CFA Guideline for the Provision of Emergency Information

190314-CFA EIB (2019 Update) v4

The Emergency Information Book (EIB) is designed to ensure that key information is available to the emergency services in the event of an emergency at your site. The information contained in the EIB ensures the safety of emergency services personnel, and assists them in making decisions regarding response actions and strategies.

The Purpose of the Emergency Information Book

The provision of emergency information to responding emergency services is a requirement of numerous Victorian regulations and Australian Standards. This Guideline provides guidance on preparing the relevant information, in the form of an Emergency Information Book (EIB), for the use of emergency services personnel during emergencies.

An EIB is to be prepared by occupiers of:

- facilities storing and/or handling manifest quantities or above of dangerous goods, as per Schedule 2 of the *Dangerous Goods (Storage and Handling) Regulations 2012*
- resource recovery facilities managing and storing combustible recyclable and waste materials (CRWM), as per EPA's *Management and Storage of CRWM Guideline, October 2018*
- facilities in which additional risks or special hazards are present due to the nature of plant, materials or processes. For example, renewable energy facilities.

Preparing your Emergency Information Book

The content required in an EIB is summarised in the following pages. This information will need to be developed by your organisation and fully customised to reflect your site.

CFA recommends that the information contained in this Guideline be presented in the following format:

- An A4-size, two-ring binder that allows for the cover to be inserted on the front.
- Coloured five-tab dividers to insert between sections.
- Safety Data Sheets (in Section 5) stapled at the top left corner.

Maintaining your Emergency Information Book

It is critical that the content of the EIB is at all times:

- current: EIBs are to reviewed, and updated where required, at least annually
- date-stamped: all content within the EIB is to contain the date of last review
- relevant: any incorrect or superseded information is to be removed from the EIB
- available to emergency responders in hard copy
- Accessible to emergency responders at all times: EIBs are to be stored in an Emergency Information Container at road entrances to the site.

Requirements for Dangerous Goods Facilities

The *Code of Practice for the Storage and Handling of Dangerous Goods 2013* lists 20 points that site occupiers must consider regarding emergency planning when storing at or above manifest quantities of dangerous goods. The Code of Practice facilitates compliance with the *Dangerous Goods (Storage and Handling) Regulations 2012*.

An EIB incorporates the points that most readily assist the emergency services during initial response to emergencies. However, the remaining points must be considered and addressed either within the EIB or a broader emergency management plan for the site. Please refer to the Regulations or the *Code of Practice for the Storage and Handling of Dangerous Goods 2013* for more information and guidance about preparing emergency management plans.

Emergency management plans at dangerous goods facilities must be developed in conjunction with, and with regard to the advice of, the fire services. This means contacting CFA's State Infrastructure and Dangerous Goods Unit to request 'written advice'. This is required when emergency plans are initially developed, and at intervals of no more than five years, as per Regulation 55 of the *Dangerous Goods (Storage and Handling) Regulations 2012*.

Information about this process and application form are available from CFA's website:

www.cfa.vic.gov.au/plan-prepare/dangerous-goods

The *Code of Practice for the Storage and Handling of Dangerous Goods* is available on WorkSafe's website:

www.worksafe.vic.gov.au/resources/code-practice-storage-and-handling-dangerous-goods

Please note: Emergency Information Books are no longer signed by CFA.

Requirements for Resource Recovery Facilities

EPA's *Management and Storage of Combustible and Recyclable Waste Materials (CRWM) Guideline* (publication number 1667.2) gives guidance for resource recovery facilities about how to comply with the Victorian Waste Management Policy.

EPA's publication includes advice for preparing and providing emergency information to emergency responders for facilities storing and/or processing CRWM. Key information has been summarised in this document.

The *Management and Storage of Combustible Recyclable and Waste Materials – Guideline* is available from EPA's website:

www.epa.vic.gov.au/our-work/publications

Requirements for Facilities with Special Hazards

The National Construction Code (E1.10) defines 'special hazards' as those where special problems of fighting fire could arise because:

- of the nature or quantity of materials stored, displayed or used in a building or on the allotment, or
- where there is inadequate water supply for firefighting.

