



Document Control

Category	Operations
Version	2.0
Effective Date	Feb 2017 (last Revised Dec 2021)
Authorised By	Unit Commander
Review Date	Dec 2022

1. Purpose

The purpose of this LOP is to provide a guideline to ensure Marine Rescue Sydney - State Communications Centre (MRS -SCC) members and base remains secure and safe. This LOP OP 13 covers care phone, emergency devices, emergency call function, access to MRS Base, building and garage, treatment of members private contact details, emergency evacuation. All members should also be familiar with SOP OP 25.

The emergency device is known in MRNSW as the “Lone Worker Device” (LWD). This LOP sets out the guidelines on the use of the LWD for Marine Rescue Sydney as a user of the LWD and for Marine Rescue Sydney as a responder to emergency calls received from LWDs (resulting from activation of the LWD by other Marine Rescue NSW Base members).

1. Keycard access to MRS Premises

- 1.1 All MRS members will be given a Keycard to access the building and underground secured garage.
- 1.2 Each Keycard has a number which will be recorded against the members name on a register kept by a MRS Executive member. It is the responsibility of all MRS members to ensure their Keycard is kept safe at all times and not to be handed to anyone else.
- 1.3 Upon resignation, the member is to return the Keycard to MRS.
- 1.4 Any lost Keycard is to be reported to the Administration Officer immediately and a replacement card will be issued at the member’s expense.
- 1.5 Accessing the MRS premises is via a passcode. Please follow the following instructions:
 - I. Place your hand over the pad located above the door handle and the pad will illuminate from the heat sensed from your hand. A key pad will appear.

- II. Enter 3030 (code is subject to change – members will be notified of changes)
- III. Wait for a beep to sound and blue light will appear and door will unlock.

2.1 Access to Security Garage and Car Parking

2.2 To access and leave the underground Security Garage please note the following:

- I. Upon approaching the underground security parking, the access pad is located on the right hand side of the entry to the garage security door. Place your Keycard against the access pad and the listen for a beep and the garage security door will start to open. As you need to drive to the right hand side of the drive, please use the 180 degree mirror installed alongside the driveway to observe for oncoming vehicles and only approach the access pad if it is safe to do so.
- II. To exit, just before the security door, the access pad is located on the right side of the security device. Place your Keycard against the access pad and garage security door will start to open.
- III. Watch for oncoming traffic entering the garage.

2.3 Car parking is available to MRS members.

2.4 After entering the B1 carpark, proceed past the lift lobby and look for car spaces numbered 56/57/83 on B1 and 93 on B2 immediately left at the bottom of the curve.

2.5 The internal car spaces have a **MARINE RESCUE** sign above the internal spaces and on the outer steel fence (at right) on the external spaces 56/57

2.6 The #83 internal spaces (not shown) are nose-to-tail and may require watch coordination on usage to avoid blocking someone in.

2.7 The open forecourt at the main entrance to the building has visitor parking limited to 2 hours parking during business hours.

2.8 MRS –SCC is 24/7/365 operation, MRS –SCC is the custodian of the key to enable the garage to be manually opened in the event the carpark gate is not operable. The key is for the use of any tenant in the building we occupy. If anyone request the use, please take down their name, organisation, suite number and contact number before handing it over and request the immediate return after exiting/entry. Please email MRS-SCC Property Manager (property.sydney@marinerescuensw.com.au) the details of the person.

3.0 Building Access

3.1. Building entry is by security protected sliding glass door, open to the public 0600hrs to 1900hrs Monday to Fridays.

3.2. Outside these hours, Keycard access is required. Visitors attending training at Marine Rescue Sydney will be chaperoned into the building and directed to the 2nd Floor via the lifts.

3.3. **GROUND FLOOR** – two lifts provide access between B2 though to the 2nd Floor.

