Emergency Management Plan

Site Name	City CYC
Manager Approving Plan	Jane Le Plastrier
Physical Address	538 Collins Street Melbourne Vic 3000 (cnr Collins St & King St)
Melways Reference	43 F9
Coordinates	-37.817960, 144.956167
Fire District	MFB
Last Review Date	May 2016
Reviewed and Updated	May 2017
Reviewed and Updated	May 2019
Next Review Date	May 2021
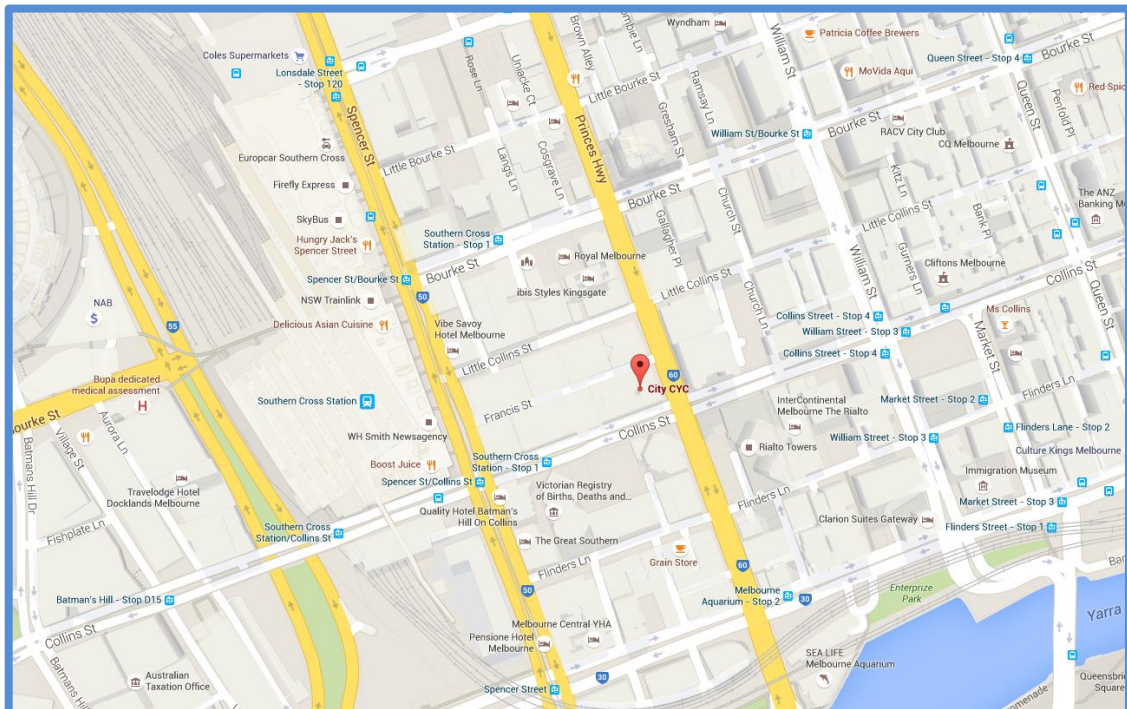
1. Introduction

1.1 Purpose

The purpose of this Emergency Management Plan (EMP) is to provide details of how City CYC will prepare for and respond to emergency situations.

1.2 Scope

This EMP applies to all staff, guests, visitors, contractors and volunteers at City CYC.

1.3 Distribution

A copy of this plan has been distributed to:

Name	Position, Title & Organisation Name	Date Sent	Email or Postal Address
Mark Rowe	General Manager - CYC Limited		1775 Phillip Island Rd, Cowes Vic 3922
MFB			PO Box 151 East Melbourne Vic 3002

2. Emergency Contacts

In an emergency requiring Police, Ambulance and Fire Brigade attendance call 000 or 112 (from a mobile service)

2.1 Key organisational contacts

Key Roles	Name	Phone	Mobile
CYC Ltd General Manager	Mark Rowe	5952 2417	0438 552 193
CYC OH&S Representative	Kerry Scarlett	5952 2417	0412 434 045

2.2 Site contacts

Key Roles	Name	Phone	Mobile
Site Manager	Jane Le Plastrier	9614 8632	0412 359 117
Office Administrator	Anna Montgomery	9614 8632	0425 733 125