To ensure the safety of emergency responders, CFA recommends that occupiers of facilities in which 'special hazards' are present due to the nature of plant, materials or processes, prepare and provide emergency information in the form of an Emergency Information Book as outlined in this Guideline.

CFA Expectations

Emergency Information Container

Emergency Information Containers must be:

- painted red and marked **EMERGENCY INFORMATION** in white contrasting lettering not less than 25mm high
- located at road entrances to the site at a height of 1.2m – 1.5m
- accessible with a fire brigade standard '003' key
- kept clear of obstructions, including products, rubbish, vehicles, vegetation and any hazards.

Fire Brigade Interaction

As well as adhering to any relevant regulatory requirements in the preparation of emergency management plans and EIBs, CFA expects site occupiers to establish and maintain relationships with local CFA personnel to ensure regular site familiarisation, pre-incident planning, and effective response procedures for emergency scenarios identified through risk management processes.

Contact details for CFA districts are available on CFA's website: www.cfa.vic.gov.au/contact

Providing accurate, current information about potential risks and hazards to CFA allows for effective intervention, reduces delays during response, and contributes to providing a safe workplace.

Emergency Information Book

Note: The owner/occupier of the premises is responsible for ensuring the information contained in this book is relevant and up to date.

Section 1:
Site Layout Drawings

This section provides a quick reference to the overall layout of the site, including site infrastructure, fire protection systems and equipment, fire alarms, drainage/containment systems and essential services isolation valves and controls, presented in the form of site drawing/s or plan/s.

Requirements for All Facilities

Site drawings/plans including the following must be provided:

- The buildings, roads and boundaries of the premises.
- The name or purpose of each building and area (factory, warehouse, drum store, office).
- Vehicle access in and around the premises, including emergency gates and access points.
- The type of neighbours to the site (private, residential or commercial).
- Adjacent street names.
- The direction of north.
- Fire protection systems and equipment, including fire water tanks and pumps.
- Fire detection and alarm systems.
- Control valves for essential services (water, gas, electricity).
- Drainage, spill and fire water containment.

