

Emergency plan

Business: VISAENVOY PTY LTD Location: Suite 513, Level 5, 566 St Kilda Rd, Melbourne VIC 3004

Date: July 2026 Last revision: July 2026 Next review: July 2027

Scope and application

This emergency plan applies to all workers (including contractors and volunteers), clients and visitors at the VisaEnvoy office at Suite 513, Level 5, 566 St Kilda Rd, Melbourne. The emergencies most relevant to our office-based business are: fire, medical emergency, power outage, security incident or threatening behaviour, bomb threat, severe weather or natural disaster, and pandemic or infectious disease outbreak.

The plan is activated by any worker who identifies an emergency. The worker should raise the alarm, alert the Fire Warden or a Director, and call 000 where there is a risk to life, injury or fire. As our office is located in a multi-tenanted building, the building's emergency procedures, alarm systems and warden instructions take precedence and must always be followed.

Emergency contacts

Contact	Name / details	Phone number
Emergency services (fire / police / ambulance)	Triple zero	000
Police (non-emergency)	Police Assistance Line	131 444
Fire warden	Robert	0400 566 521
First aid officer	Robert	0400 566 521
OHS officer / Director	Ian Armani	+61 (3) 9521 7577
Building management / security	Robert	0400 566 521
State Emergency Service (VICSES)	Storm / flood assistance	132 500
Poisons Information Centre	24 hours	13 11 26
Nurse-on-Call (Vic)	24-hour health advice	1300 60 60 24
WorkSafe Victoria	Incident notification (24 hours)	13 23 60
Utilities	Electricity faults - CitiPower	13 12 80

Emergency management team - roles and responsibilities

1. Director / OHS officer: maintains this plan, ensures workers are trained, liaises with building management, notifies WorkSafe Victoria of notifiable incidents and leads the response and debrief.

2. Fire warden: knows the building evacuation procedures, directs and sweeps the office during evacuation, accounts for all workers and visitors at the assembly area and reports to building wardens and emergency services.
3. First aid officer: maintains the first aid kit, provides first aid within their training, calls 000 where required and records treatment on the incident report form.

Supervisors - roles and responsibilities

Supervisors must ensure workers under their direction know this plan, participate in drills and training, follow instructions during an emergency, and assist in accounting for workers, clients and visitors during an evacuation.

Workers - roles and responsibilities

All workers must know the location of exits, the assembly area, fire extinguishers and the first aid kit; follow the directions of wardens and emergency services; report emergencies, hazards and incidents immediately; and assist visitors and clients during an emergency.

Evacuation procedures

4. On hearing the building alert or evacuation tone, or on instruction from a warden, stop work, secure confidential client files if safe to do so, and prepare to evacuate.
5. Leave via the nearest fire exit stairs. Do not use the lifts. Assist clients and visitors and anyone requiring additional assistance.
6. Proceed to the building assembly area (as shown on the evacuation diagrams displayed on Level 5) and remain there until the warden accounts for everyone.
7. Do not re-enter the building until emergency services or building wardens declare it safe.

The building evacuation diagram, showing exits, evacuation routes and the assembly area, is displayed at the office entry and attached to this plan.

Emergency procedures

8. Fire: raise the alarm, alert others and the warden, call 000, evacuate as above. Only attempt to use an extinguisher if trained and it is safe to do so.
9. Medical emergency: call the first aid officer and, if serious, call 000. Provide first aid within training. Do not move an injured person unless in danger. Record on the incident report form.
10. Power outage: remain calm, use emergency lighting, contact building management, secure computer equipment and client data, and if the outage is prolonged a Director will decide whether to close the office and direct staff to work remotely.
11. Security incident or threatening behaviour: do not confront the person, move to a safe area, call building security and, if there is a threat to safety, call 000. Report to a Director.

12. Bomb threat: keep the caller on the line, note exact words, time and background noise, do not hang up, alert a Director on another line, call 000 and follow police and building instructions.
13. Severe weather / natural disaster: move away from windows, follow building warden instructions and monitor VicEmergency advice; contact VICSES on 132 500 for storm or flood assistance.
14. Pandemic / infectious disease: follow current Victorian Department of Health directions; unwell workers must not attend the office; remote working, video conferencing and enhanced hygiene measures will be implemented as required.

Workers with disability or specific needs will have an individual emergency response arrangement agreed with a Director. Workers working remotely must follow the emergency procedures for their location and report any work-related emergency or injury to a Director as soon as it is safe to do so.

After an emergency

Once safe, workers must report to a Director. The incident must be recorded on the internal incident report form. Notifiable incidents (death, serious injury or a dangerous occurrence) must be reported immediately to WorkSafe Victoria on 13 23 60 and the scene preserved until an inspector attends or WorkSafe directs otherwise, as required by the Occupational Health and Safety Act 2004 (Vic). A debrief will be held to review the response, identify lessons learned and update this plan where required. Affected workers will be offered support, including access to counselling where appropriate.

Testing the emergency plan

Workers will participate in the building evacuation drill at least annually. Building alarm systems are tested by building management. First aid kit contents and emergency contact details are checked every six months, and this plan is tested and reviewed following each drill.

Training

All new workers receive emergency procedures training at induction, including exits, the assembly area, emergency contacts and their responsibilities under this plan. Refresher information is provided annually and whenever the plan changes. The fire warden and first aid officer maintain current training for their roles.

Reviewing, reporting and record-keeping

This plan is reviewed at least annually, after any emergency or drill, and whenever the workplace or work practices change, in consultation with workers. Records of drills, training and incidents are kept in the safety records file. As tenants of a shared building, we consult, co-operate and co-ordinate with building management and other tenants on emergency arrangements so far as is reasonably practicable.

Approved by: *Ian Armani*

Ian Armani, Director - on behalf of VisaEnvoy Pty Ltd Date: 15 July 2026 Review date:
Annually