



Plan2goTM

EMERGENCY ACTION PLAN (EAP)

Having an effective and clear emergency action plan (EAP) is essential
for any workplace and/or premises.

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EAP Planning

When emergency planning, it is important to consider ALL hazards and possible emergency situations.

What is an emergency?

Emergencies can be either natural or human induced and may include (but are not limited to):

- Biological disaster
- Extreme heat/cold
- Fire
- Lightning strike
- Structural collapse
- Communication failure
- Explosions/internal fire
- Hazardous material release
- Transportation accidents
- Radiological accident
- Arson
- Terrorism
- Hostage situation
- Workplace violence
- Mass hysteria

Why have an EAP?

In the event of one of the emergencies above, or a different emergency not listed, the EAP will quickly and clearly direct Plan2go staff and volunteers on what to do during a workplace emergency.

Practice drills should be undertaken every six (6) months so that Plan2go staff receive training in how to follow the EAP in a pretend emergency situation.



The comprehensive approach to emergency management

Plan2go subscribes to the comprehensive PPRR approach to emergency management:

1. Prevention – stopping or reducing the risk of an emergency occurring
2. Preparedness – being as ready and prepared for emergencies as possible
3. Response – having procedures in place for what to do when an emergency occurs
4. Recovery – what is to occur immediately after an emergency

What needs to be in an EAP?

1. Who to report fires and other emergencies to and contact numbers
2. Evacuation procedures and emergency escape routes
3. Procedures to follow in different emergencies
4. Procedures to account for all Plan2go staff, volunteers and service users
5. Rescue and medical duties for those who are to perform them
6. Name and positions for people who form the EAP team

Useful links

- [Australian Government – Emergency management](#)
- [Australian Emergency Management Knowledge Hub](#)
- [SafeWork NSW Emergency Plans](#)
- [First Aid DRSABCD Action Plan](#)

Emergency management plan procedures

The following procedures should be printed and placed in a prominent position in your work area.



Emergency and Evacuation Procedure

FOR ALL EMERGENCIES CALL 000

For all emergencies call 000, then if possible notify (and in this order):

1. Your Crew Leader
2. Stuart Percel, WHS Officer on 0491 ### ###
3. Any other EAP team member if Stuart is unavailable

The EAP team

Name	Position	Main Location	Mobile no.
Stuart Percel	WHS Officer	People and Culture Crew	0491 ### ###
Emily Burr	Customer Contact Coordinator	Customer Experience Crew	0491 ### ###
Gereldine Humphrey	Business Innovation Officer	Innovation Crew	0491 ### ###
Justin Hart	Administration Officer	Cabin Crew	0491 ### ###
Natalia Simpson	Procurement Officer	Coin Control	0491 ### ###



If evacuation is required

- 01 Remain calm.
- 02 Shut down any hazardous operations if required.
- 03 Follow all directions and instructions.
- 04 Assist any people who are older or with a disability.
- 05 Calmly exit the building via emergency exits in your work area. If you work in a residential facility, please assist all service users from your building.
- 06 If you are a work area warden, please ensure all rooms of your building are cleared and close doors. Do not lock.
- 07 Move away from the structure.
- 08 Assemble in the emergency assembly area that is noted on your work area map.
- 09 Take roll call of your staff and any service users that were present on the day.
- 10 Report any missing people to an EAP team member or emergency services.
- 11 Do not block street or driveways.
- 12 Stay at emergency assembly area until directed otherwise.



EAP for Fire

IN CASE OF A FIRE

01

Remain calm.

02

Call 000.

03

If the fire is small try to extinguish it with the nearest extinguisher (see your work area map); do not put yourself in any danger.

04

If safe to do so, disconnect electrical equipment near fire.

05

If evacuation is required, refer to the Emergency and evacuation procedure.

06

Do not break windows.

07

When exiting, touch doors before opening and do not open hot doors.

08

Do not use elevators.



EAP for Medical Emergencies/Injuries

IN CASE OF MEDICAL EMERGENCY/INJURY

- 01 Know the location of safety equipment, e.g. eye wash stations, emergency showers, first aid kits, and how to use them.
- 02 Use the [First Aid DRSABCD Action Plan](#) if someone is injured.
- 03 Notify your Crew Leader and then a qualified Plan2go WHS Officer who will initiate immediate medical attention.
- 04 Depending on the nature of the medical emergency/injury, 000 may need to be called.
- 05 If evacuation is required, please refer to the Emergency and evacuation procedure.



EAP for Severe Storms

IN CASE OF SEVERE STORMS

Before the storm arrives

1. Listen to local ABC radio station for information.
2. Keep checking storm information and warnings on www.bom.gov.au.
3. Plan ahead before the storm arrives.
4. If you wish to leave the premises, do so before the storm arrives. Once the storm arrives you must not attempt to leave the building or drive anywhere.
5. Tie down loose items located outside or move them indoors if possible.
6. Ensure windows are closed and blinds are drawn.
7. Locate emergency torches and have nearby.
8. Check battery-powered equipment and backup power sources.

During the storm

1. Keep the ABC radio on.
2. Remain calm.
3. Keep away from windows and ensure all service users are away from windows.
4. Reassure any Plan2go staff, volunteers, service users or visitors.
5. Do not use telephone except for an emergency or absolutely essential business.
6. Remain indoors until the storm passes.

Once the storm has passed

1. Check <http://www.bom.gov.au> to ensure storm has passed if possible. Weather apps on mobile phones can be used in the event of a power failure.
2. Assess any damage.
3. Provide a report to supervisor.



EAP for Flood

IN CASE OF FLOOD

01

Listen to local ABC radio.

02

Prepare to take immediate precautionary actions.

03

Prepare to evacuate upon direction. If a flash flood warning is issued, get out of the area immediately.

04

Follow Emergency evacuation procedures.

05

If remaining in the building, move to upper floors if possible. Gather any emergency supplies such as water, blankets, torches and first aid equipment.



EAP for Workplace Violence and/or Hostage Situation

IN THE EVENT OF A VIOLENT SITUATION

01

If safe to do so, call 000.

02

Comply with all reasonable requests from aggressor.

03

Ask if there is someone they would like to speak to in particular.

04

Remain calm.

05

Wait for assistance. Do not attempt to escape or negotiate unless properly trained.



EAP for Bomb Threat

IN THE EVENT OF A BOMB THREAT

- 01 Remain calm.
- 02 Listen carefully. Be polite and show interest.
- 03 Write down anything you can while on the phone, including noises, instructions, etc.
- 04 Try to keep the caller talking to learn more information.
- 05 If possible, write a note to a nearby worker to call 000 or, as soon as the caller hangs up, immediately notify them yourself.
- 06 Contact your supervisor and someone in the EAP team.
- 07 Wait for directions from emergency personnel.

