Motor Vehicle Insurance](#)
- [457 Visa Insurance](#)

- [Industrial Special Risk \(University Property\) Insurance](#)
- [Marine Hull Insurance](#)
- [Transit \(Overseas\) Insurance](#)
- [Public Liability](#)
- [Volunteer Workers Insurance](#)
- [Construction Risk Insurance](#)
- [Workers' Compensation Insurance](#)
- [Guidelines for Equipment Belonging to the University being Taken Overseas](#)
- [Workers' Compensation Claim Procedure](#)
- [Personal Liability of the University of Western Australia Safety and Health Representatives](#)

Smoking Policy

The University supports the provision of a smoke free environment.

All employees, students and visitors of the University are required to comply with Regulation 3.44 of the Occupational Safety and Health Act 1996 and the Health (Smoking in Enclosed Public Places) Regulations 1999.

All Workplaces within the University are non-smoking areas, including:

- All enclosed areas in general use by large numbers of people (lecture theatres, tutorial rooms, meeting rooms, libraries, etc)
- All lobbies, foyers and corridors
- All offices, laboratories and workshops
- Common rooms, tearooms, staff rooms
- All University owned vehicles, boats, etc.

In addition, smoking is banned near air intakes, external doors in regular use and windows regularly opened.

Areas exempt from this policy and the above regulations include:

- Reid Library Cafe - outdoor area only
- University House - bar area only.

Resolution of Safety and Health Issues

Where a dispute arises, the parties **MUST** attempt to resolve it in accordance with the relevant procedure (where one exists) applicable to the workplace.

Under Section 24 (1) and (2) of the OSH Act:

- According to the relevant procedures, the employer may consult with any or all of the following:
 - A. Safety and Health Representative(s) for the workplace.
 - B. the workplace safety and health committee or
 - C. the employees
- If there are no procedures in place, then Regulation 2.6 requires that the employer meets with the employees and the workplace Safety and Health Representative(s) (if one exists).
- Where an issue is not resolved, the Safety and Health Representative(s) **MUST** refer the problem to the safety and health committee (if they exist).

- Section 25 (1) of the Act explains that if these attempts to resolve the issue are unsuccessful, and there is a risk of imminent serious injury or harm to people from the hazard, the employer, and the safety and health representative may notify a WorkSafe WA Inspector to assist with resolving the issue.

Incidents, Injuries and Hazards

All incidents, injuries and hazards must be reported. A Hazard Report form is required to be completed (http://www.safety.uwa.edu.au/forms/hazard_report_form) for every near miss or noticed hazard at the University or experienced by a University staff member while performing work for the University. Refer to the UWA Incident, Injury (Accident) and Hazard Notification and Investigation Procedures.

Confidential Incident/Injury Report Form

Please complete a Confidential Incident/Injury Report Form for all incidents (<http://www.safety.uwa.edu.au/forms/incident>).

Hazard Report Form

Please complete a Hazard Report Form if you have **NEARLY** been injured or notice a hazard (http://www.safety.uwa.edu.au/forms/hazard_report_form).

Asbestos Register Form

Please complete an Asbestos Register Form if you believe you have been exposed to asbestos at the University of Western Australia

All forms are to be completed and forwarded to the Safety and Health Office as soon as possible.

Workers' Compensation Insurance

In the event of a worker sustaining a serious injury (i.e. stroke, heart attack, loss of limbs etc.) the Departmental Safety Officer, after having arranged for appropriate medical treatment, should contact the Insurance Officer on extension 3214 or the Safety and Health Officer on extension 2035 and make a verbal report.

Following an accident, the Departmental Safety Officer in conjunction with the injured worker (if available), must complete page 1 of a Confidential Incident/Injury Report Form and fax it to the Insurance Officer on 6488 1179. The Departmental Safety Officer should then conduct an investigation, detail the findings on page 2 of the Incident/Injury Report Form, and forward the completed original document to the Safety & Health Officer in the Safety and Health Office.

Workers' Compensation claim forms must be completed whenever a person seeks medical treatment for an injury sustained in the course of their employment. This is irrespective of whether it involved losing time from work.

Upon receipt of a Confidential Incident/Injury Report Form the Insurance Officer will forward the following claim forms to the Head of School for completion:

An Employer's Report form must be completed by the Safety Officer, Head of School or a responsible senior person who has investigated the cause and can clearly and accurately report the facts. If the person completing the form is satisfied that the claim is legitimate they should sign at the bottom of the form. Should there be any doubt about the legitimacy of the claim, the form should not be signed but a statement outlining the reasons should be attached. Under no circumstances should the injured worker complete this form.