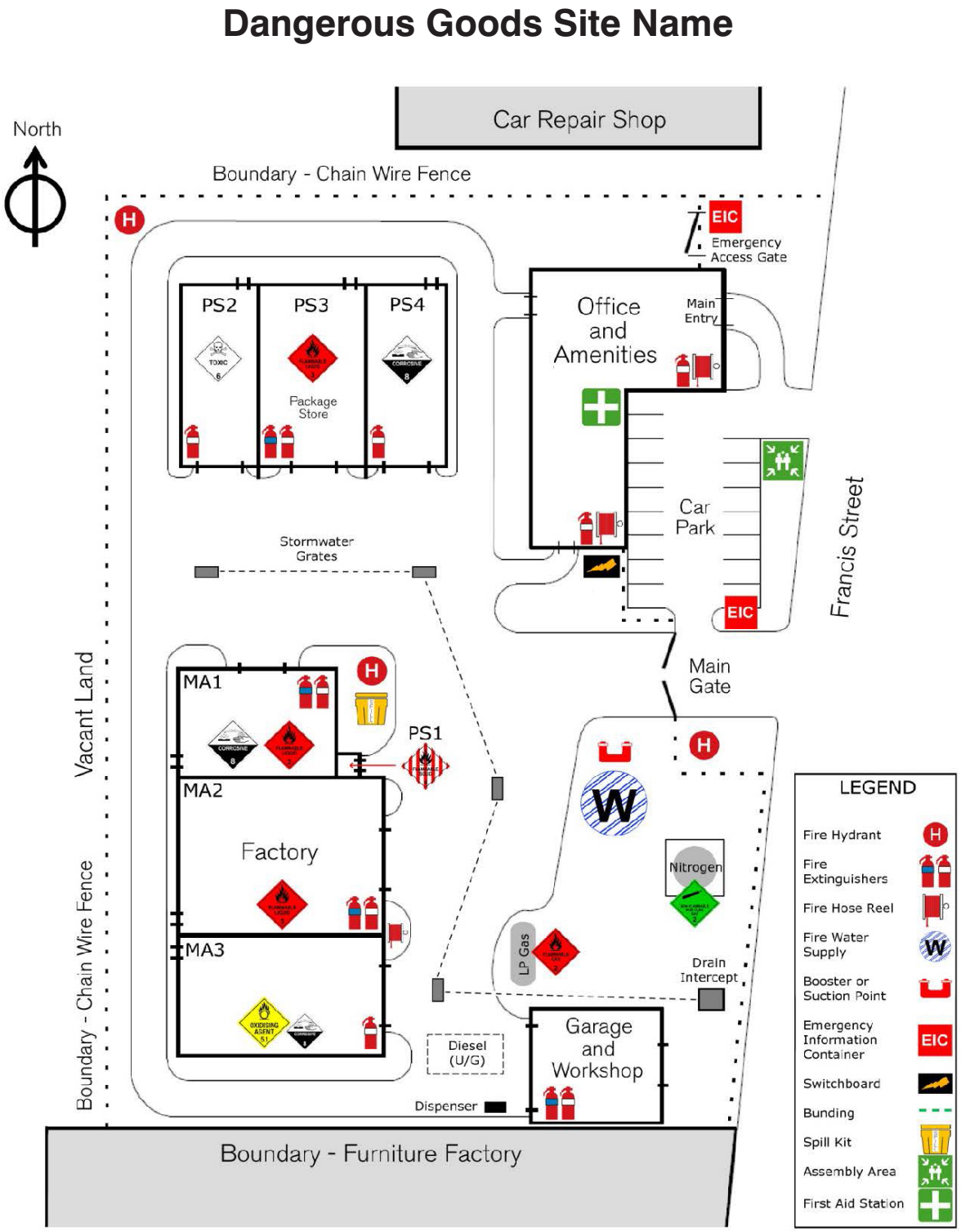
All drawings/plans need to be:

- clear, with readable text and pictograms
- simply laid out
- preferably A3 size, laminated.

If it is impractical to fit all relevant drawings in the Emergency Information Book, alternative arrangements can be made with CFA.

Smaller and less complex sites such as service stations, retail warehouses, water treatment plants and small factories may provide this information on one or two drawings. Larger facilities are likely to require three or more drawings to ensure clarity.

Figure 1: Sample Premises Site Plan for a Dangerous Goods Site



Source: *WorkSafe Victoria, Code of Practice for the Storage and Handling of Dangerous Goods 2013, page 43:* Sample plan of premises (modified).

Fire Protection Drawings

Fire protection plans/drawings should include:

- the location and type of all fire protection systems and equipment on site (fire mains, fire water isolation valves, booster connections, hose reels, hydrants and monitors)
- the location of emergency-associated facilities (such as an emergency control room, fire pump house and fire water storage tanks).

This information may be presented in more than one drawing/plan for a large or complex site.

The table below shows the colour codes that fire services recommend should be used on site plans.

Fire Alarm Drawings

Fire alarms plans/drawings should include (where applicable):

- site drawing in 'block plan' format
- the exact location of alarms and activation points, including:
  - fire detection control indicating equipment (FDCIE/FIP) and sub-FIPs (if any)
  - emergency warning and intercommunication system (EWIS) elements
  - manual call points and break glass alarms and
  - smoke and thermal detector zones
- the location of entrances and internal roadways
- the direction of north.

If the FDCIE/FIP or any manual call points are connected to fire pumps, the location of the appropriate pumps must be shown in the fire protection drawings.

A brief outline of the operating instructions for the FDCIE/FIP should also be included in this section.

Essential Services Drawing

Essential services plans/drawings should include (where applicable):

- Switch rooms;
- UPS and substations/transformers;
- Standby power equipment;
- Isolation switches;
- Natural gas lines;
- Major plant steam lines;
- Major plant compressed air lines;
- Isolating valves for process water shutdown; and
- Infrastructure for solar panel installations including inverters, battery storage locations and system isolation points.