2.3 Local/other organisations contacts

Organisation Name	Address	Phone
Local Police	313 Spencer St, West Melbourne	8690 4444
SES (State Emergency Service)	N/A	13 25 00
Hospital – Royal Children's	50 Flemington Rd, Parkville	9345 5522
Hospital – Royal Melbourne	300 Grattan St, Parkville	9342 7000
Poisons Information Centre	N/A	13 11 26
Local Chemist – Priceline	Shop 18/19 Saint James Square 535-555 Bourke St	9629 1147
Gas Provider	Envestra	1800 676 300
Electricity Provider	Energy Australia	131 280
Water Corporation	City West	132 642

Plumber	Phil Douglas	0418 389 669
Electrician	Lionel Kay	0419 777 171
EPA	N/A	1800 444 004
WorkSafe Victoria	N/A	13 23 60
Local Council	Melbourne City Council	9658 9658

3. Incident Management Team

3.1 Incident Management Team Structure

```
                    Chief Warden

    Public Information Officer        Deputy Chief Warden
           Mark Rowe
          0438 552 193

      Group Liaison Officer        Communications Officer

  Police/ Fire/Ambulance   Royal Melbourne Hospital    Worksafe         Wardens
          000                  99342 7000           1800 136 089
```
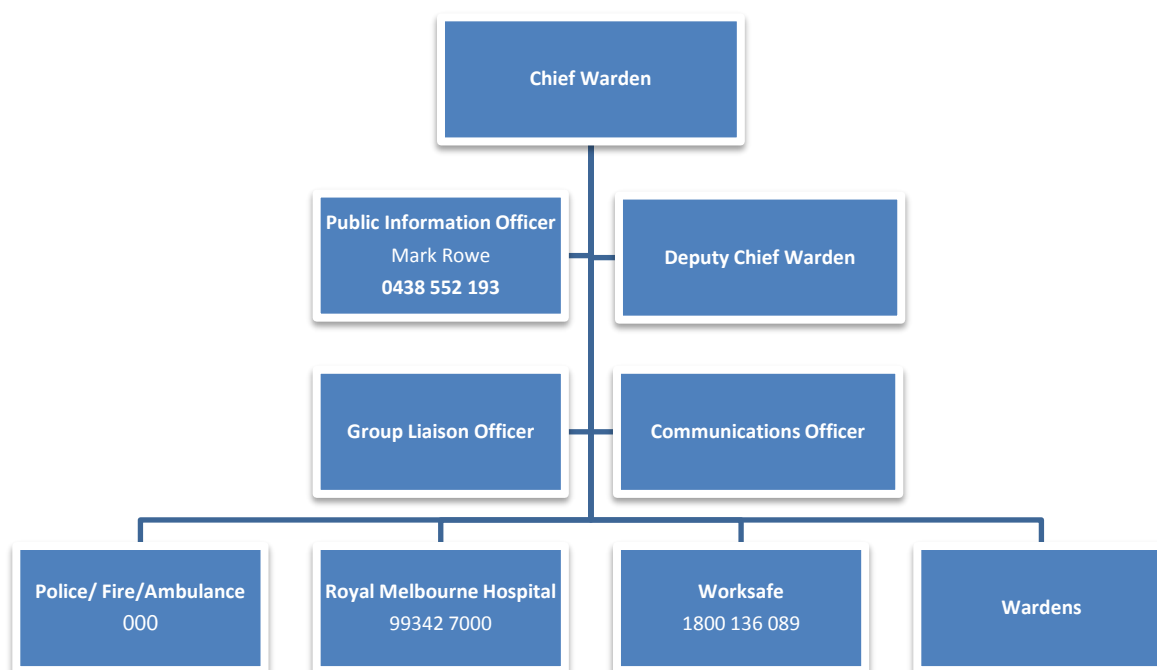
3.2 Current Incident Management Team Contact Details

IMT Role/Activities	Primary Contact	Contact No.	Mobile/After hours
CHIEF WARDEN	Jane Le Plastrier	9614 8632	0412 359 117
DEPUTY CHIEF WARDEN	Dining Room Host	9614 8632	0474 857 139
PUBLIC INFORMATION OFFICER	Mark Rowe	5952 2417	0438 552 193
COMMUNICATIONS OFFICER	Anna Montgomery	9614 8632	0425 733 125
COMMUNICATIONS BACK UP	Groups Host	9614 8632	0474 857 139
GROUP LIAISON OFFICER	Dining Room Host	9614 8632	0474 857 139
WARDENS	All Staff		

