

Business Resilience

# Emergency Sub-Plan – Terminal and Precinct

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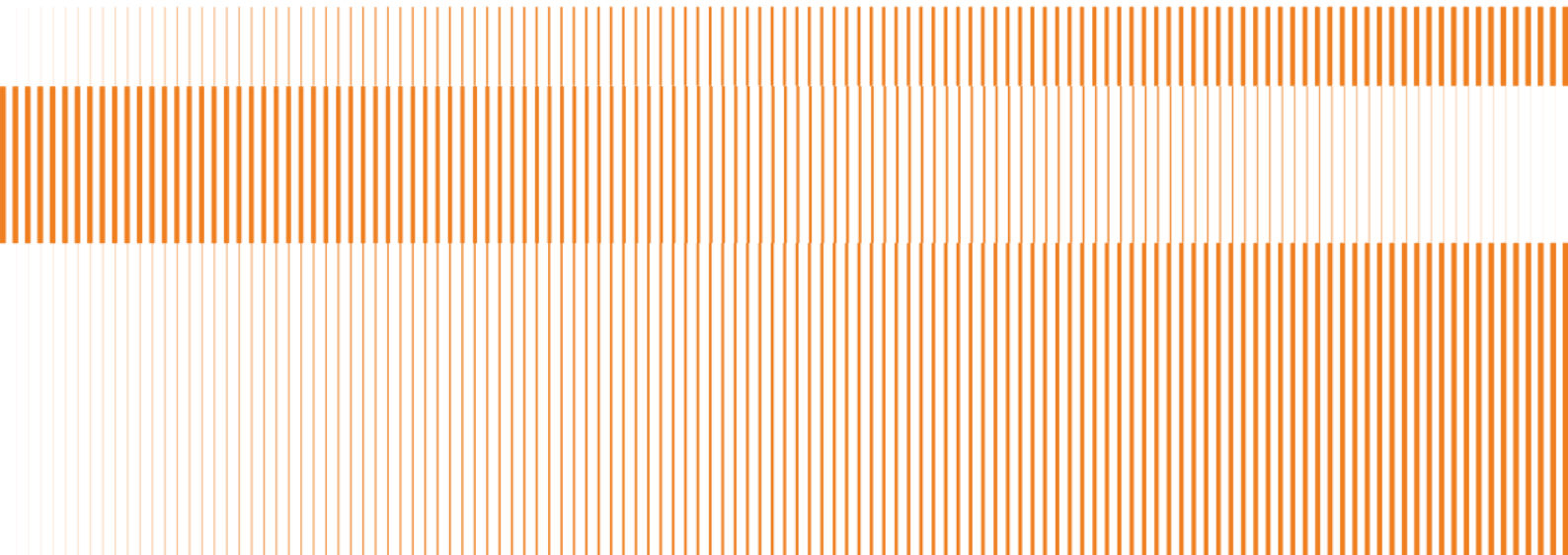
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**Checked** Fire Safety Adviser

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**Approved** Emergency Planning Manager

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## Authorisation of Emergency Plan

This Emergency Sub-Plan – Terminal and Precinct (The Sub-Plan) has been prepared in compliance with Australian standard AS 3745 – 2010 Planning for emergencies in facilities. This Plan has been completed and approved through a collaborative process including consultation with stakeholders. This version of The Sub-Plan supersedes all previous editions of the Emergency Sub-Plan.

Approved by	Date
<b>Emergency Planning Manager</b>	25/05/2026

## Amendment Register

Date	Name	Pages/Sections	Amendments

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## Purpose

The purpose of the Emergency Sub-Plan – Terminal and Precinct is to provide clear, practical, and scalable emergency management arrangements for Melbourne Airport terminal and precinct facilities.

This plan supports the protection of life, coordination of emergency response, and continuity of airport operations by defining how emergencies are managed at a facility level and how they interface with airport-wide emergency arrangements.

This Sub-Plan supplements, and must be read in conjunction with, the Melbourne Airport Emergency Plan (AEP). It provides facility-specific procedures, roles, and guidance that apply prior to, during, and immediately following an emergency affecting terminal and precinct environments.

## Scope

This Sub-Plan applies to all occupants, tenants, contractors, visitors, and staff operating within the following areas of the terminal and precinct facilities:

- Terminals 1, 2, 3 and 4.
- Adjacent terminal carparks.
- Building 59.
- Building 64.
- Building 219.

## Objectives

The objectives of this Sub-Plan are to:

- Enable timely, safe, and coordinated responses to emergencies affecting terminal and precinct facilities.
- Clearly define roles, responsibilities, and decision authority across wardens, occupants, tenants, and airport operations.
- Support consistent, all-hazards decision-making under time-critical conditions.
- Facilitate escalation and integration with airport-wide emergency management arrangements.

## Governance

Overall governance, assurance, and continuous improvement of this Sub-Plan sit within the AEP governance framework and are overseen by the Airport Emergency Committee (AEC), as established under the AEP.

The AEC is responsible for:

- Providing strategic oversight of emergency management arrangements at Melbourne Airport.

- Ensuring alignment between the AEP and all subordinate emergency Sub-Plans.
- Endorsing changes to this Sub-Plan where those changes affect airport-wide emergency management arrangements.
- Reviewing post-incident and post-exercise findings that may inform amendments to this Sub-Plan.

## Plan Testing and Review

The Sub-Plan is tested, reviewed, and updated annually at minimum in accordance with AS 3745 requirements. Additional testing, review and update may be required due to regulatory and operational requirements, including exercises, training outcomes, significant facility changes, and post-incident reviews.

Continuous improvement ensures that the Sub-Plan remains effective, current, and aligned with operational realities.

## Continuous Improvement

Lessons identified through exercises, incidents, and reviews are captured and incorporated to strengthen preparedness, usability, and resilience across the terminal and precinct.

## Training and Competency

Training ensures wardens are competent in decision-making, use of systems, and coordination, while occupants receive clear, role-appropriate instruction focused on compliance and safety.

## Emergency Control Organisation Training

All members of the Emergency Control Organisation (ECO), including wardens and nominated deputies, must be appropriately trained to competently perform their assigned roles under this Sub-Plan.

In accordance with AS 3745-2010, ECO members must participate in skills retention activities at intervals not exceeding six months.

Skills retention activities are determined by the AEC, which assumes the role of Emergency Planning Committee (EPC), and must, as a minimum:

- Reinforce ECO roles and responsibilities as set out in the emergency response procedures; and
- Include instruction in the operation of emergency communication systems, where installed.

Skills retention activities may include a combination of briefings, tabletop exercises, evacuation exercises and practical drills.

## Facility Occupants Training

Facility occupants are responsible for providing and maintaining trained personnel to perform ECO roles, including the role of Warden. Facility occupants must ensure both ECO members and general occupants receive information and training sufficient to enable appropriate emergency response, with workplace occupants participating in skills retention activities at intervals not exceeding 12 months.

## Exercises

Due to operational constraints, the airport is unable to undertake a full evacuation exercise. Instead, risks are mitigated through ECO training, fire and life safety systems, and public notification processes.

Melbourne Airport supports tenants and precinct occupants to conduct evacuation exercises within their own work areas in accordance with the OHS Management System. For assistance, tenants can contact [resilience@melair.com.au](mailto:resilience@melair.com.au).

## Interface with Melbourne Airport Emergency Plan

This Sub-Plan explicitly supports escalation to airport-wide emergency arrangements and documents triggers, handover points, and coordination mechanisms ensuring seamless transition when incidents exceed facility-level control.

This Sub-Plan is developed, maintained, and implemented under the authority of the Melbourne Airport AEP.

This Sub-Plan:

- Is subordinate to the AEP;
- Must remain consistent with the control, coordination, and command arrangements set out in the AEP; and
- Does not override or replace the AEP under any circumstances.

Where changes to this Sub-Plan have airport-wide implications, approval must be obtained through the AEC.

In the event of any inconsistency between this Sub-Plan and the AEP, the AEP shall take precedence.

## Organisational Structure

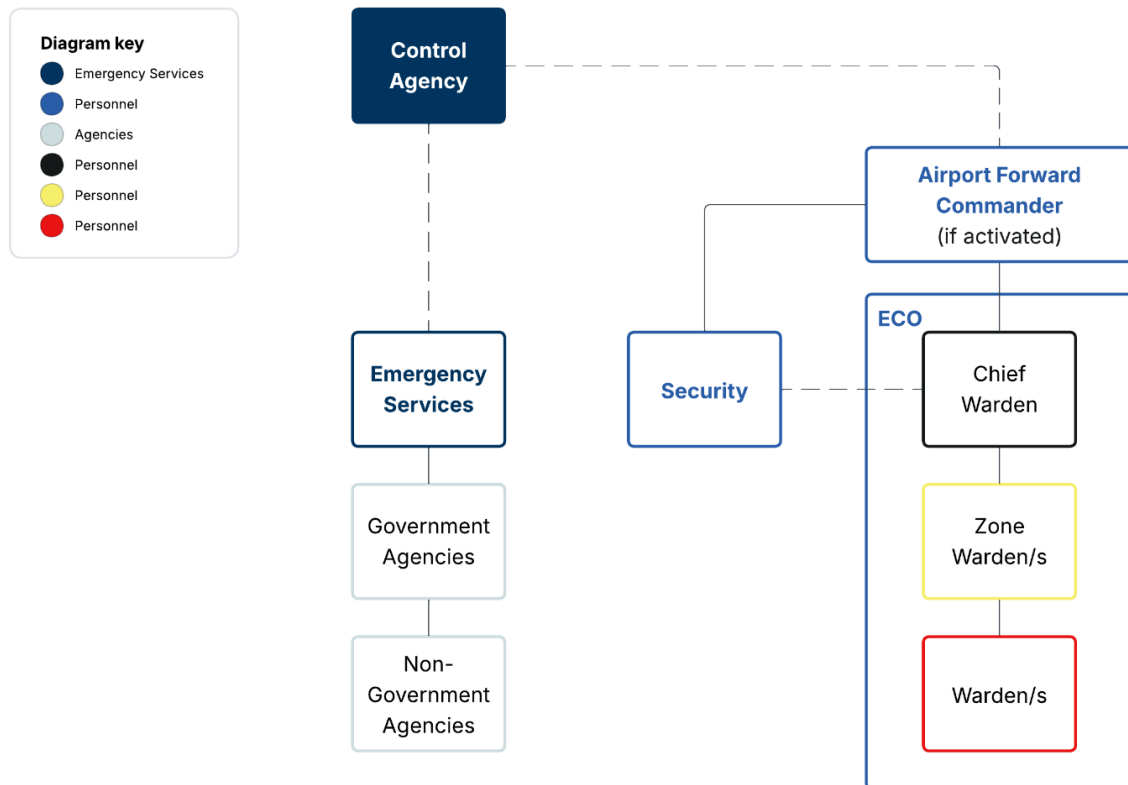


Figure 1 - Emergency Structure

### Emergency Control Organisation

Emergency response within terminal and precinct facilities is managed through an Emergency Control Organisation (ECO), led by the Chief Warden and supported by zone wardens, wardens, and designated support roles.