- 3.4. **Business hours Mondays to Fridays** – free access from G-2 0600hrs to 1900hrs.
- 3.5. **After Hours & Weekends** – Keycard required to operate the lifts.
- 3.6. **B1/B2 Carpark** – accessible from the lift lobby (shown) in the centre of the each carpark.
- 3.7. **Business hours Mondays to Fridays** – lifts will go **UP** to any floor. Keycard access to go **below GROUND**.
- 3.8. **After Hours & Weekends** - Keycard operation at **ALL** times.

4.0 Alternate Access to the 2nd Floor

- 4.1 Should the lifts be unavailable, stairway access to the 2nd Floor is to enter the building on the ground floor then take one of the fire stairs at either END of the building up to the 2nd Floor
- 4.2 If you need to do this from the carpark, only the central carpark fire stairs give internal access to the ground floor. You then need to switch to the fire stairs at either end of the building to access higher floor/s.

2. Members personal information

- 2.1 Under no circumstances are any member information to be provided to an external party. A message is to be taken for the person with contact details to the caller and the purpose of the call.
- 2.2 The caller's details and call purpose is to be either emailed to the person afterwards of if deemed urgent, call and pass on to the member.
- 2.3 Passing contact details to another member is acceptable as long as the receiver of the call is sure the caller is a "legitimate" member (and not because they say they are). If unsure take down details and offer to pass on message to the member.
- 2.4 If a member has provided clear instructions to a duty officer to pass on their personal contact to a particular external party, this is acceptable especially when a situation arises where a member is managing a maintenance issue (eg electrical, technological, equipment etc etc) and is expecting a representative from the service provider to make contact. In this situation, it needs to be clearly understood who the service provider is and what they are required for (eg someone from Energy Australia regarding a loose wire, council because of xyz etc etc). If the duty officer has completed their shift and has to handover to the next shift's duty officer, the instruction remains valid. If there is any doubt, obtain full contact details and pass onto member.

7. Recording of incoming calls

- 7.1 All radio communications and phone calls are automatically recorded.
- 7.2 All callers to MRS base number 02 9450 2468, for privacy reasons, will be advise automatically by a inbuilt recorded recording on the phone the call will be recorded.

8. Emergency Device – "Lone Worker Device"

MRNSW has 35 Medical Alert devices located across MRNSW Bases which MR refers to as the "Lone Worker Device" (LWD). The purpose of the LWD is to enable any member who is on duty (particular when on a solo watch) to wear it and in the case of any issues to activate the LWD by pressing the SOS button located at the centre of the device. The LWD will also activate automatically should a serious fall has been detected.

The LWD is to be placed in the charging station in its correct position for charging at all times when not use.

Each LWD is programmed with up to 5 telephone numbers. Upon activation, the LWD will proceed to:

1. Send a text message to all numbers programmed into the LWD; and then
2. Commence calling the programmed numbers in sequence.

8.1 Telephone numbers and its sequence programmed into the MR Sydney's LWD are:

- First: Unit Commander
- Second: Deputy Unit Commander
- Third: Regional Operations Manager
- Fourth: Colin Williams (Emergency Systems Manager at HQ)
- Fifth: Andrew Cribb (Director Operations HQ)

8.2 Activation of the Lone Worker Device by a MR Sydney Member:

MR Sydney's LWD number is 0408 989 875.

To operate the MR Sydney's LWD, observe the following steps:

- I. Press the SOS Button (silver button) located at the centre of the LWD
- II. Wait for someone to respond and speak to the responder through the LWD, in speaker phone mode, and provide the responder the following information:
 - Problem
 - Name
 - Exact location
 - What help is needed and any other important information

Upon activation of the LWD, the location of the LWD is automatically text to all mobile numbers programmed into the LWD. If the person who activated the LWD is unable to communicate, the responder is able to call for immediate assistance to the location of the LWD.

- iii To finalise the call, disconnect by pressing the LWD SOS button. Failing to do so, the LWD will continue to ring the programmed number in sequence.