3.3   Incident Management Team Responsibilities

CHIEF WARDEN – Primary Roles & Responsibilities
On becoming aware of an emergency shall take the following actions:
   a) Proceed to the Master Evacuation Control Point
   b) Ascertain the nature of the emergency by communicating with Warden on affected floor/area and if necessary co-ordinate evacuation
   c) Ensure the appropriate emergency service has been notified
   d) Ensure that Wardens are advised of situation
   e) Meet and brief Emergency Services personnel on arrival of type, size and location of the emergency. Provide status of the evacuation and then act on the Senior Officer's instructions.
   f) Direct person to stop people entering the building or affected area
   g) Ensure progress of evacuation and actions taken are recorded in Emergency Log Book

DEPUTY WARDEN
The Deputy Warden will assume the responsibilities normally carried out by the chief warden if the chief warden is unavailable, and otherwise assist as required. They will also be required to make sure the emergency is handled safely according to the OH&S guidelines.

COMMUNICATIONS OFFICER – Primary Roles & Responsibilities
On hearing an alarm or becoming aware of an emergency shall take the following actions:
   a) Proceed to the Master Evacuation Control Point
   b) Ascertain the nature and location of the emergency by communicating with Chief Warden
   c) Confirm that the appropriate emergency service has been notified
   d) At the direction of the Chief Warden provide instruction and information to staff and guests as required.
   e) Operate the communication system if required
   f) Maintain a log of the events
   g) Act as directed by the Chief Warden

WARDEN – Primary Roles & Responsibilities
On hearing an alarm or becoming aware of an emergency all staff will act as Wardens and will carry out activities as directed by the Chief Warden.
Activities may include the following:
   a) Ascertain the nature and location of the emergency
   b) Advise Chief Warden of present situation and whether evacuation is warranted
   c) If safe to do so, co-ordinate a response to the emergency
   d) Prepare all persons for evacuation and to assemble at designated Emergency Evacuation Assembly Area and await instructions from Chief Warden
   e) Act as leader of groups moving to nominated assembly areas
   f) Ensure that you clear all clients and staff in that direct area, whilst on your way to the assembly point, unless otherwise directed
   g) Ensure orderly flow of people into nominated assembly areas
   h) Assist persons with disabilities
   i) Search the floor or area to ensure all persons have been evacuated
   j) Check to ensure fire doors and smoke doors are properly closed
   k) Report to Chief Warden on completion of required activities
   l) Attend the Master Emergency Control Point
   m) Operate the communication system if required
   n) Act as directed by the Chief Warden

GROUP LIAISON OFFICER – Primary Roles & Responsibilities

The Group Liaison Officer's main role is to be the liaison between the site and the guests originating organisation. This may be a school, a church, a sporting club or another organisation. The Group Liaison Officer may be onsite or offsite at the time of the emergency and can conduct their role from a remote
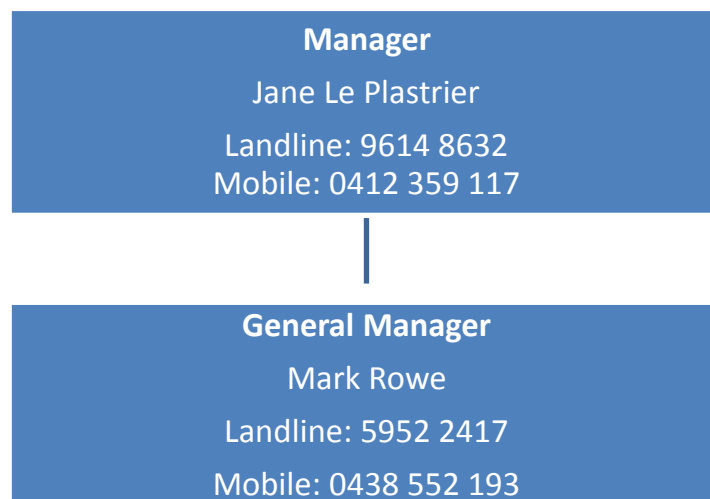
location.

Activities may include the following:

a) Liaise with the Chief Warden and/or Communications Officer as to the status of the emergency, the evacuation location, and procedures regarding collection of guests/children.
b) Communicate with the guest's organisation as to the status of the emergency and relevant procedures regarding collection of guests/children from the site.
c) Remain available for relaying communications from the site to the organisation and vice versa.