An Employee's 2B Report Form is to be completed by the injured worker and returned with the first medical certificate from the doctor. The Act requires that the Employee's Report and First Medical certificate must be forwarded to the insurer within three days of receipt by employer. It is therefore essential that the forms are forwarded to the Insurance Officer without delay.

A Witness' Statement may be completed by an actual eye-witness or by any person having knowledge of the accident.

Workers' Compensation claim forms must be completed whenever a person seeks medical treatment for an injury sustained in the course of their employment. This is irrespective of whether it involved losing time from work or not.

It must be stressed that all forms and certificates mentioned are legal documents and may be tendered as evidence should the matter be taken before the Workers' Compensation Board or the District Court. A person who has completed a form may also be subpoenaed before the Court to confirm the accuracy of their statements, so great care should be taken to ensure the forms are properly completed.

Following completion all documents must be returned immediately to the Insurance Officer for lodgement with the Insurers. As further medical certificates and reports are received, they should also be forwarded to the Insurance Officer without delay.

When the injured worker has fully recovered a final medical certificate should be obtained from the doctor thereby allowing the claim to be closed.

In cases where an injured worker is likely to be off work for more than two weeks and/or is able to return to work with limitations, a rehabilitation program must be designed.

Employee Assistance Programme (EAP)

Policy

The University provides free, confidential and professional assistance to employees and to other persons whose care is the responsibility of the employee, through the Employee Assistance Programme (EAP).

The service provider who currently offers the programme on behalf of the University is:

OSA Group

Level 16

251 Adelaide Terrace

Perth WA 6000

Phone: 1300 361 008

<http://www.osagroup.com.au/>

Objectives

The Employee Assistance Programme provides confidential and professional assistance for employees, and to other persons whose care is the responsibility of the employee, who are experiencing difficulties of a personal or work-related nature. The EAP provides assistance for issues such as:

- difficulties in relationships with work colleagues
- coping with organisational change
- harassment
- stress with work
- career issues
- alcohol and substance misuse
- relationships and family issues
- emotional stress
- concerns about children
- financial and legal problems
- grief and bereavement
- health and lifestyle issues
- trauma and critical incidents
- coaching and mentoring for managers and supervisors.

The University provides this service in order to promote a satisfying, safe and healthy work environment.

Staff, and as necessary, other persons whose care is the responsibility of the employee, are entitled to use the programme.

Managers and supervisors are expected to support and encourage the use of the programme by staff.

Services

The service provides the following:

- confidential and professional advice
- feedback to the University on general organisational issues
- assistance to the University in ongoing organisational development
- assistance to senior staff to develop skills in employee management
- quarterly statistics to the University for review of policies and procedures.

The service provider's role is to provide a short term intervention service for issues that can generally be dealt within six (6) sessions or less. Further sessions may be made available upon a request to the University from the service provider.

Also provided is the Managers Assistance Program. Managers Assistance is a satellite of the EAP. It provides same day telephone consultation for managers/supervisors, in dealing with difficult people issues, eg when you are faced with a difficult staff/student management situation and would value the opportunity to talk it over and perhaps come away with some fresh ideas on how to manage it. EAP is a confidential service. All staff members who act in a supervisory role can access Manger Assistance.

Procedures

Self-referral

A university employee or a person whose care is the responsibility of the employee may contact the service provider directly and arrange an appointment when there are issues to be discussed in a private and confidential setting without anyone in the University being involved. This is the typical way of accessing the EAP.

Suggested referral

The manager or supervisor may inform a staff member of the services provided by the EAP and suggest that the employee may benefit from using these services. Safety and Health Representatives, Equity Advisers, Sexual Harassment Contact Officers or any other University employee may become aware of developing situations where EAP services could benefit fellow staff members and may suggest self-referral (in confidence) at an early stage. It should be noted that employees are not obliged to use the services of the EAP following such suggestions.

Trauma or Critical Incident

The manager or supervisor should be aware of the possible emotional impact of a work-related trauma or critical incident and referral options available to employees. Refer to UWA Critical Incident Counselling Policy at http://www.safety.uwa.edu.au/policies/critical_incident_counselling

Specialist Assistance

A person using the EAP may be referred to an appropriate agency where the nature of the problem is such that further professional help is considered desirable. The service provider may, upon referral to the specialist provider, liaise with them and continue to act as point of contact for the specialist provider. It should be noted that the University does not normally meet the cost for such additional specialist services.

Attendance

EAP services are available during work time and after hours.

Arrangements for time off during working hours to attend sessions will be the same as that which exists between supervisors and staff members for any other form of time off work. This may include an application for short leave or sick leave with the provision of the usual certificate requirements where necessary. The University expects that supervisors would be supportive of employees wishing to use the EAP and where practicable, provide flexibility for the employee to attend during work time.