8.3 MR Sydney responding to calls activated by other MRNSW Base's LWD

MR Sydney has designated the **mobile 0448 554 007 to receive calls from the LWDs** from MRNSW Bases. The mobile phone is located on the mobile phone rack with a label attached on the back of the mobile displaying "Lone Worker Text" to receive calls only from other MRNSW Bases.

LWDMR Sydney's mobile phone number has been programmed as the fifth contact for all LWDs belonging to other MRNSW Bases.

8.4 Standard call sequence for most MRNSW Bases (MR Sydney refer item 8.1):

First: Unit Commander
Second: Deputy Unit Commander
Third: Duty Watch Officer (often a landline)
Fourth: Regional Operations Manager
Fifth: Terrey Hills Base Mobile

8.5 The following is a guide for MR Sydney members should a call be received from another MRNSW Base's LWD:

1. MR Sydney (**and all other** programmed contacts) will receive an SMS "**Help Me!**" with a google maps link to the LWD's location. MR Sydney is to remain on standby. No other action is required at this point.
2. The device will proceed to call each number in sequence.
3. If no call is received MR Sydney operator can assume that a previous contact has responded and the device calling route has been deactivated.
4. MR Sydney is to follow up with the **Unit Commander (or DUC or ROM) after approximately 30 minutes** to ensure the caller from the MRNSW Base has received help.
5. If MR Sydney receives a call from another MRNSW LWD, MR Sydney's operator, with best endeavours, will gather all necessary information to include problem, person's details and exact location.
6. MR Sydney will organise for assistance; **which may require calling 000 if it is assessed as an emergency or there is no response by the caller.**
7. Mr Sydney should **attempt to notify the ROM responsible** for the Region the caller is from; to ensure the ROM is aware of the incident and to organise coverage for the respective Base if necessary.
8. It is **recommended MR Sydney member maintain continuous contact** with the caller of the LWD and use another phone to call for assistance.

Note: The LWD has a 3 minute time limit before disconnecting. To maintain contact, the MR Sydney operator has the following two options:

- I. Press the number "0" to extend the call for a further 10 minutes; or
- II. Disconnect the LWD (refer point 10 below) and call the LWD's number that was activated. The LWD will auto connect and communication can resume on loud speaker mode.

9. If the caller does not respond and it is established the caller is requiring assistance, call 000 and relay all pertinent details.
10. When MR Sydney is on a call with the caller who activated the LWD and even if MR Sydney has disconnected the call, the device will still proceed to call the next number. To stop the calling sequence from being made by the LWD, MR Sydney can ask the caller with the LWD to press the SOS button once (**do not hold down the SOS button for more than a second** as it will re-activate the LWD calling sequence again). *Alternatively*, MR Sydney operator can **press 1 on the mobile key pad to end the call sequence** if the LWD caller is incapable of ending the calling sequence and contact is no longer required to be maintained with the LWD caller.
11. If MR Sydney receives a call from a LWD and it is established that the call was an "accidentally" triggered, request the caller to press the SOS button to stop further calls to the programmed numbers in the LWD.
12. MR Sydney will add all communications into Seahawk under "MR Sydney".

8.4 Standard call sequence for most MRNSW Bases (MR Sydney refer item 8.1):

First: Unit Commander
Second: Deputy Unit Commander
Third: Duty Watch Officer (often a landline)
Fourth: Regional Operations Manager
Fifth: Terrey Hills Base Mobile

Other general information about the LWD:

1. LWD is a hands free and speaker device
2. The device has a SIM Card in it with a phone number exactly like a mobile phone. The LWD will auto connect when there is an incoming call.
3. It is important the SOS button on the LWD is pressed once and without holding more than 1 second to disconnect the call and stop the calling sequence.
4. If a contact does not answer the call from the device and it goes to voicemail, the alarm will not call through to the next emergency contact until the voicemail has disconnected the call. Most voicemails are set up to record for 1-2 minutes. Between each call there is a 10 second delay.
5. If a contact number is a landline, they will not receive a text but will receive the phone call.