The ECO operates within a defined command and control structure that enables:

- Rapid decision-making at a facility level;
- Clear communication pathways; and
- Integration with the IOC and airport-wide emergency management arrangements.

Customs House will have a standalone response plan which will include customised ECO arrangements.

### The Airport Emergency Committee

The Airport Emergency Committee (AEC) will be responsible for reviewing and updating the Sub-Plan as well as the distribution of the Sub-Plan. The AEC can be contacted by emailing [resilience@melair.com.au](mailto:resilience@melair.com.au).

## Roles and Responsibilities of Personnel

Roles and responsibilities are clearly differentiated to reflect operational reality:

Role	Responsibility
<b>Chief Warden</b>	Assessment, decision-making, control, coordination, and direction to the ECO.
<b>Zone Warden</b>	Zone coordination, occupant safety management, vulnerable Persons Management, enable tactical response.
<b>Warden</b>	Respond to/report 'blue strobe', occupant direction.
<b>Communications (via the IOC)</b>	The IOC assumes the activities of communications by supporting emergency communications and or contact Emergency Services as directed by Chief Warden.
<b>Facility Occupants (excluding Wardens), Tenants, Contractors &amp; Visitors</b>	Not expected to interpret hazards or make emergency management decisions; their responsibility is to follow instructions issued by wardens or authorised personnel.

Table 1 – ECO Roles and Responsibilities

This clarity reduces ambiguity, risk, and inconsistent actions during incidents. Refer to [Appendix N](#) for detailed role descriptions.

### Identification Apparel

Once the ECO has been activated, each member of the ECO shall don their identification apparel which are shared resources located in the Warden Intercom Point (WIP) cupboards. This includes first aid officers.

Identification of the ECO will be as follows:

Role	Identification
<b>Chief Warden</b>	White vest
<b>Zone Warden</b>	Yellow vest
<b>Warden</b>	Red vest
<b>First Aid Officers</b>	Green vest

Table 2 – ECO identification Apparel

*Note: Identification apparel should also be prominently marked with the wearer's ECO title.*

## Emergency Functions

Emergency functions within the terminal and precinct environment include:

- Command and control of facility-level response.
- Communication with occupants, tenants, and responders.
- Coordination of evacuations, sheltering, or lockdowns.
- Information gathering and situational reporting.
- Interface with emergency services and airport crisis arrangements.

These functions are scalable and apply across all hazards, allowing consistent management regardless of the initiating event.

## Emergency Risk Ratings

All Melbourne Airport risk assessments have been conducted and stored in the organisation Risk Management System. For information on the identified risks and their ratings, contact [resilience@melair.com.au](mailto:resilience@melair.com.au).

## Activation

This Sub-Plan is activated when an emergency impacts, or has the potential to impact, terminal or precinct facilities.

Activation may occur automatically through building systems (for example, fire detection and warning systems) or manually through reports from occupants, wardens, security, or airport operations.

## Emergency Control Point

The Main Emergency Control Point (ECP) is located in the IOC, which also contains the Fire Indicator Panel (FIP), the Emergency Warning and Intercommunication System (EWIS) and is where the Chief Warden is located.

## Business Hours

This Sub-Plan and response procedures are based on business hours activities being 24 hours per day 7 days per week. While a Chief Warden will always be present while the facility is operational, and each zone will have a rostered zone warden, certain periods of the day will see reduced staffing levels. The number of wardens may vary during low-activity periods in the Domestic Terminal (typically between 0000hrs and 0400hrs). The International Terminal does not operate under the same low-activity period arrangements.

If a full ECO is not present, occupants need to follow any instructions from the installed Emergency Warning System (EWS) or any ECO member and contact emergency services on 000 if they identify an emergency situation.

## Emergency Warning and Intercommunication System (EWIS)

The Emergency Warning and Intercommunication System (EWIS) is the building's primary emergency communication system. It is used to warn occupants and support emergency management through audible and visual alerts, announcements, and warden communication.

EWIS consists of two key components:

- **Emergency Warning System (EWS):** Provides audible and visual warnings to occupants, including alert tones, evacuation tones, voice announcements, and warning strobes. It also includes the Fireman's Microphone (FIP MIC) used for live announcements.
- **Emergency Control Panel (ECP):** The control interface for the system. It allows authorised personnel to monitor alarms, switch between automatic and manual modes, activate tones, make announcements, and communicate with wardens via the Warden Intercom Phone (WIP) system.

### Zoning

The airport is divided into EWIS zones, allowing warnings and announcements to be targeted to specific areas. Each zone can independently receive alert tones, evacuation tones, or public address announcements depending on the situation.

When a zone is not in an emergency state, its speakers revert to normal Public Address (PA) functions such as paging and background music.

### Modes of Operation

The EWS can operate in two ways:

- **Automatic Operation:** Triggered by the fire system (e.g. detectors, sprinklers), initiating a pre-set alert and evacuation sequence.
- **Manual Operation:** Initiated by the Chief Warden, who places the system into manual mode to take full control. This may include modifying, pausing, or overriding the automatic sequence.

#### Emergency Warning System - Automatic Operation

When a detector, sprinkler, or break glass alarm activates the Fire Indicator Panel (FIP), the EWIS automatically initiates a warning sequence. The activated detector or zone should be confirmed on the FIP to identify the exact location of the alarm and support investigation of the incident. The system provides a staged warning process designed to allow wardens to investigate and prepare occupants before evacuation occurs.

**Automatic sequence (terminals):**

1. Blue strobe flashes to indicate system activation (2.5 minutes).
2. Alert tone sounds in the affected zone (1.5 minutes).
3. The affected zone changes to evacuation tones (ongoing). Alert tones sound on the two floors above and one floor below (1.5 minutes).
4. The evacuation sequence cascades until the entire zone is in evacuation tones.

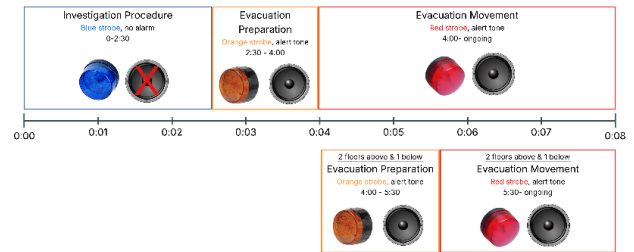


Figure 2 – EWS Alert Sequence

When the system is operating in Auto Mode, the Alert, Evacuation, and PA buttons cannot be used. However, Warden Intercommunication Point (WIP) phones remain operational and allow communication between wardens and the Chief Warden.

**Manual Alarm Initiation**

The EWS can be manually activated by pressing a red break glass alarm near/at the FIP, if required.

More information regarding manual operation of the EWS can be found in [Appendix I](#).

**Carparks**

Upon recognition of a fire alarm event, the EWS automatically sounds the ‘Alert’ tone first for 3 minutes, after which the system automatically changes the tone to the ‘Evacuate’ tone. The emergency warning systems sound the tones on each floor level simultaneously throughout the entire building.

However, the IOC will not automatically be notified of an alarm trigger in the Terminal 4 carpark. Upon activation of a detection device within the Terminal 4 carpark, blue strobe lights will activate in the landside operation centre for 1.5 minutes. This will be followed by the ‘Alert’ tone running for 1.5 minutes throughout the entire Terminal 4 carpark building, after which the ‘Evacuate’ tone will finally sound throughout the building.

Currently, the Terminal 1, 2 and 3 carparks operate as a standalone building within the precinct. After the completion of the Elevated Road Project (estimated completion by September 2026), the alarm activation system for these carparks will instead follow the same sequence as the Terminal 4 carpark after a trigger is activated.

Currently, the Park Royal Hotel, part of the carpark precinct, is not integrated with the EWS and is not automatically notified of an alarm in the carpark. Likewise, any alarm at the Park Royal Hotel is not automatically relayed to Melbourne Airport.

**Multi Tenanted Buildings**

Upon recognition of a fire alarm event, the EWS automatically sounds the ‘Alert’ tone, after which the system automatically changes the tone to the ‘Evacuate’ tone. The emergency warning systems sound the tones on each floor/level simultaneously throughout the entire building. The IOC has no control over the alarms in multi tenanted buildings.

More information regarding the EWS and manual operation of the EWS can be found in [Appendix I](#).

## Considerations for Occupants / Visitors with a Disability

Where the Chief Warden is made aware that an occupant or visitor may require additional assistance to safely respond during an emergency (including due to a permanent or temporary disability), appropriate arrangements must be put in place to ensure their safety.

Personal Emergency Evacuation Plans (PEEPs) apply to personnel with an ongoing presence at the facility, including employees, contractors, and long-term tenants. PEEPs are developed by the organisation employing the individual, in consultation with the individual and are intended to ensure emergency arrangements are practical, understood, and tailored to the person's needs. The responsibility to enact a PEEP remains with the warden of the organisation employing the individual, however, PEEPs should be supplied to the IOC and wardens must advise the Chief Warden at the time of evacuation of the need to activate a PEEP.

Visitors are not expected to have a pre-established PEEP. Where a visitor is identified as requiring additional assistance during an emergency, support will be provided through dynamic, warden-led response arrangements, based on the circumstances at the time.

A copy of each PEEP must be:

- Retained by the individual; and
- Held at the IOC.

PEEPs must be reviewed at least annually, or sooner if circumstances change, by the individual and the relevant organisations' Warden to ensure the plan remains current and appropriate. Following review, an updated copy must be provided to the Chief Warden for reporting to the Emergency Planning Committee (EPC).

### Minimum Considerations for a PEEP

In addition to any individual-specific requirements, a PEEP should address:

- The location of the Warden Control Point;
- Actions to be taken upon notification of an emergency;
- Access to refuge areas, exits and evacuation routes; and
- Agreed procedures to be followed during an emergency.

### Zone Warden Responsibilities – Occupants and Visitors Requiring Assistance

During protective actions, Zone Wardens are responsible for identifying, supporting and communicating the status of any occupant or visitor requiring additional assistance within their area of responsibility without a PEEP.

Below details the required actions when there is an immediate emergency threat present versus no immediate threat.