The fire services recommends the use of AS 1345: The identification of the contents of pipes, conduits and ducts for the marking of steam lines, compressed air lines and major product lines in emergency management plans.

Drainage, Spill and Fire Water Containment Drawing

Drainage, spill and fire water plans/drawings should include (where applicable):

- Site drains;
- Stormwater grates,
- Isolation valves and keys;
- Bunds, including their capacities and bund surface area;
- Sumps, interceptor pits and waste catchment areas;
- Spill kits and other containment measures available on site;
- Waste removal systems/processes; and

Any other infrastructure or equipment for the management or containment of fire water runoff.

Element	Colour
Fire services (ie ringed fire main layout, fire hydrants, booster connections, fire main isolating valves, sprinkler control valves, hydrant and sprinkler pumps, fire control room)	Red
Static water storage and capacity	Double-hatched blue
Foam systems	Blue
Fire walls and fire compartments	Heavy black
Bunds	Green

Section 2:

Dangerous Goods Manifest, CRWM Inventory and/or Special Hazards

This section provides a quick reference to:

- details of dangerous goods storages presented in the form of a 'manifest' and site drawing/s or plan/s
- details of materials and operations at CRWM facilities, presented in the form of an inventory that includes an operational summary
- details of special hazards.

Requirements for Dangerous Goods Facilities

Dangerous Goods Manifest

A dangerous goods manifest prepared in accordance with Schedule 3 of the *Dangerous Goods (Storage and Handling) Regulations 2012* allows key summary information about the dangerous goods at your site to be provided to responding emergency services in a standard format.

Dangerous Goods Drawings

A dangerous goods manifest must be supported by specific site plans/drawing in which the locations of dangerous goods storages are clearly identified, and consistent with the information provided in the manifest in terms of dangerous goods class and storage area.

A site with small quantities of dangerous goods may be presented in one drawing, whereas large and complex sites are to provide an overall site drawing, with separate drawings showing details of specific areas.

Figure 2: Example of a Dangerous Goods Manifest

Bulk storage

Tank ID No.	Dangerous goods					Tank	
	Name	Class	Sub risk/s	UN No.	PG	Type	Capacity
T1	Toluene	3	N/A	1294	11	Above ground	35,000 L
T2	Perfumery products	3	N/A	1266	11	Above ground	35,000 L
T3	Ethyl acetate	3	N/A	1173	11	Above ground	35,000 L
B1	Liquefied petroleum gas	2.1	N/A	1075	N/A	Above ground	20,000 L
B2	Liquefied petroleum gas	2.1	N/A	1075	N/A	Above ground	20,000 L

Packaged storage areas

Area	Class	Sub risk/s	Packaging group	Maximum Quantity
Factory Store	8	N/A	II	5,000 L

Manufacturing areas

Area	Class	Sub risk/s	Packaging group	Maximum Quantity
Factory cleaning bath	8	N/A	III	400 L
Factory filling line	3	N/A	III	1,000 L

Note: The area naming system is left to the premises occupier's direction. However, the system chosen must be simple and logical. Storage area designation could also include a grid reference back to the main site map if this is thought to be applicable. For example, in the case of a large, complex site.

Figure 3: Dangerous Goods and Combustible Liquids Manifest Template

Dangerous Goods and Combustible Liquids Manifest

Occupier:	
Address of premises:	
Date of preparation:	
Site plan number:	

Emergency contacts

Name	Position	Telephone
		B/H
		A/H
		B/H
		A/H
		B/H
		A/H

1. Bulk storage

Tank ID/ number	Dangerous goods					Tank	
	Name	Class	Sub risk(s)	UN No.	PG	Type	Capacity

2. Package storage areas

2.1 Packaged dangerous goods of Packing Group I or Class 2.3

Storage Area	Dangerous goods					Quantity	
	Name	Class	Sub risk(s)	UN No.	PG	Average	Maximum

2.2 Other packaged dangerous goods

Storage area	Class	Sub risk(s)	Packing group	Average quantity	Maximum quantity

3. Manufacturing areas

Area	Class	Sub risk(s)	Packing group	Maximum quantity

Requirements for Resource Recovery Facilities

CRWM Inventory

An inventory of CRWM prepared in accordance with EPA's *Management and Storage of Combustible Recyclable and Waste Materials – Guideline* allows key summary information about the hazards at your facility to be provided to responding emergency services.