Confidentiality

Persons who utilise the EAP are assured that discussions with the service provider will remain confidential. Staff members may decide that it will assist them if their supervisor is informed about their situation and how it is affecting their work. In such a case the staff member must give written permission to the service provider for a specified person to be contacted.

Procedures for Visitors

- For safety and security reasons, you should restrict the number of personnel that you allow to accompany you into the building.
- These visitors may not be familiar with the ever-present hazards within a laboratory environment and as such are not permitted to wander within the building.
- No visitors are to enter laboratories unaccompanied (unless the laboratories are thoroughfares to offices).
- Visits should be kept as short as possible.
- Children are under no circumstances allowed in the building without strict supervision.
- Children are to be kept out of laboratories at all times.
- All visitors to laboratories, including staff and students temporarily entering laboratories of other research groups, are required to wear appropriate eye and foot protection.

Procedures for after-hours work

- After-hours work is defined as 6pm-8am weekdays plus all of the weekend and public holidays.
- Desk work can be performed at any time.
- In the event of an evacuation alarm, the after-hours procedure is for occupants of the building to follow the normal procedures of shutting down services and then leaving the building by the assigned escape route for the area in which they are working. All persons are to assemble where a check is to be made that everyone has left the building. No-one is to leave the area before being checked in this way. One person is to be nominated to act as liaison person with the Fire Brigade and any other services involved.
- No unauthorised persons may be admitted to the building after hours. Strangers should be challenged. If unsure, call 2222 for assistance from Security.

Room Heating

- Use approved forms of heating only. Consult the School Manager for details.

Corporate Travel Insurance

Type of Cover:	Corporate Travel
Insurer :	AIG (American Home Assurance Company)
Policy Number:	2600100318
Period of Insurance:	From 31 October 2008 to 31 October 2009

PLEASE NOTE: IT IS A REQUIREMENT THAT ALL STAFF AND STUDENTS MUST COMPLETE AN 'APPLICATION FOR APPROVAL FOR OVERSEAS AND INTERSTATE TRAVEL' FORM AT LEAST ONE WEEK PRIOR TO DEPARTURE.

FURTHERMORE, IT IS RECOMMENDED THAT BEFORE TRAVEL IS COMMENCED, REFERENCE BE MADE TO THE DEPARTMENT OF FOREIGN AFFAIRS AND TRADE "SMART TRAVELLER" WEBSITE.

Persons Insured by this Policy

The policy provides cover for the following:

- Employees and Officers of UWA including accompanying partners and dependant children (under 21) whilst undertaking authorised UWA business travel
- Members of the Governing Body of the University Governing body including accompanying partners and dependant children (under 21) whilst undertaking authorised UWA business travel
- Students, and including accompanying partners and dependant children (under 21), undertaking journeys associated with postgraduate research, overseas studies, course required work experience or UWA approved student exchange
- Partner and children who accompany the above for at least 50% of the journey of the above.

Additional Insurance

If you require an extension of this insurance for vacation time or wish to purchase this insurance for your own private travel please see: <http://www.safety.uwa.edu.au/policies/travel>

Benefits

A full list of benefits is available at: <http://www.safety.uwa.edu.au/policies/travel>

Vacation Time during a University Business Journey

- Students are permitted an additional 25% travel beyond their UWA study related travel to a maximum of 6 weeks additional travel.
- Paid employees must have an element of business travel involved in the journey for the policy to provide cover.

Extensions to UWA provided insurance can be purchased via the web at: <http://www.safety.uwa.edu.au/policies/travel>. Insurance for private travel can also be obtained from the same web site.

Excesses/Deductibles

The policy is subject to a \$250 excess on each and every claim eg if your claim was for \$900 and the claim is accepted you will receive \$650. However, please note that electronic equipment incurs a \$300 excess.

Notification

- You are NOT required to notify the Safety and Health office of your general travel plans, itinerary etc.
- You ARE required to notify the Safety and Health office if you are travelling for a period longer than 12 months, travelling to a country that is sensitive in any way, over the age of 80 years, or if you are carrying out anything that could be construed as dangerous.
- If you are subject to a mugging, theft, loss of personal belongings or money etc, you must report the incident to local police or officials as soon as possible, and obtain an incident number and report/receipt. Any other documentation that you can obtain may also be useful, such as witnesses,

hotel incident report, receipts etc. If luggage is lost at the airport or by the airline, you must obtain as much compensation from the airport or airline before our insurers will pay any compensation, so the loss must be reported before you leave the airport.

Special Conditions

If you are taking a:

- laptop computer,
- mobile phone or
- professional camera,

these items are required to be taken on board the aircraft as hand luggage and not placed in the hold. These items must be kept in a protective casing and well secured against damage while stored as hand luggage. These items are also required to be stored in a secure place in the hotel eg the hotel safe.