PUBLIC INFORMATION OFFICER – Primary Roles & Responsibilities

The Public Information Officer is in charge of dealing with all media related enquiries (including social media) regarding an emergency on any site. This role is designated to the CEO only. No other persons are permitted to speak to the media during or after an emergency, nor communicate on any form of social media on behalf of CYC Ltd.

3.4   Communication Tree

| **Manager** |
| Jane Le Plastrier |
| Landline: 9614 8632 |
| Mobile: 0412 359 117 |

| **General Manager** |
| Mark Rowe |
| Landline: 5952 2417 |
| Mobile: 0438 552 193 |

4. Emergency Response Procedures

4.1   Evacuation

Evacuation Procedure:

- When it is unsafe for guests, staff and visitors to remain inside the building, the Chief Warden will take charge and activate the Incident Management Team if necessary.
- When the alarm sounds evacuate guests, staff and visitors to the emergency assembly point
- Once at assembly point, check all guests, staff and visitors are accounted for.
- Wait for emergency services to arrive or provide further information.
- Seek advice from CYC General Manager if required.
- Wait for confirmation from emergency service personnel that it is safe to return to normal operations.
- Maintain a record of actions/decisions undertaken and times using the Emergency Log Book.

Actions after evacuation/relocation procedure:

- Ensure any guests, staff or visitors with medical or other needs are supported.
- Determine if there is any specific information guests, staff and visitors need to know (for example, areas of the facility to avoid).
- Undertake operational debrief with staff and Incident Management Team to identify any on-site evacuation and procedural changes that may be required.
- Complete your Emergency Event Report Form

4.2   Lock-down

Lock-Down procedure:

- When an external and immediate danger is identified and it is determined that the guests, staff and visitors should be secured inside the building for their own safety the Chief Warden on-site will take charge and activate the Incident Management Team if necessary.
- Call 000 for emergency services and seek and follow advice.
- Initiate the lock-down and move all guests, staff and visitors to a determined area (ie function or dining rooms)
- Check that all external doors (and windows if appropriate) are locked.
- Divert parents and returning groups from the building if required.
- Ensure a telephone line is kept free.
- Keep public address system free.
- Keep main entrance as the only entry point. It must be constantly monitored and no unauthorised people allowed access.
- If safe to do so, have a staff member wait at the main entry to guide emergency services personnel.
- Check that all guests, staff and visitors are accounted for.
- Seek advice from the CYC General Manager if required.
- As appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
- Maintain a record of actions/decisions undertaken and times using the Emergency Log Book.

Actions after lock-down procedure:

- Ensure any guests, staff or visitors with medical or other needs are supported.
- Determine if there is any specific information guests, staff and visitors need to know (for example, areas of the facility to avoid).
- Undertake operational debrief with staff and Incident Management Team to identify any lock-

down and procedural changes that may be required.
- Complete your Emergency Event Report Form

4.3   Lock-out

Lock-Out procedure:

- When an internal immediate danger is identified and it is determined that guests, staff and visitors should be excluded from the building for their safety the Chief Warden on-site will take charge and activate the Incident Management Team if necessary.
- Call 000 for emergency services and seek and follow advice.
- Move guests, staff and visitors away from the affected area
- When advised to do so, evacuate guests, staff and visitors to the emergency assembly point.
- Once at assembly point, check that guests, staff and visitors are all accounted for.
- Ensure communications with emergency services is maintained.
- Seek advice from the CYC General Manager if required.
- As appropriate, confirm with emergency service personnel that it is safe to return to normal operations.
- Maintain a record of actions/decisions undertaken and times using the Emergency Log Book.

Actions after lock-out procedure:

- Ensure any guests, staff or visitors with medical or other needs are supported.
- Determine if there is any specific information guests, staff and visitors need to know (for example, areas of the facility to avoid).
- Undertake operational debrief with staff and Incident Management Team to identify any lock- out and procedural changes that may be required.
- Complete your Emergency Event Report Form

4.4   Shelter-in-place

When an incident occurs outside the building and emergency services or the Chief Warden determines the safest course of action is to keep guests and staff inside the building (as evacuation might reasonably expose people to a greater level of danger until the external event is handled), the Chief Warden will take charge and activate the Incident Management Team if necessary.

