

## **Personal Threat**

### **Violent / threatening person**

1. **If safe to do so**, note and report such persons – phone Management or your Supervisor.

2. **If confronted, obey instructions if safe to do so:**

- Do not argue or provoke the person.
- Do not attempt to physically subdue the person.
- Back away and alert others to move away also.
- Make it easy for the person to leave the building / area.

**If the person appears psychotic (unusual behaviour, saying odd things):**

- Try and create a calm, non- threatening atmosphere. Reduce distractions; turn off noisy equipment and computer monitors.
- Talk slowly, quietly, firmly and simply.
- Avoid direct eye contact, do not get too close.
- If you can get the person to calm down, try and get them to sit down with you.
- Do not try to reason with acute psychosis. They may be acting this way because hallucinations and voices that they are hearing are very real to them.
- Express empathy for the person's emotional distress, but do not pretend that the delusions or voices are real for you.
- Comply with reasonable requests.

3. Observe carefully:

- Any articles touched by the person.
- Physical details and attire.
- Points which may aid description (including mannerisms).
- Direction that the person took when they left the area.

4. Provide details of the incident as soon as possible, advice of any unusual behaviour – seek advice on next action.

**5. Record information for Police**

6. Be prepared to evacuate or secure the building /area – await further instructions from phone Management or your Supervisor

## **Bomb Threat**

### **General**

***Above all — keep calm and do not alarm others***

#### **1. If the threat is by telephone:**

Prolong the call – keep the person talking and ask:

- Location of bomb;
- Time set to explode;
- Record exact information – see following bomb threat checklist;
- Do not replace the handset (this enables calls to be traced).

2. Record information for Police.

#### **3. If an object is found**

- Do not touch;
- Report the find to phone Management or your Supervisor
- Keep areas clear.

Basic rules:

- Treat as genuine;
- Record exact information.

4. Do not use mobile phones, two way radios or other electronic equipment that may trigger a device – turn off mobile phones and two way radios.

### **Raise the alarm**

#### **5. Phone Management or your Supervisor**

### **Evacuate**

6. Be prepared to evacuate – await further instructions from phone Management or your Supervisor.

7. Evacuate the building as instructed to do so by the Management or your Supervisor.

Persons should be requested to remove all personal belongings (such as briefcases, bags and other personal articles) when evacuating.

## Bomb Threat Checklist

Try to record the exact wording of the threat

***Keep caller talking – try and obtain as much information as possible***

**Ask the following questions:**

- What is it?
- Where is it?
- What does it look like?
- When is the bomb going to explode?
- How will the bomb explode?
- Did you put it there?
- When did you put it there?
- Why did you put it there?
- What is your name?
- Where are you now?
- What is your address?

**Estimate:** Age . . . . . Years    Accent – . . . . .

***Remember keep calm — do not hang up***

<b>Voice</b>	<b>Speech</b>	<b>Manner</b>	<b>Telephone</b>	<b>Background</b>
man	fast	calm	local	music
women	slow	angry	std	talk
child	distinct/cultured	emotional	trunk	typing
unknown	impeded	loud	public	children
	stutter	soft	private	traffic
	nasal	pleasant	mobile	machines
	hesitant	raspy		aircraft
	uneducated	intoxicated		trains
	other	other		other

## **Suspicious Mail or Package**

### **If suspicious mail or package has not been opened**

1. Place item in a plastic bag and seal it. Place all items in a second plastic bag and seal that bag.
2. Stay in your office or immediate work area. This also applies to co-workers in the same room. Prevent others from entering the area and becoming potentially contaminated. It is unlikely you will be in immediate danger.
3. Notify Supervisor/Management
4. Advice:
  - Exact location of incident – building, level, room number;
  - Number of people potentially exposed;
  - Description of the package/device;
  - Action taken (e.g. package sealed or covered, area isolated).
5. Keep your hands away from your face to avoid contaminating your eyes, nose and mouth.
6. If possible (without leaving your work area) wash your hands.
7. Wait for help to arrive.