The inventory must include:

- a brief summary of the operations at the facility
- the estimated volumes or size of CRWM piles managed and stored at the facility
- a summary of CRWM incomings and outgoings.

Inventories are to be maintained at a frequency that ensures their accuracy. Where the quantity of CRWM fluctuates regularly (eg over a day, month or seasonally) this should be indicated in the inventory with appropriate detail.

A system or process that records incoming and outgoing CRWM is to be in place, containing at least the following information:

- The date and time of arrivals and departures for CRWM loads.
- The source of incoming CRWM, with load and vehicle details.
- The destination of outgoing CRWM, with load and consignment details.
- Arrangements in place to manage a temporary influx of CRWM, or longer than anticipated storage of CRWM.

The template in Figure 4 on page10 may be useful for developing a CRWM inventory.

CRWM Drawing/Site Plan

Site drawings for CRWM facilities are to include locations of CRWM storage and processing areas, in addition to the information required in Section 1 of this Guideline. This information may be provided within the overall site plan (see Figure 5, page 12).

Figure 4: CRWM/Waste and Resource Recovery Facility Inventory Sample

Site Name: CRWM Recyclers Pty Ltd

Occupier:	CRWM Recyclers Pty Ltd
Address of premises:	123 Main Road CITYVILLE
Date of preparation:	1st October 2018

Emergency contacts

Name	Position	Telephone
		B/H
		A/H
		B/H
		A/H
		B/H
		A/H

1. Facility Summary

CRWM Recyclers Pty Ltd vets and accepts wood products from its contractors. The facility sorts, mulches and transports up to 200t per day. Material is stored on site for up to 48 hours before being transported to commercial premises for processing.

Total Quantity of CRWM at the Premises:	240t

2. CRWM Storage Summary

Name	Class	Sub risk(s)	UN No.	Type
Wood Products (Raw)	Storage 1	300t	200t	150t
Processed Fine Material	Storage 2	100t	20t	20t
Processed Coarse Material	Storage 3	100t	50t	70t

3. Operational Details

Incoming CRWM

Load Arrival Date and Time	Destination of Delivery (E.g., Company/delivery details.)	Load Details (E.g., Type/status of CRWM, quantity, load number.)
30/9/2018, 2.30pm	Tree Loppers Pty Ltd	20t raw materials. Load Ref. 180930-003.

4. Outgoing CRWM

Load Arrival Date and Time	Destination of Delivery (E.g., Company/delivery details.)	Load Details (E.g., Type/status of CRWM, quantity, load number.)
30/9/2018, 10am	Boulevard Garden Services CITYVILLE	10t processed coarse material. Consignment: 180930-100326587

5. Additional Information

Inventory Management

Peak storage of processed materials is August to October.