Overseas Emergency Medical Assistance

International SOS can be contacted 24 hours a day by contacting the local telephone operator and requesting a reverse charges call to International SOS on: 61 2 9251 4298. Please mention the University of Western Australia's Policy No: 2600100318.

Making a Claim

If you are claiming for the cancellation of a ticket, you must first claim as much as possible from the travel agents and/or credit card provider before claiming any outstanding balance from the University insurers. Full details of the reason for cancellation must be given, for example a doctor's note stating that you are unfit to travel. Download a claim form, complete and return it to the Insurance Officer with all receipts, quotes and a copy of the corporate travel authorisation form and relevant documentation http://www.safety.uwa.edu.au/forms/corporate_travel_insurance_form.

Further Questions

If the information contained above does not address your questions please contact the Insurance Officer on insurance@uwa.edu.au or 6488 3214.

Workplace Procedures and Requirements

Ergonomics

1. Policy Statement

The University is committed to preventing injuries associated with ergonomic hazards. Ergonomic hazards may be found in the design of work tasks, equipment used and the working environment.

2. Definitions

Ergonomics: The design of the working environment, to ensure the best use of human capabilities without exceeding human limitations.

Manual Handling: Tasks requiring a physical force to lift, lower, push, pull, carry or move.

Screen based equipment: Refers to computer based equipment including laptop computers.

Work station: Primary working area.

3. Responsibilities

Managers/supervisors, in consultation with employees, are responsible for the following:

1. Ensuring ergonomic hazards relating to poor design of tools, equipment, work station or work practices are identified and the associated risks controlled.
2. Ensuring that all employees have been provided with adequate equipment for tasks undertaken.
3. Ensuring that employees have had information, instruction or training provided in the use of equipment and work practices.
4. Encouraging and reinforcing proper working techniques.
5. Encouraging early reporting of any injury or symptoms.

Employees are responsible for the following:

6. Ensuring they understand information and instructions provided.
7. Participating in training as provided.

8. Correctly using equipment provided.
9. Following proper working techniques.
10. Co-operating in the early identification and reporting of hazards and/or injury symptoms.

The **Occupational Therapist** from the Safety and Health Office is responsible for:

11. Promoting the ergonomics policy.
12. Acting as a resource to UWA Schools and individuals requiring assistance in evaluating and controlling ergonomic hazards.
13. Providing available ergonomic equipment to staff on trial as required. If the equipment is retained then it will need to be paid for by the School.
14. Investigating accidents that may have occurred as a result of ergonomic hazard(s).
15. Providing ergonomic training as required.

4. Procedures

Procedures for the major areas included under the ergonomics policy are available at:

- o [Computer Workstation Ergonomics](#)
- o [Manual handling Guidelines](#)

Manual Handling

Manual Handling occurs in all workplaces and is one of the most costly and most common causes of injury.

The Occupational Safety and Health Regulation Part 3, Division 1, s3.4 1996 states:

- (1) In this regulation —
"manual handling" means any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain a person, animal or thing.
- (2) Without limiting regulation 3.1, a person who, at a workplace, is an employer, the main contractor or a self-employed person must, as far as practicable —
 - (a) identify each hazard that is likely to arise from manual handling at the workplace;
 - (b) assess the risk of injury or harm to a person resulting from each hazard, if any, identified under paragraph (a); and
 - (c) consider the means by which the risk may be reduced.

Penalty: \$25 000.

Further to the above, WorkSafe Western Australia has published **The Code of Practice Manual Handling** which details how to go about fulfilling the legal requirement stated in the above regulation. That is, how to manage and reduce the risk of manual handling injuries.

Please note that Occupational Overuse injuries are also classified as manual handling injuries.

UWA's Requirements

- By the end of 2003, Schools and Centres in which there has been a history of manual handling injury in the workplace (since 2000) must develop and document a Manual Handling Risk Management Plan. This must be done in consultation with staff and Safety and Health Representative/s. The Occupational Therapist in the Safety and Health Office will assist with the development and implementation of these plans.
- All staff must be trained in the appropriate manual handling techniques for the tasks that they are required to perform in their jobs.
- All staff must work within their range of comfort and ability when undertaking manual handling tasks and not expose themselves or others to the risk of injury.
- In situations in which staff are required to perform new or unfamiliar manual handling tasks, supervisors and managers must assess the risk and implement risk control strategies. E.g. Provision of training for staff who are required to assist with office relocation.

5. Standards

Occupational Safety and Health Act 1984

Occupational Safety and Health Regulations 1996

WorkSafe WA: Code of Practice: Manual Handling

6. Training

Training in ergonomics, workstation arrangements and manual handling can be provided by the Occupational Therapist.