No Immediate Emergency Threat Present	Emergency Threat Present
<ul style="list-style-type: none"> <li>• Ensure occupants or visitors requiring assistance move to the Warden Control Point.</li> <li>• Maintain supervision and control of those individuals.</li> <li>• Notify the Chief Warden of their presence and location once communication is established.</li> <li>• Follow any directions issued by the Chief Warden.</li> <li>• Remain with the individual at the Warden Control Point until assistance arrives or instructions change.</li> <li>• Continue to monitor conditions and immediately report any change to the Chief Warden.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure occupants or visitors requiring assistance move to the Warden Control Point where practicable.</li> <li>• Bring under Warden control any person requiring assistance to evacuate.</li> <li>• Admit the individual into the exit or refuge area once all able-bodied occupants have evacuated, where safe to do so.</li> <li>• Advise the Chief Warden of the individual’s location and status.</li> <li>• If communication cannot be established with the Chief Warden, contact Triple Zero (000) directly, or task a Warden to report the individual’s location and status to responding Emergency Services.</li> </ul>
<p><i>Where an occupant uses a wheelchair, it is strongly recommended that movement into the exit stair or refuge area is practiced during PEEP development to confirm suitability of the space and ensure egress routes are not compromised.</i></p>	

Table 3 – Warden Action Immediate Threat vs No Threat Present

## Communications

During an emergency, the Chief Warden/wardens will use the following means and methods of communication:

- The Emergency Intercommunication Systems.
- The Public Address system function of the EWS.
- The ‘Alert’ or ‘Evacuate’ tones of EWS.
- Blue, Orange and Red Strobes accompanying the tones of the EWS.

## Community Engagement / Media

Public information and media engagement during emergencies are managed through established Melbourne Airport communication and crisis management arrangements. Wardens and facility personnel do not engage directly with media unless authorised.

## Deactivation

Deactivation occurs when the emergency has been resolved, controlled, or formally handed over to emergency services or airport-wide command arrangements, and when it is confirmed that it is safe to stand down emergency response activities.

The following activities should be completed upon or prior to deactivation:

- Compile a report of the actions taken during the emergency.
- Compile internal or external communications that were disseminated.
- Note and assign any further internal or external notifications required (e.g. notifiable incidents).
- Clean, service and or replace any equipment used.

## Debriefing

A debrief should be carried out after every emergency event or emergency response exercise. Debriefs should discuss the following:

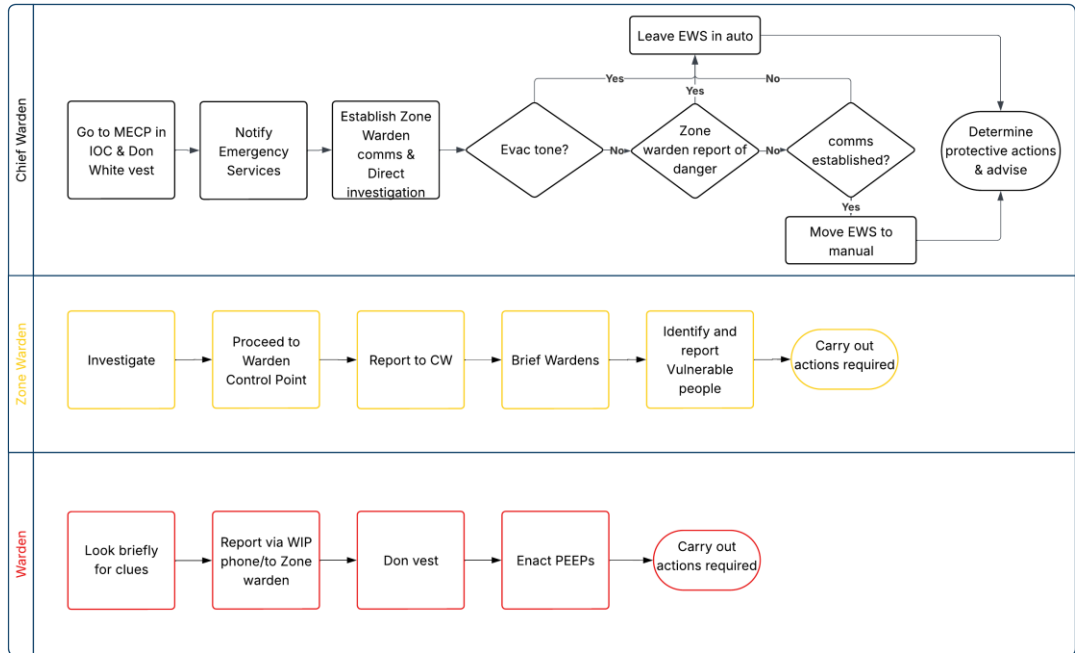
- What happened/occurred and why?
- What went well?
- What could be improved?

## Attachments and Appendices

Appendix	Title and Location	Description
<b><u>Appendix A</u></b>	Activation Process	Outlines how this Sub-Plan is activated, and the key response steps to be taken by the Chief Warden, zone wardens and wardens.
<b><u>Appendix B</u></b>	Assembly Areas	The Assembly Areas are located both landside and airside. Each Assembly Area has a sign indicating the Emergency Assembly Point (EAP) and a designated number.
<b><u>Appendix C</u></b>	Building Access and Occupant Transportation Equipment	Details of lifts, stairs, exits, access points and any equipment used to support safe evacuation and emergency access.
<b><u>Appendix D</u></b>	Checklists / Forms	Checklists and forms that may need to be accessed during an emergency providing consistent and clearly laid out steps to be followed, including: <ul style="list-style-type: none"> <li>• Bomb Threat Checklist.</li> <li>• Evacuation Record.</li> <li>• Incident Offender Checklist.</li> <li>• Personal Emergency Evacuation Plan (PEEP) form.</li> </ul>
<b><u>Appendix E</u></b>	Contacts	Provides rapid access to key emergency contacts. Life-threatening emergencies are reported to <b>Triple Zero (000)</b> , with the IOC notified on (03) 9297 1601. The IOC supports coordination and communication for the Chief Warden and ECO.
<b><u>Appendix F</u></b>	Decision Support	Enables timely, informed decisions without overburdening occupants or non-decision roles.
<b><u>Appendix G</u></b>	Emergency Announcements	Pre-approved emergency announcement scripts used to provide clear instructions to occupants during incidents such as evacuation, lockdown or shelter in place.

<b><u>Appendix H</u></b>	Emergency Response Approaches and Procedures	Emergency response is based on an all-hazards framework. Wardens assess conditions and select the appropriate response, supported by detailed procedures and checklists, while occupants follow simple, clear instructions.
<b><u>Appendix I</u></b>	Emergency Warning and Intercommunication System Operation	Instructions for operating the Emergency Warning Intercom System (EWIS), including tones, public address functions and WIP communication during an emergency.
<b><u>Appendix J</u></b>	Facility Profile and Infrastructure	The terminal and precinct operate as a complex, multi-facility environment with varied building types, occupancy levels and connectivity. Differences in layout and integration across terminals, car parks and ancillary buildings inform emergency response and coordination arrangements.
<b><u>Appendix K</u></b>	Facility Resources or Resource Acquisition Arrangements	Facilities are supported by installed emergency systems, on-site resources, and access to Emergency Services, with the <b>IOC</b> coordinating additional support and escalation as required.
<b><u>Appendix L</u></b>	Non-Warden Facility Occupants Actions	Outline of steps for non-warden facility occupants to take upon hearing the "Evacuate" tone.
<b><u>Appendix M</u></b>	Protective Actions	Protective actions are defined as evacuation, shelter in place, or lockdown. The Chief Warden determines the appropriate response, and occupants follow instructions
<b><u>Appendix N</u></b>	Role Cards	Chief Warden, Zone Warden, Warden, First Aid Officer and Facility Occupants.
<b><u>Appendix O</u></b>	Site Maps	Site maps, diagrams, and technical layouts are provided to support warden decision-making, emergency service access, and situational awareness. These materials support, but do not replace, procedural guidance.

## Appendix A. Activation Process



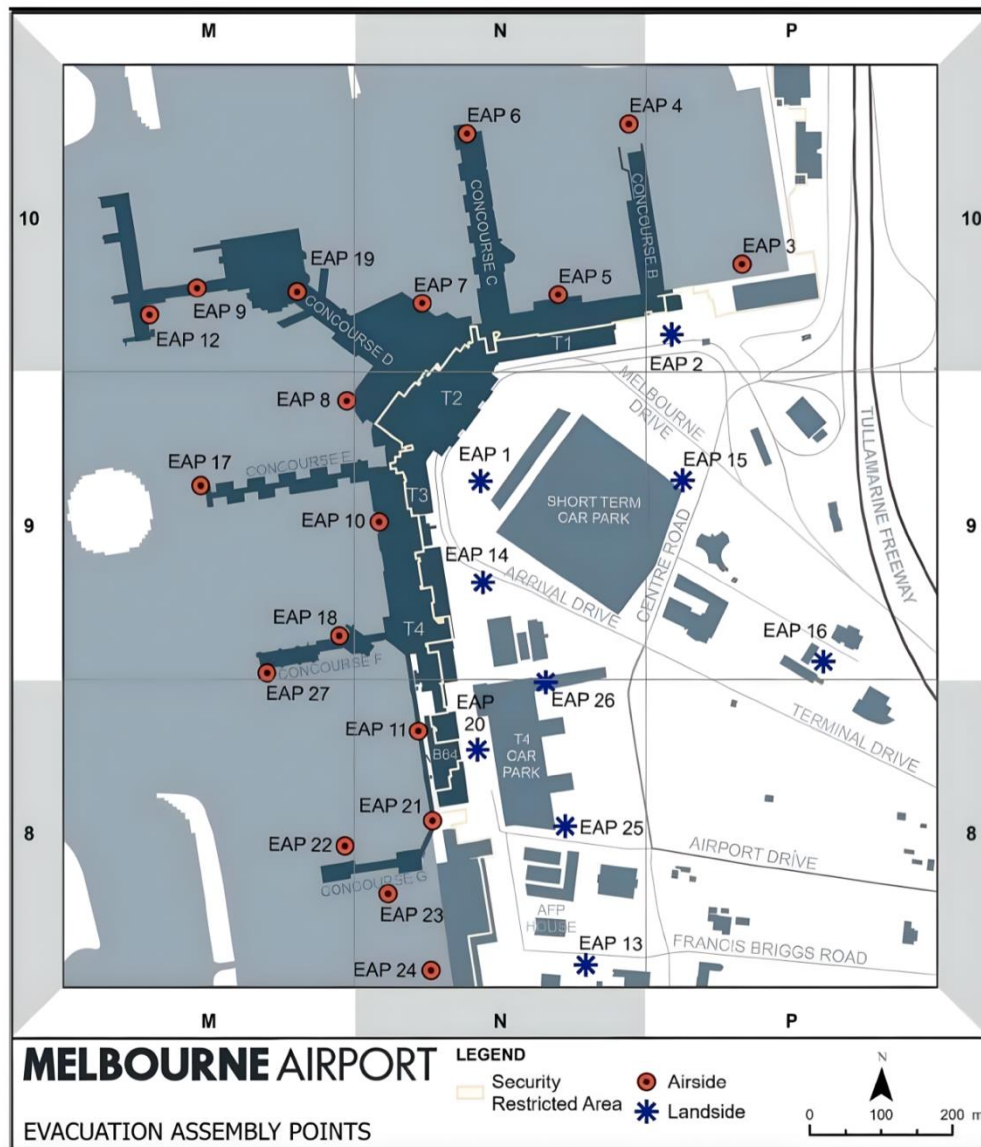
## Appendix B. Assembly Areas

The Assembly Areas are located both landside and airside. Each Assembly Area has a sign indicating the Emergency Assembly Point (EAP) and a designated number. In most cases, a landside evacuation will involve relocating occupants from one terminal to the nearest safe terminal rather than evacuating outside.