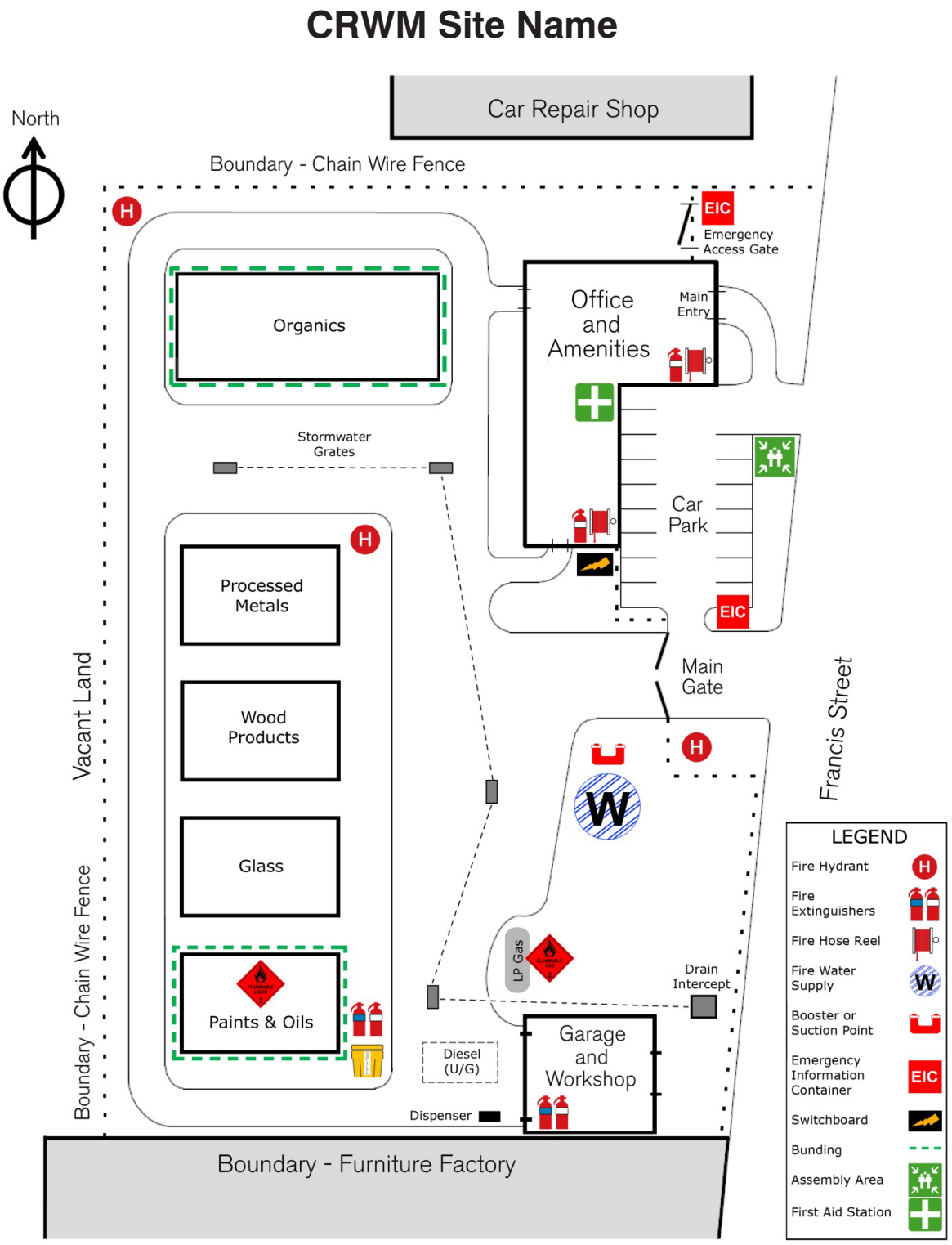
Raw material deliveries over peak storage quantity will be directed to CRWM Recycler's purpose-built overflow yard at Station Street CITYVILLE.

Requirements for Facilities with Special Hazards

A brief summary of special hazards at your site/facility must be provided to responding emergency services. A summary is to include:

- Details of any renewable energy installations at the premises.
  - A brief summary of the installation (eg 'Solar panels are installed on the roof of the production building, connected to an inverter located at the rear of the production building'). Panels, inverters, batteries and system isolation/shutdown points are to be represented on site plans.
  - Details of any significant battery storages that are not otherwise covered by the dangerous goods or waste management regulatory frameworks. This includes the storage of all kinds of batteries over 30t including plastic casings, or 10t without casings.
  - A brief summary of the operations at the facility.
  - An inventory of the types and quantities of batteries at the facilities (eg lithium-ion, nickel cadmium, alkaline, lead-acid, etc.).
  - A site plan that indicates the locations of battery storage, relative to buildings, internal roads, plant and equipment.
  - SDS for the batteries stored and handled at the premises.
- Facilities that operate outside ambient conditions: eg hypoxic (at reduced oxygen content, below 15 per cent); cold (temperatures below 4° Celsius); or with high pressure (above 1 bar).
  - A brief summary of the operations at the facility.
  - A brief summary of the conditions and locations in which the conditions exist.
  - Details of the required personal protective equipment to facilitate working in those areas.
  - Details of any hazards or risks related to the release of water into those environments.
- Details of any processes in operation while the facility is unattended (eg overnight) particularly those involving heat (drying, curing, etc.).
  - A brief summary of the operations at the facility.
  - A brief summary of the process and its location at the facility. The subject plant, equipment and/or room are to be represented on site plans.
  - Contact details for personnel that can provide specialist advice about the process.
  - Procedures (including identified risks) to shut down and/or isolate these processes.
- Details of any maintenance periods in which facilities/plants are undertaking non-standard operations.
  - A brief summary of the operations at the facility.
  - A brief summary of risks/hazards related to the shut-down or non-standard operations.
  - Any impacts on the installed fire protection system, and the interim measures to ensure provision of an equivalent level of safety (eg provision of temporary water supplies, monitors, etc).
- Details of storages of hazardous chemicals that are not classified as dangerous goods.
  - A brief summary of the operations at the facility.
  - A register/inventory of hazardous chemicals.

Figure 5: Sample Premises Site Plan



Source: WorkSafe Victoria's *Code of Practice for the Storage and Handling of Dangerous Goods 2013,* page 43: Sample plan of premises (modified).

Section 3:

On and Off-Site Emergency Contact List

This section provides the means to contact site personnel, other external support personnel, relevant agencies and other stakeholders to enable the emergency services to gather specialist information to support their decision-making during emergency response, and alert site neighbours and the general community as required.

Site Personnel

The names, positions and after hours contact details of site personnel, property owner or facility/company owner who could assist in the event of any emergency must be included in the contact list. This may include:

- managers
- production managers
- chemists
- site engineers
- personnel responsible for the operation of specialist equipment
- people authorised to sign orders in the event of additional firefighting equipment or mediums being required
- People authorised to deal with news/social media
- medical practitioners.

Additional Resources

The contact details of additional service providers are to be included:

- Fire equipment maintenance company.
- Suppliers of goods essential to emergency response (such as foam, specialised extinguishing agents, absorbents or neutralising agents).

Agencies

The contact details of stakeholder agencies should be included where applicable:

- WorkSafe
- Environment Protection Authority (EPA) Victoria
- VicRoads
- Port Authorities
- Air Traffic Control
- Municipal Emergency Response Coordinator.

Neighbours and Other Stakeholders

Information regarding any special mechanisms to notify neighbours and the local community should also be included, in the event of an emergency having impact outside the site boundary.

Section 4:

Evacuation Points and Warden Identification

This section provides the means to identify site wardens, emergency evacuation points and a liaison between the emergency services and the site.

A description of the Emergency Control Organisation (ECO) in place at the site is required. The following information about the members must be included in the EIB:

- Titles/positions.
- Names.
- The means to identify each member.

The information is to be formatted as simply and graphically as possible (ie a flow chart). A separate site plan showing the assembly areas can also be included in this section, however it is acceptable for these to be included in other site plans provided in the EIB.