### **If suspicious mail or package has been opened**

1. Do not disturb the item any further. Do not pass it around. If any material has spilt from the item, and if feasible to do so, do not attempt to clean it up, or brush it from your clothing.
2. If possible place an object over the package without disturbing it (such as a large waste bin).
3. Follow steps 2 to 6 above.
4. If possible, have the building ventilation system shut down and turn off any fans or equipment that is circulating air around your workplace.
5. Wait for help to arrive.

### **If it is suspected that the item is an explosive device**

1. Evacuate the area.

## Chemical Hazard / Spill / Gas Leak

### Notify Supervisor/Management

1. Ensure the immediate safety of anyone within the vicinity of the spill.
2. Evacuate the immediate area around the spill, if necessary.
3. Report the spill to your supervisor/ Management. Refer to SDS. **Isolate the hazard**

When a chemical spill occurs, there are five steps to be taken:

- (a) control the source of the spill;
- (b) contain the spill;
- (c) isolate the area concerned (if appropriate);
- (d) contact the authorities (if appropriate); then
- (e) clean up the spill.

### **Control the source of the spill**

Advice on how to manage a spill is included in the Safety Data Sheet (SDS). Wherever practical, take immediate steps to stop the leakage and / or control the spill. Put small leaking containers into larger containers or bins to prevent further release of the chemical. If a spray hose bursts, turn off the appropriate valves to stop further chemical loss.

**Personal safety is paramount so use appropriate protective clothing and equipment when stopping / controlling any leakage.** Anyone who has been exposed must, **if safe to do so**, be moved to a safe decontamination area. The treatment of serious injury must take precedence over decontamination and containment.

**If unsure of the hazards presented and associated risks to safety and health, consult your supervisor/ management, prior to taking any action.**

### **Contain the spillage**

Do everything you can to contain the spilled material in as small an area as possible to keep it from spreading. Liquid spills can often be contained by spreading absorbent materials such as fine sand, vermiculite, clay or pet litter over the whole spill. In other cases, a shovel or power equipment can be used to construct a dam. No matter how small the spill, it is important to stop it flowing into any body of water, including stormwater drains. Isolate the contaminated area. If appropriate, rope off the contaminated area to keep people away from the spill. In severe cases it may be necessary to evacuate people downwind from the spill. Ideally, have someone stationed at the spill site until the chemical is cleaned up and the danger removed.

### **Contact the appropriate authorities**

The fire brigade must be contacted in cases where it is likely a spill will:

- enter drains or watercourses;
- harm the environment; or
- pose a threat to public safety.

Other services include police, ambulance, the emergency telephone numbers on the pesticide labels, and public health authorities. If the spill may contaminate a waterway, contact Department of Environment and Heritage Protection – EHP, local council and appropriate water / river authorities so that downstream water users can avoid cases of poisoning or contamination.

Restrict unnecessary movement into and through the area to avoid spreading contamination. Isolate the affected area **at a safe distance** by erecting a temporary barricade and placing suitable warning signs.

It may be necessary to turn off the air conditioning to restrict the spread of gases and vapours

## **Clean up the spill**

### 1. General

Where appropriate, spread absorbent material over the contaminated area. Place this material in a drum or other suitable container lined with a heavy duty plastic bag.

### 2. Soil contamination

Where soil has been contaminated by a severe spill, remove the contaminated soil and dispose of it at a proper disposal site. Cover the area with at least 5cms of lime, and then with fresh topsoil. Where minor spills result in soil contamination, activated charcoal applied immediately to the contaminated site can often reduce soil contamination and subsequent plant damage.

### 3. Cleaning of equipment and vehicles

Clean all vehicles and equipment contaminated in the original accident or in the clean-up procedure. Make sure you wear adequate protective clothing to avoid personal contact with the chemical. To clean your equipment only use household bleach (dilute to 50% of normal strength) or an alkaline detergent (e.g. dishwasher soap) solution. Do not mix bleach and alkaline detergents together.