- Call 000 for emergency services and seek and follow advice.
- Move all guests, staff and visitors to a determined shelter-in-place area (ie function rooms).
- Check that all guests, staff and visitors are accounted for.
- Ensure communications with emergency services are maintained.
- Wait for emergency services to arrive or provide further information.
- Seek advice from the CYC General Manager if required.
- Await advice from emergency services that it is safe to resume normal operations.

Actions after shelter-in-place procedure:

- Ensure any guests, staff or visitors with medical or other needs are supported.

- Determine if there is any specific information guests, staff and visitors need to know (for example areas of the facility to avoid).
- Undertake operational debrief with staff and Incident Management Team to identify any lock- out and procedural changes that may be required.
- Complete your Emergency Event Report Form

5. Response Procedures for Specific Emergencies

5.1   Building Fire

If not automatically triggered, activate the fire alarm and call 000 for emergency services and seek and follow advice.

- Extinguish the fire (only if safe to do so).
- Report the emergency immediately to the Chief Warden
- Evacuate guests, staff and visitors to the emergency assembly point.
- Once at assembly point, check that all guests, staff and visitors are accounted for.
- Seek advice from the CYC General Manager if required.
- Await advice from emergency services that it is safe to resume normal operations.

5.2   Major external emissions/spill (includes gas leaks)

- Call 000 for emergency services and seek and follow advice.
- Report the emergency immediately to the Chief Warden.
- Turn off gas supply.
- If safe to do so, evacuate guests, staff and visitors to the emergency assembly point.
- Once at assembly point, check all guests, staff and visitors are accounted for.
- Seek advice from the CYC General Manager if required.
- Await advice from emergency services that it is safe to resume normal operations.

5.3   Intruder

- Call 000 for emergency services and seek and follow advice.
- Report the emergency immediately to the Chief Warden.
- Do not do or say anything to the person to encourage irrational behaviour.
- Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants.
- Determine what further action is required. Do this in consultation with the Police where possible.
- Evacuation only should be considered if safe to do so.
- Seek advice from the CYC General Manager if required.
- Await advice from emergency services that it is safe to resume normal operations.

5.4   Bomb/substance threat

- Call 000 for emergency services and seek and follow advice.
- Report the threat immediately to the Chief Warden.
- Do not touch any suspicious objects found.
- If a suspicious object is found or if the threat specifically identified a given area, then evacuation may be considered:
- If appropriate under the circumstances, clear the area immediately within the vicinity of the

object of guests and staff
- Ensure guests and staff are not directed past the object
- Ensure guests and staff that have been evacuated are moved to a safe, designated location
- Seek advice from the CYC General Manager if required.
- Await advice from emergency services that it is safe to resume normal operations.

If a bomb/substance threat is received by telephone:
> Do not hang up
> If possible fill out the bomb threat checklist while you are on the phone to the caller
> Keep the person talking for as long as possible and obtain as much information as possible

   Have a co-worker call 000 for emergency services on a separate phone without alerting the caller and notify the Chief Warden
> Listen carefully for a full description:
  - Sex of caller
  - Age of caller
  - Accents and speech impediments
  - Background noises
  - Key phrases used by the caller
> Ask the caller:
  - What is the threat?
  - When is the threat to be carried out?
  - Where the threat may be located?
  - Why the threat is being made?
  - Where are you? Where do you live?
  - What is your name?
> Once a call is finished:
  - DO NOT HANG UP – it may be possible to trace the call if the telephone line is kept open, regardless of whether the caller hangs up
  - Ensure all information has been written down
  - Inform Chief Warden and report threat to emergency services immediately – use a separate telephone line or mobile phone (in case the caller rings again)
  - Do not touch, tilt or tamper with the object
  - Follow any instructions given by emergency services

If a bomb/substance threat is received by mail:
> Place the letter in a clear bag or sleeve
> Avoid any further handling of the letter or envelope or object
> Call 000 for emergency services and seek and follow advice
> Notify the Chief Warden

If a bomb/substance threat is received electronically or through the school's website:
> Do not delete the message
> Call 000 for emergency services and seek and follow advice
> Notify the Chief Warden

5.5   Internal emissions/spill

- Call 000 for emergency services and seek and follow advice.
- Report the emergency immediately to the Chief Warden
- Move guests and staff away from the spill to a safe area and isolate the affected area.
- Seek advice in regards to clean up requirements, and if safe to do so, the spill can be cleaned up by staff. Personal Protective Equipment should be worn as per the requirements of the
- Material Safety Data Sheet and Safety Work Procedure.
- If necessary, evacuate guests, staff and visitors to the emergency assembly point.
- Once at assembly point, check that all guests, staff and visitors are accounted for.