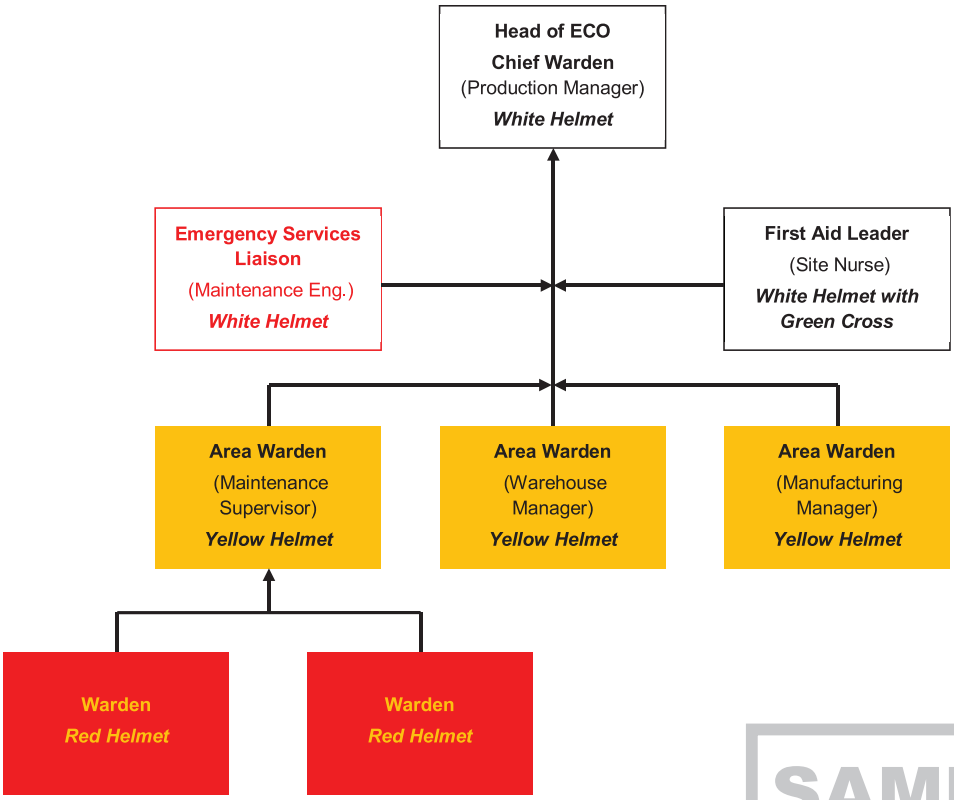
The size and activities of the site/facility will determine the complexity of the Emergency Control Organisation.

For detailed information about the establishment of an appropriate warden structure refer to *AS 3745: Planning for emergencies in facilities*.

The fire services must be able to quickly account for the whereabouts of all site personnel (including visitors and contractors) and be informed about unaccounted people. The head of the site's ECO or their authorised delegate must immediately inform the fire services whether all site personnel are accounted for.

It is essential that an emergency services liaison person is appointed to provide the fire services with the relevant technical information regarding the emergency and to assist in coordinating the efforts of fire services and site personnel.

Figure 6: Emergency Control Organisation (ECO) Sample



Section 5:
Safety Data Sheets and Additional Resources

Requirements for Dangerous Goods Facilities

Safety Data Sheets

This section contains hard copies of Safety Data Sheets (SDS) for dangerous goods stored and handled on site, to enable the emergency services to rapidly identify risks and hazards related to storages, use/obtain appropriate PPE and plan appropriate response.

SDS for dangerous goods stored and handled on site must be stored within the EIB. Where a large number of SDS exists, an alternative arrangement must be made which CFA agrees to. This arrangement may include the provision of a list of SDS and their location on site, within the EIB.

Details of any alternative arrangements must be included in this section.

SDS must be regularly reviewed to ensure currency, and they cannot be older than five years.

Requirements for All Facilities

Additional Resources

This section provides details of additional resources required for response to specific emergencies (as identified in emergency plans), including arrangements for their acquisition.

Resources may include:

- absorbents and neutralisers for the management of spills
- specialist decontamination and clean-up equipment
- reserve firefighting foam supplies
- safety showers and eye-wash stations
- recovery drums (with sizes noted)
- other specialist firefighting agents or equipment.

Details of resources, and the relevant arrangements for acquisition must be included in the EIB.

Mutual Aid

This section provides details of support arrangements with neighbouring facilities during emergency events.

Mutual aid arrangements must be developed and maintained in conjunction with emergency plans to ensure their feasibility and availability during emergency events. Mutual aid arrangements may include:

- provision of technical expertise
- access to additional firefighting equipment, extinguishing agents and materials
- access to industrial equipment, such as forklifts and excavators
- use of communications facilities and equipment
- access to infrastructure (ie as an off-site control centre or evacuation location).

Details of arrangements in place and the relevant contact details for arrangements must be included in the EIB.