### Buildings 64 & 219

For Building 64, the designated Evacuation Assembly Points for the Ground Floor and Apron Level are EAP 18 (Airside) and EAP 20 (Landside). For Level 1 of Building 64, the designated point is EAP 26 at the rear of the T4 Carpark. It is important to note that despite its proximity on the map to Building 64, EAP 11 does not serve Building 64 and occupants should not attempt to reach EAP 11 during an evacuation.

For Building 219, the designated EAP is EAP 13 as shown in the below diagram. This EAP is located in the area immediately outside the building along Francis Briggs Road.



## Appendix C. Building Access and Use of Occupant Transportation Equipment

### **Vehicles & Pedestrians**

Vehicle and pedestrian access points will need to be controlled/restricted during emergencies. Control will be tasked by the Chief Warden. The use of the alarm tones and or PA systems will help in controlling these areas until the arrival of Wilson Security or responding Emergency Services.

### **Lifts**

Unless advised by responding Emergency Services, lifts are not to be used as a means of egress and should be grounded under fire trip conditions. Responding Emergency Services may choose to utilise the lifts to gain access to levels or to evacuate occupants with a disability.

There are some emergency situations whereby occupants may move from the facility via lifts. These situations will be advised and controlled by the Chief Warden.

### **Escalators / Travelators**

Escalators and travelators are not designated paths of travel to exits from the building and should not be used during emergency evacuations.

## Appendix D. Checklists / Forms

### Bomb Threat Checklist

REMEMBER TO KEEP CALM AND DON'T HANG UP		
Name of person who received the call:		Telephone number of person who received the call:
Date call received:		Time call received:
Signature:		
GENERAL QUESTIONS TO ASK CALLER:		
What is it?		
When is the bomb going to explode? OR When will the substance be released?		
Where did you put it?		
What does it look like?		
When did you put it there?		
How will the bomb explode? OR How will the substance be released?		
Did you put it there?		
Why did you put it there?		
Where are you?		
What is your address?		
BOMB THREAT QUESTIONS:		
What type of bomb is it?	What is in the bomb?	What will make the bomb explode?
CHEMICAL / BIOLOGICAL THREAT QUESTIONS:		
What kind of substance is in it?	How much of the substance is there?	
EXACT WORDING OF THREAT:		



## Incident Offender Checklist

To be completed by the Zone Warden in consultation with the witness.

<b>Date:</b>		<b>Time:</b>	
<b>Location:</b>			
<b>Nature of Incident:</b>			
<b>GENERAL DESCRIPTION – DETAIL OF OFFENDER:</b>			
<b>Number of offenders:</b>			
<b>Sex:</b>	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Other <input type="checkbox"/> Unknown
<b>Age (approx):</b>	<b>Height (approx):</b>		<b>Weight (approx):</b>
<b>Previously observed:</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<b>When/Where:</b>
<b>Last sighted:</b>		<b>Direction of travel:</b>	
<b>Face:</b>	<input type="checkbox"/> Beard	<input type="checkbox"/> Moustache	<input type="checkbox"/> Scars
<b>Voice:</b>	<input type="checkbox"/> Soft	<input type="checkbox"/> Loud	<input type="checkbox"/> High pitched <input type="checkbox"/> Deep
	<input type="checkbox"/> Slurred	<input type="checkbox"/> Stutter	
<b>Accent (please specify):</b>			
<b>Hair colour:</b>	<input type="checkbox"/> Blonde	<input type="checkbox"/> Brunette	<input type="checkbox"/> Black <input type="checkbox"/> Red
	<input type="checkbox"/> Grey	<input type="checkbox"/> Other: (please specify)	
<b>Hair style:</b>	<input type="checkbox"/> Short	<input type="checkbox"/> Long	<input type="checkbox"/> Straight <input type="checkbox"/> Curly
	<input type="checkbox"/> Bald/Balding	<input type="checkbox"/> Other: (please specify)	
<b>Eye colour:</b>	<input type="checkbox"/> Blue	<input type="checkbox"/> Brown	<input type="checkbox"/> Black <input type="checkbox"/> Hazel
	<input type="checkbox"/> Green	<input type="checkbox"/> Grey	
<b>Build:</b>	<input type="checkbox"/> Thin	<input type="checkbox"/> Medium	<input type="checkbox"/> Solid <input type="checkbox"/> Muscular
	<input type="checkbox"/> Obese		
<b>Appearance:</b>	<input type="checkbox"/> Caucasian	<input type="checkbox"/> Asian	<input type="checkbox"/> European <input type="checkbox"/> African
	<input type="checkbox"/> Islander	<input type="checkbox"/> Indigenous	
<b>Complexion:</b>	<input type="checkbox"/> Pale	<input type="checkbox"/> Dark	<input type="checkbox"/> Medium <input type="checkbox"/> Olive
	<input type="checkbox"/> Ruddy		

<b>Other features:</b>	<input type="checkbox"/> Scars	<input type="checkbox"/> Marks	<input type="checkbox"/> Tattoos	<input type="checkbox"/> Piercings
	<input type="checkbox"/> Jewellery	<input type="checkbox"/> Other: (please specify)		
<b>Description:</b>				

## Personal Emergency Evacuation Plan Template

To be completed and stored by the organisation responsible for the individual with PEEP requirements. Must be provided to IOC.

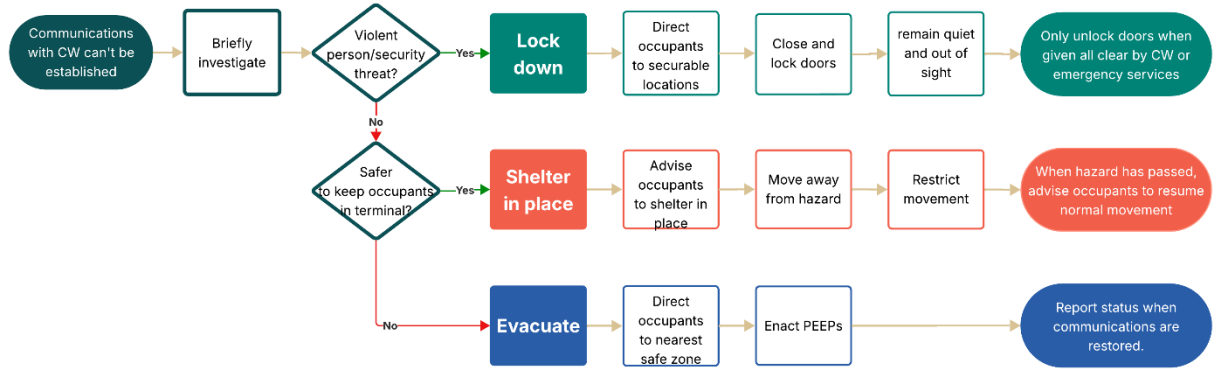
Individual PEEP Form		
<b>Occupant's Name:</b>		
<b>Occupant Contact Number:</b>		
<b>LOCATION:</b>		
<b>Level/Floor No.:</b>	<b>Room/Suite No.:</b>	
<b>Building Name:</b>	<b>Company Name:</b>	
<b>Address:</b>		
<b>Workstation Location:</b>		
QUESTIONS		
<b>Is an assistance animal involved?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Are you trained in Emergency Response Procedure? (including Evacuation Procedures)</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Preferred method of receiving updates to the Emergency Response Procedures: (Please state, e.g. text, email, braille, verbal, etc.)</b>		
<b>Preferred method of notification of an emergency: (Please state, e.g. text, email, braille, verbal, etc.)</b>		
<b>Type of assistance required: (Please list procedures necessary for assistance)</b>		
<b>Issue Date:</b>		<b>Review Date:</b>
<b>Occupant Approved: (Signature)</b>		<b>Date:</b>
<b>Chief Warden: (Signature)</b>		<b>Date:</b>

## Appendix E. Contacts

Contact	Name / Location	Phone
<b>Emergency Services</b>		000
<b>Local Hospital</b>	Sunshine Hospital	(03) 8345 1333
<b>Local Ambulance Station (Non-Emergency Consultation)</b>	Ambulance Victoria	(03) 9840 3653
<b>Local Police (Non-Urgent Consultation)</b>	Australian Federal Police	131 237
<b>Local Police Station (Non-Urgent Consultation)</b>	Broadmeadows Police Station	(03) 9302 8222
<b>Local Fire Station (Non-Urgent Consultation)</b>	Aviation Rescue Fire Fighting Service	(03) 9286 3199
<b>Local Fire Station (Non-Urgent Consultation)</b>	FRV Fire Station 52	(03) 9662 2311
<b>Electricity</b>	Melbourne Airport Faults	(03) 9297 1001
<b>Gas</b>	Melbourne Airport Faults	(03) 9297 1001
<b>Water</b>	Melbourne Airport Faults	(03) 9297 1001
<b>Poisons Information Hotline</b>		13 11 26
<b>Local Council</b>	Hume City Council	(03) 9205 2200
<b>State Emergency Service (SES)</b>		13 25 00
<b>National Security Hotline</b>		1800 123 400
<b>Bureau of Meteorology</b>		1300 659 217
<b>Regulator</b>	WorkSafe Vic	1800 136 089
<b>Regulator</b>	Airport Environment Office	
<b>IOC</b>	Chief Warden	(03) 9297 1601
<b>Security</b>	Coordinated by the IOC	

## Appendix F. Decision Support and Information Flow

To be utilised where communication with the Chief Warden is unavailable.



## Appendix G. Emergency Announcements

The EWIS panel includes a Fireman's Microphone (Fist MIC) that allows authorised personnel to make live announcements to selected EWIS zones. To make an announcement, the operator selects the relevant zone/s, lifts the microphone, presses the push-to-talk button and speaks clearly into the microphone.