- Seek advice from the CYC General Manager if required.
- Await advice from emergency services that it is safe to resume normal operations.

5.6   Severe weather event

- Call 000 if emergency services are needed and seek and follow advice.
- Before the storm, store or secure loose items external to the building, such as outdoor furniture and rubbish bins.
- Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances.
- During a severe storm:
- Remain in the building and keep away from windows
- Restrict the use of telephone landlines to emergency calls only, particularly during a thunderstorm.
- Report any matter concerning the safety and wellbeing of guests, staff and visitors to the Chief
- Warden.
- Disconnect electrical equipment – cover and/or move this equipment away from windows.
- Seek advice from the CYC General Manager if required.
- Listen to local radio or TV for weather warnings and advice.

After the severe weather event
- After storm passes, evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred as a result of the storm.
- Await advice from emergency services that it is safe to resume normal operations.

5.7   Earthquake

- Call 000 if emergency services are needed and seek and follow advice.
- Seek advice from the CYC General Manager if required.

If outside
> Instruct staff and guests to:
> Stay outside and move away from buildings, streetlights and utility wires.
> DROP to the ground
> Take COVER by covering your head and neck with their arms and hands
> HOLD on until the shaking stops.

If inside
> Instruct staff and guests to:
> Move away from windows, heavy objects, shelves and so on
> DROP to the ground.
> Take COVER by getting under a sturdy table or other piece of furniture or go into the corner of the building covering their faces and head in their arms.
> HOLD on until the shaking stops.

After the earthquake
> Evaluate the need to evacuate if there are uncontrolled fires, gas leaks or structural damage to the building you are in.
> If you evacuate, watch out for fallen trees, power lines, and stay clear of any structures that may collapse.
> Arrange medical assistance where required.
> Report any matter concerning the safety and wellbeing of guests, staff and visitors to the Chief Warden.
> Listen to local radio if you can and follow any emergency instructions.

5.8   Bushfire/Grass Fire – **not applicable at City CYC**

- Call 000 if emergency services are needed and seek and follow advice.
- Report the emergency immediately to the Chief Warden who will convene the Incident Management Team if necessary.
- Determine appropriate response strategy (evacuate or shelter-in-place) in consultation with emergency services, if possible.
- If evacuation is required and time permits before you leave:
  - o   Make sure you close all doors and windows
  - o   Turn off power and gas
- Check that all staff, guests, visitors and contractors are accounted for
- Listen to TV or local radio on battery-powered sets for bushfire/weather warnings and advice
- Ensure that no one hinders emergency services or put themselves at risk by going near damaged buildings or trees
- Seek advice from the CYC General Manager if required.

5.9   Missing person

- Notify the Chief Warden and Site Manager
- Notify all campsite staff
- Sound the emergency alarm and evacuate all guests to the emergency evacuation point
- Group Leaders/Teachers to do a roll call of all guests
- If person is confirmed missing, Chief Warden to allocate Wardens to search all areas of site
- If person is not found, call the Police immediately.

6. Facility Profile

6.1   General Information

Site Name	City CYC
Physical Address	538 Collins St Melbourne Vic 3000 (cnr Collins St & King St)
Operating Hours	24 hrs, 7 days
Phone	9614 8632
Email	city@cyc.org.au
Fax	9614 7751
Number of buildings	1
Total Number of Staff	25

6.2   Building information summary

Important Locations		
Area	**Location**	**Notes**
Master Emergency Control Point (MECP)	Ground Floor Lobby (Collins St)	In cupboard next to glass front doors
Evacuation Assembly Point	Footpath on Collins Street, outside building entrance	
Emergency Box	Administration Office (Level 1)	On coat rack
Fire Panel Key	Administration Office (Level 1)	In key safe next to office door
First Aid Kit	Emergency Box	
List of guests on site	Administration Office (Level 1)	On clipboards next to photocopier
List of staff on site	Administration Office (Level 1)	Roster on wall next to office door
Register of Hazardous Chemicals & Dangerous Goods	Administration Office (Level 1)	Above photocopier

Alarms			
	Location	**Monitoring Company**	**Location of shut-off instructions**
Fire:	Fire Panel (Ground Floor Lobby)	ADT	MFB to shut-off