If you would like your work station assessed or would like to receive training, please notify the School Manager.

Working in Remote Locations

Introduction

Staff and students who proceed on field trips and carry out work in remote locations must be aware that they place themselves in a situation where they are exposed to higher than normal levels of risk. This policy establishes administrative and Safety and Health arrangements for the conduct of field work in locations classified as "remote" and for the driving of vehicles over long distances or off road. The policy is based upon current practices observed within the University as well as those commonly used in other Commonwealth and State Government authorities.

Definitions

For the purpose of this policy, the following definitions apply:

1. Remote Work: defined both in terms of distance and inaccessibility as any work carried out at any non-permanently staffed University site and which entails:
 - a. working more than 5km from a frequently trafficked road, farmhouse or other facility with telephone or radio communications;
 - b. off-road in areas including river, inland waterways and estuarine locations where very little traffic is likely or where topographic features would make it difficult to summon help either from a farm or town.
2. Off Road: any location other than a major or minor formed road.

School Responsibilities

The Head of School is ultimately responsible for ensuring:

- the driver has an appropriate and current driver's license (domestic or international).
- the driver has completed either the [University 4-wheel drive course](#), offered biannually or has undertaken a similar accredited course if off-road or remote work is to be undertaken.
- meeting the cost of any overnight accommodation for staff, in cases which require valid additional or unscheduled overnight stops.
- each University vehicle has a log book which is completed by the driver for every trip.
- vehicle users are aware of the procedures for working in remote locations, prior to departure on any trip.
- the roadworthiness of all vehicles at all times, including any hire vehicles.

Drivers Responsibilities

- The capacity for driving time of up to 10 hours maximum is at the sole discretion of the driver.
- The driver is totally responsible for all aspects of preparation, maintenance of vehicle and equipment and the application and implementation of the guidelines.
- A check of the vehicle and any towed appliances e.g. trailer, boat for roadworthiness shall be made prior to departure and then a daily check is to be carried out for:
 - a. tyres (visual inspection of inflation and tread conditions);
 - b. radiator (water level);
 - c. oil level;
 - d. battery condition.
- Obtaining as much information as possible about the conditions that are likely to be encountered during the trip and making provision for them.
- To inform the School Manager or other senior school officer of the planned driving regime of any trip

prior to departure.

- In all cases where the driver is going to be in an off-road situation or remote location, to inform local authorities (e.g. police) of the planned driving regime. Regular call-in schedules may be appropriate and should be set up in advance in consultation with the local authorities.

Administrative Arrangements

1. A risk assessment of the work to be undertaken during the field trip should be carried out prior to departure. The nature of the work and the experience of the staff or students attending the field trip should be considered. In many cases it will be unsafe for people to be working alone. If it is considered safe to be working alone, suitable communication sources, equipment, survival supplies and first aid will be required to ensure adequate safety levels.
2. Completion of the one day [University 4 Wheel Drive course](#) is recommended for staff and students who wish to undertake a field trip involving remote work or the use of a 4 Wheel drive vehicle. No other personnel are authorised to drive except in an emergency and this should be entered into a log book.
3. Local rules or modified procedures particularly appropriate to the School but consistent with this policy may be developed. Agreed rules must be complied with and personnel who deliberately expose themselves or others to risk by non-compliance are to be counselled and if necessary excluded from field work.
4. Trip plans shall be submitted to the School for approval by field trip leaders prior to undertaking field work and basic details provided shall include:
 - a log book of prior vehicle inspections and the supplementary safety equipment. This should be signed by a senior administration or technical officer and kept in a secure location at the beginning and end of each trip. (This applies to University owned vehicles only);
 - time and date of departure;
 - expected time and date of return;
 - major roads/towns to be covered "en route";
 - approximate work area (map or grid reference);
 - names of all staff and students in group;
 - any agreed radio or telephone call-in schedules.
 - notification of local authorities of where you intend to be, for how long and when you will contact them again.

Transport

An appropriate type of vehicle is to be supplied for field work:

- normal sedans and station wagons are only suitable for bitumen and all weather dirt roads;
- 4-wheel drive vehicles should be used for all off-road situations including mountainous terrain and desert areas.

All 4-wheel drive vehicles used for field work should be equipped with the following:

- diesel engine;
- a steel bull-bar capable of being used as a jacking point and of supporting at least 2/3rds of the weight of the vehicle;
- a rear bumper bar capable of being used in a similar manner to the bull-bar;
- air-conditioning.

The following items are strongly recommended for inclusion as vehicle equipment:

- driving lights (spot lights);
- long range water and fuel tanks;
- cargo crash barriers.