### Alarm Activation

Your attention please, this is an emergency announcement.

An alarm has been activated on Level [x].

Can all Wardens please report to their Warden Control Point and standby for further instructions.

I repeat, can all Wardens please report to their Warden Control Point and standby for further instructions.

### Accidental Alarm Activation

Your attention please, this is an emergency announcement.

The alarm activation has been investigated and reported as no emergency present.

There is no need to evacuate.

I repeat, the alarm activation has been investigated and reported as no emergency present.

### Confirmed Alarm Emergency or Chosen Evacuation

EVACUATE, EVACUATE, EVACUATE.

Your attention please, this is an emergency announcement.

Evacuate the building immediately.

Proceed calmly to the *[insert safe area/zone here or say "nearest emergency exit"]*.

Do not use lifts.

I repeat: Evacuate immediately to *[insert safe area/zone]*. Do not use lifts.

Follow instructions from the Wardens.

Do not attempt to retrieve vehicles from the car park.

Await further instructions. You will be advised when it is safe to re-enter.

### Shelter in Place

Your attention please, this is an emergency announcement.

The building is now operating under Shelter in Place conditions.

Remain inside the building. Move away from external areas and follow instructions from wardens.

I repeat: Remain inside the building and follow Warden instructions.

If you require assistance, notify a Warden.

Please remain calm and await further instructions.

Wardens, report to Warden Control Points and standby.

Updates will be provided as the situation develops.

### Lockdown

"LOCKDOWN, LOCKDOWN, LOCKDOWN."

Your attention please, this is an emergency announcement.

The building is now in lockdown.

Immediately move to the nearest room or area that can be secured

- Lock or barricade doors where possible
- Stay out of sight and remain quiet
- Silence mobile phones
- Do not move until the situation is resolved.

Await further instructions.

## Practice Evacuation Announcements

### Practice Evacuation Exercise

Your attention please, this is the Chief Warden speaking.

A practice evacuation exercise is about to commence.

I repeat, a practice evacuation exercise is about to commence.

Under the Work Health & Safety regulations, your participation in this exercise is a mandatory requirement.

### Completion of Practice Evacuation Exercise

Your attention please, this is the Chief Warden speaking.

The practice evaluation exercise is finished.

I repeat, the practice evaluation exercise is finished.

Please treat any future alarms or emergency warning tones as a real emergency.

## Appendix H. Emergency Response Procedures

### Protective Actions

Emergency response within the terminal and precinct environment follows an all-hazards approach. While emergencies may arise from many different causes, the core response actions undertaken by the Emergency Control Organisation (ECO) remain consistent.

Rather than responding to each hazard individually, Wardens implement the appropriate protective action to protect life and maintain safety. These protective actions are:

- Evacuation – movement of occupants away from danger to a safe location.
- Shelter in Place – occupants remain inside the building when external conditions make evacuation unsafe.
- Lockdown – occupants secure themselves in a safe location due to a security or personal threat.

The Chief Warden, operating from the Master Emergency Control Point (MECP) in the IOC, determines the appropriate protective action based on the situation, available information, and advice from wardens, security personnel, or Emergency Services.

The Chief Warden may:

- Initiate an Evacuation
- Direct a Shelter in Place
- Implement a Lockdown
- Change protective actions as conditions evolve
- Transfer control to Emergency Services

Once Emergency Services assume control, all actions are carried out under their direction.

All occupants, contractors and visitors must follow directions issued by the Emergency Control Organisation (ECO) or Emergency Services.

The response cards in this section provide operational guidance for implementing these protective actions, along with additional reference information for specific high-risk scenarios.

### Hazard & Protective Action Table

The following is a guide only. Wardens must implement the protective action directed by the Chief Warden.

Where a Specialist Card is listed, wardens should refer to that card for additional hazard-specific considerations alongside the relevant protective action procedure.

Hazard	Likely Protective Action	Specialist Card
<b>Active Armed Offender</b>	Lockdown	Active Armed Offender
<b>Earthquake</b>	Shelter then Evacuation	
<b>External Fire</b>	Shelter in Place	
<b>Fire / Smoke</b>	Evacuation	
<b>Flooding</b>	Evacuation	
<b>Gas Leak</b>	Evacuation	
<b>Hazardous Material / Biological Incident</b>	Evacuation or Shelter in Place	Hazardous Material / Biological
<b>Personal Threat</b>	Lockdown	
<b>Power Outage</b>	Shelter or Controlled Evacuation	
<b>Severe Weather</b>	Shelter in Place	
<b>Structural Instability / Collapse</b>	Evacuation	
<b>Suspect Object / Bomb Threat</b>	Evacuation (as directed)	Suspect Object / Bomb Threat

**PROTECTIVE ACTION CARDS**

**EVACUATION**

<b>Immediate Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Confirm evacuation has been initiated by the Chief Warden or Emergency Warning System.</li> <li><input type="checkbox"/> Don identification apparel and report to the Warden Control Point.</li> <li><input type="checkbox"/> Establish communication with the Zone Warden or Chief Warden.</li> <li><input type="checkbox"/> Assess immediate conditions and confirm safe evacuation routes.</li> <li><input type="checkbox"/> Prepare occupants to evacuate in a calm and orderly manner.</li> </ul>
--------------------------	--

<b>Ongoing Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Direct occupants to the nearest safe exit or route as instructed.</li> <li><input type="checkbox"/> Encourage occupants to move calmly and avoid running or pushing.</li> <li><input type="checkbox"/> Ensure occupants do not use lifts unless directed by Emergency Services.</li> <li><input type="checkbox"/> Position Wardens where possible to guide occupants at front and rear of evacuation routes.</li> <li><input type="checkbox"/> Check all accessible areas including:             <ul style="list-style-type: none"> <li>○ Toilets</li> <li>○ Meeting rooms</li> <li>○ Offices</li> <li>○ Public areas</li> </ul> </li> <li><input type="checkbox"/> Assist occupants requiring additional support and enact PEEP arrangements where applicable.</li> <li><input type="checkbox"/> Prevent re-entry into evacuated areas.</li> <li><input type="checkbox"/> Report to the Zone Warden:             <ul style="list-style-type: none"> <li>○ Area status</li> <li>○ Persons requiring assistance</li> <li>○ Refusals to evacuate</li> <li>○ Any hazards or changing conditions.</li> </ul> </li> </ul>
------------------------	--

<b>Concluding Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Proceed to the Assembly Area if directed.</li> <li><input type="checkbox"/> Assist with crowd management and perimeter control.</li> <li><input type="checkbox"/> Prevent re-entry until authorised.</li> <li><input type="checkbox"/> Provide any observations or reports to the Zone/Chief Warden.</li> <li><input type="checkbox"/> Participate in debrief and post-incident review if required.</li> </ul>
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## SHELTER IN PLACE

<b>Immediate Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Confirm the Shelter in Place instruction from the Chief Warden.</li> <li><input type="checkbox"/> Don identification apparel and report to the Warden Control Point.</li> <li><input type="checkbox"/> Communicate instructions to occupants to remain inside the building.</li> <li><input type="checkbox"/> Assess immediate conditions and confirm areas remain safe.</li> </ul>
<b>Ongoing Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Instruct occupants to remain in their current area or move to safer internal areas if directed.</li> <li><input type="checkbox"/> Maintain communication with the Zone Warden or Chief Warden.</li> <li><input type="checkbox"/> Monitor surrounding conditions for changes to the hazard.</li> <li><input type="checkbox"/> Control movement of occupants where required.</li> <li><input type="checkbox"/> Assist occupants requiring additional support.</li> <li><input type="checkbox"/> Ensure access points remain controlled where necessary.</li> <li><input type="checkbox"/> Provide updates to the Zone Warden regarding:             <ul style="list-style-type: none"> <li><input type="checkbox"/> Conditions within the area</li> <li><input type="checkbox"/> Any emerging hazards</li> <li><input type="checkbox"/> Occupants requiring assistance.</li> </ul> </li> </ul>
<b>Concluding Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain control of occupants until further instruction is issued.</li> <li><input type="checkbox"/> Implement evacuation or other protective actions if directed.</li> <li><input type="checkbox"/> Communicate updates and instructions to occupants.</li> <li><input type="checkbox"/> Assist with orderly movement if the situation transitions to evacuation.</li> <li><input type="checkbox"/> Participate in debrief and provide observations following the incident.</li> </ul>

## LOCKDOWN

<b>Immediate Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Confirm the Lockdown instruction from the Chief Warden or Emergency Services.</li> <li><input type="checkbox"/> Prioritise personal safety and the safety of occupants.</li> <li><input type="checkbox"/> Move occupants to the nearest secure or securable location where possible.</li> <li><input type="checkbox"/> Secure doors and restrict access where able.</li> <li><input type="checkbox"/> Instruct occupants to remain quiet, out of sight, and calm.</li> </ul>
<b>Ongoing Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain communication with the Zone Warden or Chief Warden where safe to do so.</li> <li><input type="checkbox"/> Assist occupants only if it is safe to do so.</li> <li><input type="checkbox"/> Ensure doors remain secured where possible.</li> <li><input type="checkbox"/> Instruct occupants to silence mobile phones and remain hidden.</li> <li><input type="checkbox"/> Monitor conditions and report critical information if safe.</li> </ul>
<b>Concluding Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain lockdown until Police or Emergency Services confirm it is safe to stand down.</li> <li><input type="checkbox"/> Follow instructions from Emergency Services or the Chief Warden.</li> <li><input type="checkbox"/> Assist with controlled movement of occupants when lockdown is lifted.</li> <li><input type="checkbox"/> Report observations or information relevant to the incident.</li> <li><input type="checkbox"/> Participate in debrief and post-incident review.</li> </ul>

**SPECIALIST CARDS**

**ACTIVE ARMED OFFENDER**

<b>Immediate Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Prioritise personal safety and survival.</li> <li><input type="checkbox"/> Move yourself and occupants away from the threat immediately where possible.</li> <li><input type="checkbox"/> Seek secure shelter in a locked or barricaded room.</li> <li><input type="checkbox"/> Alert the Chief Warden, security or Emergency Services if safe to do so.</li> </ul>
--------------------------	---

<b>Ongoing Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Secure the location and block access points where possible.</li> <li><input type="checkbox"/> Keep occupants quiet and out of sight.</li> <li><input type="checkbox"/> Silence mobile phones.</li> <li><input type="checkbox"/> Do not attempt to confront the offender unless there is no alternative for self-defence.</li> <li><input type="checkbox"/> Maintain awareness of exits should escape become possible.</li> </ul>
------------------------	--