## **When to Report**

When deciding whether a spill must be reported to the regulators listed above, the first consideration is whether the spill can reach the waters of the Commonwealth (this includes ground water). A spill that has been contained to paved/concrete surfaces, and has been cleaned up is not necessary to report, as it cannot reach the waters of the Commonwealth. The second consideration for reporting is the quantity spilled. For spills of petroleum products to soil of less than one quart that do not enter waterways, reporting is generally not required, although this in no way impacts the requirement for clean-up. Call the local EHP office to determine if the spill is reportable

## **What to Report**

When reporting a spill, the following information is needed:

- name and title of person reporting incident
- name and location of facility (address, phone number, township or municipality, and county)
- phone number where the person reporting the spill can be reached
- date, time, and location of the incident
- brief description of the incident, nature of the materials involved, estimated quantity of the materials spilled, possible hazards to human health or the environment, and type of containment and clean-up actions taken
- extent of contamination of land, water, or air, if known (e.g., bodies of water)

## **Clean-Up**

Spill clean-up is most effective when done as quickly as possible after a spill occurs. If the spill is to a paved surface, it is crucial to attempt to keep the spilled material on the pavement and out of drains. If the spill is to soil, all attempts should be made to keep it from reaching waterways. The absorbent socks can be used either to direct the spill around a drain or to confine the spill area. Absorbent materials should be used to absorb as much free product as possible. If a spill clean-up at Cordwells requires more absorbent materials, collection, treatment, recycling or safe disposal of wastes a company like Transpacific shall be used. Transpacific has many spill response materials available.

Once the free product has been absorbed, spills to soil should be excavated as soon as possible. Contractors should dig out all of the impacted soil (identified visually and by odour) and place it on a tarp or plastic. The soil pile must be kept covered while on-site. Disposal of the soil must be done properly through a landfill permitted to accept the material.

**Portable Density / Moisture Gauges Containing Radioactive Sources**  
(refer to CGP027 risk assessment and procedure, RSPP – QCT man2)

Written emergency is included in the Radiation Safety Protection Plan as follows: -

A radiation incident is an incident adversely affecting, or likely to adversely affect, the health or safety of any person because of the emission of radiation, for example, if a radioactive substance is lost or stolen or when unintended exposures may occur or have occurred.

The following procedures are to be implemented in the event of an incident involving a gauge containing radioactive substances.

- Immediately take action to protect human life, to limit injury and to provide first aid, if necessary.
- Allay panic.
- Cordon off the area and prevent unauthorized and unnecessary access to the secured area.
- Contact the radiation safety officer (refer to Attachment 2).
- Do not attempt to move or interfere with the gauge unless directed by the radiation safety officer.
- Remain at an appropriate distance from the gauge (consistent with maintaining site access control, e.g. 6m. minimum).
- The radiation safety officer is to conduct a radiation survey around the gauge and compare the results with previous monitoring results.
  - (i) If the radiation measurements are not significantly different and the radioactive substance is in the shielded position, the gauge is to be returned to the radioactive materials store.
  - (ii) If the measurements differ significantly from the established values, or the radioactive substance cannot be returned to the shielded position, the radiation safety officer should determine the course of action to be taken to render the situation safe (e.g. placing additional shielding over the shutter). Pending advice from the radiation safety officer, access control must be maintained.
- The radiation safety officer is to immediately notify QC Testing and the Chief Executive, Queensland Health of the incident.
- The gauge involved in an incident is not be used again until the radiation safety officer confirms the safety of the gauge by obtaining a certificate of compliance for the gauge from an appropriately accredited person.
- QC Testing will ensure that the Chief Executive, Queensland Health are immediately notified if a radioactive substance is unaccounted for.

**(a)**

## Incident notification

A written incident report is to be produced by the radiation safety officer and submitted through QC Testing to the Chief Executive, Queensland Health at the addresses shown in Attachment 2 within seven (7) days of the occurrence of an incident. This report is to include:

- incident description (including details of the source and its location);
- estimates of radiation exposure to individuals (if applicable);
- action taken; and
- proposals to prevent a recurrence.

The report should also identify, for example, if there is a recurring problem with a particular gauge model.

**Note:** A radiation incident means an incident adversely affecting, or likely to adversely affect, the health or safety of any person because of the emission of radiation.