Where vehicles are to be used off road or in remote locations appropriate spare parts, tools recovery equipment and adequate supplies of emergency rations and water must be carried. (A comprehensive list of these items is available at <http://www.safety.uwa.edu.au/policies/remote>). These items are to be checked in a log book prior to departure, with the log book to be held by the School administrative or technical officer.

Field work may be cancelled if a suitable vehicle is not made available. Additional information relating to technical and mechanical aspects of vehicles and correct driving methods is contained in the 4 wheel drive vehicle training course booklet (obtained from [Insurance Officer](#) extension 3214).

Communications

All vehicles for remote field work must be fitted with a 2-way radio or satellite telephone with frequencies which include those of the Royal Flying Doctor Service and other appropriate Commonwealth and State Government authorities.

All personnel undertaking field work must be trained in the use of the communication equipment and liaise with local authorities as outlined above.

Clothing and Safety Equipment

The appropriate kind of safety equipment and clothing of an occupational nature needed for the field trip should be dictated by experience and common sense.

Where requested, the School must provide staff the necessary special items as part of their management and legal responsibility to provide a safe place of work and a safe system of work for employees. For outdoor work this may include the provision of hats, sunscreen, field boots and other clothing to protect against harsh climatic conditions which may be encountered. Students must provide their own protective clothing. The School may provide sunscreen and insect repellent.

Health

All people who participate in remote field work should be reasonably fit and have no existing medical conditions which could reasonably be expected to give rise to a life-threatening situation. If anyone is taking regular medication it is vital that adequate supplies are carried on the trip.

First Aid Equipment

Field work locations are University workplaces as defined within Safety and Health legislation and as such compliance with relevant regulations is required.

Regulations which concern first aid requires an employer to provide for every 25 people or part thereof, a dust proof first aid box or cabinet stocked with such medical supplies as are appropriate for treating injuries caused or likely to be caused to people, having regard to the work being carried out. In addition at least one person must have control of the use of the contents of the first aid box or cabinet. For field trips the box or cabinet should be portable, light, compact and durable as it may have to survive and remain sterile in adverse conditions and it should be stored carefully in the vehicle to prevent damage and be readily accessible. Such equipment is to be supplied by the relevant School, and the condition of such equipment is to be monitored and a log kept.

A person trained in first aid should be included as a member of each field trip group. A first aid kit should only be seen as supplementary to the essential requirements of training in first aid for field trip personnel and reliable 24 hour communication facilities.

The School should encourage relevant staff and students to attend First Aid Training on a regular basis. First Aid courses can be arranged via the School or Safety and Health Office.

Driving For Extended Periods or In Remote Areas

Where this type of driving is to be undertaken, the following should be observed:

- No more than 10 hours in a 24 hour period should be taken up with driving. The total time spent travelling, inclusive of breaks, should not exceed 12 hours, even where the driving is shared;
- A rest period of 20 minutes should be taken on completion of each 3 hour period of driving, or as required. Where driving is shared, each driver shall drive for no longer than 3 hours in succession;
- Ordinary duty (which does not involve driving duty) combined with driving duty shall not exceed 12 hours in any period of 24 hours;
- Alcohol shall not be consumed or prescription drugs which may affect the ability to drive safely, 8 hours prior to working or during the period of the journey by any person involved with driving duties;
- The distance which can reasonably be covered during the space of a day's driving will be governed by
 - (a) above and
 - a. driver fatigue;
 - b. legal speed limits;
 - c. climatic conditions & weather;

- d. type of vehicle used.
- The general well being of the driver, in particular fatigue, is paramount and takes precedence over agreed guidelines particularly when the driver is subject to fatigue.
- The time at which the journey is to be undertaken, its duration and the distance to be covered shall be reasonable in the circumstances and be planned in advance.
- Provision shall be made for regular and adequate rest breaks to avoid driver fatigue.
- If the driver has to perform duty immediately before or after the official journey; the duration of the journey shall be limited accordingly.
- Wherever practicable more than one driver shall travel in vehicles, especially where all or part of the journey is to be undertaken in isolated areas or under arduous climatic conditions.
- There should be no likelihood that the undertaking of any particular journey will result in unusual risks.

Recommended Equipment for Field Work in Remote Locations

A full list of recommended equipment for field work in remote locations is available at:

<http://www.safety.uwa.edu.au/policies/remote>

Home-based Work Guidelines

Background

General staff members at UWA who work from home are provided for under the UWA General Staff Agreement 1997 Schedule K. However, no such guidelines are provided for academic staff at the University.

It is understood that many UWA academic staff members work from home for at least a portion of their working week. This is generally on the basis of an informal agreement with the relevant Head of School.

The hours worked from home may vary considerably, so too does the provision or otherwise of equipment supplied by the University to carry out the home based work.