Sprinkler System	**Location of shut-off instructions**
CYC	Fire Hose Cupboard Level 1 (next to Guest Laundry)
Level 1	Fire Hose Cupboard Level 1 (next to Guest Laundry)
Level 2	Fire Hose Cupboard Level 2 (next to Cleaners Storeroom)
Level 3 & 4	Fire Hose Cupboard Level 3 (next to Cleaners Storeroom)

Utilities	**Location of shut-off instructions**
Gas - Kitchen	Service Shaft – Level 1 Guest Laundry
Water – all CYC	Service Shaft – Level 1 Guest Laundry
Electricity	Basement Level (near lift)

Evacuation Plan

FIRE ORDERS
CITY CYC

Emergency Evacuation Procedures (EEP)

Ambulance - Fire - Police - Ring 000 - 24 hours

Fire Alarms - Method of Operation

The building has a fire indicator panel by the front door in the Collins St entry. The display screen on the panel will indicate the location of any alarm or fault and provide current status of the buildings fire system.

The system is constantly monitored and the FIRE BRIGADE will be notified automatically and immediately in the event of a fire

The Evacuation system alert consists of two tones

Standby Tone - a long high pitched siren sound - Prepare to Evacuate

Evacuate Tone - a shorter, harsher sound and a voice message advising Evacuation of the Building.

Smoke detectors detect smoke and will set off the " Early Warning System " Standby Tone.

Sprinklers detect fire (very high temperature) & operate automatically in the event of a fire.

The evacuation procedure should be initiated at the sound of the Standby Tone of the "early warning system", and proceed at the sound of the Evacuation Tone.

Specific evacuation instructions

1. Do not attempt to combat the fire - this should be left to professionally trained personnel.
2. Staff are to take any students or visitors with them during an evacuation of the building.
3. Assist any person with a disability.
4. Only take your immediate belongings, do not waste time!
5. Evacuate the building via the fire stairs or signed exits.
6. **Do not use lifts.**
7. Obey directions from Security Officers or fire wardens.
8. Move quickly - do not run.
9. Proceed as directed to our **Emergency Assembly Point**: - The footpath outside the Main Collins Street entrance.
10. Obey further directions from Security Officers or fire wardens.

Do not return to the building until the 'all clear' is given. This would normally be advised by the Security Officer on duty on the advice of the Emergency Services Personnel in attendance.
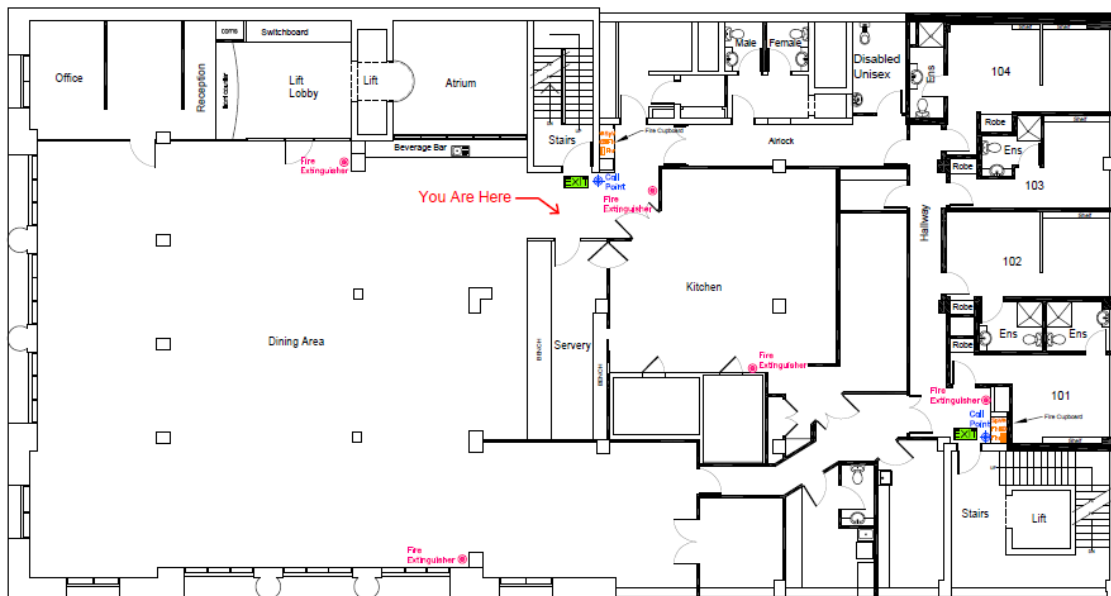
EXIT Illuminated Exit Sign To Fire Isolated Stairwell