<b>Concluding Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Remain in the secure location until directed by Police or Emergency Services.</li> <li><input type="checkbox"/> Follow all instructions from Police.</li> <li><input type="checkbox"/> Provide any relevant observations to responding authorities if requested.</li> <li><input type="checkbox"/> Participate in debrief if required.</li> </ul>
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## SUSPECT OBJECT / BOMB THREAT

<b>Immediate Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Do not touch or disturb the item.</li> <li><input type="checkbox"/> Move occupants away from the immediate area.</li> <li><input type="checkbox"/> Notify the Zone Warden or Chief Warden immediately.</li> <li><input type="checkbox"/> Prevent access to the area where possible.</li> </ul>
<b>Ongoing Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Follow instructions from the Chief Warden or Emergency Services.</li> <li><input type="checkbox"/> Assist with controlled evacuation if directed.</li> <li><input type="checkbox"/> Maintain a safe perimeter around the suspected item.</li> <li><input type="checkbox"/> Observe and report any relevant details (location, appearance, timing).</li> </ul>
<b>Concluding Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain control of the area until cleared by Police or Emergency Services.</li> <li><input type="checkbox"/> Support evacuation or other protective actions if required.</li> <li><input type="checkbox"/> Provide information to the Chief Warden if requested.</li> <li><input type="checkbox"/> Participate in debrief and review processes.</li> </ul>

## HAZARDOUS MATERIAL / BIOLOGICAL INCIDENT

<b>Immediate Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Identify the presence of a chemical, hazardous or biological substance if known.</li> <li><input type="checkbox"/> Warn occupants and move people away from the affected area.</li> <li><input type="checkbox"/> Notify the Zone Warden or Chief Warden immediately.</li> <li><input type="checkbox"/> Avoid direct contact with the substance.</li> </ul>
<b>Ongoing Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Restrict access to the affected area where safe to do so.</li> <li><input type="checkbox"/> Follow instructions from the Chief Warden or Emergency Services.</li> <li><input type="checkbox"/> Assist with evacuation or shelter arrangements as directed.</li> <li><input type="checkbox"/> Monitor occupants for signs of illness or exposure.</li> <li><input type="checkbox"/> Provide updates on conditions and affected persons.</li> </ul>
<b>Concluding Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain restricted access until cleared by Emergency Services.</li> <li><input type="checkbox"/> Assist with evacuation or relocation if required.</li> <li><input type="checkbox"/> Report any persons potentially exposed.</li> <li><input type="checkbox"/> Participate in debrief and incident reporting.</li> </ul>

# Appendix I. Emergency Warning and Intercommunication System Operation

## Automatic Mode

For details on the automatic warning system operations, see Emergency Warning System – Automatic Operation page 10.

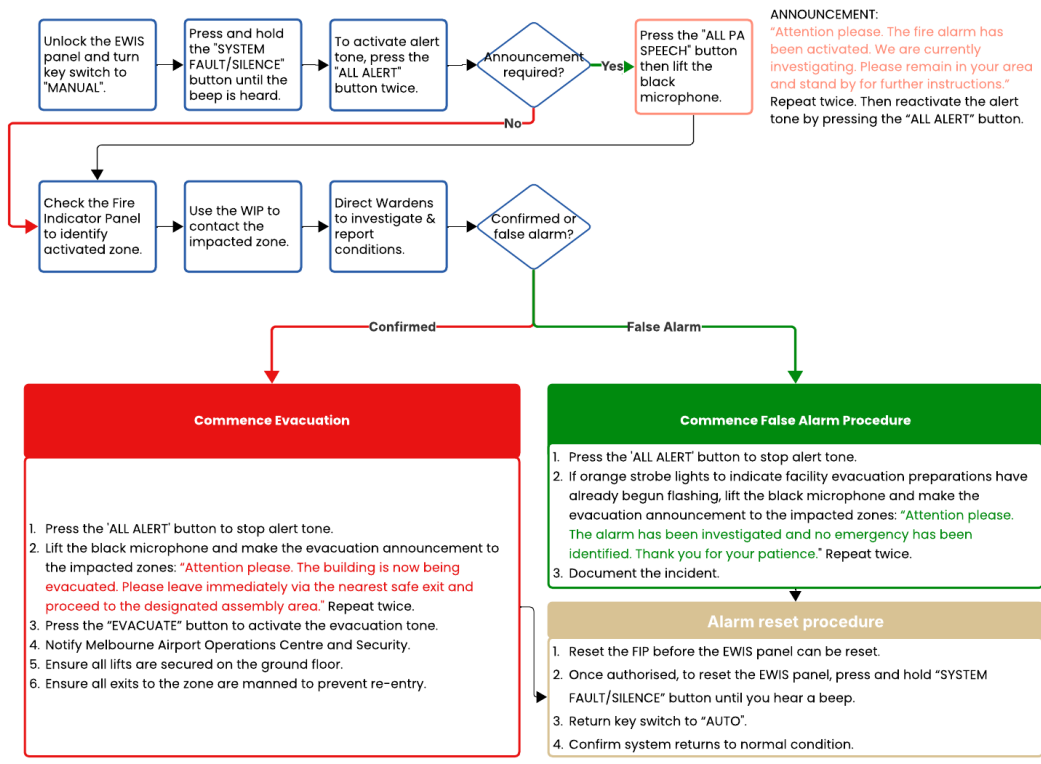
## Manual Mode

Placing the EWIS panel into Manual Mode allows the Chief Warden to directly control the system and choose between:

- Alert tones
- Evacuation tones
- Public address announcements

If Manual Mode is activated during an alarm sequence, the EWIS will hold the tones currently active and will not automatically progress to the next stage.

The below diagram details how to use the EWIS in manual mode.



## Warden Intercom Phone (WIP) System

The EWIS includes a Warden Intercom Phone (WIP) system that allows direct communication between the ECP and Wardens located throughout the facility. WIPs are used by the Chief

Warden to receive reports from Zone Wardens during alarm investigations and to provide instructions during evacuation or other emergency actions.

Incoming calls will cause the relevant WIP indicator to illuminate at the EWIS panel. The call can be answered by lifting the handset and selecting the illuminated WIP button.

## Important Considerations

When an alarm is received at the EWIS panel, the panel buzzer will activate and the alarm indicator for the affected zone will illuminate. Once the panel is switched to Manual Mode, the alarm should be acknowledged by pressing the Buzzer Mute/Acknowledge button to silence the panel buzzer. Once the EWIS panel is placed into Manual Mode, it must remain attended at all times until the emergency is resolved and the system is returned to Automatic Mode. If the Chief Warden needs to leave the EWIS panel during an alarm, evacuation tones should be selected manually to ensure the evacuation sequence continues.

If the EWIS is manually activated without an automatic input from the FIP, some life-safety systems may not activate automatically, including:

- Access control release
- Air-conditioning shutdown
- Smoke exhaust systems
- Stair pressurisation fans

The Chief Warden should avoid switching repeatedly between Auto and Manual modes, as this may cause the system sequence to stall.

Where evacuation tones have already commenced on any level, the evacuation should continue until Emergency Services advise that it is safe to stop.

Where the Chief Warden is unable to establish communication with the affected zone, evacuation of that zone should commence immediately.

## Mimic Panels and Secondary Control Panels

### EWIS Mimic Panel

EWIS mimic panels display alarm status information from the main panel.

When the main EWIS panel is placed into Manual Mode, mimic panels cannot operate tones or WIP functions, although indicator lights will continue to display system status.

### Fire Indicator Mimic Panel




Displays the activated detector or detection zone and assists in identifying the affected floor or area.

### Secondary Emergency Control Panel (SECP)

The SECP provides the same operational capability as the Master Emergency Control Panel (MECP). However, the MECP always overrides controls initiated at the SECP.





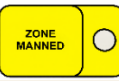
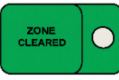
## Break Glass Alarms

Two types of break glass alarms may be present within the facility.

	Break Glass Type	Function
	<b>Red Break Glass Alarm</b>	Activates the full fire alarm system, initiates associated life-safety systems, and automatically notifies Emergency Services.
	<b>White Break Glass Alarm</b>	Activates alarm tones on the affected floor only. Emergency Services are <b>not</b> automatically notified and additional life-safety systems are <b>not</b> activated. <i>Note: While some White Break Glass Alarms may be present, all are being gradually replaced by green Emergency Door Release buttons.</i>
	<b>Emergency Door Release</b>	Immediately releases associated door to allow exit.

## EWIS Panel Indicators

The EWIS panel includes visual indicator lights that assist the Chief Warden in monitoring evacuation progress.

	Indicator	Meaning
	<b>Alert</b>	Indicates the floor or zone currently under alert tone.
	<b>Evacuate</b>	Indicates the floor or zone currently under evacuation tone.
	<b>PA</b>	Indicates the public address system is active or ready for announcements.
	<b>WIP Phone</b>	Indicates a WIP phone has been activated. A solid light indicates communication has been established.
	<b>Zone Manned</b>	Indicates occupants remain on that level.
	<b>Zone Cleared</b>	Indicates a level has reported an "All Clear" following evacuation.

Zone status information should be recorded in the evacuation report log, with indicator lights used as a visual reference only.

## Appendix J. Facility Profile and Infrastructure

Facility Description		Details
<b>Facility Use</b>		4 x Airport Terminal 2 x Carpark, BN 64,59,219 3 x Multi Tenanted Buildings
<b>Hours of Operation</b>		24/7
<b>Number of Levels</b>		Terminals: 4 Carparks: 7 Office and Warehouses: 1 <b>Multi Tenanted Buildings:</b> Building 59: 2 Building 64: 2 Building 219: 1
<b>Lifts</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Number of Occupants</b>		20,000 whole precinct, 1,500 in terminal
<b>Number of Passengers</b>		20,000 morning peak
<b>Number of Tenants</b>		300
<b>Person Emergency Evacuation Plans Required</b>		Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Public Carpark</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Fire Engineering Report</b>		
<b>Are there any relevant Fire Engineering Reports?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Emergency Control Point Fire Alarm &amp; Detection System</b>		
<b>Emergency Control Point</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	IOC
<b>Fire Control Room</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>	6 (Terminal only), IOC, 2 x T2 apron, T1, MSS Security Office  IOC is main FCR, T2 apron FCRs are secondaries and where ARFF respond to
<b>Fire Indicator Panel (FIP)</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Multiple in Terminal 1 in each carpark and 1 in each building

<b>Sub Indicator Panel (SIP)</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Multiple
<b>Mimic Panel</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Multiple
<b>Special Detection Equipment</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	VESDA <input checked="" type="checkbox"/> BEAM <input type="checkbox"/>
<b>Emergency Warning and Intercom System</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Multiple
<b>Cascade Cascade Sequence</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Refer to Section 15.1
<b>External Alarm Indicator (Bell/Strobe)</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Bells and strobes
<b>On Fire Alarm Activation:</b>		
<b>Alarm Signalling Equipment Activation</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Alert Tones Activate</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Evacuate Tones Activate</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Activation of Smoke Management System</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Activation of Stairway Pressurisation System</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Other Special Features</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Internal blue strobe lights
<b>Automatic Fire Suppression System</b>		
<b>Sprinkler System</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	All levels
<b>Gas Suppression System</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	For server rooms
<b>First Attack Fire-Fighting Equipment</b>		
<b>Fire Hydrant</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Fire Hose Reels</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Fire Blankets</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Fire Extinguishers</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Access and Egress</b>		
<b>Exit Signs and Emergency Lighting</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Throughout
<b>Other Features</b>		
<b>Refuge Area</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

<b>Full Time Security</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	ISS Security for Internal and Wilson Security for forecourt and carpark
<b>Two-Way Radios</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>CCTV</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>First Aid Kit</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Defibrillator</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Escalators</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Travellators</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

## Terminals 1-4

Melbourne Airport consists of 4 terminals.