Under the Occupational Safety and Health Act 1984, employers have a duty of care to protect the safety and health of their employees, including staff performing work at home. Under the Workers Compensation and Rehabilitation Act 1981, employees who sustain an injury or disease whilst working for their employer are entitled to claim for compensation.

Please note that the Home-based Work policy is currently under review, the following is a guideline and you should refer to the web page for updated information

http://www.hr.uwa.edu.au/policy/toc/appointment_and_employment/general_staff_appointments/home_based_work However any staff member considering applying to work at home must discuss it with their supervisor and complete the [appropriate form](#).

Microwave Oven (located in the Resource Room) - Safety Guidelines

Do not operate the oven if it is damaged or does not operate properly. It is imperative that the oven door seals properly and that there is no damage to the door seal, hinges, latches, or oven surfaces.

- Ovens used for food preparation must be cleaned on a regular basis to prevent biological contamination, fire potential, and door seal damage.
- Ovens used for laboratory applications cannot be used for food preparation. Conversely, food preparation ovens should never be used for other applications.
- Do not use aluminum foil or any metal containers, metal utensils, metal objects, or objects with metal or foil trim in the oven. Such items can cause arcing, damaging the oven and creating a fire or burn hazard.
- Do not heat objects that are sealed as they may explode, damaging the oven and blowing off the door.
- Never heat any flammable or combustible liquid in the oven. A fire and/or explosion may result.

- Be careful when removing containers from the microwave oven. Containers or their contents may be very hot, resulting in burns or spills of hot materials. Containers have been known to explode after tightening the lid following removal from a microwave oven.
- If a fire should start inside the oven, leave the door closed, disconnect the power cord, if safe to do so, and call the emergency number 2222 (6488 2222).
- Never make adjustments to or tamper with any component of the oven. Do not try to perform repairs on your own. The oven operates on high voltage and amperage that can be lethal if improperly handled.
- All microwave ovens in Australia are required to comply with the National Health & Medical Research Council 'Recommendations on Microwave Ovens' 1972 and are generally very safe and reliable. The guidelines provide strict limits on their microwave leakage during service to ≤ 5 mW/cm² at 5 cm from any oven surface.
- Generally speaking, commercially available microwave ovens are very safe and reliable, regardless of the manufacturer.
- If your oven is damaged or you have a reason to believe it may be leaking, please contact The School Manager who will contact the Safety and Health Office to arrange a survey of the oven.

Please Retain These Emergency Procedures at Your Work Station
All queries or comments regarding Emergency Procedures should be directed to the [Safety and Health Office](#) on 6488 3938.
Contact [Security](#) on 6488 3020 for any personal security issues.

Emergency Procedures

Personal Safety

1. In an Emergency - **Phone 2222** or freecall 1800 655 222. From a public phone or mobile phone, ring the police on 000.
2. Report of any threats to University security should be made to the Security Office, located on the western side of Car park 1 by telephoning Security on 6488 2222.
3. If you are feeling unsafe, call Security on 6488 2222 at any time.

Important: Do NOT endanger your life

Whilst Security does an excellent job to ensure the well-being and safety of University students and staff, it is important to take some simple precautions yourself, especially if you are studying or working late at night.

If you are alone, phone Security on 6488 2222 before you leave the building. Security can provide an escort to your vehicle, or between buildings. This service is available all night.

- Always walk with a friend at night and stick to well lit areas and main pathways.
- If you are to be on campus after dark, move your car to a well-lit car park.
- It is safer to call a taxi if you are unable to drive home or get a ride with a friend.

[Map of the University Campus](#)

Medical Emergency

1. Immediately **Phone 2222** or freecall 1800 655 222.
2. Give your name, location, number of people involved, details of medical emergency. Await further instruction and advice.
3. Render whatever assistance you can.
4. Contact the [School First Aid Officer](#).

Assault

1. In an Emergency - **Phone 2222** or freecall 1800 655 222. From a public phone or mobile phone, ring the police on 000.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence. Don't drink alcohol or take tranquilisers or other drugs as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker.
3. Remember, you are the victim. You have nothing to feel guilty or ashamed about. Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you.

Note:

Campus Medical Centre: 6488 2118

University Counselling Services: 6488 2426

Sexual Assault Referral Centre (SARC): (08) 9340 1828 (24-hr crisis line) or Free Call: 1800 199 888 (Country callers)

Harassment

1. In an Emergency - Dial 2222.
2. If you are being harassed on campus, call Security on 6488 2222 at any time.
3. Report all incidents of harassment to a contact officer where confidentiality is ensured.

Sexual harassment is not always violent - it takes place in many different forms. Sexual oriented comments, jokes, abuse, gestures, and the display of sexually offensive materials are all examples of sexual harassment, and the assailant does not have to be a stranger.