6. If a number that is programmed into the devices has a diversion on it, the diversion will still work.
7. The phone number for the device is on the contact card that has been provided by MRNSW HQ. It is important this number is saved in your phone with an emergency bypass.
8. If you need to update/change the contacts for the device or have any issues with the device, please put a request in on the service desk at:
<https://servicedesk.mrnsw.com.au/>

9.0 Emergency Device – AED

9.1 Tenants occupying the building with MRS –SCC are aware MRS –SCC has an AED

9.2 MRS –SCC will make available the AED to tenants should it be required.

10.0 Emergency Evacuation

10.1 Building evacuation procedures are to be followed and please also refer to MRS-SCC Evacuation Guideline set out in Addendum 1 and also posted on the wall adjacent to the Watch Officer’s Station.

10.2 Evacuation Diagram - Refer Addendum 2

10.3 The NORTH corridor (turn right as you leave MRS Base) leads to 2 exits:

- I. The CENTRAL emergency exit; seen at the position of the first green EXIT sign in the corridor. Taking this exit will lead you down to leave the building adjacent to the entrance.
- II. The NORTH emergency exit; beyond the central exit at the end of the corridor. It leads to an external exit at the side of the building.
- III. Note the FIRE EXTINGUISHER where the corridor turns.
- IV. A fire hose and riser are seen on your left immediately beyond the lift well.

10.4 **The SOUTH corridor** (turn left as you leave MRS Base) leads to a single Emergency EXIT at the end of the corridor.

- I. A fire extinguisher is located at the curve of the corridor.

10.5 Emergency Car Park Exits details are as follows:

- I. You must go **UP the** stairs to exit the carparks.
- II. The North and South exits lead to egress in the forecourt adjacent to the corridor exits.
- III. Each carpark exit has fire-fighting equipment

10.6 Alternate Unit access is available in addition to the Entry Door. There are 4 doors which provide exit from the unit:

- I. **To the BALCONY** – each of the 3 Stata Units has a hinged glass door which opens outwards and cannot be locked internally. These give access to the wide balcony common to all units. They can be locked back for ventilation. **CAUTION:** The balcony doors have a frame which is a trip hazard requiring care in their use.
- II. **To the CORRIDOR** – Office #2 has the original entry door which opens inwards and cannot be locked from the inside.

Addendum 1

Marine Rescue Sydney - State Communication Centre EVACUATION GUIDELINE



In the event of an evacuation, ONLY if you do not believe your personal safety is at risk take the following action:

- ✓ If on a call, end call by advising the caller you are required to evacuate and ask them to call at back a later time. If the call is an emergency, ask the caller to dial 000.

- ✓ Keep radio headset on head.

- ✓ Take the “Evacuation Bag” (EB) located in the book shelf next to Workstation (WS) 6 and place the following items in the EB:
 - Cordless phone (from WS 6)
 - White Mobile phone (located on the mobile phone rack)
 - Laptop (located on WS 6 book shelf, unless in use)

NOTE: The EB has been prepacked with pens, pencil, notebook and selected information from the WS Reference Guide.

- ✓ Proceed to exit MRS –SCC. Ensure door is properly closed upon exiting.
- ✓ Follow evacuation protocols to safely exit the building to the assembly area.

Once safe and the situation allows, inform the Duty Base Manager (or either UC, DUC, Ops Officer, Dep Ops Officer if you don't know who the DBM is); who will provide guidance. Laptop and cordless phone are on WIFI and are operational from the external carpark including the entry/exit point to No. 23.

**YOUR SAFETY IS PRIORITY
IF YOU FEEL YOUR LIFE IS THREATENED, EXIT IMMEDIATELY**

Addendum 2 - LOP OP 13 Fire Evacuation Diagram