- Terminal 1, Qantas;
- Terminal 2, all International flights;
- Terminal 3, Virgin Australia; and
- Terminal 4, all other domestic services.

Each terminal also consists of a range of hospitality and retail tenancies. Each terminal has its own Emergency Intercommunication Warning System (EWIS) and Fire Indicator Panel (FIP) located in multiple FCRs. Please note, IOC will be the main FCR, due to the IOC supervisors being the Chief Warden's during an emergency.

Fire graphic systems are used to indicate where the detector or sprinkler has gone off. These are located in the separate FCRs, with the IOC and T2 FCRs having fire graphic systems for all 4 terminals, as well as T1-3 Carpark and Building 64.

## Carpark Terminal 1, 2 & 3

The carpark for Terminals 1-3 is located opposite Terminal 2. It is connected to the terminals via 2 pedestrian sky-bridges as well as ground floor pedestrian footpaths. The structure has 7 levels (including ground) and consists of carpark, valet parking, car rentals, as well as the Park Royal Hotel.

The carpark has an Occupant Warning System (OWS) installed, which is a standalone system, separate from the EWS in the terminals, however the fire graphic system is connected to the IOC. Detectors and sprinklers are installed in high occupancy locations.

*Note: The Park Royal Hotel has an independent EWIS which will not be visible on Melbourne Airport's fire graphic system.*

## **Carpark Terminal 4**

The Terminal 4 carpark is located at the southern end of the airport terminals. It is connected to the terminals via a ground floor pedestrian footpath. The structure is composed of 8 levels (including ground) and consists of carpark, bus and taxi pickup/drop offs, offices, and a café. The carpark has an EWIS in place, which is a standalone system.

## **Building 64**

Building 64 contains offices and workshops. Building 64 is physically connected to Terminal 4 on Level 1 via a ramp to the Pier G concourse, and via canopy on the ground floor to the north (Rex Bussing area).

Building 64 is installed with an automatic fire sprinkler system, fire detection system and an EWS. The FIP is located landside at the south end of the building, within the foyer to the Programmed Offices.

The detection system is networked to the terminal detection system. On activation of a device within Building 64, the IOC and fire control rooms will receive fire graphics print out. The IOC however has no manual control of Building 64's Emergency Warning System. The emergency warning system is a single zone, standalone system. When activated, alert tones will sound for 90 seconds, which be automatically be followed by evacuation tones throughout the whole building. There is no cascading operation into the terminal building.

A WIP is provided at the ramp on Level 1 which connects to Terminal 4, however this is connected to the Terminal (4) EWIS.

## **Building 59**

Building 59 is located on Service Road, adjacent to Terminal 4 on the south end. Building 59 has a standalone fire detection system and EWS (which are not connected to the Terminal System). Evacuation tones will automatically sound throughout the impacted building when activated. Building 59's FIP is located internally along the northern wall.

The IOC will not be automatically notified of an alarm within this building.

## **Building 219**

Building 219 is located on the corner of Centre Road and Francis Briggs Road, and due to its distant location from the Terminal System, has a standalone fire detection system and EWS which is not connected to the Terminal System. The IOC will not be automatically notified of an alarm within this building.

Building 219 has a unique Emergency Evacuation Plan, along with its own Chief Warden and Area Wardens who will enact the Plan. Building 219's FIP is located internally, directly across from the building's western exit.

Evacuation tones will automatically sound throughout the impacted building when activated.

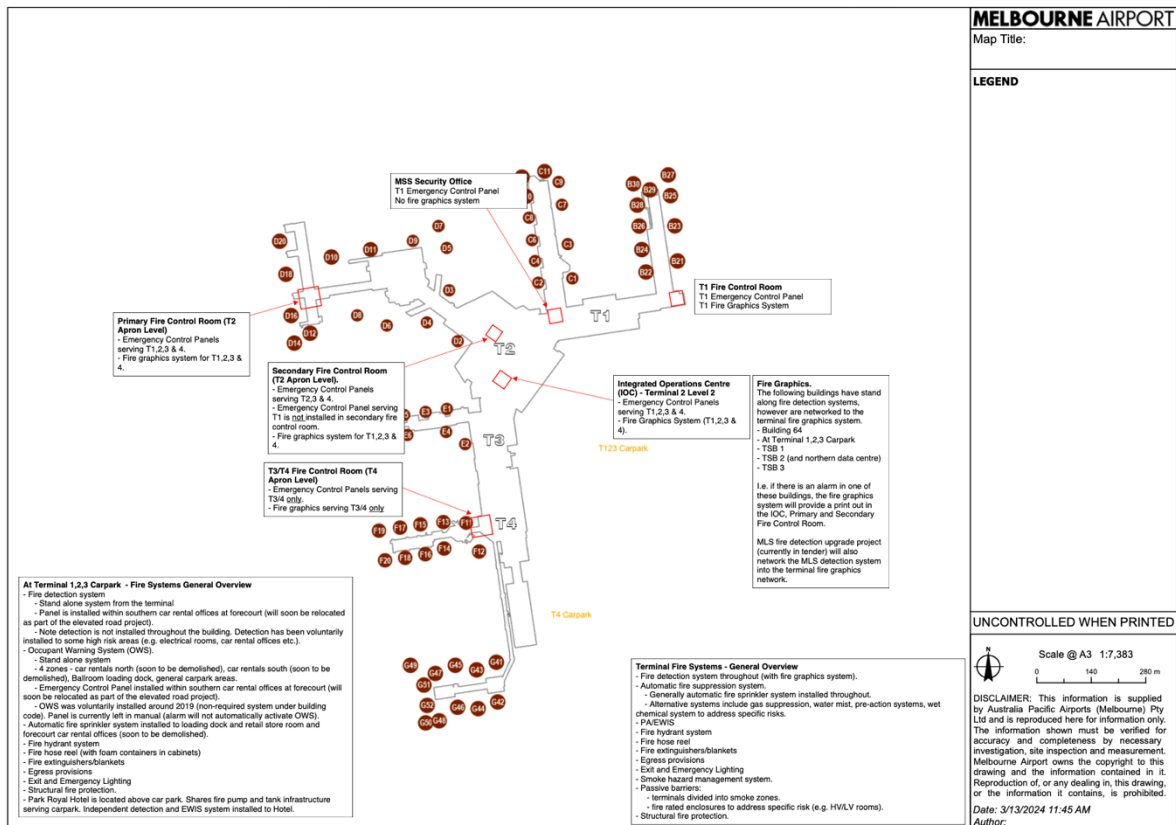
The Emergency Plan specific to Building 219 outlines the relevant evacuation or sheltering procedures in detail, evacuation triggers, responsibilities of the activated roles in emergencies, assembly points and regular plan testing.

### Customs House

Customs House is a separate building to the Terminal System, located on the corner of Centre Road and Grants Road. It houses four tenants across three floors. Due to the distance of the building from the Terminal System, Customs House will have its own Emergency Plan with its own Chief Warden and Area/Floor Wardens that will enact the Plan in the event of an emergency. The IOC will not be automatically notified of an alarm within this building.

### Individual Tenanted Buildings

The emergency plan for these buildings is the responsibility of the tenants who occupy the buildings.



## Appendix K. Facility Resources or Resource Acquisition Arrangements

Internal or external resources may be required where an emergency exceeds the capability of the facility-level ECO, requires specialist response capability, or presents a risk to life, property, or airport operations. Some emergency response capabilities are located internally onsite at Melbourne Airport and can provide an immediate response, while additional external emergency services may be activated to provide support, or control of the incident, depending on the nature and scale of the emergency.

### Internal Resourcing

#### Australian Federal Police (AFP)

The AFP provides policing and security capability within the airport environment. The AFP respond to incidents including aviation security incidents, bomb threats or suspicious items, criminal activity within terminals, counter-terrorism incidents, and other national security threats. In such situations, the AFP may assume operational control of security-related incidents within the airport. In the event of an emergency, the AFP may attend to establish site security and control access until relieved by Victoria Police, and may also prepare AFP House for use as the Incident Control Centre (ICC) where required.

Where AFP attendance is required, the Chief Warden will direct the IOC to contact the agency directly on 131 237.

#### Aviation Rescue Fire Fighting Service (ARFFS)

The ARFFS is the control agency for aviation-related emergencies at Melbourne Airport and provides specialist aviation firefighting and rescue capability. The ARFFS is also typically the first responding agency to aircraft incidents, providing immediate response, fire suppression, rescue operations and specialist aviation hazard management.

The ARFFS will be automatically notified by certain alarm activations as detailed in [Appendix I](#), but can also be contacted directly on (03) 9286 3199.

### External Resourcing

#### Victoria Police

Victoria Police provide policing, security and criminal investigation capability and may assume the role of emergency response coordinator depending on the nature of the incident. Victoria Police respond to incidents such as major public safety events, active armed offender situations, criminal investigations, and public order management. Their responsibilities may include managing public safety, securing the incident area, conducting investigations and coordinating policing resources during emergencies.

### Fire Rescue Victoria (FRV)

FRV provides firefighting and rescue capability and supports incident response within airport infrastructure where specialist aviation response by ARFFS is not required. Where contacted to assist during an emergency, FRV will proceed to the designated staging area as directed. Responding personnel may be met by airport representatives or wardens to assist with site access, wayfinding and coordination with the ECO.

Victoria Police and Fire Rescue Victoria are both contactable via 000.

### Alarm Notifications

Certain alarm activations will automatically notify external emergency services through the facility's monitored fire detection system. Fire detection and sprinkler activations connected to the Fire Indicator Panel (FIP), as well as the red break glass alarms, will trigger the building's alarm signalling equipment, which transmits the alarm to the monitoring service and results in automatic emergency service notification (including the ARFFS). Some alarms, such as the white break glass alarm, activate internal warning systems only and do not automatically notify emergency services, requiring manual escalation if external response is required. Details of Automatic and Manual Alarm Activation and Response procedures are provided in [Appendix I](#).