Fire Extinguisher Fire Extinguisher Locations

Call Point Call Point Locations - (Break Glass To Activate Alarm)

You Are Here Location within building
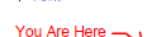
Fhr Fire Hose Reels

Fh Fire Hydrant

SpV Sprinkler Valves

First Floor
Evacuation Plan

Floor Plans

Level 1

Level 1 - General Weekday Layout
Please Note - Bed layout per room may vary according to the group booking

Level 2

Level 2 - General Weekday Layout
Please Note - Bed layout per room may vary according to the group booking

Level 3

Level 3 - General Weekday Layout
Please Note - Bed layout per room may vary according to the group booking

Gas Cut Off
Water Cut Off
Fire Hose
Fire Extinguisher

Level 3 Mezzanine

Level 3 (Mezzanine) – General Weekday Layout   Level 4 – General Weekday Layout
Please Note - Bed layout may vary according to the group booking

Lower Level & Basement

Lower Level Evacuation Plan

Legend:
- EXIT — Illuminated Exit Sign to Fire Isolated Stairwell
- Fire Extinguisher Locations
- Call Point Locations - (Break Glass to Activate Alarm)
- Location within Building
- Fire Hose Reels
- Fire Hydrant
- Sprinkler Valves

Basement Evacuation Plan

Legend:
- EXIT — Illuminated Exit Sign to Fire Isolated Stairwell
- Fire Extinguisher Locations
- Call Point Locations - (Break Glass to Activate Alarm)
- Location within Building
- Fire Hose Reels
- Fire Hydrant
- Sprinkler Valves

Appendices

APPENDIX 1. – Emergency Box Contents

The Emergency Box contains (at minimum) the following items:
Emergency Management Plan Manual
Permission to Leave Book
Emergency Instruction Cards
Pens
Notebook
First Aid Kit
Fire Warden Helmet
Chief Warden Vest (white)
Deputy Warden Vest (white)
Communications Officer Vest (white)
First Aid Vest (green)
Megaphone/Siren/Air Horn
Dolphin Torch & spare battery
6 x hand torches & spare batteries
Pair of leather gloves
Chalk
Whistle

Chief Warden to place the following items in the Emergency Box before evacuating.

1. Fire Panel Key	From key safe next to office door
2. Staff List	Take roster from wall next to office door
3. Guest List/s	Take clipboards from rack next to photocopier
4. Hazardous Chemicals Folder	From shelf above photocopier

APPENDIX 2 - Bomb/Substance Phone Threat Checklist

This checklist should be distributed to all persons who regularly accept incoming telephone calls.

CALL TAKER		CALL TAKEN	
Name:	Phone No.	Date of Call:	Call Start/End Time:
Signature:		Number Called:	Was call Local or STD:

BOMB THREAT QUESTIONS	
When is the bomb going to explode?	
Where did you put the bomb?	
What does the bomb look like?	
What kind of bomb is it?	
What is in the bomb?	
When did you put it there?	
What will make the bomb explode?	
Did you place the bomb?	
Why did you put it there?	
What is your name?	
Where are you/what's your address?	
SUBSTANCE THREAT QUESTIONS	
What kind of substance is in it?	
When will the substance be released?	
Where is it?	
What does it look like?	
When did you put it there?	
How will the substance be released?	
Is the substance liquid, powder or gas?	
Did you put it there?	
Why did you put it there?	
What is your name?	
Where are you/what's your address?	

CALLER'S VOICE			
Sex of caller		Estimated age	
Accent (specify)			
Speech impediments (specify)			
Voice (loud, soft, and so on)			
Speech (fast, slow and so on)			
Dictation (clear, muffled, and so on)			
Manner (calm, emotional, and so on)			
Did you recognise the voice?		If so, who do you think it was?	
Was the caller familiar with the area?			

THREAT LANGUAGE		BACKGROUND NOISE	
Well spoken		Street noises	
Incoherent		House noises	
Irrational		Aircraft	
Taped		Voices	
Message read by caller		Music	
Abusive		Machinery	
Other:		Other:	

EXACT WORDING OF THREAT

ACTIONS			
Report call immediately to:		Phone Number	