Evacuation

On hearing a verbal emergency warning, or an alarm

1. If possible collect personal effects and turn off electrical equipment.
2. If fire, close all windows and doors prior to exiting workplace.
3. Proceed to closest exit at a fast walk (do not run).
4. Make way to building assembly area: Thurling Green (off Common Room, Central Wing).
5. All persons shall listen to and obey the instructions of [Area Wardens and/or Building Wardens](#).

Emergency Evacuation Procedures: In the Case of Fire

You discover a fire:

1. Help people in immediate danger
2. Warn others by shouting "**Fire, Fire, Fire**", **raise the alarm if not already sounding and telephone 2222.**
3. **Decide if you can put the fire out.**
4. **Be over cautious**
5. Don't attempt to use a fire extinguisher if you have never been instructed on how to use one.
6. If you can put out the fire then do so, if not proceed to evacuate the building.

You hear the fire alarm ringing; you must prepare to evacuate the building:

1. Switch off all computers, printers and electrical appliances.
2. Close all windows and doors.
3. Gather your personal belongings in preparation to immediately evacuate the building.
4. Organise/help other people in the room.

The fire alarm is still ringing after one and a half to two minute. Evacuate the building and proceed to the building Assembly Area:

1. Move at a quick walk, do not run.
2. If you have to move through a closed door that you cannot see through:
 1. Feel the door to see if it is hot;
 2. Look for smoke coming under the door;
 3. Open the door slowly and look around it to see if there is a fire behind it;
 4. If there is no fire on the other side, proceed through and close the door behind you;
3. Move to the Building Assembly Area as quick as possible;
4. Report to your Warden that you/your group is there and if you know of anyone trapped in the building;
5. Remain in the Building Assembly Area until you are informed that you may leave or move by either the Building Warden or a member of the emergency services

You notice someone on the verge of panic:

1. Give them a task or responsibility;
2. The person will still require constant monitoring;
3. Do not hit them;
4. Take hold of one of their hands and guide them out of the building to the Assembly Area ;
5. If they will not cooperate or start to grab hold of things. Leave them where they are;
6. Evacuate yourself and inform your Warden, the Building Warden, one of the security personnel, or the Police or Fire and Rescue Service immediately.

Mobility impaired people

If you encounter a person with some form of physical disability that restricts their mobility, you may be required to assist them from the building. If you are unable to remove them from the building many stairwells have respite areas for mobility impaired persons. They can be left here, where they are shielded from the fire, and retrieved by emergency personnel on arrival. It is important to inform the emergency personnel or Warden of their location so that they can be retrieved as soon as possible. Leave the person's mobility aids behind; they can always be claimed on insurance.

If you are trapped in a room:

1. Exit through a window if you are on the ground floor;

2. If you are not on the ground floor:
3. Close the door;
4. Go to the window;
5. If there is smoke in the room open the window a little so you can breathe fresh air. If not, do not open the window. This can assist in the spread of fire into your area from lower floors;
6. Attract people's attention to your plight. This can be achieved by writing on a paper and sticking it to the window or calling out the window. If you open the window remember to close it again as this can be an entry point for fire. Do not open the window up fully;
7. If the room is filling with smoke, stay close to the ground. The air is cooler and oxygen is more plentiful in this region;
8. Wait for the Fire and Rescue Service to rescue you.

Do not procrastinate: REMEMBER

1. Fires spread rapidly;
2. Fires produce thick black smoke that is difficult to see through and causes suffocation;
3. The freshest air will always be near the floor;
4. Move quickly. Do not run;
5. Be decisive;
6. Think for 10 to 30 seconds;
7. Make a decision and follow that decision.

Bomb Threat

If you receive a bomb threat call try to obtain the following from the caller:

1. When is the bomb going to explode?
2. Where did you put the bomb?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will make the bomb explode?
6. Did you place the bomb?
7. Why did you place the bomb?
8. What is your name?
9. What is your address?
10. Ring 2222 and notify Security
11. Do not panic. Care is required to avoid exposure to alleged bomb. Alternative escape routes may be required.
12. Evacuate building quietly and without panic.

If You Find a Bomb (or Suspect You Have)

1. Do NOT touch it. Ask all persons to leave the area within the building.
2. Seal the area as best possible (e.g. block entrance).
3. Immediately go to another area and **Phone 2222**.
4. Await further instruction and advice.

Earthquake

1. If you are outside - move to an open area away from any buildings. If you are inside a building - take shelter under tables, desks or in doorways. Stay away from windows, shelving, and large free standing furniture.
2. After the earthquake, look for any injured persons in your area and follow Medical Emergency Procedures if necessary.
3. If safe to do so, leave the building as soon as possible.