### Other External Supporting Agencies

These organisations may provide specialist support or information during certain incidents, including:

- **Bureau of Meteorology (BoM):** Provides weather warnings and forecasts that may affect airport operations or emergency response activities.
- **Poisons Information Centre:** Provides advice on chemical exposure, toxic substances and medical treatment guidance.
- **WorkSafe Victoria:** Provides regulatory oversight and may require notification of workplace incidents.
- **Hume City Council:** May provide local government support and coordination where incidents affect the surrounding community.

## Appendix L. Non-Warden Facility Occupants Actions

# Emergency Evacuation – Facility Occupant Actions

On hearing the evacuation tone:

	<p><b>STOP &amp; PREPARE</b></p> <p>Stop work. Grab your essentials:</p> <ul style="list-style-type: none"> <li>• Phone</li> <li>• Wallet</li> <li>• Keys</li> </ul> <p>Evacuate any customers/personnel. Prepare to lock up area if safe to do so.</p>
	<p><b>ASSIST OTHERS</b></p> <p>Enact PEEP. Help others only if safe to do so</p>
	<p><b>EVACUATE</b></p> <p>Leave immediately via the nearest safe exit</p>
	<p><b>FOLLOW WARDENS</b></p> <p>Obey all wardens and emergency services directions</p>
	<p><b>REPORT &amp; WAIT</b></p> <p>Report to wardens or emergency services:</p> <ul style="list-style-type: none"> <li>• Your name</li> <li>• If you need assistance</li> <li>• Share what you know then await instructions.</li> </ul>

## Appendix M. Role Cards

### Chief Warden

<b>Actions</b>	
<b>Immediate Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Don white identification apparel</li> <li><input type="checkbox"/> Proceed immediately to the Main Emergency Control Point in the IOC</li> <li><input type="checkbox"/> Take control of the emergency</li> <li><input type="checkbox"/> Ensure the relevant Emergency Services have been notified by the IOC</li> <li><input type="checkbox"/> Establish communication with affected area via the EWIS</li> <li><input type="checkbox"/> Advise other levels of the activation and to standby for further announcements</li> <li><input type="checkbox"/> <b>Leave EWS in Automatic mode if:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> The 'Evacuate' tone has commenced; or</li> <li><input type="checkbox"/> A Zone Warden has reported a danger; or</li> <li><input type="checkbox"/> Communication cannot be made with the affected area</li> </ul> </li> <li><input type="checkbox"/> <b>If Manual EWS operation is required:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Place the EWS into manual mode (this may involve suspending the Automatic EWS Alert if it has already commenced)</li> <li><input type="checkbox"/> Initiate investigation into cause of the emergency (direct Zone Wardens to investigate) and use the findings to enact the necessary response procedure</li> </ul> </li> <li><input type="checkbox"/> IOC to enact the appropriate emergency response procedure</li> <li><input type="checkbox"/> If unable to confirm safety – <b>commence evacuation immediately</b></li> </ul>
<b>Ongoing Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain communication with Zone Wardens</li> <li><input type="checkbox"/> Request and receive evacuation reports from Zone Wardens as floors/areas are evacuated (cleared zones, disabilities, refusals)</li> <li><input type="checkbox"/> Ensure occupants with disability are managed in accordance with their PEEPs</li> <li><input type="checkbox"/> Coordinate protective actions</li> <li><input type="checkbox"/> Monitor life and safety risks and adjust your response as conditions change</li> <li><input type="checkbox"/> Keep control of evacuations, assembly areas and crowd movement</li> <li><input type="checkbox"/> Maintain log of events</li> <li><input type="checkbox"/> Arrange escorts for Emergency Services if required</li> <li><input type="checkbox"/> Continue to manage the response to the emergency until it no longer exists or emergency services assume control</li> </ul>

**Concluding Actions**

- Confirm the emergency has been resolved or stabilised
- Liaise with responding Emergency Services and transfer control on arrival
- Notify occupants at Assembly Area
- Collate reports (refusals, disabilities, issues)
- Participate in debrief and compile report for AEC
- Participate in post-incident review
- Ensure documentation is secured

## Zone Warden

### Actions

<b>Immediate Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Don yellow identification apparel</li> <li><input type="checkbox"/> Look around the surrounding area</li> <li><input type="checkbox"/> Proceed to the Warden Control Point</li> <li><input type="checkbox"/> Report to the Chief Warden</li> <li><input type="checkbox"/> Carry out instructions from the Chief Warden (via any emergency communication method)</li> <li><input type="checkbox"/> Prepare to evacuate</li> <li><input type="checkbox"/> Brief Wardens of issue and be ready to coordinate the required response</li> <li><input type="checkbox"/> Identify people in your area who have a disability and be ready to assist/direct</li> <li><input type="checkbox"/> If you consider occupants in your area to be at immediate risk of the emergency hazard, commence evacuation of occupants under your control</li> </ul>
<b>Ongoing Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Remain by the WIP and maintain communication with Chief Warden</li> <li><input type="checkbox"/> Maintain communication with Wardens and ensure Wardens are monitoring conditions</li> <li><input type="checkbox"/> Maintain log of events</li> <li><input type="checkbox"/> Identify occupants requiring assistance</li> <li><input type="checkbox"/> If there is no sign of danger, occupants with a disability must remain with the Zone Warden by the WIP</li> <li><input type="checkbox"/> Monitor floor conditions continuously</li> <li><input type="checkbox"/> If an evacuation is directed:             <ul style="list-style-type: none"> <li><input type="checkbox"/> Direct Wardens to commence evacuation</li> <li><input type="checkbox"/> Ensure orderly movement to exits</li> <li><input type="checkbox"/> Ensure Wardens positioned front &amp; rear</li> </ul> </li> <li><input type="checkbox"/> Assign Wardens to:             <ul style="list-style-type: none"> <li><input type="checkbox"/> Check all rooms, toilets, meeting rooms</li> <li><input type="checkbox"/> Monitor exits</li> <li><input type="checkbox"/> Lift foyers to prevent use of lifts</li> <li><input type="checkbox"/> Ensure all areas are cleared</li> </ul> </li> <li><input type="checkbox"/> Respond to requests from Chief Warden for evacuation reports. Report:             <ul style="list-style-type: none"> <li><input type="checkbox"/> Floor clear</li> <li><input type="checkbox"/> Refusals</li> <li><input type="checkbox"/> Disability locations</li> </ul> </li> </ul>

**Concluding Actions**

- Report to Chief Warden once zone is cleared
- Proceed to Assembly Area (if safe)
- Account for Wardens and occupants
- Assist with perimeter control if required
- Compile zone reports for debrief
- Participate in debrief
- Participate in post-incident review

## Warden

Actions	
<b>Immediate Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Don Red identification apparel</li> <li><input type="checkbox"/> Look around the surrounding area</li> <li><input type="checkbox"/> Proceed to the Warden Control Point</li> <li><input type="checkbox"/> Act as Zone Warden if they are not present</li> <li><input type="checkbox"/> Report to the Zone/Chief Warden</li> <li><input type="checkbox"/> Await for and carry out instructions from the Zone/Chief Warden (via any emergency communication method)</li> <li><input type="checkbox"/> Prepare to evacuate</li> </ul>
<b>Ongoing Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Follow instructions from Zone Warden</li> <li><input type="checkbox"/> Commence evacuation if directed by the Zone Warden</li> <li><input type="checkbox"/> Ensure calm and orderly evacuation</li> <li><input type="checkbox"/> Direct occupants to nominated exits/routes</li> <li><input type="checkbox"/> Encourage single file down any stairs holding handrail</li> <li><input type="checkbox"/> Challenge any occupant attempting to use lifts</li> <li><input type="checkbox"/> Check and clear all areas within your immediate area and that are on your evacuation route where possible, including:                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Toilets</li> <li><input type="checkbox"/> Meeting rooms</li> <li><input type="checkbox"/> Offices</li> </ul> </li> <li><input type="checkbox"/> Enact any PEEPs for personnel within your organisation</li> <li><input type="checkbox"/> Report to Zone Warden:                             <ul style="list-style-type: none"> <li><input type="checkbox"/> When the floor is clear</li> <li><input type="checkbox"/> Refusals</li> <li><input type="checkbox"/> Disability locations</li> <li><input type="checkbox"/> Any changes in conditions</li> </ul> </li> </ul>
<b>Concluding Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Confirm area cleared with Zone Warden</li> <li><input type="checkbox"/> Remain at Assembly Area with occupants</li> <li><input type="checkbox"/> Assist with perimeter control if required</li> <li><input type="checkbox"/> Prevent re-entry until authorised</li> <li><input type="checkbox"/> Report any issues observed during evacuation</li> <li><input type="checkbox"/> Compile zone reports for debrief</li> <li><input type="checkbox"/> Participate in debrief</li> <li><input type="checkbox"/> Participate in post-incident review</li> </ul>

## First Aid Officer

Actions	
<b>Immediate Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Don the green identification apparel</li> <li><input type="checkbox"/> Look around the surrounding area</li> <li><input type="checkbox"/> Obtain a portable first aid kit</li> <li><input type="checkbox"/> Obtain an Automated External Defibrillator (AED) (if available in your area)</li> <li><input type="checkbox"/> Proceed to the Warden Control Point</li> <li><input type="checkbox"/> Report to the Zone Warden</li> <li><input type="checkbox"/> Await instructions from the Zone Warden</li> </ul>
<b>Ongoing Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Carry out instructions from the Zone Warden</li> <li><input type="checkbox"/> Attend to injured persons as directed and provide first aid to the level of your training and certification</li> <li><input type="checkbox"/> If injury is time-critical / serious / life-threatening, request a Warden (or another person) call <b>000</b></li> <li><input type="checkbox"/> Transfer control of patient care to Emergency Services on arrival</li> <li><input type="checkbox"/> Maintain awareness of hazards (fire, electricity, structural risk, offender threats) and do not put yourself at risk</li> <li><input type="checkbox"/> Report ongoing status updates back to Zone Warden / Chief Warden</li> </ul>
<b>Concluding Actions</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Confirm patient handover completed</li> <li><input type="checkbox"/> Participate in debrief and provide first aid actions summary</li> <li><input type="checkbox"/> Clean, service, and restock used first aid equipment</li> <li><input type="checkbox"/> Replace specialised equipment as required</li> <li><input type="checkbox"/> Participate in debrief</li> <li><input type="checkbox"/> Participate in post-incident review</li> </ul>

# Appendix N. Site Maps

